

Section B - Supplies or Services and Prices

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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0001 |  |  |  |  |  |
|  | FY23 Banking Operations  CPFF  FY23 Banking Operations - Base Year    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2023 - March 31, 2024.  SHIP VIA: Best Way ( Shippers Option) | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0001AA |  | 12 | Months |  |  |
|  | FY23 Banking Operations (Army)  CPFF  FY23 Banking Operations - Base Year (Army)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2023 - March 31, 2024.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0001AB |  | 12 | Months |  |  |
|  | FY23 Banking Operations (USAF)  CPFF  FY23 Banking Operations - Base Year (USAF)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2023 - March 31, 2024.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0001AC |  | 12 | Months |  |  |
|  | FY23 Banking Operations (USN/USMC)  CPFF  FY23 Banking Operations - Base Year (USN/USMC)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2023 - March 31, 2024.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0002 |  |  |  |  |  |
|  | FY23 Bad Debt Expenses  COST  FY23 Bad Debt Expenses - Base Year  The estimated cost amount of this CLIN is for "Bad Debt" expenses as set forth in the SubCLINs below. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2023 - March 31, 2024.  SHIP VIA: Best Way ( Shippers Option) | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0002AA |  | 12 | Months |  |  |
|  | FY23 Bad Debt Expenses - Army  COST  FY23 Bad Debt Expenses - Base Year (Army)  The estimated cost amount of this SubCLIN is for "Bad Debt" expenses. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2023 - March 31, 2024.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0002AB |  | 12 | Months |  |  |
|  | FY23 Bad Debt Expenses - USAF  COST  FY23 Bad Debt Expenses - Base Year (USAF)  The estimated cost amount of this SubCLIN is for "Bad Debt" expenses. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2023 - March 31, 2024.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0002AC |  | 12 | Months |  |  |
|  | FY23 Bad Debt Expenses - USN/USMC  COST  FY23 Bad Debt Expenses - Base Year (USN/USMC)  The estimated cost amount of this SubCLIN is for "Bad Debt" expenses. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2023 - March 31, 2024.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0003 |  |  |  |  |  |
|  | FY23 Warranty Data  COST  Warranty Data  The Contractor shall provide Warranty Data as required by Exhibit A for CLIN 0001. All data delivered under this CLIN is "NOT SEPARATELY PRICED."  Period of Performance is April 1, 2023 - March 31, 2024  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0004 |  |  |  |  |  |
| OPTION | FY24 Banking Operations  CPFF  FY24 Banking Operations - Option Year One (OY1)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2024 - March 31, 2025.  SHIP VIA: Best Way ( Shippers Option) | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0004AA |  | 12 | Months |  |  |
| OPTION | FY24 Banking Operations (Army)  CPFF  FY24 Banking Operations - OY1 (Army)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2024 - March 31, 2025.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0004AB |  | 12 | Months |  |  |
| OPTION | FY24 Banking Operations (USAF)  CPFF  FY24 Banking Operations - OY1 (USAF)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2024 - March 31, 2025.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0004AC |  | 12 | Months |  |  |
| OPTION | FY24 Banking Operations (USN/USMC)  CPFF  FY24 Banking Operations - OY1 (USN/USMC)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2024 - March 31, 2025.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
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| OPTION | FY24 Bad Debt Expenses  COST  FY24 Bad Debt Expenses - Option Year One (OY1)  The estimated cost amount of this CLIN is for "Bad Debt" expenses as set forth in the SubCLINs below. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2024 - March 31, 2025.  SHIP VIA: Best Way ( Shippers Option) | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0005AA |  | 12 | Months |  |  |
| OPTION | FY24 Bad Debt Expenses - Army  COST  FY24 Bad Debt Expenses – OY1 (Army)  The estimated cost amount of this SubCLIN is for "Bad Debt" expenses. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2024 - March 31, 2025.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0005AB |  | 12 | Months |  |  |
| OPTION | FY24 Bad Debt Expenses - USAF  COST  FY24 Bad Debt Expenses – OY1 (USAF)  The estimated cost amount of this SubCLIN is for "Bad Debt" expenses. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2024 - March 31, 2025.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0005AC |  | 12 | Months |  |  |
| OPTION | FY24 Bad Debt Expenses - USN/USMC  COST  FY24 Bad Debt Expenses – OY1 (USN/USMC)  The estimated cost amount of this SubCLIN is for "Bad Debt" expenses. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2024 - March 31, 2025.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0006 |  |  |  |  |  |
| OPTION | FY24 Warranty Data  COST  Warranty Data – OY1  The Contractor shall provide Warranty Data as required by Exhibit A for CLIN 0004. All data delivered under this CLIN is "NOT SEPARATELY PRICED."  Period of Performance is April 1, 2024 - March 31, 2025.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0007 |  |  |  |  |  |
| OPTION | FY25 Banking Operations  CPFF  FY25 Banking Operations - Option Year Two (OY2)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2025 - March 31, 2026.  SHIP VIA: Best Way ( Shippers Option) | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0007AA |  | 12 | Months |  |  |
| OPTION | FY25 Banking Operations (Army)  CPFF  FY25 Banking Operations – OY2 (Army)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2025 - March 31, 2026.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0007AB |  | 12 | Months |  |  |
| OPTION | FY25 Banking Operations (USAF)  CPFF  FY25 Banking Operations – OY2 (USAF)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2025 - March 31, 2026.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0007AC |  | 12 | Months |  |  |
| OPTION | FY25 Banking Operations (USN/USMC)  CPFF  FY25 Banking Operations – OY2 (USN/USMC)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2025 - March 31, 2026.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0008 |  |  |  |  |  |
| OPTION | FY25 Bad Debt Expenses  COST  FY25 Bad Debt Expenses – Option Year Two (OY2)  The estimated cost amount of this CLIN is for "Bad Debt" expenses as set forth in the SubCLINs below. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2025 - March 31, 2026.  SHIP VIA: Best Way ( Shippers Option) | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0008AA |  | 12 | Months |  |  |
| OPTION | FY25 Bad Debt Expenses - Army  COST  FY25 Bad Debt Expenses – OY2 (Army)  The estimated cost amount of this SubCLIN is for "Bad Debt" expenses. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2025 - March 31, 2026.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0008AB |  | 12 | Months |  |  |
| OPTION | FY25 Bad Debt Expenses - USAF  COST  FY25 Bad Debt Expenses – OY2 (USAF)  The estimated cost amount of this SubCLIN is for "Bad Debt" expenses. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2025 - March 31, 2026.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0008AC |  | 12 | Months |  |  |
| OPTION | FY25 Bad Debt Expenses - USN/USMC  COST  FY25 Bad Debt Expenses – OY2 (USN/USMC)  The estimated cost amount of this SubCLIN is for "Bad Debt" expenses. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2025 - March 31, 2026.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0009 |  |  |  |  |  |
| OPTION | FY25 Warranty Data  COST  Warranty Data – OY2  The Contractor shall provide Warranty Data as required by Exhibit A for CLIN 0007. All data delivered under this CLIN is "NOT SEPARATELY PRICED."  Period of Performance is April 1, 2025 - March 31, 2026.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0010 |  |  |  |  |  |
| OPTION | FY26 Banking Operations  CPFF  FY26 Banking Operations - Option Year Three (OY3)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2026 - March 31, 2027.  SHIP VIA: Best Way ( Shippers Option) | | | |  |
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| 0010AA |  | 12 | Months |  |  |
| OPTION | FY26 Banking Operations (Army)  CPFF  FY26 Banking Operations – OY3 (Army)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2026 - March 31, 2027.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0010AB |  | 12 | Months |  |  |
| OPTION | FY26 Banking Operations (USAF)  CPFF  FY26 Banking Operations – OY3 (USAF)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2026 - March 31, 2027.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0010AC |  | 12 | Months |  |  |
| OPTION | FY26 Banking Operations (USN/USMC)  CPFF  FY26 Banking Operations – OY3 (USN/USMC)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2026 - March 31, 2027.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0011 |  |  |  |  |  |
| OPTION | FY26 Bad Debt Expenses  COST  FY26 Bad Debt Expenses – Option Year Three (OY3)  The estimated cost amount of this CLIN is for "Bad Debt" expenses as set forth in the SubCLINs below. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2026 - March 31, 2027.  SHIP VIA: Best Way ( Shippers Option) | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0011AA |  | 12 | Months |  |  |
| OPTION | FY26 Bad Debt Expenses - Army  COST  FY26 Bad Debt Expenses – OY3 (Army)  The estimated cost amount of this SubCLIN is for "Bad Debt" expenses. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2026 - March 31, 2027.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0011AB |  | 12 | Months |  |  |
| OPTION | FY26 Bad Debt Expenses - USAF  COST  FY26 Bad Debt Expenses – OY3 (USAF)  The estimated cost amount of this SubCLIN is for "Bad Debt" expenses. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2026 - March 31, 2027.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0011AC |  | 12 | Months |  |  |
| OPTION | FY26 Bad Debt Expenses - USN/USMC  COST  FY26 Bad Debt Expenses – OY3 (USN/USMC)  The estimated cost amount of this SubCLIN is for "Bad Debt" expenses. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2026 - March 31, 2027.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0012 |  |  |  |  |  |
| OPTION | FY26 Warranty Data  COST  Warranty Data – OY3  The Contractor shall provide Warranty Data as required by Exhibit A for CLIN 0010. All data delivered under this CLIN is "NOT SEPARATELY PRICED."  Period of Performance is April 1, 2026 - March 31, 2027.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0013 |  |  |  |  |  |
| OPTION | FY27 Banking Operations  CPFF  FY27 Banking Operations – Option Year Four (OY4)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2027 - March 31, 2028.  SHIP VIA: Best Way ( Shippers Option) | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0013AA |  | 12 | Months |  |  |
| OPTION | FY27 Banking Operations (Army)  CPFF  FY27 Banking Operations – OY4 (Army)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2027 - March 31, 2028.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0013AB |  | 12 | Months |  |  |
| OPTION | FY27 Banking Operations (USAF)  CPFF  FY27 Banking Operations – OY4 (USAF)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2027 - March 31, 2028.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0013AC |  | 12 | Months |  |  |
| OPTION | FY27 Banking Operations (USN/USMC)  CPFF  FY27 Banking Operations – OY4 (USN/USMC)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2027 - March 31, 2028.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0014 |  |  |  |  |  |
| OPTION | FY27 Bad Debt Expenses  COST  FY27 Bad Debt Expenses – Option Year Four (OY4)  The estimated cost amount of this CLIN is for "Bad Debt" expenses as set forth in the SubCLINs below. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2027 - March 31, 2028.  SHIP VIA: Best Way ( Shippers Option) | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0014AA |  | 12 | Months |  |  |
| OPTION | FY27 Bad Debt Expenses - Army  COST  FY27 Bad Debt Expenses – OY4 (Army)  The estimated cost amount of this SubCLIN is for "Bad Debt" expenses. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2027 - March 31, 2028.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0014AB |  | 12 | Months |  |  |
| OPTION | FY27 Bad Debt Expenses - USAF  COST  FY27 Bad Debt Expenses – OY4 (USAF)  The estimated cost amount of this SubCLIN is for "Bad Debt" expenses. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2027 - March 31, 2028.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0014AC |  | 12 | Months |  |  |
| OPTION | FY27 Bad Debt Expenses - USN/USMC  COST  FY27 Bad Debt Expenses – OY4 (USN/USMC)  The estimated cost amount of this SubCLIN is for "Bad Debt" expenses. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2027 - March 31, 2028.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0015 |  |  |  |  |  |
| OPTION | FY27 Warranty Data  COST  Warranty Data – OY4  The Contractor shall provide Warranty Data as required by Exhibit A for CLIN 0013. All data delivered under this CLIN is "NOT SEPARATELY PRICED."  Period of Performance is April 1, 2027 - March 31, 2028.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0016 |  |  |  |  |  |
| OPTION | FY28 Banking Operations  CPFF  FY28 Banking Operations – Option Year Five (OY5)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2028 - March 31, 2029.  SHIP VIA: Best Way ( Shippers Option) | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0016AA |  | 12 | Months |  |  |
| OPTION | FY28 Banking Operations (Army)  CPFF  FY28 Banking Operations – OY5 (Army)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2028 - March 31, 2029.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| FIXED FEE | | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0016AB |  | 12 | Months |  |  |
| OPTION | FY28 Banking Operations (USAF)  CPFF  FY28 Banking Operations – OY5 (USAF)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2028 - March 31, 2029.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0016AC |  | 12 | Months |  |  |
| OPTION | FY28 Banking Operations (USN/USMC)  CPFF  FY28 Banking Operations – OY5 (USN/USMC)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2028 - March 31, 2029.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0017 |  |  |  |  |  |
| OPTION | FY28 Bad Debt Expenses  COST  FY28 Bad Debt Expenses – Option Year Five (OY5)  The estimated cost amount of this CLIN is for "Bad Debt" expenses as set forth in the SubCLINs below. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2028 - March 31, 2029.  SHIP VIA: Best Way ( Shippers Option) | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0017AA |  | 12 | Months |  |  |
| OPTION | FY28 Bad Debt Expenses - Army  COST  FY28 Bad Debt Expenses – OY5 (Army)  The estimated cost amount of this SubCLIN is for "Bad Debt" expenses. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2028 - March 31, 2029.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0017AB |  | 12 | Months |  |  |
| OPTION | FY28 Bad Debt Expenses - USAF  COST  FY28 Bad Debt Expenses – OY5 (USAF)  The estimated cost amount of this SubCLIN is for "Bad Debt" expenses. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2028 - March 31, 2029.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0017AC |  | 12 | Months |  |  |
| OPTION | FY28 Bad Debt Expenses - USN/USMC  COST  FY28 Bad Debt Expenses – OY5 (USN/USMC)  The estimated cost amount of this SubCLIN is for "Bad Debt" expenses. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2028 - March 31, 2029.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0018 |  |  |  |  |  |
| OPTION | FY28 Warranty Data  COST  Warranty Data – OY5  The Contractor shall provide Warranty Data as required by Exhibit A for CLIN 0016. All data delivered under this CLIN is "NOT SEPARATELY PRICED."  Period of Performance is April 1, 2028 - March 31, 2029.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0019 |  |  |  |  |  |
| OPTION | FY29 Banking Operations  CPFF  FY29 Banking Operations – Option Year Six (OY6)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2029 - March 31, 2030.  SHIP VIA: Best Way ( Shippers Option) | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0019AA |  | 12 | Months |  |  |
| OPTION | FY29 Banking Operations (Army)  CPFF  FY29 Banking Operations – OY6 (Army)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2029 - March 31, 2030.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0019AB |  | 12 | Months |  |  |
| OPTION | FY29 Banking Operations (USAF)  CPFF  FY29 Banking Operations – OY6 (USAF)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2029 - March 31, 2030.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0019AC |  | 12 | Months |  |  |
| OPTION | FY29 Banking Operations (USN/USMC)  CPFF  FY29 Banking Operations – OY6 (USN/USMC)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2029 - March 31, 2030.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0020 |  |  |  |  |  |
| OPTION | FY29 Bad Debt Expenses  COST  FY29 Bad Debt Expenses – Option Year Six (OY6)  The estimated cost amount of this CLIN is for "Bad Debt" expenses as set forth in the SubCLINs below. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2029 - March 31, 2030.  SHIP VIA: Best Way ( Shippers Option) | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0020AA |  | 12 | Months |  |  |
| OPTION | FY29 Bad Debt Expenses - Army  COST  FY29 Bad Debt Expenses – OY6 (Army)  The estimated cost amount of this SubCLIN is for "Bad Debt" expenses. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2029 - March 31, 2030.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0020AB |  | 12 | Months |  |  |
| OPTION | FY29 Bad Debt Expenses - USAF  COST  FY29 Bad Debt Expenses – OY6 (USAF)  The estimated cost amount of this SubCLIN is for "Bad Debt" expenses. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2029 - March 31, 2030.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0020AC |  | 12 | Months |  |  |
| OPTION | FY29 Bad Debt Expenses - USN/USMC  COST  FY29 Bad Debt Expenses – OY6 (USN/USMC)  The estimated cost amount of this SubCLIN is for "Bad Debt" expenses. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2029 - March 31, 2030.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0021 |  |  |  |  |  |
| OPTION | FY30 Warranty Data  COST  Warranty Data – OY6  The Contractor shall provide Warranty Data as required by Exhibit A for CLIN 0019. All data delivered under this CLIN is "NOT SEPARATELY PRICED."  Period of Performance is April 1, 2029 - March 31, 2030.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0022 |  |  |  |  |  |
| OPTION | FY30 Banking Operations  CPFF  FY30 Banking Operations – Option Year Seven (OY7)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2030 - March 31, 2031.  SHIP VIA: Best Way ( Shippers Option) | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0022AA |  | 12 | Months |  |  |
| OPTION | FY30 Banking Operations (Army)  CPFF  FY30 Banking Operations – OY7 (Army)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2030 - March 31, 2031.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0022AB |  | 12 | Months |  |  |
| OPTION | FY30 Banking Operations (USAF)  CPFF  FY30 Banking Operations – OY7 (USAF)  Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2030 - March 31, 2031.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0022AC |  | 12 | Months |  |  |
| OPTION | FY30 Banking Operations (USN/USMC)  CPFF  FY30 Banking Operations – OY7 (USN/USMC)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2030 - March 31, 2031.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
| ESTIMATED COST | | | | |  |
| FIXED FEE | | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0023 |  |  |  |  |  |
| OPTION | FY30 Bad Debt Expenses  COST  FY30 Bad Debt Expenses – Option Year Seven (OY7)  The estimated cost amount of this CLIN is for "Bad Debt" expenses as set forth in the SubCLINs below. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2030 - March 31, 2031  SHIP VIA: Best Way ( Shippers Option) | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0023AA |  | 12 | Months |  |  |
| OPTION | FY30 Bad Debt Expenses - Army  COST  FY30 Bad Debt Expenses – OY7 (Army)  The estimated cost amount of this SubCLIN is for "Bad Debt" expenses. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2030 - March 31, 2031  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0023AB |  | 12 | Months |  |  |
| OPTION | FY30 Bad Debt Expenses - USAF  COST  FY30 Bad Debt Expenses – OY7 (USAF)  The estimated cost amount of this SubCLIN is for "Bad Debt" expenses. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2030 - March 31, 2031  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0023AC |  | 12 | Months |  |  |
| OPTION | FY30 Bad Debt Expenses - USN/USMC  COST  FY30 Bad Debt Expenses – OY7 (USN/USMC)  The estimated cost amount of this SubCLIN is for "Bad Debt" expenses. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2030 - March 31, 2031  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0024 |  |  |  |  |  |
| OPTION | FY30 Warranty Data  COST  Warranty Data – OY7  The Contractor shall provide Warranty Data as required by Exhibit A for CLIN 0022. All data delivered under this CLIN is "NOT SEPARATELY PRICED."  Period of Performance is April 1, 2030 - March 31, 2031.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0025 |  |  |  |  |  |
| OPTION | FY31 Banking Operations  CPFF  FY31 Banking Operations – Option Year Eight (OY8)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2031 - March 31, 2032.  SHIP VIA: Best Way ( Shippers Option) | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0025AA |  | 12 | Months |  |  |
| OPTION | FY31 Banking Operations (Army)  CPFF  FY31 Banking Operations – OY8 (Army)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2031 - March 31, 2032.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0025AB |  | 12 | Months |  |  |
| OPTION | FY31 Banking Operations (USAF)  CPFF  FY31 Banking Operations – OY8 (USAF)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2031 - March 31, 2032.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0025AC |  | 12 | Months |  |  |
| OPTION | FY31 Banking Operations (USN/USMC)  CPFF  FY31 Banking Operations – OY8 (USN/USMC)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2031 - March 31, 2032.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0026 |  |  |  |  |  |
| OPTION | FY31 Bad Debt Expenses  COST  FY31 Bad Debt Expenses - Option Year Eight (OY8)  The estimated cost amount of this CLIN is for "Bad Debt" expenses as set forth in the SubCLINs below. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2031 - March 31, 2032.  SHIP VIA: Best Way ( Shippers Option) | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0026AA |  | 12 | Months |  |  |
| OPTION | FY31 Bad Debt Expenses - Army  COST  FY31 Bad Debt Expenses – OY8 (Army)  The estimated cost amount of this SubCLIN is for "Bad Debt" expenses. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2031 - March 31, 2032.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0026AB |  | 12 | Months |  |  |
| OPTION | FY31 Bad Debt Expenses - USAF  COST  FY31 Bad Debt Expenses – OY8 (USAF)  The estimated cost amount of this SubCLIN is for "Bad Debt" expenses. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2031 - March 31, 2032.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0026AC |  | 12 | Months |  |  |
| OPTION | FY31 Bad Debt Expenses - USN/USMC  COST  FY31 Bad Debt Expenses – OY8 (USN/USMC)  The estimated cost amount of this SubCLIN is for "Bad Debt" expenses. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2031 - March 31, 2032.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0027 |  |  |  |  |  |
| OPTION | FY31 Warranty Data  COST  Warranty Data – OY8  The Contractor shall provide Warranty Data as required by Exhibit A for CLIN 0025. All data delivered under this CLIN is "NOT SEPARATELY PRICED."  Period of Performance is April 1, 2031 - March 31, 2032.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0028 |  |  |  |  |  |
| OPTION | FY32 Banking Operations  CPFF  FY32 Banking Operations – Option Year Nine (OY9)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2032 - March 31, 2033.  SHIP VIA: Best Way ( Shippers Option) | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0028AA |  | 12 | Months |  |  |
| OPTION | FY32 Banking Operations (Army)  CPFF  FY32 Banking Operations – OY9 (Army)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2032 - March 31, 2033.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0028AB |  | 12 | Months |  |  |
| OPTION | FY32 Banking Operations (USAF)  CPFF  FY32 Banking Operations – OY9 (USAF)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2032 - March 31, 2033.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0028AC |  | 12 | Months |  |  |
| OPTION | FY32 Banking Operations (USN/USMC)  CPFF  FY32 Banking Operations – OY9 (USN/USMC)    Operation of Military Banking Facilities (MBFs) in Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein, the Netherlands, Okinawa, and the United Kingdom as set forth in the SubCLINs below.  Operation of the Continental United States (CONUS) Home Office and Data Processing center supporting the MBFs identified herein.  Period of Performance is April 1, 2032 - March 31, 2033.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0029 |  |  |  |  |  |
| OPTION | FY32 Bad Debt Expenses  COST  FY32 Bad Debt Expenses – Option Year Nine (OY9)  The estimated cost amount of this CLIN is for "Bad Debt" expenses as set forth in the SubCLINs below. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2032 - March 31, 2033.  SHIP VIA: Best Way ( Shippers Option) | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0029AA |  | 12 | Months |  |  |
| OPTION | FY32 Bad Debt Expenses - Army  COST  FY32 Bad Debt Expenses – OY9 (Army)  The estimated cost amount of this SubCLIN is for "Bad Debt" expenses. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2032 - March 31, 2033.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0029AB |  | 12 | Months |  |  |
| OPTION | FY32 Bad Debt Expenses - USAF  COST  FY32 Bad Debt Expenses – OY9 (USAF)  The estimated cost amount of this SubCLIN is for "Bad Debt" expenses. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2032 - March 31, 2033.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0029AC |  | 12 | Months |  |  |
| OPTION | FY32 Bad Debt Expenses - USN/USMC  COST  FY32 Bad Debt Expenses – OY9 (USN/USMC)  The estimated cost amount of this SubCLIN is for "Bad Debt" expenses. The amount for this expense will vary month-to-month.  Period of Performance is April 1, 2032 - March 31, 2033.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0030 |  |  |  |  |  |
| OPTION | FY32 Warranty Data  COST    Warranty Data – OY9  The Contractor shall provide Warranty Data as required by Exhibit A for CLIN 0028. All data delivered under this CLIN is "NOT SEPARATELY PRICED."  Period of Performance is April 1, 2032 - March 31, 2033.  FOB: Destination  SHIP VIA: Best Way ( Shippers Option)  R711 | | | |  |
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ADDITIONAL INFORMATION

**SECTION B - SUPPLIES OR SERVICES AND PRICES****/COSTS**

ADDITIONAL INFORMATION

Offerors are required to submit the proposal as specified in Section L, Instructions to Offerors. Proposals must be received in the DFAS Contracting Office by #:00 PM on Day, Month Day, 2022. The mailing address for submission of proposals is shown below:

DFAS-Columbus

Contract Services Directorate

3990 E. Broad Street

Bldg 21, Rm 2B-218

Columbus, OH 43213

ATTN: Ms. Dana King

**Proposal submissions will be in accordance with the instructions provided in Section L of this RFP.**

All questions regarding this RFP must be received in writing (email is acceptable) by #:00 P.M. on Day – Month Day, 2022. Questions must be directed to Ms. Dana King or Mr. William Mark Mayo at the email addresses shown below.

Ms. Dana King Mr. William Mark Mayo

[dana.l.king4.civ@mail.mil](mailto:dana.l.king4.civ@mail.mil) (email) [william.m.mayo8.civ@mail.mil](mailto:william.m.mayo8.civ@mail.mil) (email)

**B-1. SERVICES**

1. Unless otherwise provided herein, the Contractor shall furnish the personnel and supplies necessary to provide for the operation of the Military Banking Facilities (MBF) in accordance with Section C, Performance Work Statement (PWS), of this Contract. The Department of Defense (DOD) will provide physical facilities and equipment currently in use at MBFs overseas as well as providing the physical facility and equipment necessary to deliver the Overseas Military Banking Program (OMBP). The Home Office (contractor home office and backroom processing) has been established in the Contractor’s facilities in **(insert Contractor’s Home Office location).**
2. Banking services shall be provided at those DOD Operating Locations as specified in Section J, Attachment J-1.
3. The Contractor shall provide overseas military banking services for the "worldwide theaters" (Cuba, Diego Garcia, Germany, Honduras, Italy, Japan, Korea, Kwajalein Atoll, the Netherlands, Okinawa and the United Kingdom) under the Contract Line Item Number (CLIN) structure included. The base period for this Contract is April 1, 2023 through March 31, 2024 for all locations cited. If the Contract options are exercised, the Contractor shall continue to provide overseas military banking services for the "worldwide theaters" stated herein during the applicable option periods set forth in the Contract Schedule B.

1. This Contract is a Cost Plus Fixed-Fee (CPFF) contract with a base period of one (1) year (12 months) and nine (9) one-year option periods. The Government is not obligated to exercise any of the option periods. All Bad Debt CLINs/SubCLINs are Cost Reimbursable.
2. In the event of an inconsistency between the provisions of this Contract and the technical and cost proposal, the inconsistency shall be resolved by giving precedence in the following order:
3. The Contract (excluding the cost and technical proposal); and
4. the cost and technical proposal.
5. The Contracting Officer’s Representative (COR) is: Mr. Mark Barta.
6. Availability of Funds:

The Government’s obligation under this Contract is contingent upon the availability of appropriated funds from which payment for contract purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are made available to the Contracting Officer for this Contract and until the Contractor receives notice of such availability, to be confirmed in writing by the Contracting Officer.

Fund citation shall read “Subject to the Availability of Funds.”

**B-2. ESTIMATED COSTS AND REVENUES**

1. The Contractor shall furnish estimated costs for banking services using such formats as designated by the Contracting Officer.
2. Overseas Military Banking Program cash balances resulting from operations (cumulative operating gains) shall be transferred forward from the predecessor contract to the successor contract. Such cash balances shall carry forward during the performance period of this Contract and during all subsequent extensions (performance and transition). Upon completion of this Contract, the cash balances will be transferred with other account balances to the successor contract.

**B-3. CHANGES**

1. No changes shall be made to the methods established pursuant to the provisions of the Contract which govern the determination of income from banking operations and services accruing directly to the Contractor from the services described in Section C, unless authorized in writing by the Contracting Officer.
2. In addition, the Program Management Office may require the Contractor to implement relevant new technological advancements, upgrade the current system platforms and telecommunication capabilities and other innovations throughout the life of the Contract.
3. Technology and Products/Services Refresher – The Contractor shall conduct and provide the Government with a technology and products/services review annually, in accordance with Section C, paragraph 6-5(c).

**B-4. ESTIMATING OPERATING INCOME AND EXPENSES FOR BANKING PRODUCT AND SERVICES**

1. Operating income shall include all income accruing under the Contract regardless of its source.
2. Operating expenses shall include all allowable expenses incurred at or in support of individual MBFs centralized automatic data processing centers, and other in-theater and out-of-theater expenses.

END OF SECTION B

Section C - Descriptions and Specifications

STATEMENT OF WORK

**PERFORMANCE WORK STATEMENT (PWS)**

**OVERSEAS MILITARY BANKING PROGRAM**

Note: All references in Section C to minimum balances, established fees, service charges, branch locations, hours of service and various product conditional statements can be found in Section J.

**C*-*1. OBJECTIVES**

1. The overall DOD objectives for the OMBP include:
2. As permitted by Status of Forces Agreement (SOFA), other intergovernmental agreements, and/or host-country or local law and as required by military departments, providing full banking services that are comparable, in scope and cost, to those available in the CONUS to authorized individuals that include, active duty U.S. military personnel; Reservists on temporary active duty; DOD civilian employees who are U.S. citizens; U.S. citizens who are employees of all other U.S. Government departments, agencies, private organizations and non-appropriated fund instrumentalities (NAFI) carrying on functions on a DOD installation overseas; as well as authorized family members of such military and civilian employees. May provide limited services to others as directed.
3. Improving customer service, improving products and services, and effectively and efficiently managing program costs.
4. Identifying income and cost by military departments.
5. Contractor objectives: The Contractor shall provide banking and products and services to authorized individuals stationed overseas, as contained within this contract and subsequent amendments, at designated DOD overseas MBFs. To assure that this objective is accomplished in an efficient and effective manner, overall DOD goals for Contractor operations of the OMBP include:
6. Maximizing the use of automation in bank operations when cost effective.
7. Enhancing operational and management efficiencies and expanding revenue-producing products and services.
8. Identifying and allocating costs incurred to the banking products and services provided (profit/loss reports).

1. Standardizing and improving the usefulness of reported data.
2. Improving MBF employee effectiveness and efficiency through training programs that support technology, products, and customer service.
3. Streamlining operations (where possible) and improving efficiency.

**C-2. LICENSING REQUIREMENTS**

1. MBF Operations: Shall be conducted only after the Contractor receives a letter of designation by the U.S. Treasury Department as a Depository and Financial Agent of the U.S. Government. In addition, licenses or host-country approvals are required in the following areas: Germany, the United Kingdom, the Netherlands, the Republic of Korea, Japan, Italy and Diego Garcia. These requirements are identified in Section J, Attachment 4. The Contractor will coordinate with the COR prior to contacting any host-country official concerning a banking license or host-country approvals to operate. Based on information received from the Office of the Comptroller of the Currency (OCC) no additional bank licensing requirement outside the Contractor’s home state banking license is required (for federally chartered banks) to operate the Home Office within the Continental United States.
2. As a matter of policy, any contact with a host-country official concerning a license or approval to operate will be accomplished by the appropriate military Commander, unless advised otherwise by the COR.
3. Bonding/Capitalization Requirements: With respect to any bonding/capitalization requirements which may require a deposit of monies and a commitment of assets, or a compensating balance or similar requirements that may be part of the license application process, the U.S. Government's position is that such requirements shall be waived by the host country due to the unique nature of the U.S. Overseas Military Banking Program. The Contractor is directed not to meet any such bonding/capitalization requirements, which would otherwise be applicable to financial institutions wishing to operate in the host country. These matters will be reported to the COR for resolution. Negotiations with the host-country authorities, however described, relative to any bonding and capitalization requirements, which may be required, is the sole responsibility of the U.S. Government and not the Contractor. The Contractor is prohibited from negotiating any agreements with foreign financial institutions or governments (correspondent bank relationships are excluded from this restriction). Any delay in the performance of the contract incident to such negotiations is expressly deemed to be an excusable delay beyond the control of the Contractor and without fault or negligence of the Contractor. The U.S. Government is expressly and solely responsible for all direct or consequential damages to the program or customers of the Overseas Military Banking Program flowing from the implementation of this paragraph; provided, however that nothing in this provision shall be deemed to create an obligation in advance of appropriations in violation of law. The Contractor (and not the Government) would be responsible for any and all liabilities that resulted from unauthorized contact with financial institutions and governments prohibited above.

**C-3. DESIGNATION OF MILITARY BANKING FACILITIES**

1. A full-time MBF is one that operates a minimum of five (5) days per week, including any approved evening and weekend service.
2. A part-time MBF is one that operates less than five (5) days per week, and is normally supported by a nearby full-time location.

**C-4. DESIGNATED LOCATIONS**

1. Retail banking services shall be provided at those overseas locations designated in Section J, Attachment J-
2. The contractor shall establish a consolidated home office for the OMBP within the Continental United States (CONUS). The home office will serve as the main point of contact for the DFAS Program Management Office and Contracting Officer on all issues related to the contract. The location will determine which local DCMA and DCAA offices will be assigned administration duties as well. The home office shall include all key personnel, other key managers, all backroom support functions and staff to run and manage the overall banking operations. Reference Section J-5, Key Personnel. No additional funding will be allowable for facility or office space outside the home office.

**C-5. AUTHORIZED CUSTOMERS**

The Contractor shall provide banking services to the clients defined below:

1. Full banking services. Authorized individuals include, active duty U.S. military personnel; DOD civilian employees who are U.S. citizens; U.S. citizens who are employees of all other U.S. Government departments, agencies, and NAFI carrying on functions on a DOD installation overseas; as well as authorized family members of such military and civilian employees. In addition, DOD Component Commands may approve banking services for other individuals when they qualify for individual logistic support under regulations of the appropriate military service which is not precluded by Status of Forces Agreement (SOFA), other intergovernmental agreements, or host-country or local law.
2. Limited banking services. Authorized individuals include active duty U.S. military personnel and U.S. Government civilian personnel on temporary duty; non-accountholder U.S. citizens who are employees of U.S. Government departments, agencies and NAFI and who are not on temporary duty but are at a DOD installation due to their official U.S. Government mission; U.S. Reserve military personnel and their family members, where the Reservist is on temporary active duty tours or annual training for less than 180 days; active duty personnel on authorized leave; NATO Forces (see C-6-4-2); Foreign citizen employees of U.S. contractors at Guantanamo Bay Naval Base, Cuba (C-6-4-3); and U.S. military retirees residing overseas. They may receive limited banking services where not precluded by SOFAs, other intergovernmental agreements, or host-country or local law. Specific banking services authorized for U.S. military retirees are listed by country in Section J, Attachment J-9. Services for the listed categories above, unless specifically identified elsewhere within this contract, will include foreign currency conversions, other cash transactions, and automated teller machine (ATM) usage.
3. Military Disbursing Officers (DO) duly designated within the DOD.

d. NAFI and Employees.

1. Other DOD instrumentalities as defined and authorized under the regulations of the DOD or a DOD component.
2. Employees of NAFI may be authorized banking services when they qualify for individual logistical support under subparagraph (a) above.

e. Private Organizations and Employees

1. Private organizations as defined and authorized to function on DOD installations under the regulations of the DOD or a DOD component.
2. Employees of private organizations may be authorized banking services when they qualify for individual service under subparagraph (a) above or when they qualify for individual logistic support under regulations of the appropriate DOD component.

f. DOD Contractors and Contractor Employees

1. Contractors, colleges, and universities may be permitted to establish accounts in their corporate name where not precluded by SOFAs, other intergovernmental agreements, host-country or local law. A request to establish an account(s) will be coordinated with the appropriate Major Command Staff Judge Advocate prior to approval to open the account.
2. Employees of DOD contractors, colleges, and universities may be authorized banking services when they qualify for individual logistical support under subparagraph (a) above.
3. Encashment of host-nation employee government paychecks for non-U.S. personnel who are employed at the installation on which the MBF is located, or employed at a nearby installation without a MBF, when approved by the theater commander. Government paycheck is defined as payroll and travel checks issued by both appropriated fund and non-appropriated fund instrumentalities.

**C-6. PRODUCTS AND SERVICES**

1. The Contractor shall provide such banking products and services as are designated herein. During the period of performance, products and services may be established, eliminated, or otherwise modified, as determined by the COR, subject to all requirements of the Contractor’s foreign banking licenses and approvals (see Section B-3, Changes). When a change is approved, the Contracting Officer, or COR, as directed by the Contracting Officer, will notify the MBF Contractor in writing and incorporate the approved change(s) into the contract by subsequent modification.
2. Prior to providing any authorized services, the Contractor will obtain, from all authorized customers, applicable identification numbers, such as employer identification number (EIN) and taxpayer identification number (TIN).

**C-6-1. INDIVIDUALS: PRODUCTS AND SERVICES**

1. Current Products and Services. The following products and services shall be made available to authorized individuals:
2. Regular checking account services.
3. Interest bearing checking accounts.
4. Savings accounts.
5. ATM and Debit cards, to include EMV chip card.
6. Certificates of deposit (CD).
7. Check cashing as authorized.
8. Foreign currency drafts (where available).
9. Cashier’s checks and money orders.
10. Personal loans.
11. Sale and repurchase of local currency, and when permitted by the host country and approved by the appropriate DOD component military command, sale and repurchase of currency of other countries. All sales shall be for U.S. dollars.
12. Direct deposits.
13. Bank by mail.
14. Incoming and outgoing collections (bank-to-bank transfers).
15. Incoming and outgoing wire transfers to U.S. bank accounts, Euro, and GBP wires.
16. Access to MBF ATMs for the following:
    1. Deposits (limited locations), withdrawals, account-to-account transfer, as well as balance inquiries for MBF accountholders.
    2. Cash withdrawals and balance inquiries, through approved ATM networks, for both accountholders and non-accountholders.
    3. Cash advances from credit cards through approved ATM networks.
17. Automatic transfers between accountholder’s accounts.

1. Line of credit.
2. Overdraft protection.
3. Overdraft protection with a savings account transfer to cover a checking account overdraft.
4. Overdraft protection with a line of credit.
5. The overdraft protection credit product with a $500.00 minimum limit and $1,500.00 maximum limit was discontinued as of March 1, 2010. However, it still applies to accounts established with that type of overdraft protection prior to March 1, 2010.
6. Acceptance of rent and utilities payments (where available).
7. Local currency checking accounts (where available).
8. Standing payment orders in foreign currency to include rent, utility, and telephone payments (where available).
9. Yen Paper Drafts (Japan only).
10. Within the U.S. a toll-free customer service line for client balance and information inquiries. The Government may also provide DSN lines.
11. Miscellaneous bill paying service in local currency by EFT where permitted by the host country.
12. Point of Sale (POS) electronic debit transactions for OMBP accountholders utilizing the customer issued ATM or Debit cards.
13. Interactive Voice Response Unit (worldwide).
14. Online Banking with Bill Pay.
15. Available for US dollar payments to US domiciled payees.
16. Available for Euro payments to Euro-accepting payees.
17. Available for Great Britain Pound payments to GBP-accepting payees.
18. Mobile Phone Banking Capability – Current capability includes multi-mode mobile banking, such as text messaging (SMS), mobile browsers, and downloadable smart-phone applications (iPhone, Blackberry and Windows/Android). Mobile banking is available in Diego Garcia and Kwajalein on a limited basis with current cell service or through WIFI. Current functionality allows users to view accounts (balances and transactions), pay bills, and transfer funds between Community Bank accounts and transfer funds externally if external payee account has been previously established in Online Banking.
19. Coin Counter / Sorter Services (where available)
20. Housing Payments (where available).
21. Loan closing/payout process for approved loan requests (except LOCs) can be completed without the borrower(s) being present in a banking center. This will be accomplished with a secured transmission of loan documentation to borrower(s) for review, signature, and return. Upon return of documentation and validation of signature(s), loan proceeds will be made available to the borrower(s).

**C-6-2. MILITARY DISBURSING OFFICERS PRODUCTS AND SERVICES**

The following products and services shall be made available to military DOs:

* 1. Receipt of deposits for credit to the U.S. Treasury, creating electronic images of both sides of negotiable instruments and maintaining the imaged records for at least three years.
  2. Provide U.S. currency.
  3. Provide local and foreign currency.
  4. U.S. dollar custody account agreements as approved by the COR, where the bank is the custodian of the funds.
  5. Local (host country) currency checking account services, when permitted by the host country and the COR.
  6. Third-country currency Limited Deposit Accounts (LDA), when permitted by host country and the COR.
  7. EFTs or other bank transfers in U.S. Dollars, host country, and third-country currencies.
  8. Bank acceptance of EFT data.

**C-6-3. NONAPPROPRIATED FUND INSTRUMENTALITIES (NAFIs) PRODUCTS AND SERVICES**

The following products and services shall be made available to NAFI in accordance with Section C-5d.:

1. Checking account services in U.S. dollars, local currency, and third-country currencies, where available.
2. U.S. dollar checking and interest bearing accounts when allowed by regulation.
3. Provide U.S. currency.
4. Provide local and foreign currency.
5. U.S. dollar savings account.
6. Certificates of deposit.
7. Night depositories (where available).

1. EFTs or other bank transfers in U.S. dollar, host-country, and third country currencies.
2. Disaster Relief Donation Account: This account is established for the sole purpose of accepting deposits for National emergency disaster relief efforts such as a hurricane, typhoon, tornado or other natural disaster. The disaster relief donation account can be established to receive monetary donations for a specified period (60 days) and is a non-Interest bearing checking account with no monthly service charge. No checks or debit cards will be issued for this account. Disaster relief accounts must be approved by the Installation Commander and will require two signatures to withdraw funds from the account. Upon the organization’s request, the Bank will issue a cashier’s check or complete a wire transfer at no cost to the designated relief organization.
3. Petty Cash services.

**C-6-4. OTHER AUTHORIZED CUSTOMERS PRODUCTS AND SERVICES**

**C-6-4-1. PRIVATE ORGANIZATIONS**

The following products and services shall be made available toprivate organizations authorized in accordance with Section C-5e.:

1. U.S. dollar checking account services, including interest bearing checking accounts when allowed by regulation.
2. Local currency checking accounts, where authorized by the host country and approved by the COR.
3. Savings accounts.
4. Certificates of deposits.
5. U.S. and local currency when needed for authorized accommodation sales or payroll or vendor payments.
6. Disaster Relief Donation Account: This account is established for the sole purpose of accepting deposits for National emergency disaster relief efforts such as a hurricane, typhoon, tornado or other natural disaster. The disaster relief donation account can be established to receive monetary donations for a specified period (60 days) and is a non-Interest bearing checking account with no monthly service charge. No checks or debit cards will be issued for this account. Disaster relief accounts must be approved by the Installation Commander and will require two signatures to withdraw funds from the account. Upon the organization’s request, the Bank will issue a cashier’s check or complete a wire transfer at no cost to the designated relief organization.
7. EFTs or other bank transfers in U.S. dollars and host country currencies.
8. Online Banking service.

**C-6-4-2. NATO FORCES IN EUROPE**

a. Currency conversions of up to 250 U.S. Dollars (USD) equivalent per day.

b. Purchase of a money order or cashier’s check payable to a U.S. Government agency (Germany only) without a U.S. Dollar (USD) limitation.

**C-6-4-3. Foreign Citizen Employees of U.S. Contractors at Guantanamo Bay Naval Base, Cuba**

a. The Contractor shall provide limited banking services to foreign citizen employees of U.S. contractors supporting Guantanamo Bay Naval Base, Cuba.

b. Services are limited to ATM Only accounts with the additional services of check cashing, financial instruments, and wire transfers.

1. A monthly charge shall be made on ATM Only accounts that do not maintain the established minimum daily balance.
2. A processing fee per employee shall be assessed and collected from the U.S. Contractor submitting the foreign citizen payroll for deposit to their account.
3. A charge shall be made for cashing checks.
4. A charge shall be made for the sale of financial instruments.
5. A charge shall be made for wire transfers.
6. A charge shall be made for all over the counter transactions.
7. A charge shall be made for each ATM card replacement.

**C-6-5. CHANGES IN PRODUCTS AND SERVICES**

1. Upon contract award and during the period of performance, products, services, and MBF locations may be established, eliminated, or otherwise modified (See Section B-3, “Changes,” and Section I Clause 52.243-2, “Changes – Cost-Reimbursement” and section G-15. The COR may request the Contractor to develop plans and proposals to extend products and services in either current foreign operating locations (countries) identified in Section J, Attachment J-1, or for potential future expansion of operations to other foreign locations, as directed by the COR. The COR will recommend approval of changes to the Contracting Officer. The Contracting Officer will notify the Contractor in writing and incorporate changes into the contract by modification.
2. Throughout the course of contract performance the contractor shall explore the costs and benefits of providing new products and services. When such additional service options are identified, a proposal citing the costs and benefits should be submitted to the COR for consideration. Prior to implementation, the Contracting Officer will notify the Contractor in writing and incorporate into the contract by modification.
3. The Contractor shall monitor comparable products and services for major U.S. banks and overseas defense credit unions.
4. The Contractor’s written proposal shall be forwarded to the addressees listed below:

***Defense Finance & Accounting Service***

***Attention: Dana L. King***

***3990 East Broad Street***

***Bldg 21, 2B-030***

***Columbus, OH 43213-1152***

[***dana.l.king4.civ@mail.mil***](mailto:dana.l.king4.civ@mail.mil)

DCMA TBD

Attention: TBD

ADDRESS TBD

Defense Finance & Accounting Service

Attn: DFAS-JJFB/CO Mark Barta

3990 E. Broad Street, Building 21

Columbus, OH 43213-1152

1. The Contractor's notification shall:
2. Identify both the current products and services and the proposed changes;
3. Indicate the estimated financial impact and staffing requirements of the proposed changes to the program;
4. Identify comparable products and services at major U.S. banks and overseas defense credit unions, and;
5. Identify system changes and client notification requirements.
6. The COR shall accept or decline the Contractor’s written proposal within a reasonable period of time. The Contracting Officer, or the COR, as directed by the Contracting Officer, shall notify the Contractor in writing and incorporate approved changes into the contract by modification.
7. Innovations and Technology and Products/Services Refresher – The Contractor shall conduct and provide the Government with a technology and products/services review annually. This technology review will provide a description of recent changes/developments in the banking industry, such as technological advancements and market changes in products/services improvements beyond that provided under this PWS, which might then be available. The review will identify any changes in the industry, if applicable, and an assessment of potential applicability/implementation for Community Bank. In the event of recommended changes, the contractor shall provide a cost estimate which delineates the changes to the cost proposal, (all direct, other direct, and indirect costs), which would apply if the Government chooses these improvements through issuance of a Technical Direction Letter (TDL). Moreover, the recommendation shall include a timeline for implementation. When such direction is issued, the Contracting Officer will incorporate the applicable changes into the contract by modification, although the applicable changes are effective in accordance with guidance contained within the TDL.
8. The Government may request a change in product, service, or technological innovation during the life of the contract. Task orders or TDLs may be issued to incorporate technological and products/services related changes.
9. Any changes implemented under this paragraph, C-6-5, may not result in any additional contract award fee to the contractor, as determined by the Contracting Officer. Any increase in fixed fee and/or cost to the program resulting from any additional product or service must be proposed by the contractor in advance and approved by the Contracting Officer prior to beginning the work.

**C-7. FEES FOR PRODUCTS AND SERVICES**

Contractor service charges for banking products provided herein shall be as set forth in Attachment J-6.

**C-7-1. APPLICABILITY OF CHARGES**

The charges, fees, rates, and minimum balances discussed in Section C-7 and set forth in Section J, Attachment J-6, shall be assessed, or otherwise applied, to authorized customers of the MBF. During the period of performance, allowable service charges may be established, eliminated, or otherwise revised as determined by the COR via TDL. When such direction is issued, the Contracting Officer will incorporate the applicable changes into the contract by modification, although the applicable changes are effective in accordance with guidance contained within the TDL.

**C-7-2. CHECKING ACCOUNT POLICY**

a. REGULAR CHECKING

1. No monthly fee or charges shall be made on personal accounts.
2. There is no minimum opening balance.
3. A charge shall be made if an account is closed within 90 days of opening the account. The Contractor may waive this charge on a case-by-case basis.
4. A charge shall be made for an individual accountholder stop-payment order applicable to a check or a consecutive series of checks.
5. A charge shall be made for each stop-payment order for each check, or consecutive series of checks, written by a NAFI or private organization accountholder.
6. A charge shall be made for each overdraft on a personal checking account. The charge does not apply when a customer is signed up for overdraft protection and has enough funds to cover the charge in the linked deposit account.
7. The Contractor shall have the authority to suspend banking privileges for any customer that consistently overdraws their account.
8. Separate notification shall be provided to customers for all dishonored checks.
9. Interest shall not be paid on balances in regular checking accounts.
10. A charge for check order costs shall be made. All check starter kits shall be issued without charge.
11. No charges shall be made for accounts established by military command or installation officials for the purpose of holding funds received from patients or prisoners.
12. The Contractor shall use the account analysis fees identified in section J-6a to determine charges for NAFI and other organizational accounts. (This analysis shall include a charge for returned checks or dishonored checks, and shall be commensurate with the costs of services rendered and not covered by the average daily account balance.)
13. If under analysis, a NAFI, private organization, or private contractor shall be assessed a charge of the prime rate plus one percent for the amount of the overdraft, overdrawn balance, or uncollected funds at the discretion of the Contractor.
14. Automatic debits and transfers between MBF accounts are available to accountholders.
15. No charges shall be made for private organization checking accounts designated by military command or installation officials as being a Family Readiness Group fund.

b. INTEREST BEARING CHECKING ACCOUNTS

1. During any month in which the account balance falls below the established minimum balance, a monthly charge shall be made on the account.
2. There is a minimum opening balance.
3. A charge shall be made if an account is closed within 90 days of opening. The Contractor may waive this charge on a case-by-case basis.
4. A charge shall be made for each stop-payment order for a check, or a consecutive series of checks from individual, NAFI, and organizational accounts.
5. A charge shall be made for each overdraft of a personal checking account. The charge does not apply when a customer is signed up for overdraft protection.
6. The Contractor shall have the authority to suspend banking privileges for any customer that consistently overdraws their account.
7. A charge for check order costs shall be made. All check starter kits shall be issued without charge.
8. Interest shall not accrue when an account balance falls below the established minimum balance during the statement period.
9. No charges shall be made for accounts established by military command or installation officials for the purpose of holding trust monies received from patients or prisoners.
10. The Contractor shall use the account analysis fees identified in section J-6a to determine charges for NAFI and other organizational accounts (this analysis shall include a charge for uncollected checks and shall be commensurate with the cost of services rendered and not covered by the average daily account balance).
11. If under analysis, a NAFI, private organization, or private contractor shall be assessed a charge of the prime rate plus one percent for the amount of the overdraft, overdrawn balance, or uncollected funds at the discretion of the Contractor.
12. Interest rates paid shall be as provided for in accordance with the provisions of Section C-8-2. No interest is paid when the account balance falls below the established minimum balance.
13. Automatic debits and transfers between MBF accounts are available to accountholders.

c. DISHONORED CHECKS

1. The Contractor will prepare a written demand letter requesting payment, plus any charges, within 30 days.
2. If payment is not received by the requested date, the debt will be forwarded to DFAS for collection.
3. A charge shall be made for each dishonored check written on a MBF account.
4. For an accountholder, each check deposited or cashed which is subsequently dishonored will be charged back to the account and a returned check charge will be assessed.
5. The amount of a dishonored check, plus a returned check charge, will be recovered from any accounts that the accountholder may have with the Contractor.
6. For organizational account services charged through account analysis, a charge shall be made to the NAFI or private organization that deposited an item determined to be non-collectible.

**C-7-3. SAVINGS ACCOUNT POLICY**

a. No monthly fee or charges shall be made on savings accounts.

b. Interest rates paid shall be as provided for in accordance with the provisions of Section C-8-2.

c. There is no minimum opening balance.

d. A charge shall be made if a regular savings account is closed within 90 days of opening the account. The Contractor may waive this fee on a case-by-case basis. There is no charge for a minor account.

e. A charge shall be made for each savings account withdrawal that creates, or increases, an overdraft. This applies to both regular and minor savings accounts.

f. The Contractor shall have the authority to suspend banking privileges for any customer that consistently overdraws their account.

g. The Contractor shall have the authority to close a savings account for any customer that consistently uses a savings account as a transaction account.

h. Charges for savings account kit orders: A charge shall be made for savings account kits. This applies to both regular and minor savings accounts. The savings account starter kit shall be issued at no cost.

i. No charges shall be made for accounts established by military command installation officials for the purpose of holding funds received from patients or prisoners.

j. Automatic debits from a MBF account shall be made available for MBF loan payments and standing payment orders (where available).

k. Automatic transfers between MBF accounts are available to accountholders.

l. No charges shall be made for accounts established for the sole purpose of loan repayment.

**C-7-4. INACTIVE AND DORMANT ACCOUNT POLICY**

a. Checking and Savings accounts, including local currency checking accounts, are considered inactive when no customer-initiated activity has occurred for a period of time based on state-specific guidelines. Inactive accounts are subject to a monthly charge; however, no charge shall be made on inactive accounts where the established minimum balance is on deposit. In addition, there will be no charge for minor savings, officially designated missing in action (MIA), prisoner of war (POW), or deceased accountholders. Charges shall not continue to be levied once an account balance is depleted. The Contractor may waive the monthly charge on a case-by-case basis.

b. By law, accounts are considered dormant when no customer-initiated activity has occurred during the preceding 12 months. Before an account becomes dormant, but no later than the eleventh month of inactivity, the Contractor will provide written notification of the approaching account dormancy to the accountholder’s last known address. No monthly charge is collected on dormant accounts.

c. Dormant accounts will be escheated in accordance with applicable Federal and State banking regulations.

**C-7-5. AUTOMATED TELLER MACHINE (ATM) AND DEBIT CARDS POLICY**

a. A Checking or savings account is required to receive an ATM card. A Checking account is required for a Debit Card. All ATM and Debit cards must be Europay/Mastercard/VISA (EMV) compliant Chip and Signature enabled. The Debit Card is not available to Savings or Sterling Account only customers.

b. There is no charge for issuing ATM or Debit cards.

c. A charge shall be made on overdrawn accounts and for each withdrawal that creates or increases an overdraft. The charge does not apply on the checking account when a customer is signed up for overdraft protection and has enough funds to cover the charge in the linked deposit account.

d. Maximum daily withdrawal limit is prescribed for cash withdrawals at an ATM or POS terminal.

e. A charge shall be made for an ATM balance inquiry transaction for accountholders using an ATM outside the OMBP ATM network.

f. A charge shall be made for an ATM account transfer transaction for accountholders using an ATM outside the OMBP ATM network.

g. A charge shall be made for an ATM cash withdrawal transaction for accountholders using an ATM outside the OMBP ATM network.

h. A charge shall be made for all other ATM transactions for accountholders using an ATM outside the OMBP ATM network.

i. There is no charge for accountholders/non-accountholders to process transactions using an OMBP ATM.

j. ATM and Debit cards shall provide for direct debit to accountholder accounts for retail point of sale (POS) transactions. There shall be no charge for POS transactions.

**C-7-6. CERTIFICATES OF DEPOSIT (CD) POLICY**

1. All CDs purchased by individuals shall be denominated in U.S. dollars.
2. CDs shall be offered with a variety of maturity periods, between 3 months and 36 months.
3. CDs may be redeemed prior to maturity, subject to early withdrawal penalty equal to 30 days interest for CDs with a maturity period of 12 months and 90 days interest for CDs exceeding 1-year maturity. Early withdrawals and early withdrawal penalties must be consistent with Internal Revenue Service (IRS) guidance.
4. Individuals that purchase CDs may continue to hold items until maturity regardless of whether they transfer from an overseas assignment.
5. CDs for organization accounts may be issued in U.S dollars, local and foreign currency where not precluded by SOFAs, or other intergovernmental agreement, host-country, or local law.
6. Interest rates offered on CDs should be comparable with those offered by U.S. financial institutions. The Contractor may take advantage of investment opportunities, which provide greater yields. CDs will be managed under a separate, stand-alone, managed asset and liability program resulting in net income to the contract.

**C-7-7. CHECK CASHING SERVICES POLICY**

Checks or negotiable instruments shall be cashed or accepted for deposit or collection when presented by the drawer or payee named therein.

1. Accountholders and Non-accountholders. The following shall be cashed when presented by an authorized customer: Personal checks drawn on a MBF account, U.S. Federal, State, and local tax refund checks, or other U.S. Government checks; checks or negotiable instruments drawn on financial institutions providing banking services at DOD installations in Spain, and Turkey; host nation government paychecks for non-U.S. personnel who are employed at the installation on which the MBF is located, or employed at a nearby installation without a MBF when approved by the theater commander and not restricted by the SOFA or local law.
2. Accountholders.
3. No charge shall be made for checks or negotiable instruments accepted for deposit to a checking or savings account. A hold for a minimum of 5 business days may be placed from the date of deposit, or longer if the bank determines it to be necessary.
4. No charge shall be made for cashing personal checks or checks drawn on MBF accounts administered by the Contractor
5. Checks that are drawn on other financial institutions will be cashed without charge at the discretion of the Contractor.
6. Checks payable in U.S. dollars drawn on banks outside the U.S. in U.S. dollars with a “MICR line” will be cashed or deposited at the discretion of the Contractor.
7. (e) Checks payable outside the U.S. denominated in foreign currency or local currency will be cashed at the contractor’s discretion, and all charges incurred by the bank in processing these financial instruments will be passed on to the customer.
8. There is no charge for cashing U.S. Federal, State, or local tax refund checks or other U.S. Government checks.

1. A charge shall be made for cashing all yen drafts (Japan only). Other financial institutions receiving bank charges incurred by the MBF for cashing yen checks will be passed on to the customer in addition to the check cashing charge.

1. Non-accountholders
2. No charge shall be made for cashing checks drawn on a MBF account.
3. No charge shall be made for cashing U.S. Federal, State, or local tax refund checks or other U.S. Government checks.
4. A charge of one percent of face value, or total value if multiple checks (subject to $3 minimum and $20 maximum):
5. Money orders and official checks. Official Checks greater than $5,525 will be accepted as collection items only and will be subject to additional collection charges as set forth in Section J, Attachment J-6.
6. Checks drawn on financial institutions providing banking services at DOD installations not to exceed $500 per day.
7. Host-nation government paychecks for non-U.S. personnel who are employed at the installation on which the MBF is located, or employed at a nearby installation without a MBF, when approved by the theater commander.

(d) A charge shall be made for cashing all yen drafts (Japan only). Other financial institutions receiving bank charges incurred by the MBF for cashing yen checks will be passed on to the customer in addition to the check cashing charge.

(e) Checks denominated in a foreign currency and payable outside the U.S. will be accepted for collection only. All charges incurred by the bank in processing these financial instruments will be passed on to the customer as set forth in Section J, Attachment J-6.

1. Morale, Welfare, and Recreation (MWR) Korean local national employees at the Fleet Activities Chinhae, Korea, are authorized for check cashing transactions at the DoD Community Bank, acting only on behalf of the MWR at Chinhae in order to meet its daily cash needs. This applies only to those local nationals that have been authorized in writing by the Commander Navy Region, Korea MWR, and with proper identification for each transaction.

**C-7-8. SALE OF CASHIERS CHECKS OR DRAFTS, AND MONEY ORDERS POLICY**

1. A charge shall be made for the sale of U.S. dollar cashiers’ checks.
2. A charge shall be made for cashiers’ checks and bank drafts issued in host or third-country currencies.
3. A charge shall be made for dollar and local currency cashiers’ checks drawn payable to base/community morale-support funds for relief from Germany ad valorem taxes (Germany only) for accountholders and non-accountholders.
4. Cashiers’ check fees will be waived for Army Post Office (APO) or Fleet Post Office (FPO) custodians for remitting postal receipts.
5. A charge shall be made for the sale of money orders.
6. Cashiers’ check fees will apply for all transactions except when disbursing loan proceeds or issuing a check for account closures, including proceeds from redeemed certificates of deposit.

**C-7-9. PERSONAL LOANS POLICY**

Types of personal loans: signature loans, collateral loans, lines of credit, and overdraft protection (accountholders only).

1. LINE OF CREDIT AND OVERDRAFT PROTECTION.
2. Interest rates charged for simple interest loans shall be as provided for in accordance with the provisions of Section C-8-2.
3. For simple interest loans, interest will continue to accrue on past due amounts at the contracted rate. The Contractor shall charge a late payment fee on all past due amounts. The late fee is calculated as a percentage of the payment with an established minimum and maximum.
4. For a line of credit (revolving credit line), the minimum and maximum credit line will be within the terms and conditions prescribed. The credit line cannot be exceeded, unless interest accrued brings the total above the limit. The annual percentage rate, credit limits, and minimum monthly payment percentage are established by the COR via TDL.
5. The overdraft protection credit product with a $500.00 minimum limit and $1,500.00 maximum limit shall not be offered on checking accounts beginning on March 1, 2010. For existing accounts established with this type of overdraft protection prior to March 1, 2010, the minimum and maximum amounts established will apply. If an overdraft protection limit is exceeded and an item is paid, a charge will be made against the account in addition to the standard interest charge.
6. Loan conditions and collection policies and practices shall be consistent with applicable Federal statutes and regulations.
7. Non-payment of loans due to the death of a borrower or co-borrower shall be processed by the contractor in accordance with C-10-1.b.
8. SIGNATURE AND COLLATERALIZED LOANS
9. Interest rates charged for simple interest loans shall be as provided for in accordance with the provisions of Section C-8-2.
10. For simple interest loans, interest will continue to accrue on past due amounts at the contracted rate. The Contractor shall charge a late payment fee on all past due amounts. The late fee is calculated as a percentage of the payment with an established minimum and maximum.
11. For an unsecured signature loan (fixed term), the Contractor will offer loans within the terms and conditions specified.
12. The term of the loan must qualify under the DOD service retention schedules in accordance with Section J, Attachment 8.
13. For a new auto loan, the maximum term is 72 months and the maximum loan amount is 100 percent of the lesser of the purchase price or Manufacturer’s Suggested Retail Price (MSRP).
14. For a used auto loan the maximum term is 60 months and the maximum loan amount is 100 percent of the lesser of the purchase price or NADA retail value.
15. For a new motorcycle loan, the maximum loan amount is 100 percent of the lesser of the purchase price or MSRP. The maximum term is 60 months.
16. For a used motorcycle loan on models between 1 and 5 years old, the maximum loan amount is 75 percent of the lesser of the purchase price or the NADA retail value. The maximum term is 36 months.
17. For CD secured loans, the maximum term and the maximum credit are based on the value and term of the CD.
18. If an authorized customer is not physically in an area serviced by a MBF, a loan may be granted by mail. Credit applications may be taken by telephone, online or by mail.
19. Requirements for cosigners shall be based on an applicant's financial status.
20. Loan repayment schedules and terms:
21. Shall provide for monthly repayment on an installment basis.
22. Shall require repayment by regular periodic deduction from a MBF account or other financial instrument.
23. May extend beyond a borrower's date of permanent change of station to provide the borrower access to repayment schedules regularly offered by the Contractor.
24. Shall not extend past the borrower’s anticipated service separation date based on Retention Schedule Guidelines (See Attachment J-8).
25. Loan conditions and collection policies and practices shall be consistent with applicable Federal statutes and regulations.
26. Non-payment of loans due to the death of a borrower or co-borrower shall be processed by the Contractor in accordance with C-10-1(b).
27. Loan approval will not be based on an applicant’s Date Eligible for RETURN from Overseas (DEROS). If otherwise qualified for a loan, the maximum repayment terms can extend beyond the applicant’s departure from the overseas location.
28. The Contractor shall conduct two reduced-rate secured loan promotions, one in the Spring and another in the Fall. Promotional rates shall be approved by the COR, in accordance with paragraph C-8. Each secured loan promotion shall have a two-month duration. With prior approval from the COR, the Contractor is authorized to sponsor new car sales events.

**C-7-10. OTHER MISCELLANEOUS CHARGES POLICY**

1. Accountholders shall not be charged for each unencoded check and/or withdrawal slip used to withdraw funds from an account.
2. A charge shall be made for the second and each subsequent bank statement reconciliation performed by the Contractor provided no bank error is involved. This charge can be waived by the Contractor on a case-by-case basis.
3. A charge shall be made for each copy of a bank statement when the requested statement is not more than 6 months old. This charge can be waived by the Contractor on a case-by-case basis. There is no charge for statements obtained through online banking.
4. A charge shall be made for each copy of a bank statement when the requested bank statement is more than 6 months old. This charge can be waived by the Contractor on a case-by-case basis. There is no charge for statements obtained through online banking.
5. There is no charge for screen print statement copies.
6. A charge per item shall be made for each copy of a deposit slip, withdrawal slip, canceled check, or other document. Charges shall be waived when an accountholder shows documentation from the U.S. IRS requiring substantiation under IRS tax audit proceedings. There is no charge for statements obtained through online banking.
7. A charge shall be made for each copy of a requested EURO denominated check that has been truncated by the German banking system (Germany only).
8. For incoming wire transfers, there is no charge for accountholders. A charge shall be made for outgoing wire transfers made by accountholders. A charge shall be made for incoming and outgoing wire transfers for non-accountholders. Applicable foreign currency wire fees will be passed on to the customer (accountholder and non-accountholder).
9. There is no charge for transfer of funds between MBF banks.
10. No charge shall be made for the redemption of U.S. savings bonds.
11. Federal Deposit Insurance Corporation (FDIC) insurance premiums shall be assessed on all MBF NAFI and organizational accounts subject to account analysis.
12. A charge shall be made for miscellaneous electronic local currency payments.
13. The Contractor shall perform an account analysis on those NAFI and other organizational accounts that have the types of activity, along with the corresponding transaction volumes, to warrant being placed on analysis. Standard banking industry analysis modeling tools will be used in determining charges and appropriate corresponding balances.

**C-7-11. LOCAL CURRENCY INDIVIDUAL CHECKING ACCOUNTS POLICY**

This Section is only applicable to the British pound sterling checking accounts.

1. There is no monthly charge on local currency individual checking accounts.
2. A minimum opening balance of £25 is required.
3. A charge shall be made if an account is closed within 90 days of opening the account. This charge can be waived by the Contractor on a case-by-case basis.
4. The Contractor shall charge for each of the following services and products: stop payment; and for each overdraft.

**C-7-12. SALE AND REPURCHASE OF LOCAL AND FOREIGN CURRENCIES POLICY**

1. Acquisition Rate: The acquisition rate is the rate at which the MBF procures local and foreign currency for its use. For establishing the Euro to U.S. dollar acquisition rate, the rate will be calculated based on the Contractor’s average daily interbank costs.
2. Official Rate: The official rate is the rate at which the MBF sells local and foreign currencies to military DOs for official uses exclusive of resale. Unless otherwise approved by the COR, this shall be at the acquisition rate. No commission charges will be assessed to military DOs for the purchase of local and foreign currencies for “Official Use.”
3. Accommodation-Rate: The accommodation rate is the rate at which the MBF sells local and foreign currencies to individuals and to military DOs for resale to individuals. The rate shall not be less than 2.5 percent less than the acquisition rate. In Euro currency countries where there is no MBF, the rate at which the contractor sells local and foreign currency to the military DOs for resale shall be the accommodation rate. In all other non-Euro currency countries where there is no MBF, the rate at which the contractor sells local currency to the military DOs for resale shall be the official rate.
4. Re-conversion Rate: The re-conversion rate is the rate at which the MBF purchases local and foreign currencies from authorized individuals and/or organization. The rate shall not be less than 2.5 percent more than the acquisition rate.
5. Bulk/Organization Rates: Both of these rates are contingent upon local and foreign currency credit agreements between the Contractor and the purchasing activity.
6. Bulk Rate: The bulk rate is the rate at which the MBF sells local currencies to NAFI, defense credit unions and private organizations for local payroll and vendor payments that total over $1 million monthly. This rate shall not be less than .03 percent (.0003) more than the acquisition rate. For NAFI Euro requirements, the rate will be increased by a factor of .01 percent (.0001).
7. Organization Rate: The organization rate is the rate at which the MBF sells local currencies to NAFI, defense credit unions, and private organizations for local payroll and vendor payments that total under $1 million monthly. This rate shall not be less than .5 percent (.005) more than the acquisition rate. For NAFI Euro requirements, the rate will be increased by a factor of .01 percent (.0001).

1. Wholesale Rate: The wholesale rate is the rate at which the MBF sells local and foreign currencies to NAFI, defense credit unions, and private organizations for resale to authorized individuals. The rate shall not be less than 1.825 percent more than the acquisition rate. In Germany, Italy and the United Kingdom, the co-op rate is used for currency placed with defense credit unions on consignment. The co-op rate shall not be less than 1.95 percent more than the acquisition rate.
2. The rates of exchange for accommodation sale and repurchase, to and from authorized individuals, for foreign currencies other than local currencies and Euro participating countries, shall be at a rate customarily charged by the Contractor for such services. For Euro participating countries, the Euro to U.S. dollar exchange rate will be calculated using a four position decimal (e.g., one U.S. dollar equals 1.0876 Euro).

1. U.S. currency and U.S. dollar instruments shall be converted to local currency for authorized customers.
2. Sale and repurchase of foreign currencies may be made at the discretion of the Contractor, subject to host-country limitations and assurance of a positive financial contribution to the contract (to include exchange risk).
3. Local currency shall be repurchased from authorized customers for U.S. dollars and U.S. dollar instruments.

**C-7-13. SUPPLY OF CURRENCY (PAPER AND COIN) POLICY**

1. U.S. CURRENCY:
2. The servicing MBF shall provide transactional U.S. currency to defense credit unions operating "full service" branches, as defined in DOD Directive 1000.11, at no cost or account analysis charge when settlement is made via a local MBF account or other arrangement resulting in immediate availability of funds.
3. MBFs shall provide cash to a NAFI under either a direct sale or agency agreement.
4. In areas served by DOD currency Custody Account Agreements:
5. A Custody Account Agreement shall be in place detailing the Contractor’s responsibility with the local command. The Contractor must provide copies of these agreements to the COR.
6. The Contractor shall maintain U.S. currency on-hand to meet the requirements of the DOD military DO. The requirement shall be met with U.S. currency. Generally, required denominations are specified below:
7. Up to $250,000 in 24 hours
8. Over $250,000 in 48 hours
9. Due to varying requirements at each location, the contractor is required to annually coordinate the appropriate amounts and timeframes with the local finance office at each location and report the information to the COR annually.
10. The cash management requirements will be formalized through agreements between the Contractor and local military DO and reported to the COR annually

b. LOCAL CURRENCY:

1. The Contractor shall be responsible for maintaining local currency on-hand to satisfy the requirements of authorized customers.

1. Local currency purchased by a military DO shall be posted to their account on the day the purchase order when check/funds are delivered.
2. The Contractor shall review local currency supplying practices and provide recommendations for more efficient and effective operations to the COR.
3. Local currency rounding procedures proposed by the Contractor shall be submitted to the COR in writing for approval.
4. Local currency exchange rate formulas used to determine accommodation sales and repurchase rates shall be submitted to the COR in writing for approval.
5. In the case of a declining local currency market, the Contractor shall place a limitation on the sale or repurchase of local currency. The Contractor shall provide a contingency plan within 90 days of contract award to the COR for approval of local currency that will be implemented in a declining market scenario. This plan is essential to prevent the Contractor from overselling its local currency position and to restrict profiteering.
6. Upon notification from the COR, the Contractor shall suspend or place limits on the sale of cashiers’ checks in local currency.

**C-8. MISCELLANEOUS PROVISIONS REGARDING PRODUCTS AND SERVICES**

1. The Contractor will provide banking services overseas under the name “Community Bank operated by *(Contractor Name Here)”* with bank logo, if desired. The name will be located on all MBFs, ATM facades, mobile bank vans and ATM vehicles, client information (in-bank awareness posters and other advertising media), business cards and letterhead, legal documents such as loan application and approval forms and deposit account agreements, and public and private web pages. The bank’s name and logo will be subscript to Community Bank and placement of the bank’s name and logo, when used, can be directly below Community Bank, or placed to the right or the left below the name. All displays of the contractor’s bank name on the aforementioned items, to include font/logo sizes and colors, must be approved by the COR prior to use. The use of the *“Contractor Name Here”* name will be allowed on licensing agreements, legal correspondence and dealings with military banking facility employees, correspondent banks and vendors. It is the Contractor’s responsibility to ensure all legal relationship documents and client disclosure statements relating to deposit accounts are in compliance with the Office of the Comptroller of the Currency guidelines on FDIC insurance coverage. Changes to the approved bank’s name and logo designs shall be limited to COR approval and incorporated into the contract with modification by the Contracting Officer.
2. The Contractor shall close accounts when requested by the accountholder in writing and will transfer balances within 5 business days, barring any delays outside the contractor’s control (e.g. system failures, strike, war, etc.)
3. The Contractor shall transfer payments to a designated bank within 24 business hours of receipt of a valid request from a military DO.
4. All deposit accounts are subject to FDIC insurance.
5. Checks must bear the routing transmittal number of the OMBP, RTN ######### (Community Bank)

1. Standard microencoding (MICR) will be used. Checks will be drawn on “Community Bank operated by “Contractor Name Here” with bank logo, if desired.

1. The Contractor will process all MBF checks presented overseas as direct posting to individual accounts. Stateside clearance of all other MBF and non-MBF checks will be accomplished using the Federal Reserve Bank.
2. The Contractor shall assume and accept for processing all check stock for individual accountholders issued by the previous Contractor for a period not less than 18 months prior to reissuing replacement checks with the Contractor’s name on the check stock. Checks issued by the Contractor on new accounts and replacement checks will bear the new Contractor name.
3. Correspondence or notifications required by the contract shall be submitted by the Contractor to the Contracting Officer and the COR.
4. DOD will provide funding for the contract and all modifications.
5. Overseas MBFs shall have access to EFT information within one (1) business day after receipt of an EFT transaction.
6. The check number will be provided on the customer’s bank statement except when the check number is unavailable or the check is dishonored. The required field for a check number is at least seven (7) digits.

1. ATM Only accounts in existence at the start of this contract will be grandfathered. Future requirements to establish “ATM Only” accounts will be directed by the COR.
2. Debt collection efforts (exclusive of “death of a borrower” debt) by the Contractor applies to all authorized MBF customers (as defined in paragraph C-5). The DOD agreement with the Contractor to reimburse it for the debts of authorized patrons establishes the legal suretyship relationship and right of subrogation for the Government to pursue collection of debts through all means available for all patrons and not just DOD personnel. This includes, but is not limited to forwarding the debt for collection to DFAS for follow-on debt collection action; DFAS forwarding uncollectible debt files to commercial collection agencies; and, forwarding debt information to the IRS for tax offset. The Contractor will notify appropriate credit bureaus based on the bank’s normal business practices. Procedures for debt collection and forwarding of case files and payment vouchers are contained at C-10, G-8, and G-11.
3. In conjunction with mandatory check safekeeping, the Contractor will retain electronic imaged versions for at least seven (7) years. Unless specifically requested in writing by the NAFI or other organization, paid items will not be returned with the account statements.
4. Non-payment of loans due to the death of a borrower or co-borrower shall be processed by the Contractor in accordance with C-10-1.b.
5. The contractor shall maintain and operate a web-based loan decisioning and documentation solution for customers.

**C-8-1. RECOUPMENT OF U.S. CURRENCY**

The Contractor shall provide recoupment service for U.S. dollar currency for the following conditions (not applicable in Diego Garcia and Kwajalein Atoll):

1. Locations and conditions shall be mutually agreed upon by the Military Banking Facility and the DOD central disbursing office/custody accountholder.
2. Payment by the Military Banking Facility shall not be made until the Military Banking Facility receives the currency.
3. Recoupment for major command central funding offices shall be reviewed in coordination with the command’s staff finance representative that approves recoupment purchases.
4. Within the European Command, USAREUR shall be responsible for timely funding to allow the Contractor maximum flexibility in recoupment.
5. The Contractor, with approval of the appropriate theater commander, may recoup at a loss when more economical to buy locally than through other alternatives or as may otherwise be determined to be in the best interest of the Government.
6. The Contractor, with approval of the appropriate theater commander, will determine requirements for the usefulness and quantity of money denominations; i.e., is there a requirement for $100 bills.

**C-8-2. ESTABLISHMENT OF INTEREST RATES FOR INTEREST BEARING CHECKING**

**ACCOUNTS, SAVINGS ACCOUNTS, CERTIFICATES OF DEPOSIT, AND PERSONAL**

**LOANS**

1. Interest rates for interest bearing products shall be the same for MBFs worldwide.
2. Interest rates shall be competitive with U.S. overseas financial institutions. To ensure that the interest rates established for the OMBP are competitive, the Contractor shall monitor interest rates on interest bearing products for U.S. overseas financial institutions.
3. Interest rates may be established, eliminated, or otherwise modified by the COR.
4. The Contractor shall provide an interest rate survey to the COR on a monthly basis. Any proposed changes to Community Bank’s interest rates offered on interest bearing products will be included with the survey, using the following format:

1. Identify both the current interest rate(s) and the proposed rate(s) by product line.
2. Indicate the estimated financial impact of the proposed change(s) on the program.
3. Include a list of comparable rates offered by U.S. overseas financial institutions providing financial services in the area.
4. The Contractor shall submit proposed interest rate(s) for special event sales campaigns to include local (“tent”) sales (example: new car sales promotions) to the COR for approval. The Contractor shall identify the tentative location and duration of the sales event and propose interest rate(s) that are competitive with the other financial institutions expected to participate.
5. The COR shall review proposed interest rate changes within five (5) business days following the date of receipt of the Contractor’s proposal. If not notified by the COR within the five (5) business days, the Contractor is authorized to implement the proposed interest rate(s).

**C-8-3. ACCOUNT EXTENSION PROVISION**

1. Accountholders in good standing may maintain active accounts up to 90 days after permanent change of station from an overseas assignment. When the contractor has knowledge that an accountholder has exceeded this time period, it shall make a reasonable effort to close the account(s).

1. An accountholder may maintain a transaction account longer than 90 days at no charge for purposes of loan repayment past departure from overseas location.

**C-9. OTHER MISCELLANEOUS PROVISIONS**

**C-9-1. DEALINGS WITH CONTRACTOR’S AFFILIATES**

The Contractor is authorized to transact business or contract with, or obtain service from, any of the Contractor's affiliates in connection with the performance of banking services, activities, and operations subject to FAR Clause 52.244-2, entitled "Subcontracts.”

**C-9-2. SERVICE TO NON-SPONSORED CONTRACTOR EMPLOYEES**

The Contractor shall provide such banking services to its local national or third-country national employees as is required under local banking and labor agreements, provided such agreements do not violate host-country exchange control regulations or SOFA or similar intergovernmental agreements. However, any losses on employee loans shall be at no cost to the contract or the DOD.

**C-9-3. EMERGENCY PLANNING**

1. The Contractor shall, in cooperation with appropriate overseas DOD commands, maintain plans for smooth transition of banking services in the event of hostilities or other emergencies. All plans shall include key personnel names and provisions for the transfer of all cash assets to include control of all vault combinations or keys to the installation finance office. A letter of designation of this responsibility shall be coordinated with and approved by the banking liaison officer in theater. A copy of the designation letter shall be provided to the COR.
2. For this purpose, the Contractor shall ensure that its key planners and necessary management personnel request and be granted favorable adjudicated background investigations. These plans and any changes thereto, will be submitted for approval to the banking liaison officer in theater, who will coordinate approval with the appropriate DOD command. The Contractor shall notify the COR by letter whenever emergency plans and or updates have been submitted to the banking liaison officer.
3. The contractor shall review each plan annually to determine whether or not updates are required. A statement to this effect shall be provided to the COR by the end of each fiscal year.

**C-9-4. FINANCIAL COUNSELING**

1. The Contractor shall conduct newcomer Community Bank orientation briefings and support military commanders during pre-deployment readiness exercises for service member financial readiness. The contractor shall support community requests for financial counseling training. Additionally, the contractor shall participate in and support DoD financial savings, financial readiness, and financial literacy campaigns as requested by the Bank leadership or directed by the COR.
2. As approved by the COR, the Contractor shall support financial counseling needs of the Personal Financial Managers at MBF locations.

**C-9-5. FACILITY RENOVATIONS, MAINTENANCE AND REPAIR**

The contractor may be required to manage facility updates (paint, carpeting, furniture, office equipment, etc,) maintenance, repair and alteration and/or minor construction projects for its facilities, only as directed and/or approved by the COR or Contracting Officer. The contractor shall coordinate all renovation, maintenance and repair activities with the installation command as well as the COR, in accordance with clause H-25.

**C-10. PROCEDURES FOR THE COLLECTION OF DEBTS**

1. The Contractor shall exercise due diligence and attempt to collect amounts owed due to defaulted unsecured loans, dishonored checks, overdrafts, returned insufficient funds checks, and related charges.
2. b. In accordance with legal requirements and subject to any limitations therein, the Contractor shall have the right of offset against the accounts the debtor may have with the MBF.
3. c. All debts (exclusive of “death of a borrower” debt), military and civilian, will be vouchered to DFAS as prescribed in C-10-1.
4. d. All debt due to the death of a borrower or co-borrower shall be processed by the Contractor in accordance with C-10-1.b.
5. The Contractor shall be reimbursed, as an allowable cost under the contract, reasonable costs incurred in the collection of delinquent loans made to authorized banking customers and dishonored checks cashed by the MBF for authorized banking customers, whether or not collection is affected.

**C-10-1. PROCESSING DEBTS FOR COLLECTION**

1. When a debt is incurred, the Contractor shall:
2. Advise the debtor in writing.
3. Prepare a debt file to include:
4. Name, social security account number, grade or rank, and military component.
5. A copy of the initial financial agreement or paper (i.e., loan contract, dishonored check, and overdrawn account statement).
6. A summary of all collection efforts to date, including payments received and any correspondence relating to the debt.
7. Include the appropriate military service accounting line on each debtor file as indicated below:

1. Army: 21\*2020 22-2010 P436099.50 XHB1RA S23185

2. Air Force: 57\*3400 309 4365 450959 02592

3. Navy: 17\*1804 11C0 000 000119 68892 2D POVBKG 0001180VBKGQ N0000000000 8522

4. Marines: 17\*1804 11C0 000 000119 68892 2D PBKGOC 000119BKGOKQ N0001199MPBKGOO

(Note: \* equals the fiscal year)

1. A statement from the Contractor attesting to the current amount due.
2. A report or other legal documents from the cognizant criminal investigative office, if applicable (e.g., the Criminal Investigative Division (CID) or the Air Force Office of Special Investigation (OSI)).
3. A bad debt file is not required to be submitted through a WAWF voucher for debtors without a social security number and will be charged to the operating budget.
4. Written demand letter requesting payment, plus any charges. If no response is received by the deadline established in the demand letter, the original debt file will be forwarded to the DFAS for pay offset or other collection action. On a monthly basis, a transmittal letter willaccompany all debt files to the designated DFAS collection point as stated in Section G-11.
5. The Contractor may accept debt payments after the debt file is forwarded to DFAS-IN. Payments received after a debt file has been forwarded to DFAS for collection action will be accepted and the contractor will notify DFAS-IN for processing instructions. COR will provide name and phone number of the Indianapolis point of contact under a separate direction letter.
6. The Contractor shall maintain receipted transmittal letters and debt file copies for a period of seven (7) years following the debt transfer to DFAS.

b. Debt due to death of borrower and/or co-borrower:

1. The Contractor shall obtain documentation of the death of the borrower or co-borrower. Such documentation shall be in the form of a copy of a Death Certificate, Report of Casualty (DD Form 1300), or written notification from the Commanding Officer (or their designee) of the deceased borrower or co-borrower.
2. Upon the receipt of documentation, the Contractor shall initiate past due collection actions against the borrower or co-borrower and his or her estate.
3. If, after reasonable collection efforts by the contractor, any debt remains unpaid, the contractor shall send the debt file on a transmittal letter to the COR for approval. When approved by the COR, the unpaid debt will become an operating expense to the program.
4. In the event sufficient retained revenues are not available to pay a “Death of a Borrower” expense, the contractor shall submit a payment voucher via WAWF for payment of the debt expense in accordance with G-11.
5. The debt liquidation voucher shall be forwarded in accordance with Section G-8.
6. The debt file will be sent to the COR on a transmittal letter.

**C-11. SUBSTITUTION OF OR ADDITION OF KEYPERSONNEL**

1. The Contractor agrees to assign to the contract those persons whose resumes were submitted as required by Section L of the RFP to fill the requirements of the contract. No substitution or addition of key personnel shall be made except in accordance with this clause (personnel in this clause refers to Key Personnel listed in Section J-5).
2. All proposed substitutions shall be submitted, in writing, to the Contracting Officer at least 15 days (30 days if a security clearance must be obtained) prior to the proposed substitution. Each request shall provide a detailed explanation of the circumstances necessitating the proposed substitution, a complete resume for the proposed substitute and any other information required by the Contracting Officer to approve or disapprove the proposed substitution(s). All proposed substitutes (no matter when they are proposed during the performance period) shall have qualifications that are deemed equivalent to the person being replaced.
3. In the event the notification time frames set forth in paragraph “b” above for the substitution or addition of key personnel cannot be met due to death, illness or incapacitation of a Key Personnel, or other emergency, the parties agree that the submission of a replacement will be concluded within sixty days, unless otherwise agreed to by the parties.
4. The Contracting Officer shall evaluate requests for substitution and addition of personnel and notify the Contractor within 7 days, in writing, whether a request is approved or disapproved, or if additional information is required regarding the proposed personnel substitution/addition.
5. If the Contracting Officer determines that suitable and timely replacement of personnel who have been reassigned, terminated, or have otherwise become unavailable to perform under the contract is not reasonably forthcoming, or that a resultant reduction of productive effort would impair the successful completion of the contract or the delivery order, the contract may be terminated by the Contracting Officer for default or for the convenience of the Government, as appropriate. Alternatively, at the Contracting Officer's discretion, if the Contracting Officer finds the Contractor to be at fault for the condition, he/she may equitably adjust (downward) the contract price or fixed fee to compensate the Government for any delay, loss or damage as a result of the Contractor's action.

**C-12. TECHNICAL DIRECTION LETTERS**

1. When necessary, technical direction or clarification concerning details of specific tasks set forth in the contract shall be given through issuance of written Technical Direction Letters by the COR.

1. Each TDL shall be in writing and shall include, as a minimum, the following information:
2. Date of TDL;
3. Contract and TDL number;
4. Reference to the relevant section or item in the Performance Work Statement;
5. Indicate if interim status reports and/or post-TDL reports are required. Post-TDL reports will summarize the accomplishment, compare approved schedule and cost to actual schedule and cost and explain any deltas. Interim reports will summarize the activity to date, provide current and projected cost and schedule information, explain any deltas or issues encountered and identify risk mitigation actions. Frequency of interim reports shall be identified in each TDL.
6. Signature of COR.
7. Each TDL issued hereunder is subject to the terms and conditions of this contract; and in no event shall technical directions constitute an assignment of new work or changes of such nature as to justify any adjustment to the fixed fee, estimated costs, or delivery terms under the contract. Any increase in fixed fee and/or cost to the program resulting from any TDL must be proposed by the contractor in advance and approved by either the COR or Contracting Officer prior to beginning the work. In the event of a conflict between a TDL and this contract, the contract shall control.

1. When, in the opinion of the Contractor, a technical direction calls for effort outside the contract PWS, the Contractor will notify the COR and Contracting Officer thereof in writing within two (2) working days of having received the technical direction in question. The Contractor shall undertake no performance to comply with the technical direction until the matter has been resolved by the Contracting Officer through formal contract modification or other appropriate action.

1. Oral technical directions may be given by the COR only in emergency circumstances, and provided that any oral technical direction given is reduced to writing by the COR within two (2) working days of its issuance.
2. Amendments to a TDL shall be in writing and shall include the information set forth in paragraph b above. A TDL may be amended orally only by the COR or Contracting Officer in emergencies. Oral amendments shall be confirmed in writing within two (2) working days from the time of the oral communication amending the TDL by a TDL modification.

1. Any effort undertaken by the Contractor pursuant to oral or written technical directions issued other than in accordance with the provisions herein shall be at the Contractor's risk of not recovering related costs incurred and corresponding proportionate amount of fixed fee, if any.

**C-13. DEATH OF AN ACCOUNTHOLDER**

Upon receipt of all legal documentation regarding the death of an accountholder, or in the case of a deceased active duty accountholder, direction received from the appointed military Summary Court Officer, if one is appointed, the account is closed and funds distributed to the estate as specified in the documentation and in accordance with applicable banking laws and regulations. If the account is jointly held with a spouse or other individual, unless otherwise required by law, that person has access to funds in the account until such time as all required legal documentation is received by the bank and the account is closed. The entitlement or authorization to maintain an account with Community Bank (operated by “Contractor Name”) is held by the primary accountholder. Upon the death of the authorized account holder, the surviving joint accountholder is not authorized to open or maintain an account with Community Bank unless they are authorized or entitled in their own right per PWS paragraph C-5.

**C-14. SERVICE CONTRACT REPORTING (SCR)**

The requirement for SCR applies to this Contract.

For more information on SCR a DoD Guidebook for SCR in the SAM, designed for both DoD users and contractors, is available on the DoD Procurement Toolbox at the following web address: <https://dodprocurementtoolbox.com/site-pages/service-contract-reporting-scr>.

**C-15. PROVIDING FINANCIAL SERVICES TO NON-DEPARTMENT OF DEFENSE FEDERAL AGENCIES**

The Contractor, when directed by the contacting officer, shall provide banking services (including ATMs) to non-Department of Defense Federal Government Agencies and other associated authorized accountholders and users. Banking facilities, including ATMs, may be placed on non-DoD locations only when that placement is consistent with the applicable local laws as amended or modified by SOFAs, other international agreements, or U.S. law or regulation. The services provided shall be under the same terms and services as those provided to Department of Defense customers. The contracting officer or contracting officer representative may alter the terms and services by modification or technical direction letter. The non-Department of Defense Agency shall reimburse the Department of Defense for all expense incurred in providing this service.

**C-16. PROVIDING FINANCIAL SERVICES TO DEPARTMENT OF DEFENSE INSTALLATIONS WITHIN THE UNITED STATES**

The Contractor, when directed by the contracting officer, shall provide banking services (including ATMs) to Department installations within the United States or its territories or possessions and other associated authorized accountholders and users. The services provided shall generally be provided under the same terms and services as those provided to Department of Defense overseas customers. The contracting officer or contracting officer representative may alter the terms and services by modification or technical direction letter.

**C-17. PROVIDING CURRENCY TO FOREIGN BANKS**

The Contractor, when directed by the contacting officer, shall provide United States dollar currency to a non-United States bank under the conditions stated in the modification or the TDL. The currency would only be provided in the event of an emergency as determined by the contracting officer. The contracting officer or contracting officer representative may alter the terms and services by modification or technical direction letter.

END OF SECTION C

Section D - Packaging and Marking

PACKING, PACKAGING, AND MARKIN

**D-1. PACKING, PACKAGING, AND MARKING**

All items to be delivered under this contract shall be packaged, packed and marked to prevent deterioration and damage during shipping, handling, and storage to ensure safe arrival at destination.

END OF SECTION D

Section E - Inspection and Acceptance

ACCEPTANCE CRITERIA - SECTION

ACCEPTANCE CRITERIA - SECTION 508 REQUIREMENTS

ATM Machines, Web Applications and Telephone Services delivered are a result of this solicitation will be accepted based in part on satisfaction of identified Section 508 requirements for accessibility. ATM machines, Web Applications and Telephone Services delivered must include a completed GPAT, a sample of which is included as a part of this solicitation (see Section J Attachments J-10, J-11 and J-12. (NOTE: See section H-## for additional details).

INSPECTION AND ACCEPTANCE TERMS

Supplies/services will be inspected/accepted at:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| CLIN | INSPECT AT | INSPECT BY | ACCEPT AT | ACCEPT BY |
| 0001 | N/A | N/A | N/A | N/A |
| 0001AA | Destination | Government | Destination | Government |
| 0001AB | Destination | Government | Destination | Government |
| 0001AC | Destination | Government | Destination | Government |
| 0002 | N/A | N/A | N/A | N/A |
| 0002AA | Destination | Government | Destination | Government |
| 0002AB | Destination | Government | Destination | Government |
| 0002AC | Destination | Government | Destination | Government |
| 0003 | Destination | Government | Destination | Government |
| 0004 | N/A | N/A | N/A | N/A |
| 0004AA | Destination | Government | Destination | Government |
| 0004AB | Destination | Government | Destination | Government |
| 0004AC | Destination | Government | Destination | Government |
| 0005 | N/A | N/A | N/A | N/A |
| 0005AA | Destination | Government | Destination | Government |
| 0005AB | Destination | Government | Destination | Government |
| 0005AC | Destination | Government | Destination | Government |
| 0006 | Destination | Government | Destination | Government |
| 0007 | N/A | N/A | N/A | N/A |
| 0007AA | Destination | Government | Destination | Government |
| 0007AB | Destination | Government | Destination | Government |
| 0007AC | Destination | Government | Destination | Government |
| 0008 | N/A | N/A | N/A | N/A |
| 0008AA | Destination | Government | Destination | Government |
| 0008AB | Destination | Government | Destination | Government |
| 0008AC | Destination | Government | Destination | Government |
| 0009 | Destination | Government | Destination | Government |
| 0010 | N/A | N/A | N/A | N/A |
| 0010AA | Destination | Government | Destination | Government |
| 0010AB | Destination | Government | Destination | Government |
| 0010AC | Destination | Government | Destination | Government |
| 0011 | N/A | N/A | N/A | N/A |
| 0011AA | Destination | Government | Destination | Government |
| 0011AB | Destination | Government | Destination | Government |
| 0011AC | Destination | Government | Destination | Government |
| 0012 | Destination | Government | Destination | Government |
| 0013 | N/A | N/A | N/A | N/A |
| 0013AA | Destination | Government | Destination | Government |
| 0013AB | Destination | Government | Destination | Government |
| 0013AC | Destination | Government | Destination | Government |
| 0014 | N/A | N/A | N/A | N/A |
| 0014AA | Destination | Government | Destination | Government |
| 0014AB | Destination | Government | Destination | Government |
| 0014AC | Destination | Government | Destination | Government |
| 0015 | Destination | Government | Destination | Government |
| 0016 | N/A | N/A | N/A | N/A |
| 0016AA | Destination | Government | Destination | Government |
| 0016AB | Destination | Government | Destination | Government |
| 0016AC | Destination | Government | Destination | Government |
| 0017 | N/A | N/A | N/A | N/A |
| 0017AA | Destination | Government | Destination | Government |
| 0017AB | Destination | Government | Destination | Government |
| 0017AC | Destination | Government | Destination | Government |
| 0018 | Destination | Government | Destination | Government |
| 0019 | N/A | N/A | N/A | N/A |
| 0019AA | Destination | Government | Destination | Government |
| 0019AB | Destination | Government | Destination | Government |
| 0019AC | Destination | Government | Destination | Government |
| 0020 | N/A | N/A | N/A | N/A |
| 0020AA | Destination | Government | Destination | Government |
| 0020AB | Destination | Government | Destination | Government |
| 0020AC | Destination | Government | Destination | Government |
| 0021 | Destination | Government | Destination | Government |
| 0022 | N/A | N/A | N/A | N/A |
| 0022AA | Destination | Government | Destination | Government |
| 0022AB | Destination | Government | Destination | Government |
| 0022AC | Destination | Government | Destination | Government |
| 0023 | N/A | N/A | N/A | N/A |
| 0023AA | Destination | Government | Destination | Government |
| 0023AB | Destination | Government | Destination | Government |
| 0023AC | Destination | Government | Destination | Government |
| 0024 | Destination | Government | Destination | Government |
| 0025 | N/A | N/A | N/A | N/A |
| 0025AA | Destination | Government | Destination | Government |
| 0025AB | Destination | Government | Destination | Government |
| 0025AC | Destination | Government | Destination | Government |
| 0026 | N/A | N/A | N/A | N/A |
| 0026AA | Destination | Government | Destination | Government |
| 0026AB | Destination | Government | Destination | Government |
| 0026AC | Destination | Government | Destination | Government |
| 0027 | Destination | Government | Destination | Government |
| 0028 | N/A | N/A | N/A | N/A |
| 0028AA | Destination | Government | Destination | Government |
| 0028AB | Destination | Government | Destination | Government |
| 0028AC | Destination | Government | Destination | Government |
| 0029 | N/A | N/A | N/A | N/A |
| 0029AA | Destination | Government | Destination | Government |
| 0029AB | Destination | Government | Destination | Government |
| 0029AC | Destination | Government | Destination | Government |
| 0030 | Destination | Government | Destination | Government |

END OF SECTION E

Section F - Deliveries or Performance

DELIVERY INFORMATION

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| CLIN | DELIVERY DATE | QUANTITY | SHIP TO ADDRESS | DODAAC / CAGE |
|  |  |  |  |  |
| 0001 | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0001AA | POP 01-APR-2023 TO  31-MAR-2024 | N/A | DFAS COLUMBUS  MARK BARTA  3990 E. BROAD ST, BLDG 21  COLUMBUS OH 43213-1152  614-701-2828  FOB: Destination | HQ0361 |
|  |  |  |  |  |
| 0001AB | POP 01-APR-2023 TO  31-MAR-2024 | N/A | (SAME AS PREVIOUS LOCATION)  FOB: Destination | HQ0361 |
|  |  |  |  |  |
| 0001AC | POP 01-APR-2023 TO  31-MAR-2024 | N/A | (SAME AS PREVIOUS LOCATION)  FOB: Destination | HQ0361 |
|  |  |  |  |  |
| 0002 | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0002AA | POP 01-APR-2023 TO  31-MAR-2024 | N/A | DFAS COLUMBUS  MARK BARTA  3990 E. BROAD ST, BLDG 21  COLUMBUS OH 43213-1152  614-701-2828  FOB: Destination | HQ0361 |
|  |  |  |  |  |
| 0002AB | POP 01-APR-2023 TO  31-MAR-2024 | N/A | (SAME AS PREVIOUS LOCATION)  FOB: Destination | HQ0361 |
|  |  |  |  |  |
| 0002AC | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0003 | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0004 | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0004AA | POP 01-APR-2024 TO  31-MAR-2025 | N/A | DFAS COLUMBUS  MARK BARTA  3990 E. BROAD ST, BLDG 21  COLUMBUS OH 43213-1152  614-701-2828  FOB: Destination | HQ0361 |
|  |  |  |  |  |
| 0004AB | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0004AC | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0005 | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0005AA | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0005AB | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0005AC | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0006 | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0007 | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0007AA | POP 01-APR-2025 TO  31-MAR-2026 | N/A | DFAS COLUMBUS  MARK BARTA  3990 E. BROAD ST, BLDG 21  COLUMBUS OH 43213-1152  614-701-2828  FOB: Destination | HQ0361 |
|  |  |  |  |  |
| 0007AB | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0007AC | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0008 | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0008AA | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0008AB | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0008AC | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0009 | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0010 | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0010AA | POP 01-APR-2026 TO  31-MAR-2027 | N/A | DFAS COLUMBUS  MARK BARTA  3990 E. BROAD ST, BLDG 21  COLUMBUS OH 43213-1152  614-701-2828  FOB: Destination | HQ0361 |
|  |  |  |  |  |
| 0010AB | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0010AC | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0011 | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0011AA | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0011AB | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0011AC | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0012 | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0013 | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0013AA | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0013AB | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0013AC | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0014 | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0014AA | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0014AB | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0014AC | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0015 | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0016 | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0016AA | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0016AB | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0016AC | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0017 | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0017AA | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0017AB | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0017AC | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0018 | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0019 | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0019AA | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0019AB | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0019AC | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0020 | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0020AA | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0020AB | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0020AC | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0021 | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0022 | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0022AA | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0022AB | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0022AC | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0023 | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0023AA | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0023AB | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0023AC | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0024 | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0025 | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0025AA | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0025AB | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0025AC | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0026 | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0026AA | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0026AB | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0026AC | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0027 | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0028 | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0028AA | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0028AB | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0028AC | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0029 | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0029AA | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0029AB | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0029AC | N/A | N/A | N/A | N/A |
|  |  |  |  |  |
| 0030 | N/A | N/A | N/A | N/A |

**ADDITIONAL TERMS**

**F-1. REPORTING REQUIREMENTS**

The Contractor shall be responsible for preparing and transmitting various reports, in such formats and frequencies, as is designated by the COR and the Contracting Officer. The Government invites and will consider ideas for reducing the level of detail in the monthly reporting package. The Contractor is expected to leverage from its industry expertise to recommend additional report information that will promote business intelligence and foster better decision making opportunities for the DFAS OMBP management team. The reporting years shall be the Contract year (April 1 through March 31).

**F-2. MONTHLY REPORTS**

See Attachment J-3, “Reporting Requirements,” paragraph “1” for a listing of the monthly reports required to be submitted by the Contractor.

**F-3. SEMIANNUAL REPORTS**

See Attachment J-3, “Reporting Requirements,” paragraph “2” for a listing of the semi-annual reports required to be submitted by the Contractor.

**F-4. OMBP YEARLY REPORTS (Reported by Contract Year)**

See Attachment J-3, “Reporting Requirements,” paragraph “3” for a listing of the annual reports required to be submitted by the Contractor.

**F-5. OTHER REPORTS**

1. Internal policies, procedures, and controls to ensure consistent implementation of Section H-12, Currency Transaction Reporting (CTR), per paragraph H-12d.
2. See Attachment J-3, “Reporting Requirements” for a listing of other reports required to be submitted by the Contractor.

**F-6. ANNUAL BUDGET ESTIMATE REPORTS**

1. Except as may be otherwise provided for by the COR, budget estimate reports shall be provided in the same formats as specified in F-2 (Monthly Reports) above, but with amounts for the prior year, current year, and budget year, along with reconciliations described in paragraph “b” below.
2. The following budget data is to be reported:
3. The budget year shall be the Contract year, April 1 through March 31.
4. Unless notified otherwise by the Contracting Officer, the Contractor shall submit budget data for the succeeding contract year by October 31st each year.
5. Following a review of the Contractor's budget data, budget revision discussions for the succeeding contract year shall be conducted in January of each year. Parties to these budget discussions will involve the Contracting Office, Program Office, military departments, Defense Contract Audit Agency (as required), and the Contractor.
6. Upon the completion of budget discussions, the Contractor shall submit its revised budget by February 28th of each year. The Contractor’s revised budget submission shall be jointly approved by the Contracting Officer and the COR.
7. The Contractor shall provide budget estimates in such formats as may be requested by the COR to support the internal DOD budget process review. The Contractor shall submit budget estimates as shown below:
   * 1. A summary of actual income, expenses, and fees for the prior year.
     2. A summary of current year approved budgeted income, expenses, and fees.
     3. A summary of the current estimate of income, expenses, and fees for the current year.
     4. A reconciliation of differences between amounts in (b) and (c) above.
     5. A summary of estimated income, expenses, and fees for the succeeding budget year.
     6. A reconciliation between the amounts estimated in (3) and (5) above.
     7. A home office overseas travel plan for the Contract year corresponding to the budget estimate, including traveler names, travel dates, destinations, travel purpose (e.g., installation command meetings, bank visit, branch inspection, training, etc.) and identify corresponding cost line within the proposed budget. All planned home office overseas travel is subject to Government Approval as part of the annual budget approval.

**F-7. TIMING AND DISTRIBUTION OF REPORTS**

1. Monthly reports shall be provided not later than 15 working days after the end of each month, unless otherwise specified by the COR.
2. Semiannual reports on product and service profitability shall be for the periods April through September, and October through March, and must be submitted not later than November 30th (for reports covering the period April through September) and May 31st (for reports covering the period October through March), unless otherwise specified by the COR.
3. End of program year reports shall cover the entire program year (April 1 through March 31) and be provided not later than 45 days after the end of the Contract year, unless otherwise specified by the COR.
4. Budget estimate reports shall be submitted in the timeframe as provided for in clause F-6, “Annual Budget Estimate Reports.”
5. The Contractor shall distribute required reports as follows:
6. One (1) electronic copy only shall be delivered to the Contracting Offices at the following addresses:

***DFAS Columbus***

***Contract Services Directorate***

***3990 East Broad Street, Bldg 21/2B-030***

***Columbus, OH 43213-1152***

***email:*** [***dana.l.king4.civ@mail.mil***](mailto:dana.l.king4.civ@mail.mil)

DCMA Administrative Contractive Officer (ACO)

*NAME TBD*

Administrative Contracting Officer

*DCMA Office TBD*

*Address: TBD*

*email: TBD*

1. One (1) electronic copy and one (1) hard copy shall be delivered to the Program Office at the following address:

DFAS Columbus

ATTN: DFAS-JJFB/CO

3990 East Broad Street

Columbus OH 43213-1152

email: [mark.b.barta.civ@mail.mil](mailto:mark.b.barta.civ@mail.mil)

1. Each military department’s banking liaison office shall be provided an electronic copy of its military department’s section, as well as the total section of reports: J-3(2)(c), DoD Program Management Report (involving the military department), and Products, Services and Profitability Reports.
2. In addition to the above distribution, copies of all reports shall be delivered to cognizant Defense Contract Audit Agency Office at:

*DCAA Branch Office TBD*

*Address: TBD*

*email: TBD*

**F-8. TERM OF CONTRACT**

1. The Base Year for this Contract is from April 1, 2023, through March 31, 2024, with nine (9) one-year option years. The Government is not obligated to exercise the option(s).

FY 23 - Base Year (12 months performance)

FY 24 - Option Year One (12 months performance)

FY 25 - Option Year Two (12 months performance)

FY 26 - Option Year Three (12 months performance)

FY 27 - Option Year Four (12 months performance)

FY 28 - Option Year Five (12 months performance)

FY 29 - Option Year Six (12 months performance)

FY 30 - Option Year Seven (12 months performance)

FY 31 - Option Year Eight (12 months performance)

FY 32 - Option Year Nine (12 months performance)

Only Contracting Officers from the Defense Finance & Accounting Service, Contract Services Directorate are authorized to place orders against this Contract.

1. The Contract includes Clause 52.217-8, Option to Extend Services (NOV 1999). The option may be exercised more than once, but the total extension of performance under this clause shall not exceed six (6) months.

**F-9. PLACE OF PERFORMANCE**

The Contractor shall perform all services to be provided under this Contract at the location(s) set forth below: See Designated Operating Locations at Section J, Attachment J-1.

**F-10. DAYS AND HOURS**

1. Minimum days of customer service at full-time MBFs shall be five (5) days per week, including evening and weekend service where approved. However, nothing in this Contract is intended to modify existing arrangements for additional hours to meet paydays and other customer needs so long as the costs of such additional hours were properly and adequately disclosed in the Contractor's cost proposals for the Contract year and subsequently approved by the COR, and confirmed in writing by the Contracting Officer.
2. Hours of operation will conform to local command needs and minimize interference with military training requirements. The MBF managers must comply with local labor laws and union agreements when establishing hours of operation with local commanders. Local commands and MBF managers are responsible for setting and making any changes in hours or days of customer service at an approved MBF that meets individual or organizational needs, so long as they do not, in any way, increase allowable costs under this Contract. Any changes that will increase the current number of hours of operation at a MBF, or that otherwise could be anticipated to increase allowable costs, must be submitted through the applicable DOD component's command channels to the COR for approval, prior to implementation. Approved change(s) to MBF operating hours will be confirmed in writing by the Contracting Officer or COR and will be approved via TDL and subsequently be incorporated into the Contract in Section J, Attachment J-2.
3. Not later than the last business day in November, the Contractor shall provide written notification reflecting anticipated holiday closure dates to the COR for approval. The holidays will be for the succeeding 12 months beginning January 1.
4. Written notification, as far in advance as the information is available (this includes closure for employee training), shall be submitted to the COR for approval for any proposed additions, deletions, or other changes in the days or hours that MBFs are scheduled to be open.
5. In order to meet the logistical and military needs of this Contract, the Contractor will utilize part-time employees and flexible employee work hours to the maximum extent feasible and that are cost effective.
6. Where cost-effective, a personnel reserve of trained employees will be available to provide services on an on-call or substitute basis to replace absent employees or supplement regular employees under circumstances of heavy demand for services.
7. The Contractor shall have the capability to determine when maintenance and replenishment of an ATM is required, other than by customer notification. Regularly scheduled ATM maintenance shall not be conducted on payday or during other peak periods when preventable.
8. Except where required for internal control purposes, such as counting bulk cash, loading cash into an ATM, receiving or forwarding cash to a courier, etc., the number of personnel required for dual-control purposes should be kept to a minimum.

**F-11. MBF OPERATIONS WITHIN GERMANY**

If necessary to meet the requirements of the paragraph entitled DAYS AND HOURS, status will be granted by German authorities, in coordination with U.S. officials, under Article 72, paragraph 5, of the Supplemental Agreement to the NATO SOFA to those MBF employees.

**F-12. NOTICE REGARDING LATE DELIVERY**

In the event that the Contractor anticipates difficulty in complying with the Contract delivery schedule, the Contractor shall notify the COR immediately, in writing, giving pertinent details, including the date by which it expects to make delivery; provided, however, that this data shall be informational only in character and that receipt thereof shall not be construed as a waiver by the Government of any contract delivery schedule, or of any rights or remedies provided by law or under this Contract.

**F-13. EMERGENCY PLANS**

Emergency plans will ensure, as a minimum, the indefinite continuation of account services for individual and joint accountholders who may be returned separately to CONUS. These plans, and any changes hereto, shall be submitted for approval to the banking liaison officer in theater, who will coordinate approval with the appropriate DOD command. The Contractor shall notify the COR by letter whenever emergency plans and /or updates have been submitted to the banking liaison officer.

**F-14. AUTOMATION**

1. Accounting and reporting transactions and operations will be automated to the maximum extent feasible and cost effective.
2. Standardization of OMBP software/hardware/interfaces will be a high priority where cost effective.
3. Standardized general ledger and cost center structure will be a high priority where cost effective.
4. Standardized property accountability system will be a high priority where cost effective.
5. Automation of customer service delivery systems will be a high priority where cost effective.
6. As automation operations are employed and deployed, staff reductions should be made when appropriate.
7. The Contractor shall submit automation proposals to the COR for review and approval.

**F-15. CENTRALIZED AUTOMATED DATA PROCESSING (ADP) OPERATIONS**

The Contractor shall provide, or arrange for a CONUS centralized ADP for all MBF operations.

END OF SECTION F

Section G - Contract Administration Data

ADDITIONAL INFORMATION

**G-1. RESPONSIBILITIES**

In addition to any other responsibilities that may be identified elsewhere in this Contract, the following responsibilities also shall apply:

1. Procuring Contracting Officer (PCO) for this Contract is:

***Mr. William Mayo***

***Phone: (614) 701-2774***

***Email:*** [***william.m.mayo8.civ@mail.mil***](mailto:william.m.mayo8.civ@mail.mil)

Defense Finance and Accounting Service

Contract Services Directorate

3990 East Broad Street, Bldg 21/2B218

Columbus, OH 43213-1152

1. Administrative Contracting Officer for this Contract is:

DCMA ACO TBD

*DCMA Office TBD*

*Address: TBD*

1. The Contracting Officers are responsible for providing the procurement function and handling the Contract administration of the awarded contract respectively.
2. The Procuring Contracting Officer must approve all changes or modifications to the terms or conditions of the contract that obligates the government.
3. The Administrative Contracting Officer approves all completion/final vouchers and sends them to the disbursing officer.
4. The Administrative Contracting Officer may issue or direct the issuance of Defense Contracting Audit Agency (DCAA) Form 1 on any cost when there is reason to believe it should be suspended or disallowed. These costs are to be returned to the net investable balance in accordance with the provisions outlined in paragraph G-2(e).
5. Any questions concerning contractual matters should be referred to the Procuring and/or Administrative Contracting Officer, as appropriate. The Contractor is advised that, except as noted in the Contract, only the Contracting Officer can change or modify the terms of subject contract or take any other action that obligates the government. Such action may be set forth in a formal modification to the Contract.
6. The Contracting Officer shall direct and ensure that, within 30 days following each payment under this Contract, the designated accounting office/payment office making payment to the Contractor shall perform the following:
7. Advise the applicable military department’s accounting and budget offices.
8. Provide appropriate documentation of all such payments made on behalf of the military department funding the Contract.
9. Program Management Office
10. The Program Management Office (PMO) under this Contract is DFAS-JJFB/CO, an organizational entity under the Defense Finance and Accounting Service.
11. The PMO mailing address is:

DFAS Columbus

ATTN: DFAS-JJFB/CO

3990 East Broad Street, Bldg 21

Columbus, OH 43213-1152

1. The COR under this Contract is:

Mr. Mark Barta

1. The Contractor is advised that only the Contracting Officer can change or modify the Contract terms or take any other action that obligates the Government. Then, such action must be set forth in a formal modification to the Contract. The authority of the COR is strictly limited to the specific duties set forth in his/her letter of appointment, a copy of which is furnished to the Contractor. Contractors who rely on direction from other than the Contracting Officer, or a COR acting within the strict limits of his/her responsibilities as set forth in his/her letter of appointment, do so at their own risk and expense. Such actions do not bind the government contractually. Any contractual questions shall be directed to the Contracting Officer.
2. A complete listing of COR duties is in the COR appointment letter. A general listing, not all inclusive, of COR duties is as follows:
3. Establishing policy, coordinating the Contract effort, and providing day-to-day program management over the OMBP (this includes establishing policy and procedures for the Contractor).
4. Monitoring and/or recommending specific banking products and services that will be provided by OMBP and specifying charges or fees, or the basis of these that authorized MBF customers shall be charged.
5. Serving as principal liaison with the Contractor to monitor MBF operations, policies, and procedures. The COR takes action as appropriate.
6. Recommending the disposition of any income in excess of costs.
7. Recommends contract modification(s) to the PCO for enhancements as well as chairing studies to improve services.
8. Property Administrator
9. The property administrator(s) for this Contract will be designated after contract award and be confirmed in writing by the Contracting Officer.
10. Performance of Contract Property will be in accordance with DoDI 4161.02, dated April 27, 2012 “Guidebook For Contract Property Administration."
11. The property administrator will be responsible for administering the Contract requirements and obligations relating to government property.
12. The property administrators shall assist in:
13. Monitoring the “acquisitions” of government property.
14. Accounting for government property.
15. Disposing of excess or obsolete property via the Defense Reutilization Marketing Organization.
16. The designated property administrator shall ensure that all maintenance, repair, rehabilitation, and alternation of real property projects, and minor construction projects, are in accordance with applicable DOD Directives and Instructions.
17. Secretaries of the Military Departments and Commanders of the Combatant Commands.
18. (a) The secretaries of the military departments, or designees, are responsible for funding, monitoring, and coordinating the operations of the OMBP applicable to that Department.
19. The commanders of the combatant commands, the services, and the commanders of local installations or communities are responsible for monitoring and coordinating the operations of that portion of the OMBP within their respective command area.
20. At their respective levels, service secretaries and the commanders of the combatant commands, the services, and the local installations or communities exercise their responsibility by:
21. Reviewing and resolving or otherwise acting on complaints regarding banking services and operations; as well as performing periodic customer surveys to determine satisfaction with the banking services and operations.
22. Providing deficiency reports, if applicable, to the COR, through command in accordance with Section E.
23. Performing, at the request of the COR, such additional reviews, inspections, or monitoring of banking services as considered necessary to assure the technical requirements of the Contract are being met.
24. Suggesting and requesting improvements and enhancements to the OMBP.
25. Performing OMBP surveys and/or studies which are either self-initiated or requested by the COR.
26. Ensuring that logistical support is provided in a timely manner to the OMBP for facilities under the terms and conditions identified in this Contract.
27. The local installation or community commander is responsible for on-site inspections of MBFs and deficiency reporting as identified in Section E.
28. The secretaries of the military departments, or designees, are responsible for requesting changes to products and services to the COR.
29. Defense Contract Audit Agency
30. The Defense Contract Audit Agency (DCAA) office involved is:

*DCAA Branch Office TBD*

*Address: TBD*

*email: TBD*

1. The DCAA is responsible for:
2. Providing all contract audit support required by the Contracting Officer. This includes auditing contractor proposals, final overhead audits, closeout audits, and defective pricing audits.
3. Receiving vouchers from contractors.
4. Approving interim vouchers for provisional payment (this includes approving the fee portion of vouchers in accordance with the Contract schedule and ACO instructions) and sending them to the disbursing office (reference Defense Federal Acquisition Regulation Supplement (DFARS) 242.803(b)). Approval process includes DCAA review of periodic contractor reports and documentation including the monthly reports.
5. Authorizing direct submission of interim vouchers for provisional payment to the disbursing office for contractor with approved billing systems.
6. Reviewing completion/final vouchers and sending them to the ACO; and
7. Issuing DCAA Form 1, Notice of Contract Costs Suspended and/or Disapproved, to deduct costs where allowability is questionable.
8. DFAS - Payment Office
9. Making involuntary collections of bad debts incurred by authorized banking customers that are either DOD military personnel or employees of the U.S. Government in accordance with Volume 5 of the DOD Financial Management Regulation, (DoD-7000.14-R).
10. Paying public vouchers submitted by the Contractor.
11. Defense Contract Management Agency (DCMA)

The DCMA will be delegated certain contract administration functions in accordance with FAR 42.302 as mutually agreed to in an interagency agreement. Delegated contract administration functions and the assigned DCMA office is:

DCMA ACO TBD

*DCMA Office TBD*

*Address: TBD*

1. Contractor

The Contractor shall operate the DOD OMBP in accordance with the terms and conditions of this Contract utilizing effective commercial banking business practices and expertise. The Contractor will also take additional direction from the Government in the form of TDLs (see paragraph C-12). The Contractor will rely solely on the Contract terms and conditions as well as direction from the Contracting Officer or the COR operating within the strict limits of responsibilities as set forth in the COR’s letter of appointment. Failure to do so will result in the Contractor operating at its own risk and expense as such actions do not bind the government contractually.

**G-2. INCOME FROM "NET INVESTABLE BALANCES" AND OTHER SOURCES**

1. The Contractor is authorized to open accounts with commercial banks and deposit funds owned by the OMBP. Key personnel authorized to open accounts are Home Office Senior Manager, Operations Manager or Chief Financial Officer, who are also authorized to designate contractor employees who may perform transactions on the accounts. This clause acknowledges the DoD as the owner of such funds, with the Contractor acting as an authorized agent.
2. The Contractor is authorized to certify any accounts opened under (a) above as being exempt from backup withholding and exempt from reporting requirements under the Foreign Account Tax Compliance Act (FATCA) as the payee and beneficial owner of the deposit funds is an agency of the United States. To meet the certification requirements, the Contractor shall provide the following Federal Agency EIN and address in response to requests from financial institutions:

DFAS Columbus

ATTN: DFAS-JJFB/CO

3990 East Broad Street, Bldg 21

Columbus, OH  43213-1152

1. As used herein, the term "net investable balances" includes net deposits in the program available for investment by the Contractor or the DOD, exclusive of:
2. U.S. dollar and local currency cash and coin held in the banking centers, central vaults or ATMs.
3. Amounts recorded as cash items in process of collection.
4. Collateralized amounts.
5. Amounts loaned to authorized customers.
6. Compensating balances at correspondent banks.
7. Within parameters established by the COR, net investable balances shall be invested in:
8. Federal funds (overnight) placements.
9. Certificates of deposit with U.S. and non U.S. commercial banks with an original term not to exceed 182 days.
10. Government or U.S. Government backed investments or securities.
11. Sovereign debt securities issued by host country governments with a remaining term not to exceed 182 days.
12. Any instance where the government does not require non-U.S. currencies to be invested in U.S. Government or U.S. backed investments or securities, all such earnings associated with such non-U.S. currencies shall accrue to the net investable balance.
13. The COR reserves the right to direct the Contractor to channel net investable balances in accordance with requirements of the DOD, any approved change will be confirmed in writing by the Contracting Officer. All risks associated with such deposits or funds so directed under this provision shall be borne by the DOD.
14. Unless otherwise directed by the COR:
15. All income from banking operations and services:
16. accruing from allowable charges discussed in Section C,
17. derived in accordance with the provisions of paragraphs “b.” and “c.” above, and
18. any other income accruing as a result of this Contract shall be returned to the net investable balance and applied to allowable costs of the Contract exclusive of bad debt expenses and fees. Net operating income may be carried forward and used to offset costs of contract performance in subsequent years.
19. Income shall be credited against allowable costs on a monthly basis.
20. When required by the COR, the Contractor shall return to the net investable balance all such costs as may be suspended and/or disapproved by the DCAA, through the issuance of a DCAA Form 1, Notice of Costs Suspended and/or Disapproved under Cost Reimbursement Contracts. Applicable within 2 business days of the Contractor's date of receipt of the DCAA Form 1 notice (issued by DCAA pursuant to the authority of DOD Directive 5105.36, as implemented by the FAR and the DOD FAR Supplement), the Contractor shall:
21. Return costs suspended and/or disapproved by DCAA Form 1 to the net investable balance, and when such costs have been determined by the Contracting Officer, final decision to be unallowable.
22. Formally notify the Contracting Officer that costs suspended and/or disapproved by the DCAA Form 1 have been returned to the net investable balance. The Contracting Officer retains the right to determine the final allowable and/or unallowable costs to be returned, if such costs were determined by a Contracting Officer final decision to be unallowable.
23. Net income shall not arise under the Contract unless the total income accruing under all the Contract exceeds allowable costs (excluding items that are funded by DOD procurement appropriations).
24. The Contractor shall manage the net investable balance in such a manner so as to ensure that sufficient cash is available on hand to meet the cash needs of daily operations at all times. Except when the COR specifically directs the investment of the net investable balance, in accordance with paragraph c or in extraordinary circumstances as may be determined by the COR, costs associated with ensuring the availability of adequate cash resources for operations shall not be an allowable cost.

**G-3. VOUCHERS**

1. Allowable costs, exclusive of bad debt expenses and fixed fees, in excess of income shall be paid from the net investable balance.
2. The Contractor may submit expense vouchers for operating costs only when the total allowable operating costs for the Contract exceeds total income for the Contract, or when otherwise directed by the Contracting Officer.
3. When total income for the Contract exceeds total allowable operating costs, the Contractor shall submit a credit voucher only when directed by the Contracting Officer.
4. Nothing in paragraphs a through c shall otherwise limit the Contractor's rights under FAR Clauses 52.216-7, "Allowable Cost and Payment (Jun 2011)," and 52.216-8, "Fixed Fee (Jun 2011)."
5. Subject to the withholding provisions of the “fixed fee" clause, the Contractor shall be entitled to payment of a fixed fee in equal monthly installments, and may submit a voucher for such payments each month. The applicable accounting line must be typed on the vouchers along with the Contracting Office name and title.
6. Debt expenses (exclusive of “death of a borrower” debt) are not considered to be operating costs for the purposes of paragraphs a through c, and vouchers for debt collection should be submitted monthly. The applicable accounting and appropriations line must be typed on the voucher. In the event sufficient retained revenues are not available to pay a “Death of a Borrower” expense, the Contractor shall submit a payment voucher via WAWF for payment of the debt expense (see G-11).
7. DOD procurement appropriations are not considered to be operating funds for the purposes of paragraphs a through c. Accordingly, such costs shall be separately identified on the voucher.
8. Vouchers shall be prepared and submitted in accordance with the provisions of Section G.
9. The Prompt Payment Act applies to fixed-fee vouchers, and interest is payable to the Contractor for late payments.

**G-4. PAYMENT**

1. All vouchers for the reimbursement of expenses, bad debts, and fees identified by contract number, along with necessary supporting statements, shall be submitted for review and provisional approval to the DCAA Branch Office listed below:

*DCAA Branch Office TBD*

*Address: TBD*

*email: TBD*

1. After review and approval of vouchers by DCAA, all vouchers shall be forwarded to the Contracting Officer Representative prior to being submitted to the payment office.

**G-5. REMITTANCE ADDRESS**

1. All payments shall be made to the Contractor's address listed below:

*TBD*

1. The Contractor must receive payments via EFT in accordance with FAR Clause 52.232-33, “Payment by Electronics Funds Transfer – Central Contractor Registration (Oct 2003).”

**G-6. PAYMENT OFFICE**

1. The payment office for payments under this Contract is:

Defense Finance and Accounting Service

ATTN: INVP DAFS

8899 East 56th Street

Indianapolis, IN 46249-1510

Phone: (888) 332-7366

(317) 212-0300

1. Invoices shall be submitted by Wide Area Workflow (WAWF). Payment issues shall be raised with the Contracting Officer’s Representative (COR).
2. Requests for payment (fee and bad debt vouchers, and other cost vouchers to the extent that the cost claimed exceed the amount of retained earnings or retained earnings) shall be processed through Wide Area Workflow (WAWF).

**G-7. DISTRIBUTION OF PAYMENT VOUCHERS**

A copy of all vouchers (without supporting statements required by paragraph (a) of the PAYMENTS clause) shall also be forwarded to the applicable military department that is being charged for an amount on the voucher. Copies should be forwarded to:

Assistant Secretary of the Army (FM&C) FO

ATTN: DA Banking Officer

109 Army Pentagon, Room 3A322

Washington, DC 20310-0109

SAF/AFAFO (Pentagon)

ATTN: Banking Liaison Officer

1621 Kent Street, Ste 340

Arlington, VA 22209

Office of the Assistant Secretary of the Navy

Financial Management and Comptroller

ATTN: Banking Liaison Officer

Office of Financial Operations

ATTN: Banking Liaison Officer

720 Kennon Street, SE, Bldg 36, Rm 115

Washington, DC 20374-5025

**G-8. ADDITIONAL VOUCHERING/BILLING PROCEDURES**

1. In addition to any other provisions of this Contract, the Contractor shall prepare and submit vouchers/billings in accordance with the clauses below.
2. Notwithstanding the provisions of the following clauses for the submission of separate schedules for various costs, the Contractor shall include such schedules on combined vouchers/bills, for the same military department provided that each such voucher/bill clearly and separately identifies amounts for each of the items addressed in the clauses below.

**G-9. OPERATING COSTS OF INDIVIDUAL MBFs**

Separate schedules for the cost of operating MBFs shall be submitted for each military department.

**G-10. CONTRACTOR FEES AND PAYMENT**

1. The Contractor shall submit all fee vouchers to the DCAA office to be designated at award of contract.
2. Each fee voucher/bill shall provide required data regarding the amount of, and entitlement to, the fee.

**G-11. FORWARDING DEBTS FOR COLLECTION**

1. If a debt, excluding death of a borrower situations, is not satisfied by a specified date, the Contractor will send a debt voucher in WAWF for COR approval. Once approved by the COR, the Contractor will submit the debt files to DFAS for action on a monthly basis. These debt files shall be sent via transmittal letter to the DFAS collection point shown below:

DFAS-IN/Debt and Claims

Dept. 3300 ATTN: Special Actions/Base Debts

8899 East 56th Street

Indianapolis, IN 46249-3300

1. All debt vouchers will contain a listing of the debtor’s name, social security account number, rank/grade, military component, and reason for debt. The voucher shall be forwarded in accordance with G-8.
2. All debt files shall contain the information as stated in C-10-1 and military appropriations as listed below:
3. Army: 21\*2020 22-2010 P436099.50 XHB1RA S23185
4. Air Force: 57\*3400 309 4365 450959 02592
5. Navy: 17\*1804 11C0 000 000119 68892 2D POVBKG 0001180VBKGQ N0000000000 8522
6. Marines: 17\*1804 11C0 000 000119 68892 2D PBKGOC 000119BKGOKQ N0001199MPBKGOO

(Note: \* equals the fiscal year)

**G-12. DELEGATION OF AUTHORITY FOR CONTRACT ADMINISTRATION**

The following contracting administration offices are hereby designated as the authorized representative of the Contracting Officer for the purpose of administering this Contract in accordance with current directives:

*DCMA Office TBD*

*Address: TBD*

DCMA POC: TBD, ACO

**G-13. COST ACCOUNTING STANDARDS ADMINISTRATION**

Responsibility for the administration of cost accounting standards is assigned to the following agencies:

*DCMA Office TBD*

*Address: TBD*

DCMA POC: TBD, ACO

DCAA Branch Office TBD

*Address: TBD*

These agencies have cognizance over the cost accounting standards provisions contained herein.

**G-14. FIXED FEE SUMMARY**

1. The fixed fee for work to be performed under this Contract is $TBD for CLINs TBD – TBD. The fixed fee for work to be performed under CLINs TBD – TBD will be delineated in accordance with Section B as options are exercised.
2. The Government shall make monthly payments in the amounts shown in the table below. Payment of fixed-fee may be withheld in accordance with paragraph (b) of FAR 52.216-8 Fixed Fee by written notice from the Contracting Officer.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | GFY |  | CLINs |  | Monthly Amount |  | Annual Total |
|  | ## |  | TBD |  | TBD |  | TBD |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | |  | |  | |  | |  | |  | |  | |  | |
|  | |  | |  | |  | |  | |  | |  | |

“Monthly Amounts” are 12 months.

**G-15. FIXED-FEE ADJUSTMENTS**

Changes in the number of MBFs and/or ATMs within any current Theater Commands identified in Section J, Attachment J-1, may result in a change in the fixed-fee within the applicable Theater Command. The changes in MBFs and ATMs will be evaluated annually and any resulting changes in fee may be negotiated in accordance with the FAR clause 52.243-2. Any negotiated change will be applied to the total dollar amount of the fixed-fee for that CLIN. The adjustment will be rounded to the nearest dollar.

NOTE: Any additional fixed-fee for MBFs and/or ATMs to be added in any new Theater Commands other than those identified in Contract Section J-1 will be negotiated.

**END OF SECTION G**

Section H - Special Contract Requirements

SPECIAL CONTRACT REQUIREMENTS

**H-1. PROCEDURES FOR COLLECTION OF MILITARY BANKING FACILITIES’ DEBTS**

**SECTION H - SPECIAL CONTRACT REQUIREMENTS**

**H-1. PROCEDURES FOR COLLECTION OF MILITARY BANKING FACILITIES’ DEBTS**

The Contractor shall implement such procedures as may be required or relative to the collection of defaulted loans, bad checks, overdrafts, and other indebtedness incurred by authorized customers of MBFs (see Sections C-10 and G-11).

**H-2. KEY PERSONNEL**

1. “Key personnel” is defined as the Overseas Military Banking Program’s Home Office Senior Manager, Operations Manager, Chief Financial Officer and Contract Manager. Employee’s designated as “Key Personnel” are required to work from the designated home office location per SOW paragraph C-4(b).
2. The resumes of identified key personnel shall be submitted with the Contractor’s proposal and any changes in key positions during the Contract’s period of performance. Resumes for additional key personnel agreed upon during contract negotiations shall be provided during those negotiations. Biographical summaries are acceptable provided they contain sufficient information.
3. Key personnel are as identified in Section J, Attachment J-5.

**H-3. INCORPORATION OF CERTIFICATIONS**

Section K, Offeror “Representations, Certifications and Other Statements of Offerors,” are hereby incorporated by reference with the same force and effect as if stated in full text.

**H-4. PRIVACY ACT**

1. MBFs operating on U.S. military installations overseas do not fall within the purview of the Privacy Act. DOD guidelines, with regard to the release of information to such facilities, will be found in the DOD Financial Management Regulation (FMR) Volume 12, Chapter 33, Figure 33-1, Guidelines for Application of the Privacy Act to Financial Institution Operations.
2. The Contractor’s employees working for this program will keep all banking customers’ data confidential and not release or transfer such data to other departments within the banking contractor or to outside vendors. This specifically includes not sharing data contained in DEROS (Date of Estimated Return from Overseas) with the bank’s marketing department.
3. The banking contractor shall not use names, addresses, email addresses or any other account or card information for any other purpose other than what is specified in this Contract.

**H-5. RIGHT TO FINANCIAL PRIVACY ACT**

The provisions of the “Right to Financial Privacy Act” do not govern the access to financial records maintained by overseas military banking contractors. DOD policy regarding access is found in DOD Directive 5400.12, “Obtaining Information from Financial Institutions” and DoD Instruction 5400.15, “Guidance on Obtaining Information from Financial Institutions”.

**H-6. INSURANCE SCHEDULE**

1. The Contractor shall maintain the types of insurance and coverage listed below:

| TYPE OF INSURANCE | MINIMUM AMOUNT |
| --- | --- |
| Workmen's Compensation and employer’s liability. | As required by Federal and State statutes. |
| Employer's Liability, including all occupational disease when not covered in Workmen's Compensation above. | $100,000 per occurrence. |
| General Liability (Comprehensive) |  |
|  |  |
| - Bodily Injury per person | $200,000 |
|  |  |
| - Bodily Injury per occurrence | $500,000 |
|  |  |
| - Property Damage per occurrence | $ 20,000 |

1. Insurance coverage must be in compliance with FAR 28.307 entitled Insurance under Cost Reimbursement Contracts, FAR 28.308 entitled Self Insurance, FAR 31.205-19 entitled Insurance and Indemnification, Cost Accounting Standard 416, and other applicable regulations.

**H-7. DEPOSIT INSURANCE**

a. With respect to coverage for deposits under this Program, the Contractor shall provide a copy of its FDIC Certificate to the COR.

b. Unless specifically exempted by the Contracting Officer, all deposits must be insured by FDIC.

c. Amounts exempted from insurance in accordance with the provisions of paragraph H-7b, shall be collateralized. Deposits requiring collateralization are covered by 31 CRF 202, “Depositaries and Financial Agents of the Federal Government. Deposits under the OMBP that are exempt from FDIC insurance represent publicly held monies on deposit. Examples are the Army and Air Force and Navy Exchange Systems, state-owned universities authorized to utilize the OMBP overseas, Treasury General Accounts, and service related accounts established for the Army, Navy, Air Force or Marines. All fees associated with collateralization will be allocated to the customer via account analysis service charges. No costs will be borne by the OMBP for providing this service.

**H-8. OTHER INSURANCE COVERAGE**

a. The Contractor shall maintain those types of insurance and coverage common to the banking industry.

b. Banking insurance and coverage is identified as follows and is considered by the COR and Contracting Officer as adequate and approved:

|  |  |
| --- | --- |
| Banker Blanket Bond | $150,000 |
| Bankers Professional Liability | $55,000 |
| Excess Liability (umbrella) | $200,000 |
| General Liability (nonadmitted) | $2,000,000 each occurrence; $3,000,000 aggregate |
| Auto Liability | $2,000,000 each occurrence; $3,000,000 aggregate |
| Travel Accident | $10,000,000 per occurrence for air travel |
| Workers Compensation | $1,000,000 DBA and employees’ liability |

c. Changes in insurance types and coverage may be approved by the Contracting Officer provided such changes are within budget and agreed to by the COR.

d. Except as may be otherwise explicitly agreed to in writing by the COR, the proceeds from all settlements of insurance coverage maintained in accordance with the Contract shall be immediately credited to the Contract.

e. The Contractor shall not be responsible for obtaining insurance for facilities and equipment owned by the U.S. Government; accordingly, insurance premiums on such items shall not be an allowable cost.

**H-9. PENSION COSTS**

a. Unfunded pension costs computed in accordance with Cost Accounting Standards (CAS) 412 and 413 shall be allowable under the Contract. The parties agree that an unfunded pension plan is expected to result in reduced costs to the Government. Therefore, for purposes of CAS, the government determines that no material cost impact results from this practice. No contract adjustments shall be made under CAS and no credits, refunds, or recoupment shall be sought by reason of, or relating to, the establishment of an unfunded pension plan.

b. One unfunded pension plan established for Deutsche paid employees in Germany is in existence at the time of award of this Contract. Due to the Euro changeover in January of 1999, the currency has since been converted to Euros. The Contractor is responsible for funds management of the Plan. Payments to the pension fund plan shall be an allowable cost to the Contract. In addition to the accounting rules contained in CAS 412 and 413 listed above, the Contractor is responsible for the processing of monthly pension benefit payments to eligible recipients and the investment of Plan assets.

**H-10. CONFORMITY TO LAWS AND REGULATIONS**

a. The Contractor shall be responsible for ensuring that individuals employed to perform, or otherwise performing, functions under this Contract comply with applicable laws and regulations of the country in which they are employed or performing. In addition, the Contractor shall be responsible for ensuring that the Contractor’s employees comply with military rules and regulations of the U.S. Forces when employed in areas under the jurisdiction of a Unified Command.

b. If one of the Contractor’s expatriate employees is barred from continuing performance under the Contract for failure to comply with laws, rules, and regulations described in the foregoing paragraph, any costs incurred by the Contractor as a result of removing the employee or substituting a replacement employee, shall not be an allowable cost under the Contract. The disallowed costs include relocation costs incurred by the Contractor to furnish a substitute employee for the overseas assignment. However, if the Contractor is obliged in accordance with FAR 31.205-35(d), or under the terms of the Contract, to refund or to credit, to the Government, the relocation costs originally incurred to furnish the removed employee for the overseas assignment, such refunds or credits shall be allowable, and shall be made, in accordance with the provisions of FAR 31.205-35(d) or the terms of the Contract.

c. The cost for removing or replacing an expatriate employee employed by the previous overseas military banking Contractor shall also be considered allowable under this clause.

**H-11. LOCAL LAW**

Compliance by the Contractor with local laws of foreign jurisdictions shall not be deemed to generate unallowable costs (unless otherwise prohibited or limited by U.S. statute), cause CAS noncompliance, or otherwise violate the terms of the Contract. The foregoing shall not be applicable if such compliance with local law is exempted by the provisions of an applicable SOFA, treaty, or other relevant bilateral agreement, and such exemption has been adjudicated by the host country or determined by diplomatic agreement between the U.S. and host-country governments.

**H-12. CURRENCY TRANSACTION REPORTING (CTR)**

The Bank Secrecy Act and its implementing financial reporting and record keeping regulations contained in Title 31, Part 103, Code of Federal Regulations et. seq. do not apply outside the U.S. and, therefore, are not applicable to the (MBFs) operated by the Contractor. Nonetheless, to ensure that the MBFs operating on military installations overseas are not exploited through money laundering schemes or other potentially unlawful activities, the Contractor shall comply with the Act to the following extent:

a. The Contractor shall establish “know your customer” standards within its account opening procedures and require presentment of a military identification card or similar official identifying document to record the identity of the individual or the authority of the representative of a NAFI or other organization seeking to establish an account relationship with the MBF.

b. The Contractor shall report, for both individual and organizational customers, suspicious cash transactions that appear to involve money laundering, structuring transactions for the purpose of evading the currency reporting requirements, or other potentially unlawful activities.

(1) Such reports shall be prepared in accordance with the guidelines set forth in the Office of the Comptroller of the Currency Banking Circular No. 193 (May 16, 1988) and any amendments thereto.

(2) The Contractor shall instruct employees that customers should not be warned if information relating to the transaction is being reported to cognizant authorities of the U.S. and, when required by either local law and/or by the applicable SOFA, to cognizant authorities of the host nation.

(3) The Contractor shall retain, for a period of not less than 5 years, records of reportable transactions that will enable the Contractor to respond in a timely manner to requests from cognizant authorities. Such records, including official identification documents, must be sufficient to permit reconstruction of reportable transactions.

c. The Contractor shall prepare and file currency transaction reports (FINCEN Form 104) for cash transactions by individuals in excess of $10,000. The identification requirements outlined for individuals opening an account in (a) above, shall be utilized for accountholders and non-accountholders making cash purchases of financial instruments (e.g., money orders) in excess of $10,000 at the MBF.

d. Within 90 days of contract award, the Contractor shall develop internal policies, procedures, and controls to assure consistent implementation of this section. Such policies, procedures, and controls shall, at a minimum, include the additional duty designation of compliance coordinators at the management level, establishment of an ongoing employee training program and the implementation of a monitoring function to test the system. Copies of the internal policies, procedures, and controls, as well as revisions thereto, shall be forwarded to the COR and the Contracting Office upon issuance by the Contractor. Changes in the compliance coordinators, status of the employee-training program, results of system tests, and suspicious transaction statistics shall be included in the Monthly Management Report as identified in Section F.

**H-13. ACCOUNTING FOR SEVERANCE COSTS**

Notwithstanding, the determination of allowability in accordance with the FAR and the related DOD supplements or the criteria outlined in Section H, entitled LOCAL LAW, severance costs shall be accrued, in accordance with the Statement of Financial Accounting Standards (SFAS) 5, when an employee has been formally notified of an impending termination action (regardless of whether the action is the result of a voluntary agreement or a unilateral decision by the Contractor) and the amount of severance is known or can be reasonably estimated. Severance costs, which satisfy the criteria for accrual as outlined above, shall be submitted for reimbursement (in accordance with clause G-4, “PAYMENT”) to the government only when such costs are paid. Until actually paid, monthly billings will identify the current and cumulative amount of the suspended severance accrual.

**H-14. VENDOR AGREEMENTS**

a. The Contractor shall provide the Contracting Officer Representative a list of any licensing agreement, subcontract, or vendor agreement for goods or services acquired in excess of $100,000 within 90 days after contract award, updated and provided on a quarterly basis throughout the Contract performance period. The list shall identify the vendor name, type of agreement, purpose, duration and dollar amount (annually and total – identify if amounts are estimates only, fixed price, and/or actual cost basis).

b. The Contractor shall provide the COR a copy of any licensing agreement, subcontract, or vendor agreement for goods or services acquired in excess of $100,000, upon written request from the COR. Also upon written request from the COR, the Contractor shall also provide supporting documentation as evidence that such cost was previously approved within either the annual budget or by other written means.

c. The Contractor shall provide the COR a copy of any licensing agreements for goods or services acquired, that, when used in conjunction with any other licensing agreement, subcontract, or vendor agreement for goods or services with the same party, the sum total of all such component agreements exceeds $100,000, upon written request from the COR. Also upon written request from the COR, the Contractor shall also provide supporting documentation as evidence that such cost was previously approved within either the annual budget or by other written means.

**H-15. RESPONSIBILITY FOR LOGISTICAL SUPPORT**

The military departments and subordinate Commands shall ensure that logistical support shall be provided without cost to the Contractor in accordance with paragraph 330503.A, “Logistical Support, Overseas MBFs Operated Under Contract” of the DoD Financial Management Regulation (FMR), Volume 12, Chapter 33.

**H-16. SPACE AND FACILITIES LOGISTICAL SUPPORT**

a. The Home Office is designated in Section B-1 SERVICES, paragraph (a.), as the Contractor’s facility in ***Contractor’s home office location.***

(1) Size and arrangement of the work space shall permit efficient operations, and the building shall be located to permit adequate security.

(2) Space requirements shall be established in accordance with customary and reasonable banking practice as approved by the COR.

b. Overseas Operations:

(1) Local commands shall ensure the availability of adequate MBF premises, to include counters and cages, steel bars, grillwork, security doors, vaults and/or safes, security alarm systems, and office and storage space.

(2) MBFs shall be housed in buildings that are accessible to the majority of the personnel on an installation. The size and arrangement of the customer area and workspace shall permit efficient operations, and the building shall be located to permit adequate security.

(3) Space requirements of MBFs shall be established in accordance with customary and reasonable banking practices, documented requirements of the DOD, documented requirements of the Contractor’s insurance carrier, or as otherwise required or approved in writing by the Contracting Officer.

(4) Office space shall be provided for the MBFs, area, and district administration functions.

(5) Storage space shall be provided for the storage of supplies and the retention of records and files.

(6) If on-base space is withdrawn by an installation, the installation, in consultation with the Contractor, shall provide alternative space. The alternative space may be either on-base or off-base, but must be provided prior to requiring the MBF to withdraw from its existing space. If off-base facilities are required, the installation, in consultation with the Contractor, shall secure an off-site location and provide necessary logistical support and security in accordance with this provision. The installation shall fund applicable costs.

(7) The Contractor shall document and advise the COR and the Contracting Officer, via command channels, through the command Banking Liaison Officer (BLO), of any instance in which adequate space or related facilities issues are not, or cannot, be provided. The command BLO is responsible to work with the local military community and the MBF to resolve space, facility, or other logistical support issues. Matters that the BLO cannot resolve locally will be forwarded to the respective military department BLO for resolution.

(8) Assigned space for a MBF shall not exceed the gross floor areas shown in the following table:

|  |  |
| --- | --- |
| PERSONNEL STRENGTH\* | AREA SQUARE FEET |
|  |  |
| Up to 1,000 | 1,500 |
| 1,001 to 2,000 | 2,375 |
| 2,001 to 3,000 | 3,250 |
| 3,001 to 4,000 | 3,625 |
| 4,001 to 5,000 | 4,000 |
| 5,001 to 6,000 | 4,375 |
| 6,001 to 7,000 | 4,750 |
| 7,001 to 9,000 | 5,560 |
| 9,001 to 11,000 | 6,375 |
| 11,001 to 13,000 | 7,190 |
| 13,001 to 15,000 | 8,000 |
| 15,001 to 17,000 | 10,000 |
| 17,001 to 20,000 | 13,000 |
| Over 20,000 | TBD - Engineering Study |

\* Includes active duty military personnel, authorized civilian personnel, and sponsored dependents stationed within a commuting area that is not served by another MBF.

(9) Air conditioners and necessary climate control devices for MBF, administrative offices, and computer equipment rooms at installations that qualify for air conditioners and climate control devices under the provisions of applicable DOD component regulations shall be provided by the installation. At installations where equipment is not provided, the Contractor shall request the installation commander, or designee, to install equipment. If the request is denied, the Contractor is entitled to request equipment from the Contracting Officer, or the COR.

(10) Installation or community commanders generally shall provide all necessary modifications and alterations to existing buildings; and construction of new MBF premises, if necessary.

**H-17. OPERATIONAL LOGISTICAL SUPPORT**

a. The Home Office is at the Contractor’s facility in ***Contractor’s home office location***s. As such, all Home Office facilities’ maintenance, janitorial services, and administrative support will be provided by the Contractor.

b. Overseas Operations:

(1) Local commands shall ensure that utility services are provided in accordance with Service regulations. For purposes of this provision, “utilities” include electricity, heat, air conditioning (when qualified under applicable regulations), water, trash disposal, and sewage.

(2) Local commands shall ensure the provision of custodial and janitorial services. At installations where custodial or janitorial services are not adequately provided by the installation, the Contractor is authorized to subcontract for custodial and janitorial services. Costs shall be allowable under the Contract, if approved by the Contracting Officer.

(3) Local commands shall ensure the availability of installation and interstation telephone services and Internet connections where available. Access to the Defense Data Network shall be provided, as approved in writing by the Contracting Officer.

(4) Military guards, military police, civilian guards (when not precluded by status of forces or similar intergovernmental agreements or local law), or other protective services shall be provided by the local command:

(a) To accompany shipments of money between MBFs and from the MBF to the ATM site and return.

(b) At other times as may be required to avoid undue risks or insurance costs on the part of the MBFs.

(5) Military locator services shall be made available through the COR to MBFs in accordance with the DoD Directive 5400-11 and 5400.11-R.

(6) The use of U.S. Military Postal Offices (MPO); APO/FPO for MBFs located on overseas installations as authorized below:

(a) The use of U.S. MPOs shall be limited to postal requirements that emanate from contract operations.

(b) The Contractor shall use the free Intra-Theater Delivery System for routine mail sent and received between APOs/FPOs within a theater. Under the Intra-Theater Delivery System, no postage is required, but items cannot be insured or registered and no claims can be filed against any individual or organization for lost or damaged correspondence.

(c) All mail requiring special handling or destined for the U.S., another country, or another theater shall bear appropriate postage.

(d) Local nationals employed by the MBFs are authorized access to MPOs to pick up “Registered Mail-Official Bank Business Only” under the following procedures:

1. The general manager of a MBF shall furnish each servicing MPO supervisor a memorandum listing primary and alternate personnel authorized to sign for registered mail. Two copies of DD Form 285 must be prepared, one for the MPO’s activity file and the other to be presented when handling registered mail. All correspondence must be sent registered mail.

2. Authorized officials must provide identification signature cards (with photo) of local national employees who are cleared to sign for letters, flats, or parcels.

3. Authorized officials must immediately notify each respective postal supervisor of changes of personnel designated on DD Form 285.

4. Current signature cards will be maintained at the APO/FPO by the postmaster or designated postal official.

5. Military departments will supply and provide transportation for U.S. currency and coins in areas covered by currency custody accounts.

(7) Local commands supporting MBF operations are responsible for warehousing, storage, and on-base transportation of MBF equipment and supplies.

**H-18. LOGISTICAL SUPPORT FOR EMPLOYEES OF MBFs**

a. U.S. or third-country national personnel assigned to the MBF, per host country agreements, shall be accorded full individual logistic support; i.e., authorized to use available commissaries, exchanges, and other privileges in consonance with regulations of respective military commands, the SOFA, and host-country law.

b. Assigned staff that is designated as key and essential bank managerial personnel may be authorized to occupy government quarters on a rental basis as permitted by applicable DOD Regulations and Instructions and only upon written approval by the COR. Costs are allowable under the Contract. Rental charges shall be made in accordance with applicable DOD Regulations and Instructions. Where suitable government quarters are not available, other arrangements are permitted when supported by government certificates of nonavailability and the Contractor's Government approved staff compensation policy, only upon written approval by the COR.

c. Minor dependents of assigned staff shall be authorized to receive (tuition-paying basis) education provided by the Department of Defense Education Activity (DODEA), or alternate method recognized by DODEA. The cost of such education shall be an allowable cost of the Contract. DODEA equivalent tuition cost will be an allowable cost toward comparable education services procured by the Contractor.

d. Within the Federal Republic of Germany, Headquarters USAREUR shall:

(1) Recommend which of the Contractor’s employees or applicants for employment are eligible for the exemptions and benefits of members of the U.S. civilian component under Article 72, paragraph 5, of the “Agreement to Supplement the Agreement between the Parties to the North Atlantic Treaty Regarding the Status of their Forces with Respect to Foreign Forces Stationed in the Federal Republic of Germany”. The appropriate land authority will grant status accordingly.

(2) Confer those exemptions and benefits; or

(3) Revoke those exemptions and benefits.

**H-19. TRAVEL OF CONTRACTOR PERSONNEL**

a. Employees of the Contractor may utilize DOD owned and controlled aircraft when traveling to carry out duties and responsibilities under the Contract. Travel on such aircraft shall be made available under the provisions of DOD 4515.13-R, and shall be reimbursable at the DOD rate tariff. Travel orders must contain a statement that commercial transportation is neither available, readily obtainable, nor satisfactorily capable of meeting the travel requirements and that the DOD rate tariff applies. Travel orders also must include the name of the Contractor and billing address so that the Contractor can be billed on a direct billing basis.

b. Employees of the Contractor are authorized to use Government quarters (visiting officer quarters) when in a travel status to carry out official duties and responsibilities under the Contract. Such Government quarters shall be provided in consonance with applicable DOD Directive(s), as implemented by the military departments, and shall be furnished on a reimbursable space-required basis. Establishment of locally determined charges and the disposition of collections shall be in accordance with applicable DOD Instructions.

c. The COR or the Contracting Officer will issue travel procedures to employees of the Contractor when necessary to carry out official duties and responsibilities under the Contract.

**H-20. TRANSPORTATION OF CONTRACTOR MATERIALS**

a. In accordance with DOD Directive 4500.9, the transport of all overseas MBF documents and equipment shall be authorized between CONUS and within all overseas commands. Additionally, the Contractor is authorized to use Air Mobility Command (AMC) aircraft services between Cuba, Diego Garcia, Germany, Honduras, Korea, Italy, Japan (including Okinawa), Kwajalein Atoll, the Netherlands, and the United Kingdom.

b. The transport of MBF equipment within the CONUS shall be authorized when the equipment is:

(1) destined for an overseas MBF,

(2) supplied by manufacturers located within the proximity of a military installation with scheduled AMC services, and

(3) the overseas debarkation points identified by the Contractor are locations serviced by the Defense Transportation System.

All such movements shall be coordinated with local AMC representatives who will establish necessary shipping instructions and procedures. Billing shall be made at the DOD rate tariff to the Contractor's designated address and represent an allowable charge to the Contract when paid.

c. Transportation of equipment from overseas to CONUS is authorized when cost effective to the Contract. Shipment of equipment from overseas must be approved by the COR.

**H-21. TRANSPORTATION OF HOUSEHOLD GOODS**

Contractor personnel shall be authorized to move household goods by Government Bills of Lading provided prior written approval is obtained from the Contracting Officer. The Contractor shall submit the approval letter to the closest military installation for movement instructions.

**H-22. PURCHASES OF EQUIPMENT**

a. Purchases of office equipment, furniture, ATMs, software, etc., for MBFs shall be an allowable cost of the Contract to the extent approved in the applicable contract year budget, or as otherwise approved by the COR.

b. The Contractor shall submit a budget for purchases of office equipment, furniture, ATMs, and/or software each contract year to the COR.

(1) The capital budget shall identify specific items to be purchased, their estimated cost, the MBFs or facilities where the item is to be located/installed, as well as provide such additional justification as may be required by the COR.

(2) The budget may, if appropriate, contain an amount for additional unspecified, or contingency, equipment purchases, as determined by the COR.

c. The COR may add to, delete from, or otherwise modify specific items or total amounts approved in the capital budget.

d. Notwithstanding joint approval of the budget by the Contracting and the COR:

(1) The Contractor shall obtain written confirmation from the Contracting Officer prior to the purchase of approved equipment and/or software, beyond that allowed in the budget, in excess of $25,000.

(2) In an emergency, or as a result of vandalism, when a delay in the approval of the purchase of equipment is expected to significantly decrement MBF services or result in significant damage to, or loss of government property, the Contractor may make an emergency purchase of equipment, not to exceed $100,000, without the prior approval of the Contracting Officer, or COR. However, in such instances, within 24 hours of the emergency, or discovery of the vandalism, the Contractor shall notify the Contracting Officer and COR of the emergency purchase. Further, the Contractor shall provide the Contracting Officer or COR a written report detailing all the events that contributed to the emergency expenditure of funds. Such a report shall be provided within 3 business days of the emergency.

(3) In the event sufficient operating revenue is not available to pay for any planned purchases, the Contractor shall not proceed with the purchase but should notify the COR immediately for further direction.

e. When approved purchases of authorized office equipment, software or furniture are available from a Defense Business Operating Fund, the Contractor may procure such items for cash, subject to normal departmental procedures.

f. The purchase of mobile banking vans must be authorized by the COR and shall be confirmed in writing by the Contracting Officer. Area commanders may authorize the use of existing mobile banking vans for necessary banking services to remote locations without bank branches. Mobile vans will not be used to augment an installation’s MBF without the prior written approval of the COR.

**H-23. CONTRACTOR VEHICLES**

a. The Contractor shall lease vehicles only upon prior receipt of COR approval of submitted lease proposals.

b. Special U.S. forces vehicle registration shall be provided for MBF vehicles. Vehicle registration shall be subject to normal fees, and those fees shall be an allowable cost of the Contract.

c. The purchase of fuel for contractor-owned vehicles used in support of MBFs shall be authorized from government stores where this is not in conflict with host-government agreements and shall be an allowable cost to the Contract.

**H-24. SUPPLIES, SERVICES, AND MAINTENANCE CONTRACTS**

a. Necessary and reasonable supplies, services, and maintenance contracts:

(1) Shall be an allowable cost of the Contract. Costs under $500,000 may be approved by the COR. When $500,000 or more, prior approval by the Contracting Officer is required.

(2) May be provided for, on a reimbursable basis, through existing DOD component contracts.

b. Approved purchases of supplies that are available from a Defense Business Operating Fund may be procured for cash, subject to normal departmental procedures.

c. Maintenance contracts for the routine servicing, emergency maintenance, and/or repair of bank data processing equipment, including ATMs, must be in accordance with FAR Part 45.

d. Subject to this provision, repairs of equipment not covered by separate maintenance contracts, such as those resulting from vandalism or an emergency, shall be undertaken immediately if the Contractor determines that the failure to do so will significantly decrement basic MBF services or result in significant damage to, or loss of, government property. Costs shall be an allowable cost of the Contract from operating revenue.

**H-25. MAINTENANCE, REPAIRS, REHABILITATION, AND ALTERATION OF REAL PROPERTY**

**AND MINOR CONSTRUCTION**

a. As described above in clause H-16(b)(10), installation or community commanders generally shall provide all necessary modifications and alterations to existing buildings. The Contractor shall coordinate requests with both the COR and base command. In the event where the base command has stated they do not have adequate funding to proceed with the project, the Contractor shall comply with the following procedures:

(1) Obtain and forward to the COR, written confirmation from the installation commander that the proposed work is approved and that base funding is unavailable for the project.

(2) The Contractor and/or installation BLO provides a work order to the installation facility engineers, civil engineers, or Department of Public Works (DPW).

(3) The engineers/DPW provide the bank and/or installation BLO a cost estimate of the work requested. A copy of the cost estimate shall be provided to the COR.

(4) Upon COR approval, the bank pays the amount of the work estimate as an operating expense to the base’s DFAS support organization. If additional funds are required, COR approval is necessary.

(5) DFAS posts the amount as an unearned reimbursement providing reimbursement authority to the engineering/DPW organization against a pre-established job order.

(6) As engineers/DPW accrue costs in their job order system, DFAS moves funds from unearned to earned status, drawing upon the amount recorded.

(7) When the work is completed, a final reconciliation shall be conducted to return unused funds or bill for any additional costs incurred.

(8) The Contractor shall place any returned funds into operating income.

b. In the event where the base command does not have the appropriate funding for the project and cannot facilitate and execute the required work, the Contractor shall manage the project, complying with its approved purchasing system and preparing detailed cost proposals to the COR for approval, prior to initiating any of the work.

c. The Contractor shall submit a budget to the COR for the approval of maintenance, repair, rehabilitation, and alteration of real property and minor construction projects for MBFs. Any required major renovations will be approved by the installation commander or other local command approving authority.

(1) The budget shall identify specific projects for the maintenance, repair, rehabilitation, and alteration of real property, as well as minor construction projects and their estimated costs; the MBFs of other facilities involved and such additional information as may be requested by the COR.

(2) The budget may, if appropriate, contain an amount for additional unspecified or contingency projects, as determined by the COR.

d. The cost of maintenance, repair, rehabilitation, and alteration of real property and minor construction projects for MBF locations shall be an allowable cost of the Contract to the extent approved in the applicable contract year budget.

e. The COR may add to, delete from, or otherwise modify specific items or total amounts approved in the capital budget.

f. Notwithstanding joint approval of the budget by the Contracting Officer and the COR:

(1) The Contractor shall obtain approval from the designated property administrator prior to contracting for maintenance, repair, rehabilitation, or alteration of real property or minor construction projects.

(2) The Contractor shall notify the COR and Contracting Officer for prior approval for specific projects for maintenance, repair, rehabilitation, or alteration of real property or minor construction projects of $50,000 or more. The COR may approve projects funded from program operating revenue only that are estimated at less than $500,000. Otherwise, the Contracting Officer must provide prior approval.

(3) In an emergency, when a delay in the approval of a project for the maintenance or repair of real property is expected to significantly decrement MBF services or result in significant damage to, or loss of, government property, the Contractor may commence emergency maintenance or repair projects, not to exceed $500,000 without the prior approval of the COR. However, in such instances, within 24 hours of the emergency, the Contractor shall notify the COR of the need for the emergency project. Further, the Contractor shall provide the COR a written report detailing all the events that contributed to the emergency expenditure of funds. Such a report shall be provided within 3 business days of the emergency.

(4) Rehabilitation, alteration, or construction projects that, in conjunction with any other rehabilitation, alteration, or construction project involving the same MBF, or the building that houses a MBF, shall not be an allowable cost of the Contract if the total of all such projects costs more than $750,000. For purposes of this provision, the term MBF also includes facilities used for administration, storage, or any other purpose in direct support of the OMBP.

(5) Burden sharing agreements or arrangements with host countries may permit certain rehabilitation, alteration, or construction projects that are to be funded or reimbursed by the host country must be approved by the COR prior to the commencement of any project under such burden sharing agreements or arrangements.

g. In the event sufficient operating revenue is not available to pay for any planned effort under this clause (H-25), the Contractor shall not proceed without notification to and further direction from the COR and Contracting Officer.

**H-26. TERMINATION, CANCELLATION, OR CLOSEOUT COSTS**

a. Such costs as are incident to the transfer or close-out of operations at the end of contract performance, upon cancellation, or upon full or partial termination by the government, as may be directed by the Contracting Officer shall be treated as a termination under FAR 52.249-6 and FAR 31.205-42. Notwithstanding the “Limitation of Cost” clause, “Limitation of Funds” clause, or any other contract provisions, costs associated with contract termination, cancellation, and/or closeout shall be reimbursed to the Contractor without regard to any funding limitations, cost limitations or any other limitations otherwise imposed by this Contract; provided, however, that nothing herein shall be deemed to create an obligation of the U.S. Government in advance of legally authorized and appropriated amounts.

b. The disposition of banking assets and liabilities shall be in accordance with the requirements of the Contract or as otherwise directed in writing by the Contracting Officer. In accordance with parts (c)(6), (8), and (9) of FAR 52.249-06, banking assets (including loans extended to MBF clients) shall be transferred or sold, as directed in writing by the Contracting Officer, without recourse to, or representation or warranty by, the Contractor.

**H-27. ALLOWABILITY OF TRAVEL, SUBSISTENCE, AND CUSTOMER INFORMATION COSTS**

It is understood and agreed that, subject to “Limitation of Funds/Cost” and “Allowable Cost and Payment” and “Fixed Fee” clauses of the Contract, the following shall be considered an allowable cost under the Contract when incurred or paid by the Contractor, when necessary and required for the performance of the Contract; provided that the article does not preclude the allowance of other costs allowable under FAR Part 31 entitled “Contract Cost Principles and Procedures.”

a. Travel and Subsistence:

Reasonable subsistence and travel shall be allowed in accordance with government-approved policy for transportation of personnel employed in the performance of this Contract; provided that such travel is necessary for the performance of this Contract and that transportation expenses by motor vehicle other than common carrier or rented automobile shall be reimbursed in accordance with Joint Travel Regulation guidelines.

b. Customer information:

Recognizing that it is in the interest of the government and the Contractor to have customers and prospective customers informed about the services provided under this Contract, the parties agree that the Contractor may undertake various programs to inform customers and prospective customers of the availability of Overseas Military Banking Program (OMBP) banking services, and the terms and conditions thereof. Therefore, subject to the approval of the COR, reasonable costs incurred in connection with such limited programs, as are consistent with practices of commercial financial institutions, may be allowable costs under this Contract. However, the Contractor is not allowed to inform, promote their corporate services to OMBP customers or potential customers.

**H-28. BID AND PROPOSAL COSTS**

Notwithstanding provisions of FAR 31.205-18, “Independent Research and Development and Bid and Proposal Costs,” the Contractor, incumbent at such time as a RFP for a successor competitively awarded contract may be advertised, must separately identify all costs associated with proposal preparation.

**H-29. GSA AUTHORITY**

The Contracting Officer has determined that authority to utilize Federal Supply Schedules (FSS) and Government rates in the performance of the OMBP is granted as follows:

a. The Contractor/subcontractor or consultant shall be authorized to use the rates under FSS and/or government rates for all supplies and services purchased solely for the performance of the Contract in support of the OMBP.

b. The Contractor/subcontractor or consultant shall adhere to all terms and conditions of each schedule utilized for the purchase of supplies and services including but not limited to type of items authorized for procurement under the schedules, the minimum and maximum delivery order limitations, and all discount and delivery terms.

c. The Contractor/subcontractor or consultant shall be the only authorized user of these schedule rates and/or Government rates as the Contracting Officer’s granted authority SHALL NOT be transferable or assignable.

d. The Government shall retain title to all property that is procured via this authority.

e. The Contractor/subcontractor or consultant shall attach a copy of this statement to all orders placed under FSS and/or present this clause to all companies offering services at FSS and/or Government rates (such as airlines, motels, auto rentals, supplies, services, and equipment).

f. This authority shall be granted for the period April 1, 2023, through March 31, 2024, and any option exercises.

**H-30. RENEGOTIATION**

Notwithstanding that Contractor revenues and expenses are maintained using “cash basis of accounting,” and in the event post award audits determine cost and pricing data previously submitted for purposes of negotiating the Contract Cost-Plus-Fixed-Fee (CPFF) expenses are found to be incomplete, inaccurate or non-current as of the date of final agreement on price given on the Contractors certificate of current cost or pricing data, the Government is entitled to a price adjustment, including profit or fee for any significant amount by which the price was increased or decreased because of the defective data. This entitlement is provided in accordance with FAR 15.407-1(b) and FAR Clause 52.215-10, Price Reduction for Defective Cost or Pricing Data (Aug 2011).”

**H-31. COMPENSATION CEILING**

The Contractor’s executive compensation cap is set in accordance with FAR Clause 52.216-7 -- Allowable Cost and Payment, at (d)(2)(iv)(b).

**H-32. INVESTABLE BALANCE AWARD FEE**

The Government reserves the right to establish an investable balance award fee based on acceptance of an offeror’s investment strategy proposal and annual investment performance.

**H-33. COST-PLUS-INCENTIVE-FEE CLINS:**

NOTE: The Government may determine that it is in the Government and Contractor’s best interest to add Cost-Plus-Incentive-Fee (CPIF) contract line items (CLINs). If a CPIF CLIN is to be add, the contractual language may be altered in bilateral negotiations with the Contractor.

The Contractor and Government will negotiate a bilateral modification to establish the incentive fee (contract maximum, target, and minimum fees), share line, ceiling and target cost for the applicable period of performance period, including option periods exercised pursuant to Section B.

**H-34. FIRM-FIXED-PRICE CLINs**

The Government reserves the right to add firm-fixed-price (FFP) CLINs as negotiated between the Contractor and the Government.

**H-35. FUTURE DATA REQUIREMENT**

The Government reserves the right to direct Data Processing at the Home Office into a DOD location or to another government agency such as a Federal Reserve Bank. If the Government exercises its right for future data requirements it will be done under the Changes Clause.

**H-36. INVITED CONTRACTOR OR TECHNICAL REPRESENTATIVE STATUS UNDER U.S. - REPUBLIC OF KOREA (ROK)**

Invited Contractor (IC) and Technical Representative (TR) status shall be governed by the U.S.-ROK Status of Forces Agreement (SOFA) as implemented by United States Forces Korea (USFK) Reg 700-19, which can be found under the “publications” tab on the US Forces Korea homepage [http://www.usfk.mil](http://www.usfk.mil/)

(a) Definitions. As used in this clause—

“U.S. – ROK Status of Forces Agreement” (SOFA) means the Mutual Defense Treaty between the Republic of Korea and the U.S. of America, Regarding Facilities and Areas and the Status of U.S. Armed Forces in the Republic of Korea, as amended

“Combatant Commander” means the commander of a unified or specified combatant command established in accordance with 10 U.S.C. 161. In Korea, the Combatant Commander is the Commander, United States Pacific Command.

“United States Forces Korea” (USFK) means the subordinate unified command through which US forces would be sent to the Combined Forces Command fighting components.

“Commander, United States Forces Korea” (COMUSK) means the commander of all U.S. forces present in Korea. In the Republic of Korea, COMUSK also serves as Commander, Combined Forces Command (CDR CFC) and Commander, United Nations Command (CDR UNC).

“USFK, Assistant Chief of Staff, Acquisition Management” (USFK/FKAQ) means the principal staff office to USFK for all acquisition matters and administrator of the U.S.-ROK SOFA as applied to US and Third Country contractors under the Invited Contractor (IC) and Technical Representative (TR) Program (USFK Reg 700-19).

“Responsible Officer (RO)” means a senior DOD employee (such as a military E5 and above or civilian GS-7 and above), appointed by the USFK Sponsoring Agency (SA), who is directly responsible for determining and administering appropriate logistics support for IC/TRs during contract performance in the ROK.

(b) IC or TR status under the SOFA is subject to the written approval of USFK, Assistant Chief of Staff, Acquisition Management (FKAQ), Unit #15237, APO AP 96205-5237.

(c) The Contracting Officer will coordinate with HQ USFK/FKAQ, IAW FAR 25.8, and USFK Reg 700-19. FKAQ will determine the appropriate contractor status under the SOFA and notify the Contracting Officer of that determination.

(d) Subject to the above determination, the Contractor, including its employees and lawful dependents, may be accorded such privileges and exemptions under conditions and limitations as specified in the SOFA and USFK Reg 700-19. These privileges and exemptions may be furnished during the performance period of the Contract, subject to their availability and continued SOFA status. Logistics support privileges are provided on an as-available basis to properly authorized individuals. Some logistics support may be issued as Government Furnished Property or transferred on a reimbursable basis.

(e) The Contractor warrants and shall ensure that collectively, and individually, its officials and employees performing under this Contract will not perform any contract, service, or other business activity in the ROK, except under U.S. Government contracts and that performance is IAW the SOFA.

(f) The Contractor’s direct employment of any Korean-National labor for performance of this Contract shall be governed by ROK labor law and USFK regulation(s) pertaining to the direct employment and personnel administration of Korean National personnel.

(g) The authorities of the ROK have the right to exercise jurisdiction over invited contractors and technical representatives, including contractor officials, employees and their dependents, for offenses committed in the ROK and punishable by the laws of the ROK. In recognition of the role of such persons in the defense of the ROK, they will be subject to the provisions of Article XXII, SOFA, related Agreed Minutes and Understandings. In those cases in which the authorities of the ROK decide not to exercise jurisdiction, they shall notify the U.S. military authorities as soon as possible. Upon such notification, the military authorities will have the right to exercise jurisdiction as is conferred by the laws of the U.S.

(h) Invited contractors and technical representatives agree to cooperate fully with the USFK Sponsoring Agency (SA) and Responsible Officer (RO) on all matters pertaining to logistics support and theater training requirements. Contractors will provide the assigned SA prompt and accurate reports of changes in employee status as required by USFK Reg 700-19.

(i) Theater Specific Training. Training Requirements for IC/TR personnel shall be conducted in accordance with USFK Reg 350-2 Theater Specific Required Training for all Arriving Personnel and Units Assigned to, Rotating to, or in Temporary Duty Status to USFK. IC/TR personnel shall comply with requirements of USFK Reg 350-2.

(j) Except for contractor air crews flying Air Mobility Command missions, all U.S. contractors performing work on USAF classified contracts will report to the nearest Security Forces Information Security Section for the geographical area where the Contract is to be performed to receive information concerning local security requirements.

(k) Invited Contractor and Technical Representative status may be withdrawn by USFK/FKAQ upon:

(1) Completion or termination of the Contract.

(2) Determination that the Contractor or its employees are engaged in business activities in the ROK other than those pertaining to U.S. armed forces.

(3) Determination that the Contractor or its employees are engaged in practices in contravention to Korean law or USFK regulations.

(l) It is agreed that the withdrawal of invited contractor or technical representative status, or the withdrawal of, or failure to provide any of the privileges associated therewith by the U.S. and USFK, shall not constitute grounds for excusable delay by the Contractor in the performance of the Contract and will not justify or excuse the Contractor defaulting in the performance of this Contract. Furthermore, it is agreed that withdrawal of SOFA status for reasons outlined in USFK Reg 700-19, Section II, Chapter 2-6 shall not serve as a basis for the Contractor filing any claims against the U.S. or USFK. Under no circumstance shall the withdrawal of SOFA Status or privileges be considered or construed as a breach of contract by the U.S. Government.

(m) Support.

(1) Unless the terms and conditions of this Contract place the responsibility with another party, the COMUSK will develop a security plan to provide protection, through military means, of Contractor personnel engaged in the theater of operations when sufficient or legitimate civilian authority does not exist.

(2)(i) All Contractor personnel engaged in the theater of operations are authorized resuscitative care, stabilization, hospitalization at level III military treatment facilities, and assistance with patient movement in emergencies where loss of life, limb, or eyesight could occur. Hospitalization will be limited to stabilization and short-term medical treatment with an emphasis on return to duty or placement in the patient movement system.

(ii) When the Government provides medical or emergency dental treatment or transportation of Contractor personnel to a selected civilian facility, the Contractor shall ensure that the Government is reimbursed for any costs associated with such treatment or transportation.

(iii) Medical or dental care beyond this standard is not authorized unless specified elsewhere in this Contract.

(3) Unless specified elsewhere in this Contract, the Contractor is responsible for all other support required for its personnel engaged in the theater of operations under this Contract.

(n) Compliance with laws and regulations. The Contractor shall comply with, and shall ensure that its personnel supporting U.S Armed Forces in the Republic of Korea as specified in paragraph (b)(1) of this clause are familiar with and comply with, all applicable—

(1) United States, host country, and third country national laws;

(2) Treaties and international agreements;

(3) United States regulations, directives, instructions, policies, and procedures; and

(4) Orders, directives, and instructions issued by the COMUSK relating to force protection, security, health, safety, or relations and interaction with local nationals. Included in this list are force protection advisories, health advisories, area (i.e. “off-limits”), prostitution and human trafficking and curfew restrictions.

(o) Vehicle or equipment licenses. IAW USFK Regulation 190-1, Contractor personnel shall possess the required licenses to operate all vehicles or equipment necessary to perform the Contract in the theater of operations. All contractor employees/dependents must have either a Korean driver’s license or a valid international driver’s license to legally drive on Korean roads.

(p) Evacuation.

(1) If the COMUSK orders a non-mandatory or mandatory evacuation of some or all personnel, the Government will provide assistance, to the extent available, to United States and third country national contractor personnel.

(2) Non-combatant Evacuation Operations (NEO).

(i) The Contractor shall designate a representative to provide contractor personnel and dependents information to the servicing NEO warden as required by direction of the Responsible Officer.

(ii) If contract period of performance in the Republic of Korea is greater than six (6) months, non-emergency essential contractor personnel and all IC/TR dependents shall participate in at least one USFK sponsored NEO exercise per year.

(q) Next of kin notification and personnel recovery.

(1) The Contractor shall be responsible for notification of the employee-designated next of kin in the event an employee dies, requires evacuation due to an injury, or is missing, captured, or abducted.

(2) In the case of missing, captured, or abducted contractor personnel, the Government will assist in personnel recovery actions in accordance with DOD Directive 2310.2, Personnel Recovery.

(3) IC/TR personnel shall accomplish Personnel Recovery/Survival, Evasion, Resistance and Escape (PR/SERE) training in accordance with USFK Reg 525-40, Personnel Recovery

Procedures and USFK Reg 350-2 Theater Specific Required Training for all Arriving Personnel and Units Assigned to, Rotating to, or in Temporary Duty Status to USFK.

(r) Mortuary affairs. Mortuary affairs for contractor personnel who die while providing support in the theater of operations to U.S. Armed Forces will be handled in accordance with DOD Directive 1300.22, Mortuary Affairs Policy and Army Regulation 638-2, Care and Disposition of Remains and Disposition of Personal Effects.

(s) USFK Responsible Officer (RO). The USFK appointed RO will ensure all IC/TR personnel complete all applicable training as outlined in this clause.

**H-37. CONTRACTS TO BE PERFORMED IN JAPAN**

The Status of Forces Agreement between the United States and Japan (SOFA) governs the rights and obligations of the United States armed forces in Japan. Unless a contractor is present in Japan solely to perform under a contract with the United States for the sole benefit of the United States armed forces in Japan and is accorded privileges under SOFA Article XIV, it and its employees shall be subject to all the laws and regulations of Japan, including the US-Japan SOFA. Certain contractor employees and their dependents not accorded privileges under SOFA Article XIV may be accorded status under SOFA Article I(b) with potential eligibility for logistic support. Dependents of contractors or of contractor employees who receive SOFA Article XIV status do not receive SOFA status under SOFA Article XIV or SOFA Article I(b) based on their status as dependents. The Contractor shall comply with the instruction of the Contracting Officer concerning the entry of its employees, equipment, and supplies into Japan, and shall comply with all applicable Japanese laws and regulations as well United States Forces, Japan (USFJ) and USFJ component policies and regulations during the performance of this Contract.

**H-38. SOFA ARTICLE XIV STATUS**

(a) Awardee may apply for Article XIV status under the United States – Japan Status of Forces Agreement (SOFA). Offers shall be prepared based on the assumption that SOFA Article XIV status will be granted by Government in consultation with the Government of Japan. If the Government determines that Awardee does not qualify for SOFA Article XIV status or that SOFA Article XIV status is otherwise inappropriate, an equitable adjustment shall be made to the cost/price and other appropriate terms of the Contract. Persons, including corporations organized under the laws of the United States, and their employees who are ordinarily resident in the United States and whose presence in Japan is solely for the purpose of executing contracts with the United States for the benefit of the United States armed forces may acquire privileged status under SOFA Article XIV. Such contractors and contractor employees are eligible for agency privileges and benefits under the SOFA but otherwise remain subject to the laws and regulations of Japan. Neither SOFA Article XIV nor SOFA Article I(b) status and privileges extend to dependents of SOFA Article XIV contractors or contractor employees.

(b) Procedures.

(1) Formal application for SOFA Article XIV status shall be made to HQ USFJ only after the Contract has been awarded and the Contractor’s place of operation in Japan has been determined.

(2) A contractor seeking SOFA Article XIV status for itself and its employees shall submit the following to the Contracting Officer as part of its offer:

(i) Proof that the Contractor is a person ordinarily resident in the United States or a corporation organized under the laws of the United States and that its presence in Japan is solely for the purpose of executing contracts with the United States for the benefit of the United States armed forces; and

(ii) Proof that the Contractor’s employees are persons ordinarily resident in the United States and that their presence in Japan is solely for the purpose of performing work under contracts with the United States for the benefit of the United States armed forces.

(3) The Contracting Officer shall make the initial determination whether the Contractor qualifies for SOFA Article XIV status. Upon a determination of qualification, the Contracting Officer shall forward a request for designation through component channels to Commander,

United States Forces, Japan, ATTN: USFJ/J5, Unit 5068, APO AP 96328. The request shall include the items requested in subparagraph (b)(2), a full explanation of the necessity of using a United States contractor, and relevant documentation. See USFJ Instruction 64-102 for further details.

(4) HQ USFJ shall make the final determination on the Contractor’s SOFA Article XIV status upon consultation with the Government of Japan.

(5) Upon receipt of HQ USFJ approval, the Contracting Officer shall issue Letters of Identification indicating SOFA Article XIV status has been granted to the Contractor and contractor employees.

(6) Once a contractor has been designated under SOFA Article XIV, it is not necessary that it be re-designated if a follow-on contract is awarded to that contractor; provided the new contract does not involve a material change from the work under which the SOFA Article XIV designation was originally granted and there is no significant delay between completion of the existing contract and initiation of performance under the follow-on contract.

(c) SOFA Article XIV privileges and benefits. In accordance with SOFA Article XIV, paragraphs 3 through 8, upon certification by appropriate United States authorities as to their identity, such persons and their employees shall be accorded the following benefits of the SOFA. *Note: Privileges and benefits afforded under SOFA Article XIV do not extend to dependents/family members.*

(1) Access to and movement between facilities and areas in use by the United States armed forces and between such facilities and areas and the ports or airports of Japan as provided for in SOFA Article V, paragraph 2;

(2) Entry into Japan and exemption from Japanese laws and regulations on the registration and control of aliens as provided for in SOFA Article IX;

(3) Exemption from customs duties and other such charges on furniture and household goods for private use imported by person when they first arrive to work in Japan, vehicles and parts imported for private use, and reasonable quantities of clothing and household goods for everyday private use which are mailed into Japan through United States military post offices as provided for in SOFA Article XI, paragraph 3;

(4) If authorized by the installation commander or designee, the right to use Navy exchanges, post exchanges, base exchanges, commissaries, messes, social clubs, theaters, newspapers and other non-appropriated fund organizations regulated by United States military authorities as provided for in SOFA Article XV;

(5) The transmission into or outside of Japan of United States dollar or dollar instruments realized as a result of contract performance as provided for in SOFA Article XIX, paragraph 2;

(6) The use of postal facilities as provided for in SOFA Article XXI;

(7) Exemption from the laws and regulations of Japan with respect to terms and conditions of employment except that such exemption shall not apply to the employment of local nationals in Japan;

(8) Exemption from taxes and similar charges of Japan on depreciable assets except houses, held, used, or transferred for the execution of contracts referenced in subparagraph (a);

(9) Exemption from taxation in Japan on the holding, use transfer by death, or transfer to person or agencies entitled to tax exemption under the SOFA, of movable property, tangible or intangible, the presence of which in Japan is due solely to the temporary presence of these persons in Japan, provided such exemption shall not apply to property held for the purpose of investment or the conduct of other business in Japan or to any intangible property registered in Japan. No exemption from taxes payable for the use of roads by private vehicles is provided under SOFA Article XIV;

(10) Exemption from income or corporation taxes of the Government of Japan or any other taxing agency in Japan on any income derived under a contract made in the United States with the Government of the United States in connection with the construction, maintenance or operation of any of the facilities or area covered by the SOFA. The provisions of this paragraph do not exempt such persons from payment of income or corporation taxes on income derived from Japanese sources;

(11) Japan authorities have the right to exercise jurisdiction over SOFA personnel in relation to offenses committed in Japan and punishable by the law of Japan. In those cases in which the Japanese authorities have the primary right to exercise jurisdiction but decide not to do so, the United States shall have the right to exercise such jurisdiction as is conferred on it by the law of the United States.

**H-39. Rehabilitation Act, Section 508 Requirements**

**Section 508 Program Need**

Requirements for accessibility based on Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d) are determined to be relevant for the following program need: “Web Applications,” “Automated Teller Machines (ATMs),” and “Telephone Service (not including VoIP).”

**Section 508 Deliverable Requirements**

Technical standards from 36 CFR part 1194 Subpart B have been determined to apply to this acquisition. The Contractor must describe how their proposed Electronic and Information Technology (EIT) deliverables meet at least those technical provisions identified as applicable in the attached Government Product/Service Accessibility Template (GPAT).

Functional performance criteria from 36 CFR part 1194 Subpart C have been determined to apply to this acquisition. The Contractor must describe how their proposed Electronic and Information Technology (EIT) deliverables meet at least those functional performance criteria identified as applicable in the attached Government Product/Service Accessibility Template (GPAT).

Information, documentation, and support requirements from 36 CFR part 1194 Subpart D have been determined to apply to this acquisition. The Contractor must describe how the information, documentation, and support proposed for Web Application deliverables meet at least those information, documentation, and support requirements identified as applicable in the attached Government Product/Service Accessibility Template (GPAT).

The Government Product Accessibility Templates (GPAT) for each deliverable service is shown in Section J as follows:

Attachment J-11; GPAT – Automated Teller Machines

Attachment J-12; GPAT - Web Applications

Attachment J-13; GPAT - Telephone Service (not including VoIP)

THE CONTRACTOR IS NOT REQUIRED TO COMPLETE THE ABOVE GPATS FOR THE GFE/GFP LISTED IN RFP HQ0423-12-R-0002 ATTACHMENT J-13. HOWEVER, THE SECTION 508 REQUIREMENTS DESCRIBED HEREIN ARE APPLICABLE TO ALL ELECTRONIC & INFORMATION TECHNOLOGY PURCHASES DURING PERFORMANCE OF THE AWARDED CONTRACT.

ADDITIONALLY, IN MEETING FUTURE SECTION 508 REQUIREMENTS, THE CONTRACTOR MAY, AT THEIR OPTION, EITHER COMPLETE THE GPATS SHOWN ABOVE OR SUBMIT THE VOLUNTARY PRODUCT ACCESSIBILITY TEMPLATE (VPAT) FOR GOVERNMENT REVIEW.

**H-40.**  **Information, Documentation, and Support**

**Section 1194.41 of the Electronic and Information Accessibility Standards shall apply as follows:**

(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.

(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.

(c) Support services for products shall accommodate the communication needs of end-users with disabilities.

(end of clause)

**H-41. Proposed Technical Enhancements**

The Contractor will, at the request of the Overseas Military Banking Program Management Office, implement the enhancements noted in the Contractor’s technical proposal at no additional fixed fee to the Government. These enhancements include, but are not limited to the following:

-Instant Temporary ATM/Debit Cards

-Local Currency Online Bill Pay

-Online Account Opening

-Prepaid EMV Compliant Cards / Reloadable

-One-Time Payment Kiosks

**H-42. Government Furnished Property**

All Government Furnished Property and Contractor Acquired Property provided for the Contractor’s use in the performance of contract HQ0423-13-D-0001 is hereby transferred to this Contract, HQ0423-23-C-0#### as Government Furnished Property.

**H-43. Allowability of Foreign National Severance Pay** DFAS is reviewing the applicability of this section.

10 U.S.C. § 2324(e)(1)(M) and (N) state that certain severance pay costs paid by the Contractor to foreign nationals employed by the Contractor are unallowable costs under the Contract. However, 10 U.S.C. § 2324(e)(2)(A) states that “The Secretary of Defense may provide in a military banking contract that the provisions of paragraphs (1)(M) and (1)(N) shall not apply to costs incurred under the Contract by the Contractor for payment of mandated foreign national severance pay. The Secretary may include such a provision in a military banking contract only if the Secretary determines, with respect to that contract, that the Contractor has taken (or has established plans to take) appropriate actions within the Contractor’s control to minimize the amount and number of incidents of the payment of severance pay by the Contractor to employees under the Contract who are foreign nationals.”

In accordance with 10 U.S.C. § 2324(e)(2)(A), the Secretary has determined that the provisions of 10 U.S.C. § 2324(e)(1)(M) and (N) shall not apply to costs incurred under the Contract by the Contractor for the payment of mandated foreign national severance pay.

Nothing in this clause is intended to change the current process whereby the Government issues a technical direction letter requesting the Contractor to submit their proposed severance costs for approval.

END OF SECTION H

SECTION I - CONTRACT CLAUSES

\*\*\*A COMPLETE CLAUSE LISTING WILL BE INCLUDED IN SECTION I OF THE FINAL RFP. BELOW IS IN NO WAY MEANT TO BE CONSTRUED AS A COMPLETE CLAUSE LISTING\*\*\*

52.247-1 COMMERCIAL BILL OF LADING NOTATIONS (FEB 2006)

When the Contracting Officer authorizes supplies to be shipped on a commercial bill of lading and the Contractor will be reimbursed these transportation costs as direct allowable costs, the Contractor shall ensure before shipment is made that the commercial shipping documents are annotated with either of the following notations, as appropriate:

(a) If the Government is shown as the consignor or the consignee, the annotation shall be:

"Transportation is for the Overseas Military Banking Program and the actual total transportation charges paid to the carrier(s) by the consignor or consignee are assignable to, and shall be reimbursed by, the Government."

(b) If the Government is not shown as the consignor or the consignee, the annotation shall be:

"Transportation is for the Overseas Military Banking Program and the actual total transportation charges paid to the carrier(s) by the consignor or consignee shall be reimbursed by the Government, pursuant to cost-reimbursement contract no. HQ0423-##-X-####. This may be confirmed by contacting [***dana.l.king4.civ@mail.mil***](mailto:nicholas.j.engel2.civ@mail.mil) ***.***"

IMPLEMENTATION OF EO 14042:

A new revision to DoD Class Deviation 2021‐O0009, Revision 1, Ensuring Adequate COVID‐19 Safety Protocols for Federal Contractors, reflecting a recent federal court order is imminent.

DFAS does not anticipate incorporating DFARS clause 252.223-7999, Ensuring Adequate COVID-19 Safety Protocols for Federal Contractors (Deviation 2021-O0009) in the final OMBP RFP or resulting Contract.

SECTION I - CONTRACT CLAUSES

NOTE THIS SECTION WILL BE DEVELOPED BASED UPON STATUTES IN PLACE AT RFP ISSUANCE. IF THERE ARE SPECIFIC QUESTIONS RELATED TO A PARTICULAR AREA OF CONCERN OR TOPIC PLEASE PROVIDE COMMENTS.

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52.247-1 COMMERCIAL BILL OF LADING NOTATIONS (FEB 2006)

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(b) If the Government is not shown as the consignor or the consignee, the annotation shall be:

"Transportation is for the Overseas Military Banking Program and the actual total transportation charges paid to the carrier(s) by the consignor or consignee shall be reimbursed by the Government, pursuant to cost-reimbursement contract no. HQ0423-##-X-####. This may be confirmed by contacting [***dana.l.king4.civ@mail.mil***](mailto:nicholas.j.engel2.civ@mail.mil) ***.***"

(End of clause)

Section J - List of Documents, Exhibits and Other Attachments

LIST OF EXHIBITS AND ATTACHMENTS

**EXHIBITS**

**Exhibit A, Contract Data Requirements List, Month ##, 202#**

**ATTACHMENTS**

**J-1** MBF Operating Locations

**J-2** MBF Hours of Operation

**J-3** Reporting Requirements

**J-4** Host Country Overseas Regulations

**J-5** Key Personnel

**J-6** Charges for Banking Products and Services

**J-6a** Standard Account Analysis Fee Schedule

**J-7** Foreign Currency Exchange Rates

**J-8** DoD Retention Schedule Guidelines

**J-9** Summary of Banking Services Offered to Military Retirees Overseas

**J-10** GPAT – Automated Teller Machines

**J-11** GPAT – Web Applications

**J-12** GPAT – Telephone Service (not including VoIP)

**J-13** Instructions for Electronic Submission of Warranty Tracking and Administration of Information for Serialized Items

**J-14** Warranty Tracking Information

**J-15** Warranty Repair Source Instructions

**J-16** Government Furnished Property (GFP) **(available upon request)**

**J-17** DoD Program Management Report **(available upon request)**

**J-18** Telecommunications & Technical Architecture **(available upon request)**

**J-19** Hardware/ATM Lifecycle Information **(available upon request)**

**J-20** MBF Employee Numbers & Salaries **(available upon request)**

**J-21** Confidential Non-Disclosure Agreement **(DRAFT)**

**J-22** Proposal Submission Checklist **(BEING DEVELOPED)**

**J-23** Past Performance Questionnaire - **SAMPLE**

**J-24** OMBP Total Proposed Cost & Fixed Fee – Summary – **FINAL COST PROPOSAL SUBMISSION DOCUMENT BEING DEVELOPED**

**SECTION J**

**EXHIBIT A**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **CONTRACT DATA REQUIREMENTS LIST (CDRL)**  (*1 Data Item*) | | | | | | | | | | | | | *Form Approved*  *OMB No. 0704-0188* | | | | |  |  |
| The public reporting burden for this collection of information is estimated to average 110 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Department of Defense, Executive Services Directorate (0704-0188). Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number. **Please do not return your form to the above organization. Send completed form to the Government Issuing Contracting Officer for the Contract/PR No. listed in Block E.** | | | | | | | | | | | | | | | | | |
| **A. CONTRACT LINE ITEM NO.** | | | **B. EXHIBIT** | | | | | | **C. CATEGORY:** | | | | | | | | |
| 0001 \* | | | A | | | | | | **TDP** \_\_\_\_ | | **TM** \_\_\_\_\_ | | | **OTHER** \_X\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | |
| **D. SYSTEM/ITEM** | | | | | **E. CONTRACT/PR NO.** | | | | | | **F. CONTRACTOR** | | | | | | |
| BANKING SERVICES | | | | | HQ0423-23-X-0### | | | | | |  | | | | | | |
| **1. DATA ITEM NO.** | | **2. TITLE OF DATA ITEM** | | | | | | | | | **3. SUBTITLE** | | | | | | | **17. PRICE GROUP** |
| A001 | | WARRANTY TRACKING AND ADMINISTRATION FOR SERIALIZED ITEMS | | | | | | | | | WARRANTY TRACKING | | | | | | | IV |
|
| **4. AUTHORITY (***Data Acquisition Document No.***) Contract Atchs J-#** | | | | | | | **5. CONTRACT REFERENCE** | | | | | **6. REQUIRING OFFICE** | | | | | | **18. ESTIMATED**  **TOTAL PRICE**  $0.00 |
|  | | | | | | | DFARS 252.246-7006 | | | | | HQ0361 | | | | | |
| **7. DD 250 REQ** | **9. DIST STATEMENT** | | | **10. FREQUENCY** | | | | **12. DATE OF FIRST SUBMISSION** | | | | **14. DISTRIBUTION** | | | | | |
|  | **REQUIRED** | | | AS REQUIRED | | | | 7/1/23 | | | | a. ADDRESSEE | | | b. COPIES | | |  |
| **8. APP CODE** |  | | | **11. AS OF DATE** | | | | **13. DATE IF SUBSEQUENT SUBM.** | | | | Draft | Final | |  | |
|  | N/A | | | | DELIVERY | | | | Reg | Repro |
| 16. REMARKS | | | | | | | | | | | |  | | |  |  |  |
| WHEN SUBMITTING WARRANTY DATA AT DELIVERY VIA WAWF, THE CONTRACTOR SHALL FOLLOW THE FORMAT AND CONTENTS OF THE CONTRACT ATTACHMENT CITED IN BLOCK 4.  Send required warranty data to the following address:  DFAS-Columbus  DFAS-JJFB/CO Mark Barta  3990 E. Broad Street, Bldg 21  Columbus, OH 43213-1152  \* WHEN EXERCISED, THIS DATA REQUIREMENT ALSO APPLIES TO CLINS 0004, 0007. 0010, 0013, 0016, 0019, 0022, 0025 AND 0028. | | | | | | | | | | | |  | | |  |  |  |
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| 15. TOTAL ▬▬▬▬► | | |  |  |  |
| **G. PREPARED BY** | | | | | | **H. DATE** | | | | **I. APPROVED BY** | | | | | **J. DATE** | | |
| WILLIAM MARK MAYO | | | | | |  | | | | WILLIAM MARK MAYO | | | | |  | | |

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**ATTACHMENT J-1**

**J-1. MBF OPERATING LOCATIONS. (October 2021)**

Locations where military banking products and services are to be provided are listed below. With regard to the locations listed below:

1. Primary offices are shown to the left with suboffices indented.
2. A parenthetical number denotes the number of ATMs currently approved and/or installed at that location.

**CONTINENTAL UNITED STATES**

|  |  |  |
| --- | --- | --- |
| **Operating Location** |  | **Military**  **Department** |
| *Contractor’s Home Office Location* | OMBP Home Office | N/A |

**EUROPEAN THEATER – GERMANY / NETHERLANDS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Operating Locations** | | **Full-Time / Part-Time**  **or Payday Only** | **Number of ATMs** | **Military**  **Department** |
| Ansbach (Katterbach Kaserne) | | Full | 2 | Army |
| Bismarck Kaserne | | ATM Only | 1 | Army |
| Urlas Community | | ATM Only | 1 | Army |
| Baumholder (Smith Kaserne) | | Full | 1 | Army |
| Main Post Exchange | | ATM Only | 1 | Army |
| Burger King | | ATM Only | 1 | Army |
| Commissary | | ATM Only | 1 | Army |
| Wetzel Housing | | ATM Only | 1 | Army |
| Garmisch (Shopping Center) | | Full | 1 | Army |
| Edelweiss Lodge | | ATM Only | 1 | Army |
| Oberammergau NATO School | | ATM Only | 1 | Army |
| Grafenwoehr Training Area | | Full | 1 | Army |
| PX / Commissary | | ATM Only | 1 | Army |
| Camp Aachen | | ATM Only | 1 | Army |
| Drive Up - Theater Parking Lot | | ATM Only | 1 | Army |
| Processing Center | | ATM Only | 1 | Army |
| AAFES Shoppette | | ATM Only | 1 | Army |
| Netzaberg Shoppette | | ATM Only | 1 | Army |
| Hohenfels Training Area | | Full | 1 | Army |
| Warrior Hill | | ATM Only | 1 | Army |
| Camp Albertshof | | ATM Only | 1 | Army |
| Illesheim (Storck Barracks) | | Full | 1 | Army |
| Gas Station | | ATM Only | 1 | Army |
| Kleber Kaserne | | Full |  | Army |
| Panzer Kaserne | | ATM Only | 1 | Army |
| Kleber Kiosk | | ATM Only | 1 | Army |
| Landstuhl (Medical Center) | | Full | 1 | Army |
| Gas Station | | ATM Only | 1 | Army |
| Community Club | | ATM Only | 1 | Army |
| Mainz-Kastel | |  |  |  |
| District Office | | N/A |  | Army |
| Ramstein North (KMCC) | | Full | 1 | Air Force |
| KMCC Hotel / Wasgau Bakery | | ATM Only | 2 | Air Force |
| KMCC Food Court | | ATM Only | 1 | Air Force |
| Ramstein South | | Full | 1 | Air Force |
| Enlisted Club | | ATM Only | 1 | Air Force |
| Commissary | | ATM Only | 1 | Air Force |
| Officer's Club | | ATM Only | 1 | Air Force |
| North Post Office | | ATM Only | 2 | Air Force |
| Sembach Kaserne | | Full | 1 | Army |
| Community Club | | ATM Only | 1 | Army |
| Rhine Ordnance Barracks DFAC | | ATM Only | 1 | Army |
| Germersheim Shoppette | | ATM Only | 1 | Army |
| Armstrong Club - Vogelweh | | ATM Only | 1 | Army |
| Miseau Army Depot | | ATM Only | 1 | Army |
| Spangdahlem Air Base | | Full | 1 | Air Force |
| Base Exchange | | ATM Only | 1 | Air Force |
| Club Eifel | | ATM Only | 1 | Air Force |
| PAX Terminal | | ATM Only | 1 | Air Force |
| Buechel Club | | ATM Only | 1 | Air Force |
| Volkel Air Base Headquarters | | ATM Only | 1 | Air Force |
| Vaihingen (Patch Barracks) | | Full | 1 | Army |
| Patch Barracks – Food Court | | ATM Only | 1 | Army |
| Boeblingen (Panzer Kaserne) | | Full | 1 | Army |
| Panzer Kaserne Hotel | | ATM Only | 1 | Army |
| Panzer Kaserne - Building 2953 | | ATM Only | 1 | Army |
| Kelley Barracks (Stuttgart) | | Full | 1 | Army |
| Robinson Barracks (Stuttgart) | | Part | 1 | Army |
| Vilseck (Rose Barracks) | | Full | 1 | Army |
| Food Mall | | ATM Only | 1 | Army |
| Post Office | | ATM Only | 1 | Army |
| Langenbruck Rec Center | | ATM Only | 1 | Army |
| Patrick Road Gas Station | | ATM Only | 1 | Army |
| Vogelweh Commissary | | Full | 1 | Air Force |
| Kapaun Post Office | | ATM Only | 1 | Air Force |
| Ramstein Lodge - Vogelweh | | ATM Only | 1 | Air Force |
| Wiesbaden (Clay Kaserne) | | Full | 2 | Army |
| Mainz Kastel | | ATM Only | 1 | Army |
| Darmstadt Dagger Shoppette | | ATM Only | 1 | Army |
| Mission Command Center (MCC) | | ATM Only | 1 | Army |
| Wiesbaden (Hainerberg Shopping Center) | | Full | 2 | Army |
| Amelia Earhart Hotel | | ATM Only | 1 | Army |
| Wiesbaden Lodge | | ATM Only | 1 | Army |
| Hainerberg Housing Commissary ATM | | ATM Only | 1 | Army |
| Hainerberg Gas Station | | ATM Only | 1 | Army |
|  | |  |  |  |
| **Netherlands** | |  |  |  |
| Brunssum | | Full | 1 | Army |
|  | |  |  |  |
|  | |  |  |  |
|  | Total Branches = 21; 20 Full and 1 Part-time Total ATMs = 78 | | | |

**EUROPEAN THEATER – UNITED KINGDOM**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Operating Locations** | | **Full-Time / Part-Time or**  **Payday Only** | **Number of ATMs** | **Military**  **Department** |
| Alconbury | | Full | 1 | Air Force |
| Molesworth | | Full | 1 | Air Force |
| Croughton | | Full | 1 | Air Force |
| Fairford Billeting | | ATM Only | 1 | Air Force |
| Blenheim Crescent | | ATM Only | 1 | Air Force |
| Menwith Hill (Harrogate) | | Full | 1 | Air Force |
| Steeple Bush Cafeteria | | ATM Only | 1 | Air Force |
| Lakenheath | | Full | 2 | Air Force |
| Shoppette | | ATM Only | 2 | Air Force |
| Post Office | | ATM Only | 2 | Air Force |
| Flight Line | | ATM Only | 1 | Air Force |
| Feltwell Community Center | | ATM | 1 | Air Force |
| Mildenhall | | Full | 2 | Air Force |
| AMC Terminal | | ATM Only | 1 | Air Force |
| Operations Building | | ATM Only | 1 | Air Force |
| Base Exchange | | ATM Only | 2 | Air Force |
|  | Total Branches = 6; 6 Full and 0 Part-time Total ATMs = 21 | | | |

**EUROPEAN THEATER – ITALY**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Operating Locations** | | **Full-Time / Part-Time or**  **Payday Only** | **Number of ATMs** | **Military**  **Department** |
| Aviano Air Base Area 1 | | Full |  | Air Force |
| Aviano Commissary | | ATM Only | 1 | Air Force |
| Mini Mall | | ATM Only | 1 | Air Force |
| Aviano BX | | ATM Only | 1 | Air Force |
| Shoppette Complex | | ATM Only | 1 | Air Force |
| USAFE HQ | | ATM Only | 1 | Air Force |
| Camp Darby | | Full | 1 | Army |
| Nakae Square | | ATM Only | 1 | Army |
| Caserma Ederle (Vicenza) | | Full | 1 | Army |
| Caserma Ederle Commissary | | ATM Only | 1 | Army |
| Post Exchange | | ATM Only | 1 | Army |
| Pedestrian Gate (Chapel) | | ATM Only | 1 | Army |
| Main Shoppette | | ATM Only | 1 | Army |
| Villagio Housing Area | | ATM Only | 1 | Army |
| Ederle Arena | | ATM Only | 1 | Army |
| Del Din | | Full |  | Army |
| AAFES Shoppette | | ATM Only | 1 | Army |
| Community Bldg/Post Office | | ATM Only | 1 | Army |
| Warrior Zone | | ATM Only | 1 | Army |
| Front Gate | | ATM Only | 1 | Army |
| NSA Capodichino | | Full |  | Navy |
| Capodichino Terminal | | ATM Only | 1 | Navy |
| Capodichino Walkway | | ATM Only | 1 | Navy |
| Fleet Landing Gym Gaeta | | ATM Only | 1 | Navy |
| NAS I Sigonella | | Full | 1 | Navy |
| MWR Complex | | ATM Only | 1 | Navy |
| NAS II Sigonella | | Full | 1 | Navy |
| NEX Mini Mart | | ATM Only | 1 | Navy |
|  | Total Branches = 7; 7 Full and 0 Part-time Total ATMs = 25 | | | |

**SOUTHERN COMMAND**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Operating Locations** | | **Full-Time / Part-Time or**  **Payday Only** | **Number of ATMs** | **Military**  **Department** |
| Honduras | |  |  |  |
| Soto Cano Air Base | | ATM Only | 2 | Army |
| Cuba | |  |  |  |
| Guantanamo Bay Naval Station | | Part | 2 | Navy |
| Leeward Air Terminal | | ATM Only | 1 | Navy |
| Camp America Mini-Mart | | ATM Only | 1 | Navy |
| Marine Mini-Mart | | ATM Only | 1 | Navy |
| US Naval Hospital | | ATM Only | 1 | Navy |
|  | Total Branches = 1; 0 Full and 1 Part-time Total ATMs = 8 | | | |

**PACIFIC THEATER - KOREA / DIEGO GARCIA**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Operating Locations** | | **Full-Time / Part-Time or**  **Payday Only** | **Number of ATMs** | **Military**  **Department** |
| Camp Carroll | | Full | 1 | Army |
| Camp Carroll - PX | | ATM Only | 1 | Army |
| Camp Casey | | Full | 2 | Army |
| Back Gate | | ATM Only | 1 | Army |
| Main Gate | | ATM Only | 2 | Army |
| Warrior Base DMZ Rec Center | | ATM Only | 1 | Army |
| Camp Rod Range | | ATM Only | 1 | Army |
| HHD Headquarters Bldg. | | ATM Only | 1 | Army |
| Camp Hovey | | ATM Only | 1 | Army |
| Warrior Club | | ATM Only | 1 | Army |
| Fleet Activities Chinhae | | Full | 1 | Navy |
| MWR Center | | ATM Only | 1 | Navy |
| Camp Walker USAG Daegu | | Full |  | Army |
| Daegu Camp Henry | | ATM Only | 1 | Army |
| Camp Mujuk Rec Center | | ATM Only | 1 | Marine Corps |
| Camp Walker Lodge | | ATM Only | 1 | Army |
| Camp Walker PX | | ATM Only | 1 | Army |
| Busan Pier 8 | | ATM Only | 1 | Navy |
| Busan CNFK HQ | | ATM Only | 1 | Navy |
| Dragon Hill Lodge (Yongsan) | | Full | 1 | Army |
| Game Room | | ATM Only | 1 | Army |
| Yongsan Commissary | | ATM Only | 1 | Army |
| Yongsan Gate 5 | | ATM Only | 1 | Army |
|  | |  |  |  |
| Humphreys | | Full | 1 | Army |
| District Office – Korea | | N/A |  | Army |
| MP Hill Shoppette | | ATM Only | 1 | Army |
| Walking Gate Kiosk | | ATM Only | 3 | Army |
| Troop Mini Mall | | ATM Only | 1 | Army |
| Exchange  s Main Exchange | | ATM Only | 1 | Army |
| CP Humphreys PX Food CT | | ATM Only | 1 | Army |
| Commissary | | ATM Only | 1 | Army |
| Humphreys B. Allgood Hospital | | ATM Only | 1 | Army |
| Humphreys Family Mini Mall | | ATM Only | 1 | Army |
| USFK HQ20 | | ATM Only | 1 | Army |
| Zoeckler Mini Mall | | ATM Only | 1 | Army |
| AAFES Sentry Mini Mall | | ATM Only | 1 | Army |
| Morning Calm Conference Center | | ATM Only | 1 | Army |
| K-16 | | Full | 1 | Army |
| Camp Yongin | | ATM Only | 1 | Army |
| Kunsan Air Base | | Full |  | Air Force |
| Kunsan Shoppette | | ATM Only | 1 | Air Force |
| Dining Hall | | ATM Only | 1 | Air Force |
| Recreation Center | | ATM Only | 1 | Air Force |
| Wolf Pack Lodge | | ATM Only | 1 | Air Force |
| Osan Air Base | | Full | 2 | Air Force |
| Mustang Club | | ATM Only | 2 | Air Force |
| Main Gate | | ATM Only | 2 | Air Force |
| Commissary | | ATM Only | 1 | Air Force |
| Visitor's Quarters | | ATM Only | 1 | Air Force |
| Suwon Air Base Post Office | | ATM Only | 1 | Air Force |
| Osan Enlisted Club | | ATM Only | 1 | Air Force |
| **Diego Garcia** | |  |  |  |
| Diego Garcia | | Full | 1 | Navy |
| Diego Garcia Ship’s Store | | ATM Only | 1 | Navy |
| Airport Passenger Terminal | | ATM Only | 1 | Navy |
|  | Total Branches = 10; 10 Full and 0 Part-time Total ATMs 58 | | | |

**PACIFIC THEATER – JAPAN / OKINAWA**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Operating Locations** | | **Full-Time / Part-Time or**  **Payday Only** | **Number of ATMs** | **Military**  **Department** |
| Atsugi | | Full | 1 | Navy |
| Flight Line Bus Stop | | ATM Only | 1 | Navy |
| Navy Exchange | | ATM Only | 1 | Navy |
| Club Trilogy | | ATM Only | 1 | Navy |
| East Flight Line Bus Terminal | | ATM Only | 1 | Navy |
| Camp Zama | | Full | 1 | Army |
| Camp Fuji | | ATM Only | 1 | Marine Corps |
| Post Exchange | | ATM Only | 1 | Army |
| Sagami Depot | | ATM Only | 1 | Army |
| Camp Fuji Main Gate | | ATM Only | 1 | Marine Corps |
| Sagamihara Housing | | ATM Only | 1 | Army |
| New Sanno Hotel | | ATM Only | 1 | Navy |
| Hardy Barracks | | ATM Only | 1 | Army |
| Iwakuni | | Full | 1 | Marine Corps |
| Atago Housing Community Center | | ATM Only | 1 | Marine Corps |
| Kure Base Lodge | | ATM Only | 1 | Army |
| Club Iwakuni | | ATM Only | 1 | Marine Corps |
| Iwakuni TLF | | ATM Only | 1 | Marine Corps |
| Iwakuni Enlisted Club | | ATM Only | 1 | Marine Corps |
| Iwakuni Marine Exchange | | ATM Only | 1 | Marine Corps |
| Misawa | | Full | 1 | Air Force |
| Misawa Walk-Up Bldg. #663 | | ATM Only | 1 | Air Force |
| Misawa Inn | | ATM Only | 1 | Air Force |
| Base Exchange | | ATM Only | 1 | Air Force |
| North Area | | ATM Only | 1 | Air Force |
| Collocated Club | | ATM Only | 1 | Air Force |
| Misawa Drive-Up Bldg. #663 | | ATM Only | 1 | Air Force |
| Sasebo | | Full |  | Navy |
| Navy Exchange | | ATM Only | 2 | Navy |
| Hario Community Center | | ATM Only | 1 | Navy |
| Harbor View Club Bldg. #1446 | | ATM Only | 1 | Navy |
| Brodie’s Food Court | | ATM Only | 1 | Navy |
| Yokosuka | | Full | 1 | Navy |
| Dock Side | | ATM Only | 1 | Navy |
| Navy Exchange | | ATM Only | 1 | Navy |
| A-Club | | ATM Only | 1 | Navy |
| Yokosuka Drive-up | | ATM Only | 1 | Navy |
| Auto Port | | ATM Only | 1 | Navy |
| Ikego Naval Housing Facility | | ATM Only | 1 | Navy |
| North Dock | | ATM Only | 1 | Navy |
| Yokota Air Base | | Full | 1 | Air Force |
| Enlisted Club | | ATM Only | 1 | Air Force |
| Westside | | ATM Only | 1 | Air Force |
| East Side Bldg. #4330 | | ATM Only | 1 | Air Force |
| Community Center | | ATM Only | 1 | Air Force |
| Passenger Terminal | | ATM Only | 1 | Air Force |
| Kanto Lodge | | ATM Only | 1 | Air Force |
| **Okinawa** | |  |  |  |
| Camp Courtney | | Full | 1 | Marine Corps |
| White Beach Club | | ATM Only | 1 | Navy |
| Food Court | | ATM Only | 1 | **Marine Corps** |
| Camp Foster (Zukeran) | | Full | 1 | Marine Corps |
| Shoppette | | ATM Only | 1 | Marine Corps |
| Bowling Alley | | ATM Only | 1 | Marine Corps |
| WestPac Lodge | | ATM Only | 1 | Marine Corps |
| Foster PX | | ATM Only | 2 | Marine Corps |
| Foster Spot | | ATM Only | 1 | Marine Corps |
| Futenma Marine Corp Air Station | | ATM Only | 1 | Marine Corps |
| Futenma Terminal | | ATM Only | 1 | Marine Corps |
| Naval Hospital | | ATM Only | 1 | Marine Corps |
| Butler Officer’s Club | | ATM Only | 1 | Marine Corps |
| Camp Hansen | | Full |  | Marine Corps |
| Camp Gonsalves | | ATM Only | 1 | Marine Corps |
| Camp Hansen PX | | ATM Only | 1 | Marine Corps |
| Camp Hansen USO | | ATM Only | 1 | Marine Corps |
| Okuma Rec Center | | ATM Only | 1 | Air Force |
| Camp Kinser (Makiminato) | | Full |  | Marine Corps |
| Post Exchange | | ATM Only | 1 | Marine Corps |
| Kinser Club | | ATM Only | 1 | Marine Corps |
| Camp Schwab | | Full |  | Marine Corps |
| USO | | ATM Only | 1 | Marine Corps |
| Beach Head Club | | ATM Only | 1 | Marine Corps |
| Kadena Air Base | | Full |  | Air Force |
| Base Exchange | | ATM Only | 2 | Air Force |
| Flightline Express | | ATM Only | 1 | Air Force |
| Officer Club | | ATM Only | 1 | Air Force |
| USO Club | | ATM Only | 2 | Air Force |
| Fairchild Shoppette | | ATM Only | 1 | Air Force |
| Olympic Shoppette | | ATM Only | 1 | Air Force |
| Bus Stop | | ATM Only | 1 | Air Force |
| Rocker NCO Club | | ATM Only | 2 | Air Force |
| Torii Station | | Full |  | Army |
| Shoppette | | ATM Only | 1 | Army |
| **Kwajalein Atoll** | |  |  |  |
| Kwajalein | | Full | 1 | Army |
| Kwajalein Dock Security Checkpoint | | ATM Only | 1 | Army |
| Roi-Namur | | ATM Only | 1 | Army |
| Shoppette | | ATM Only | 1 | Army |
|  | Total Branches = 15; 15 Full and 0 Part-time Total ATMs = 85 | | | |

Total Branches Worldwide =60; 58 Full and 2 Part-time; Total ATMs Worldwide = 275

**END OF LOCATIONS**

**ATTACHMENT J-2**

ATTACHMENT J-2

**J-2. MBF HOURS OF OPERATION. (October 2021)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Military Banking Location** | | **Days and Hours of Operation** | |
| **Germany & Netherlands** | | | |
| **-** *Germany -* | | | |
| Ansbach (Katterbach Kaserne) | Monday, Tuesday, Wednesday & Friday | | 9 a.m. to 4 p.m. |
| Thursday | | 11 a.m. to 6 p.m. |
|  |  | |  |
| Baumholder (Smith Kaserne) | Monday, Tuesday, Wednesday & Friday | | 9:30 a.m. to 4 p.m. |
| Thursday | | 10:30 a.m. to 5:30 p.m. |
| Paydays | | 9 a.m. to 4 p.m. |
| Saturday | | 9:30 a.m. to 1 p.m. |
|  |  | |  |
| Boeblingen (Panzer Kaserne - Stuttgart) | Tuesday – Friday | | 9 a.m. to 4 p.m. |
| Saturday | | 9:30 a.m. to 1 p.m. |
|  |  | |  |
| Garmisch (Shopping Center) | Monday – Friday | | 9 a.m. to 4 p.m. |
|  | |  |
|  |  | |  |
| Grafenwoehr Training Area | Monday, Tuesday, Wednesday & Friday | | 9 a.m. to 4 p.m. |
| Thursday | | 10 a.m. to 5 p.m. |
|  |  | |  |
| Hohenfels Training Area | Monday - Friday | | 9 a.m. to 4 p.m. |
|  | |  |
|  |  | |  |
| Illesheim (Storck Barracks) | Monday – Friday | | 9 a.m. to 4 p.m. |
|  |  | |  |
| Kelley Barracks (Stuttgart) | Monday - Friday | | 9 a.m. to 4 p.m. |
|  |  | |  |
| Kleber Kaserne | Monday – Friday | | 9:30 a.m. to 4 p.m. |
| Paydays | | 9 a.m. to 4 p.m. |
|  |  | |  |
| Landstuhl (Medical Center) | Monday – Friday | | 9 a.m. to 4 p.m. |
| Paydays | | 8:30 a.m. to 4 p.m. |
|  |  | |  |
| Ramstein North (KMCC) | Monday – Saturday | | 10 a.m. to 5 p.m. |
|  |  | |  |
| Ramstein South | Monday – Friday | | 9 a.m. to 4 p.m. |
|  |  | |  |
| Robinson Barracks (Stuttgart) | Tuesday & Friday | | 12 p.m. to 4 p.m. |
|  |  | |  |
| Sembach Air Base | Monday – Friday | | 9 a.m. to 4 p.m. |
|  |  | |  |
| Spangdahlem Air Base | Monday – Friday | | 9:30 a.m. to 4 p.m. |
| Paydays | | 9 a.m. to 4 p.m. |
| Saturday | | 9 a.m. to 12:30 p.m. |
|  |  | |  |
|  |  | |  |
| Vaihingen (Patch Barracks – Stuttgart) | Monday – Friday | | 9 a.m. to 4 p.m. |
|  |  | |  |
| Vilseck (Rose Barracks) | Monday, Tuesday, Wednesday & Friday | | 9 a.m. to 4 p.m. |
| Thursday | | 10 a.m. to 5 p.m. |
|  |  | |  |
| Vogelweh Commissary | Monday – Friday | | 10 a.m. to 5 p.m. |
|  | Saturday | | 10 a.m. to 2 p.m. |
|  |  | |  |
| Wiesbaden (Clay Kaserne) | Monday – Friday | | 9 a.m. to 4 p.m. |
|  |  | |  |
| Wiesbaden (Hainerberg  Shopping Center) | Monday - Friday | | 10 a.m. to 5 p.m. |
|  | |  |
| Saturday | | 10 a.m. to 2 p.m. |
|  |  | |  |
| *- Netherlands -* | | | |
| Brunssum | Monday - Friday | | 9 a.m. to 4 p.m. |
|  |  | |  |
| **Military Banking Location** | **Days and Hours of Operation** | | |
| **United Kingdom** | | | |
| Alconbury | Tuesday – Friday | | 9 a.m. to 4 p.m. |
| Saturday | | 9 a.m. to 1 p.m. |
|  |  | |  |
| Croughton | Tuesday, Wednesday & Friday | | 9 a.m. to 3:30 p.m. |
| Thursday | | 10 a.m. to 5 p.m. |
| Saturday | | 9 a.m. to 1 p.m. |
|  |  | |  |
| Lakenheath | Monday, Tuesday, Wednesday & Friday | | 9 a.m. to 3:30 p.m. |
| Thursday | | 9:30 a.m. to 4:30 p.m. |
| Saturday | | 9 a.m. to 12 p.m. |
|  |  | |  |
| Menwith Hill (Harrogate) | Monday, Wednesday, Thursday & Friday | | 9 a.m. to 3:30 p.m. |
| Tuesday | | 9:30 a.m. to 5 p.m. |
|  |  | |  |
| Mildenhall | Monday, Wednesday & Friday | | 9 a.m. to 3:30 p.m. |
| Thursday | | 10 a.m. to 5 p.m. |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | |  | |  | |
| Molesworth | | Monday – Friday | | 9 a.m. to 3:30 p.m. | |
|  | |  | | | |
|  | |  | | | |
| **Military Banking Location** | | **Days and Hours of Operation** | | | |
| **Italy** | | | | | |
| Aviano Air Base | | Monday – Friday | | 9 a.m. to 4 p.m. | |
|  | |  | |  | |
| Camp Darby | | Monday – Friday | | 9 a.m. to 4 p.m. | |
|  | |  | |  | |
| Caserma Ederle (Vicenza) | | Monday – Friday | | 9 a.m. to 4 p.m. | |
|  | |  | |  | |
| Del Din (Vicenza) | | Monday – Friday | | 9 a.m. to 4 p.m. | |
|  | |  | |  | |
| NAS I Sigonella | | Monday – Friday | | 9 a.m. to 4 p.m. | |
|  | |  | |  | |
| NAS II Sigonella | | Monday – Friday | | 9 a.m. to 4 p.m. | |
|  | |  | |  | |
| NSA Capodichino | | Monday – Friday | | 9 a.m. to 4 p.m. | |
|  | |  | |  | |
| **Military Banking Location** | | **Days and Hours of Operation** | | | |
| **Cuba** | | | | | |
|  | |  | |  | |
| Guantanamo Bay Naval Station | | Monday, Wednesday & Friday  (Organization Accounts have priority, cash transactions only) | | 8:00 a.m.to 10 a.m. | |
| Monday, Wednesday & Friday  (All customers, cash transactions only) | | 10 a.m. to 3 p.m. | |
| Tuesday, Thursday (New Accounts Only) | | 8 a.m. to 11 a.m. | |
|  | |  | |  | |
|  | | | | | |
| **Military Banking Location** | | **Days and Hours of Operation** | | | |
| **Korea & Diego Garcia\*** | | | | | |
| *- Korea -* | | | | | |
| Camp Carroll | | Monday – Thursday | | 10 a.m. to 5 p.m. | |
| Friday | | 9 a.m. to 5 p.m. | |
|  | |  | |  | |
| Camp Casey | | Monday – Thursday | | 10 a.m. to 5 p.m. | |
| Friday | | 9 a.m. to 5 p.m. | |
|  | |  | |  | |
| Camp Walker USAG Daegu | | Monday – Thursday | | 10 a.m. to 5 p.m. | |
| Friday | | 9 a.m. to 5 p.m. | |
|  | |  | |  | |
| Dragon Hill Lodge (Yongsan) | | Monday – Thursday | | 10 a.m. to 5 p.m. | |
|  | | Friday | | 9 a.m. to 5 p.m. | |
|  | |  | |  | |
| Fleet Activities Chinhae | | Monday - Thursday | | 10 a.m. to 5 p.m. | |
| Friday | | 9 a.m. to 5 p.m. | |
|  | |  | |  | |
| Humphreys | | Monday - Thursday | | 10 a.m. to 5 p.m. | |
|  | | Friday | | 9 a.m. to 5 p.m. | |
|  | | Saturday | | 9 a.m. to 1 p.m. | |
|  | |  | |  | |
| K-16 | | Monday - Thursday | | 10 a.m. to 5 p.m. | |
|  | | Friday | | 9 a.m. to 5 p.m. | |
|  | |  | |  | |
| Kunsan Air Base | | Monday – Thursday  Friday | | 10 a.m. to 5 p.m. | |
| Friday | | 9 a.m. to 5 p.m. | |
|  | |  | |  | |
| Osan Air Base | | Monday– Thursday  Friday | | 10 a.m. to 5 p.m. | |
| Friday | | 9 a.m. to 5 p.m. | |
| Saturday | | 9 a.m. to 1 p.m. | |
| *- Diego Garcia -* | |  | |  | |
| U.S. Navy Support Facility | | Monday – Thursday | | 9 a.m. to 4 p.m. | |
| Friday | | 9 a.m. to 5 p.m. | |
|  | |  | |  | |
| **Military Banking Location** | | **Days and Hours of Operation** | | | |
| **Japan and Okinawa** | | | | | |
| *- Japan* - | | | | | |
| Atsugi | | Monday – Thursday | | 9 a.m. to 4 p.m. | |
| Friday | | 9 a.m. to 5 p.m. | |
|  | |  | |  | |
| Camp Zama | | Monday - Thursday | | 9 a.m. to 4 p.m. | |
| Friday | | 9 a.m. to 5 p.m. | |
|  | |  | |  | |
| Iwakuni | | Monday – Thursday | | 9 a.m. to 4 p.m. | |
| Friday | | 9 a.m. to 5 p.m. | |
|  |  | |  | |
| Misawa | Monday – Friday | | 9 a.m. to 4 p.m. | |
|  | |  | |
|  |  | |  | |
| Sasebo | Monday – Thursday | | 9 a.m. to 4 p.m. | |
| Friday | | 9 a.m. to 5 p.m. | |
|  |  | |  | |
| Yokosuka | Monday – Thursday | | 9 a.m. to 4 p.m. | |
| Friday | | 9 a.m. to 5 p.m. | |
|  |  | |  | |
| Yokota Air Base | Monday – Thursday | | 9 a.m. to 4 p.m. | |
| Friday | | 9 a.m. to 5 p.m. | |
| Saturday | | 9 a.m. to 1 p.m. | |
|  |  | |  | |
| - *Okinawa* - | | | | |
| Camp Courtney | Monday – Thursday | | 9 a.m. to 4 p.m. | |
| Friday | | 9 a.m. to 5 p.m. | |
|  |  | |  | |
| Camp Foster (Zukeran) | Monday – Thursday | | 9 a.m. to 4 p.m. | |
| Friday | | 9 a.m. to 5 p.m. | |
| Saturday | | 9 a.m. to 1 p.m. | |
|  |  | |  | |
| Camp Hansen | Monday – Thursday | | 9 a.m. to 4 p.m. | |
| Friday | | 9 a.m. to 5 p.m. | |
|  |  | |  | |
| Camp Kinser (Makiminato) | Monday – Thursday | | 9 a.m. to 4 p.m. | |
| Friday | | 9 a.m. to 5 p.m. | |
|  |  | |  | |
| Camp Schwab | Monday – Thursday | | 9 a.m. to 2 p.m. | |
| Friday | | 9 a.m. to 5 p.m. | |
|  |  | |  | |
| Kadena Air Base | Monday – Friday | | 9 a.m. to 4 p.m. | |
| Saturday | | 9 a.m. to 1 p.m. | |
|  |  | |  | |
| Torii Station | Monday – Thursday | | 9 a.m. to 4 p.m. | |
| Friday | | 9 a.m. to 5 p.m. | |
|  |  | |  | |
| *-Kwajalein Atoll-* | | | | |
| Kwajalein | Tuesday – Friday | | 9 a.m. to 3 p.m. | |
| Saturday | | 9 a.m. to 5 p.m. | |
|  | | | | |

**END OF HOURS OF OPERATION**

**ATTACHMENT J-3**

ATTACHMENT J-3

**J-3. REPORTING REQUIREMENTS**

1. MONTHLY REPORTS. The Contractor shall submit the monthly reports listed below. The Contractor shall submit the reports specified below not later than 15 working days after the end of the month for which the report is rendered to those recipients who have been identified by the Contracting Officer. If the Contracting Officer desires to change the foregoing list of recipients, he shall provide additional written instructions to the Contractor specifying such change. This will be subject to agreement between the COR and the Contractor.

a) Program Management Summary Report. The contractor is expected to provide information within this report as identified below but is also expected to leverage from its industry expertise and propose best practice reporting information that will promote business intelligence and foster better decision making opportunities for the DFAS OMBP management team. Such proposals will be reviewed by the OMBP program management office prior to implementation. The following report requirements are to be provided at the summary level, condensed as to provide only the higher levels of meaningful management data.

(i) Monthly Narrative Report. This report comments on variances to budget and trends in comparison with prior years.

(ii) Consolidated Income Statement (reported by country and in total). This statement will be reported at a summary level, contained within 5 to 10 pages total. Required income elements include Interest income and expense, foreign exchange & revaluation gain/loss, account charges and other income. Required expense elements include staff expense, bank charges, communications, equipment, software, banking facility upgrades and renovations, loss and damage and other expenses. Home office expenses shall be included but reported separately. The report shall identify current month amounts in categories described above as well as fiscal year-to-date totals for each element, both actual and budgeted, along with the variances. Any appreciable variances shall be explained in the Monthly Narrative Report. Also included shall be a trend report to show totals for each element, by month for the previous 12-month period.

(iii) Consolidated Balance Sheet (reported by country and in total), summary level. This statement will be reported at a summary level, contained within 5 to 10 pages total. Required asset elements include loans, investments, cash & equivalents, receivables and all other assets. Required liability elements include treasury general, demand deposits, interest-bearing deposits, savings deposits, time deposits, any other deposits, accrued interest payable, accrued expenses payable, pension liability and all other liabilities. The report shall identify current month amounts in categories described above as well as fiscal year-to-date totals for each element, both actual and budgeted, along with the variances. Any appreciable variances shall be accompanied with a narrative description explaining the difference. Also included shall be a trend report to show totals for each element, by month for the previous 12-month period.

(iv) Net Interest Income Report. This report will present a summary of interest earning assets and liabilities along with interest income and expense. The average yield earned or rate paid on each category will be presented. The report will include a comparison of average results for the current year against budgeted amounts as well as a comparison to the results from the preceding year.

(v) Report of account activity by type and country for the current month and monthly totals for current fiscal year. The report will provide summary information for the number of deposit accounts and balances by product type at the country level and in total.

(vi) Current worldwide loan and deposit APRs and APYs trends for the prior 12-months.

(vii) ATM Statistics (reported by country and in total). Report provides information on ATM transactions by number and by dollars. Also provide ATM transactions count per ATM for the prior month.

(viii) Standardized average Foreign Currency Exchange Rates for the month as well as the trend for the past12 months (reported by currency).

(ix) Worldwide loan balances and loan statistics for the prior month, by loan type and region. Provide number of loans and total dollar values.

(x) Full-Time Equivalent (FTE) employee head count by region and Home Office, to include a comparison of actual counts and budgeted numbers, along with the prior 12-month trend.

(xi) Voucher Analysis Report (reported in total and by CLIN). Report provides a funding analysis for Bad Debt and Fixed Fee amounts that are submitted for reimbursement vouched by monthly, along with and the estimated cost to complete. Also included is a report listing the amount of each voucher submitted and the amount paid.

(xii) Retained Profit. Provide an update of the current balance of retained profit for the current contract year as well as beginning contract balance and all prior years within the current contract.

b) Technical Direction Letter (TDL) Status Report - Provides the status of pending and open TDL requirements and includes data from the last monthly report through the 10th calendar day of the current month. This report is due to the COR no later than the 17th calendar day of each month. In accordance with PWS paragraph C-12(4), additional TDL reports and information may be required per each individual TDL.

c) Worldwide Interest Rate Survey (submitted to the COR comparing worldwide competitor and OMBP interest rates).

d) Financial Loss of Funds (as required).

e) Overseas Travel Report. All planned and ad hoc travel is subject to Government Approval. The annual travel plan submitted with the Annual Budget Estimate will be approved as specified in paragraph F-6.b(5) above.

(i) Ad hoc travel will be requested as far in advance as possible, or at a minimum, for the upcoming month. No response by the Government within 5 business days can be considered consent to the proposed ad hoc travel.

(ii) Ad hoc participation in any conferences, forums, or similar events will be requested at least 30 days prior to the event. In addition to the information in (iii), below, the request shall include the conference title, conference purpose, dates, and extent of contractor participation.

(iii) For all requested ad hoc travel, the contractor shall provide traveler names, travel dates, destinations, travel purpose (e.g. installation command meetings, bank visits, branch inspection, training, conference, forum, etc.) and estimated costs.

2. SEMIANNUAL REPORTS

a) The Contractor shall submit the reports specified below in (c) not later than 15 working days after the end of the month for which the report is rendered to those recipients who have been identified by the Contracting Officer. If the Contracting Officer desires to change the foregoing list of recipients, he shall provide additional written instructions to the Contractor specifying such change. The contractor is expected to provide information within this report as identified below but is also expected to leverage from its industry expertise to recommend additional report information that will promote business intelligence and foster better decision making opportunities for the DFAS OMBP management team.

b) Information provided in the DoD Program Management Report (paragraph c) below) shall be more detailed and itemized over and above the level reported in the Program Management Summary Report (1.a) above. The Contractor shall coordinate the desired level of detail with the Contracting Officer’s Representative. Expanded and detailed information shall be provided for such categories as Charges by Account Type; Card Processing Income and Other Income. Additional detail shall be provided for Staffing expense to include direct salaries by employee type. Other employment costs will be itemized by employee type. Operating expenses will be more fully described and itemized to provide information for such expenses such as Card Processing, Telecommunications, Equipment O & M, Capital Budget expenditures and Other expenses as directed by the Contracting Officer’s Representative.

c) DoD Program Management Report

(i) Detailed Standardized Statement of Income and Expense (reported by country and in total).

(ii) Consolidated Balance Sheet (reported by country and in total).

(iii) Report of MBF Employee Headcount (reported by MBF and consolidated by country and in total).

(iv) Standardized Foreign Currency Fluctuation Variance Report (reported by country and in total).

(v) Leased/Owned Vehicle Inventory Report. The contractor shall provide a list of all leased or owned vehicles by location, including “lease” or “buy” indication, make, model, year, type, purpose and mileage. The report shall also include a list of cars leased/purchased in the prior 6-month period with an estimate of new purchases/leases for the upcoming 6-month period.

(vi) Worldwide Interest Rate Survey (submitted to the COR comparing worldwide competitor and OMBP interest rates.

(vii) Online Banking Statistics. Report shall provide summary information for key elements of activity for the online banking system as well as graphical trend data.

(viii) Banking Statistics Activity Report (reported by country, theater and in total). Report will provide data for the number and value of loan and deposit accounts. Data will be captured to present detailed information for the volume and value of key banking services performed in the MBF.

(ix) Integrated Voice Response Statistics. Report will provide summary information for the volume of customer service call activity processed by the IVR system.

(x) Voucher Analysis Report (reported by military department and in total).

(xi) Report on OMBP Interest Rates.

(xiii) Activity Report (for each account type, reported by country, theater, military department and in total).

(d) Systems Configuration Management Documentation Update. The contractor shall provide an updated version of Telecommunications and Technical Architecture (RFP HQ0423-12-R-0002 Attachment J-10 which is hereby incorporated by reference), related to systems and processes used to execute banking operations.

3. ANNUAL REPORTS

(a) Budget Reports (See Section F-6)

(b) Innovations and Technology and Products/Services Refresher – The Contractor shall conduct and provide the government with a technology and products/services review annually, in accordance with PWS paragraph C-6-5(c).

(c) Contract Year Financial Closeout Report – The Contractor shall provide the government, including the Service Liaison Officers, Contracting Officer, and Banking and Credit Union Programs Office, with a final financial report consisting of a Final Consolidated Income Statement and a Final Consolidated Balance Sheet not later than 6 months after the end of each contract year. This report shall be accompanied by a narrative addressing any material changes to the Income Statement and Balance Sheet since the last Program Management Summary Report for the respective contract year. This report shall be used as the definitive source of year-over-year financial information and comparisons.

(d) OMBP Overseas Division Organization Chart Update – The Contractor shall provide an updated personnel organizational chart at the management level for the home and district offices. The chart shall be provided by January 31 of each contract year.

(e) EXPAT Roles and Locations Update – The Contractor shall provide an updated list of Expatriates with name, Title/Position, Office Location and general description of responsibility. The list shall be provided by January 31 of each contract year.

4. OTHER REPORTS

(a) Financial Loss of Funds (as required), per DoD Financial Management Regulation Volume 5,

Chapter 6.

(b) Host regulatory reports may be requested at any time throughout the life of the contract. There are no such requirements at this time but individual countries can request country specific reports at any time.

(c) Ad hoc reporting, within the parameters of reasonably available data from normal banking operations, may be required at any time throughout the period of performance, as directed by the COR.

(d) Product Services and Profitability. Upon request by the Contracting Officer’s Representative, the Contractor shall identify, on a product and service basis and within the parameters of reasonably available data from normal banking operations, its costs (and revenue) for the specified products and services. The contractor shall provide information related to each product and service offered to Community Bank customers, which will assist the Government in making decisions in effectively managing program costs and making business decisions effecting the overall products and services offered.

(e) Investable balance report, via ad hoc request, specifications to be identified by the COR at the time of request.

**END OF REPORTING REQUIREMENTS**

ATTACHMENT J-4

**J-4. HOST COUNTRY OVERSEAS REGULATIONS**

Shown below are the host country regulations and applicable Status of Forces Agreements applicable to the Overseas Military Banking Program. The information at these website links will provide additional information regarding the international treaties and agreements that a contractor will need to understand in order to successfully provide the Overseas Military Banking Program services. (NOTE: In the event any of the below links do not launch into your web browser, try copying and pasting the link address into your browser’s address bar).

**NATO SOFA**

Between the Parties to the North Atlantic Treaty Regarding the Status of Their Forces, first signed June 19, 1951, last updated on October 5, 2000. This would apply to all NATO MBF locations, along with supplemental agreements for each specific area, as identified below.

<http://www.nato.int/cps/en/SID-95FC9348-1A1A7905/natolive/official_texts_17265.htm>

**KOREA**

Invited Contractor (IC) and Technical Representative (TR) status shall be governed by the U.S.-ROK Status of Forces Agreement (SOFA) as implemented by United States Forces Korea (USFK) Reg 700-19, which can be found under the “publications” tab on the US Forces Korea homepage <http://www.usfk.mil/usfk/Uploads/130/US-ROKStatusofForcesAgreement_1966-67.pdf>

[2001 Revised Agreements](http://www.usfk.mil/usfk/sofa.2001.revised.agreements.78)

<http://www.usfk.mil/usfk/Uploads/130/US-ROKStatusofForcesAgreement2001Amendments.pdf>

Regulation 700-19: Invited Contractor and Technical Representative Program

<http://8tharmy.korea.army.mil/g1_AG/Programs_Policy/UploadedFile/USFK/USFK%20Reg%20700-19%20The%20Invited%20Contractor%20and%20Technical%20Representative%20Program.pdf>

The official USFK website is at [http://www.usfk.mil](http://www.usfk.mil/);

Regulation 690-1: Regulation and Procedures – Korean Nationals:

<http://8tharmy.korea.army.mil/g1_AG/Programs_Policy/Publication_Records_Reg_USFK.htm>

**GERMANY**

Contractor Personnel in Germany—Technical Expert, Troop Care, and Analytical Support Personnel: <https://aepubs.army.mil/pdfpubs/AER715-9_1000992!.pdf>

Supplemental Agreement to the SOFA, Article 72: <http://www.state.gov/documents/organization/111621.pdf>

**ITALY**

The DoD Contractor Personnel Office (DOCPER) assists the U.S. Sending States Office (USSSO) Rome in implementing the "Shell Agreement" with Italy and the "Tri-Component Directive for Italy on Personal Property, Rationed Goods, Motor Vehicles and Drivers’ Licenses, Civilian Component and Technical Representative Status", issued on 20 February 2004. In addition, the TR and Civilian Personnel guidance is posted (20 Jul 2004), which is an annex to the Tri-component Directive, and provides detailed procedures. These documents govern the accreditation in Italy of DoD contractor employees as Technical Representatives. Contracts that propose to employ TRs in Italy, or organizations that wish to establish their employees as "civilian personnel" in Italy, should follow this guidance.

Shell Agreement: <http://www.per.hqusareur.army.mil/content/CPD/docs/docper/shell_agreement.pdf>

Sigonella, Italy Agreement: <http://www.state.gov/documents/organization/107265.pdf>

Personnel policies/DCOPER-DCOPS: <http://www.per.hqusareur.army.mil/content/CPD/docs/civilian_personnel_info.pdf>

Article

<http://www.per.hqusareur.army.mil/content/CPD/docs/Defense%20AT&L%20Magazine%20Mar-Apr%2005.pdf>

Tri-Component Directive, concerning personal property - Italy

<http://www.per.hqusareur.army.mil/content/CPD/docs/docper/tricomponent_directive.pdf>

**JAPAN**

<http://www.usfj.mil/Documents/References/Sofa.html>

(Agreement Under Article VI of the Treaty of Mutual Cooperation and Security Between the United States of America and Japan, Regarding Facilities and Areas and the Status of United States Armed Forces in Japan)

**DIEGO GARCIA**

United Kingdom of Great Britain and Northern Ireland Availability of Certain Indian Ocean Islands for Defense Purposes Agreement Effected by Exchange of Notes Signed at London December 30, 1966; Entered into Force December 30, 1966 and supplemented through December 13, 1982.

<http://www.zianet.com/tedmorris/dg/uk-usnotes1966-1982.pdf>

**KWAJALEIN**

FEDERAL PROGRAMS AND SERVICES AGREEMENT BETWEEN THE GOVERNMENT OF THE UNITED STATES AND THE GOVERNMENT OF THE REPUBLIC OF THE MARSHALL ISLANDS

Concluded Pursuant to Article III of Title One, Article II of Title Two (including Section 222) and Section 231 of the Compact of Free Association, as amended:

<http://www.doi.gov/oia/Firstpginfo/laws/CompactRMISubsidiaryAgreements.pdf>

Please address any questions you may have to Ms. Dana King at [dana.l.king4.civ@mail.mil](mailto:dana.l.king4.civ@mail.mil) (email) or 614-701-3196.

**END OF HOST COUNTRY OVERSEAS REGULATIONS**

ATTACHMENT J-5

**J-5. KEY PERSONNEL**

Reference Section H-2, “KEY PERSONNEL”, of the contract. The following contractor employees, all required to work from the designated home office location per PWS C-4.b., are hereby classified as Key Personnel:

1. **Home Office Senior Manager** – Overall responsibility of the management and direction of OMBP banking operations at the executive level. General qualification guidelines are as follows:

1. 15 - 25 years total banking experience
2. 7 - 15 years in senior banking management positions
3. Education - Bachelor’s degree

2. **Operations Manager** - Overall responsibility of the management and direction of Military Banking Facilities (MBF) overseas. General qualification guidelines are as follows:

1. 10 - 20 years total banking experience
2. 5 - 10 years in banking management positions
3. Education - Bachelor’s degree

3. **Chief Financial Officer** – Responsible for all financial reporting and financial aspects of the contract. General qualification guidelines are as follows:

1. 10 - 20 years total banking experience
2. 5 - 10 years in banking positions related to financial aspects (budget, income statements, balance sheets, etc.)
3. Education - Bachelor’s degree

4. **Contract Manager** – Overall responsibility of contractor’s purchasing procedures with knowledge of the contract and federal procurement regulations. General qualification guidelines are as follows:

1. 7 - 15 years total of experience with Government contracts
2. 3 - 7 years in banking positions related to purchasing and/or Government contracting
3. Education - Bachelor’s degree

**NOTE:** The above guidelines are not to be considered minimum requirements. They are to be used as a guide in considering and evaluating proposed key personnel and potential substitutions. All candidates need only have qualifications deemed adequate for the position for which they are being considered. Additional justification supporting each candidate’s qualifications may be provided by the contractor and may be considered in any evaluation of proposals or for any substitution of key personnel.

**END OF KEY PERSONNEL**

**ATTACHMENT J-6**

ATTACHMENT J-6

**J-6. CHARGES FOR BANKING PRODUCTS AND SERVICES (September 2021)**

The authorized charges for banking products and services provided under this contract are as shown on the attached pages.

| **Products/**  **Service Fees** | **United Kingdom** | **Germany/Italy/**  **Netherlands** | **Cuba** | **Japan/**  **Okinawa** | **Korea/Kwajalein**  **Diego Garcia** |
| --- | --- | --- | --- | --- | --- |
| **Regular Checking** |  |  |  |  |  |
|  |  |  |  |  |  |
| Individual Accounts | No minimum balance, no monthly service charge | No minimum balance, no monthly service charge | No minimum balance, no monthly service charge | No minimum balance, no monthly service charge | No minimum balance, no monthly service charge |
|  |  |  |  |  |  |
| Minimum Opening Balance | None | None | None | None | None |
|  |  |  |  |  |  |
| 90-Day Closing Charge | $10 | $10 | $10 | $10 | $10 |
|  |  |  |  |  |  |
| Inactive Charge (where account balance is below minimum and above zero) | $5 per month | $5 per month | $5 per month | $5 per month | $5 per month |
|  |  |  |  |  |  |
| Dormant Charge | None | None | None | None | None |
|  |  |  |  |  |  |
| Stop Payment Charge | $20 | $20 | $20 | $20 | $20 |
|  |  |  |  |  |  |
| Overdraft Charge | $20; no charge if linked to ODP product with available balance. | $20; no charge if linked to ODP product with available balance. | $20; no charge if linked to ODP product with available balance. | $20; no charge if linked to ODP product with available balance. | $20; no charge if linked to ODP product with available balance. |
|  |  |  |  |  |  |
| Check Order Costs | 50% upcharge  plus shipping | 50% upcharge  plus shipping | 50% upcharge  plus shipping | 50% upcharge  plus shipping | 50% upcharge  plus shipping |
|  |  |  |  |  |  |
| NAFI/Private Organization  Stop Payment Charge | $10 or analysis | $10 or analysis | $10 or analysis | $10 or analysis | $10 or analysis |
|  |  |  |  |  |  |
| Private Organization – Family Readiness Group | No Charge | No Charge | No Charge | No Charge | No Charge |
|  |  |  |  |  |  |
| Online Banking (Bill Pay) | No Charge | No Charge | No Charge | No Charge | No Charge |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **Interest Bearing Accounts** |  |  |  |  |  |
|  |  |  |  |  |  |
| Average Monthly Balance needed for No Service Charge | $500 | $500 | $500 | $500 | $500 |
| Service Charge – Average Monthly Balance Drops Below $500 | $6 per month | $6 per month | $6 per month | $6 per month | $6 per month |
|  |  |  |  |  |  |
| Minimum Opening Balance | $100 | $100 | $100 | $100 | $100 |
|  |  |  |  |  |  |
| 90-Day Closing Charge | $10 | $10 | $10 | $10 | $10 |
|  |  |  |  |  |  |
| Inactive Charge (where account balance is below minimum and above zero) | $6 per month | $6 per month | $6 per month | $6 per month | $6 per month |
|  |  |  |  |  |  |
| Dormant Charge | None | None | None | None | None |
|  |  |  |  |  |  |
| Interest Restriction | No interest accrual if monthly balance is below $500 | No interest accrual if average monthly balance is below $500 | No interest accrual if average monthly balance is below $500 | No interest accrual if average monthly balance is below $500 | No interest accrual if average monthly balance is below $500 |
|  |  |  |  |  |  |
| Stop Payment Charge | $20 | $20 | $20 | $20 | $20 |
|  |  |  |  |  |  |
| Overdraft Charge | $20; no charge if linked to ODP product with available balance | $20; no charge if linked to ODP product with available balance | $20; no charge if linked to ODP product with available balance | $20; no charge if linked to ODP product with available balance | $20; no charge if linked to ODP product with available balance |
|  |  |  |  |  |  |
| Check Order Costs | 50% upcharge  plus shipping | 50% upcharge  plus shipping | 50% upcharge  plus shipping | 50% upcharge  plus shipping | 50% upcharge  plus shipping |
|  |  |  |  |  |  |
| NAFI/Private Organization Stop Payment Charge | $10 or analysis | $10 or analysis | $10 or analysis | $10 or analysis | $10 or analysis |
|  |  |  |  |  |  |
| Online Banking (Bill Pay) | No Charge | No Charge | No Charge | No Charge | No Charge |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **Regular Savings** |  |  |  |  |  |
|  |  |  |  |  |  |
| Minimum Balance and Monthly Service Charge | No minimum balance  or monthly service  charge | No minimum balance  or monthly service  charge | No minimum balance  or monthly service charge | No minimum balance  or monthly service  charge | No minimum balance  or monthly service  charge |
|  |  |  |  |  |  |
| Interest Restrictions | None | None | None | None | None |
|  |  |  |  |  |  |
| Minimum Opening Balance | None | None | None | None | None |
|  |  |  |  |  |  |
| 90-Day Closing Charge | $10 | $10 | $10 | $10 | $10 |
|  |  |  |  |  |  |
| Inactive Charge (where account balance is below minimum and above zero) | $2 per month | $2 per month | $2 per month | $2 per month | $2 per month |
|  |  |  |  |  |  |
| Dormant Charge | None | None | None | None | None |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| Overdraft Charge | $20 | $20 | $20 | $20 | $20 |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| Saving Kit Costs | 50% upcharge plus shipping | 50% upcharge plus shipping | 50% upcharge plus  shipping | 50% upcharge plus shipping | 50% upcharge plus shipping |
|  |  |  |  |  |  |
| Savings Accounts Established Exclusively for Loan Repayment | None | None | None | None | None |
|  |  |  |  |  |  |
| Online Banking (Bill Pay not available) | No Charge | No Charge | No Charge | No Charge | No Charge |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **Fixed Rate CDs** |  |  |  |  |  |
|  |  |  |  |  |  |
| 90-Day – 3-Year Term; Minimum | $1,000 | $1,000 | $1,000 | $1,000 | $1,000 |
| Opening Balance |  |  |  |  |  |
|  |  |  |  |  |  |
| Early Withdrawal Penalty; CD Maturity Period of 1 Year | 1 month's interest | 1 month's interest | 1 month's interest | 1 month's interest | 1 month's interest |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| Early Withdrawal Penalty; CD Maturity Period over 1 Year | 3 month's interest | 3 month's interest | 3 month's interest | 3 month's interest | 3 month's interest |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **Foreign Currency CDs (NAFI and Organizational Accounts Only)** |  |  |  |  |  |
|  |  |  |  |  |  |
| Minimum Opening Balance | $1,000 | $1,000 | $1,000 | $1,000 | $1,000 |
|  |  |  |  |  |  |
| Early Withdrawal Penalty | 1 month’s interest  plus bank charges | 1 month’s interest  plus bank charges | 1 month’s interest  plus bank charges | 1 month’s interest  plus bank charges | 1 month’s interest  plus bank charges |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **ATM and Debit Cards** |  |  |  |  |  |
|  |  |  |  |  |  |
| Charge for Card | None | None | None | None | None |
|  |  |  |  |  |  |
| Daily Withdrawal Limits (ATM) | $500 | $500 | $500 | $500 | $500 |
|  |  |  |  |  |  |
| Daily Withdrawal Limits (POS Terminal) | $1500 | $1500 | $1500 | $1500 | $1500 |
|  |  |  |  |  |  |
| ATM Networks | AFFN, VISA, | AFFN, VISA, | AFFN, VISA, | AFFN, VISA, | AFFN, VISA, |
|  | Jeanie | Jeanie | Jeanie | Jeanie | Jeanie |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **ATM Transaction Charges (applies to ATM and Debit Cards)** |  |  |  |  |  |
|  |  |  |  |  |  |
| Accountholders and  nonaccountholders MBF operated ATM transactions | No charge | No charge | No charge | No charge | No charge |
|  |  |  |  |  |  |
| (MBF accountholders using nonMBF ATMs) |  |  |  |  |  |
|  |  |  |  |  |  |
| Balance Inquiry | $1 | $1 | $1 | $1 | $1 |
|  |  |  |  |  |  |
| Acct Transfers | $1 | $1 | $1 | $1 | $1 |
|  |  |  |  |  |  |
| Cash  Withdrawals | $1.50 | $1.50 | $1.50 | $1.50 | $1.50 |
|  |  |  |  |  |  |
| Other  Transactions | $1 | $1 | $1 | $1 | $1 |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **Check Cashing Services** |  |  |  |  |  |
|  |  |  |  |  |  |
| **Accountholders** |  |  |  |  |  |
|  |  |  |  |  |  |
| Checks Deposited to Account | No charge | No charge | No charge | No charge | No charge |
|  |  |  |  |  |  |
| Personal Checks or MBF Checks | No charge | No charge | No charge | No charge | No charge |
|  |  |  |  |  |  |
| Other Bank Checks - | No Charge | No Charge | No Charge | No Charge | No Charge |
|  |  |  |  |  |  |
| U.S. Treasury, State, and Local Tax Refund Checks | None | None | None | None | None |
|  |  |  |  |  |  |
| Yen Drafts (Japan Only) | Not applicable | Not applicable | Not applicable | $10 | Not applicable |
|  |  |  |  |  |  |
| **Nonaccountholders** |  |  |  |  |  |
|  |  |  |  |  |  |
| MBF Checks | None | None | None | None | None |
|  |  |  |  |  |  |
| U.S. Treasury, State, and Local Tax Refund Checks | None | None | None | None | None |
|  |  |  |  |  |  |
| Money Orders and Cashier’s Checks (Less than $5000) | 1% of value of check or total value if multiple checks; $3 minimum, $20 maximum | 1% of value of check or total value if multiple checks; $3 minimum, $20 maximum | 1% of value of check or total value if multiple checks; $3 minimum, $20 maximum | 1% of value of check or total value if multiple checks; $3 minimum, $20 maximum | 1% of value of check or total value if multiple checks; $3 minimum, $20 maximum |
|  |  |  |  |  |  |
| Money Orders and Cashier’s Checks (Over $5525) – Sent for collection | Same as above plus $10 collection charge | Same as above plus $10 collection charge | Same as above plus $10 collection charge | Same as above plus $10 collection charge | Same as above plus $10 collection charge |
|  |  |  |  |  |  |
| Host Nation Government  Paychecks | 1% of value of check or $3 minimum | 1% of value of check or $3 minimum | 1% of value of check or $3 minimum | 1% of value of check or $3 minimum | 1% of value of check or $3 minimum |
|  |  |  |  |  |  |
| Yen Drafts (Japan only) | Not applicable | Not applicable | Not applicable | $10 | Not applicable |
| **Checks denominated in foreign currency** | **$10** | **$10** | **$10** | **$10** | **$10** |
| **Dishonored Checks** |  |  |  |  |  |
|  |  |  |  |  |  |
| MBF Checks | $20 | $20 | $20 | $20 | $20 |
|  |  |  |  |  |  |
| Charge-back Check | $20 | $20 | $20 | $20 | $20 |
|  |  |  |  |  |  |
| NAFI and Organizations | $6 or analysis fee | $6 or analysis fee | $6 or analysis fee | $6 or analysis fee | $6 or analysis fee |
| Check deposited to GBP account | £14 | Not applicable | Not applicable | Not applicable | Not applicable |
|  |  |  |  |  |  |
| **Miscellaneous Products and**  **Services. Official Checks and Money Orders** |  |  |  |  |  |
|  |  |  |  |  |  |
| **Official Checks** |  |  |  |  |  |
|  |  |  |  |  |  |
| Accountholders | $5 | $5 | $5 | $5 | $5 |
|  |  |  |  |  |  |
| Nonaccountholders | $5 | $5 | $5 | $5 | $5 |
|  |  |  |  |  |  |
| **Official Checks for Ad Valorem - Germany only** |  |  |  |  |  |
|  |  |  |  |  |  |
| Accountholders | Not applicable | $1 | Not applicable | Not applicable | Not applicable |
|  |  |  |  |  |  |
| Nonaccountholders | Not applicable | $1 | Not applicable | Not applicable | Not applicable |
|  |  |  |  |  |  |
| **Official Checks for APO/FPO Custodians** | No charge | No charge | No charge | No charge | No charge |
|  |  |  |  |  |  |
| **Money Orders** |  |  |  |  |  |
|  |  |  |  |  |  |
| Accountholders | $.50 first $100,  then $.25 each $100 | $.50 first $100,  then $.25 each $100 | $.50 first $100,  then $.25 each $100 | $.50 first $100,  then $.25 each $100 | $.50 first $100,  then $.25 each $100 |
|  |  |  |  |  |  |
| Nonaccountholders | $.50 first $100,  then $.25 each $100 | $.50 first $100, then $.25 each $100 | $.50 first $100, then $.25 each $100 | $.50 first $100, then $.25 each $100 | $.50 first $100, then $.25 each $100 |
|  |  |  |  |  |  |
| **Foreign Currency Drafts** | $5 | $5 | $5 | $5 | $5 |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **Personal Loan and LOC Products** |  |  |  |  |  |
|  |  |  |  |  |  |
| Interest Method | Simple interest | Simple interest | Simple interest | Simple interest | Simple interest |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| Late Charges for Loans | None-Simple interest daily per diem adds to outstanding loan balance | None-Simple interest daily per diem adds to outstanding loan balance | None-Simple interest daily per diem adds to outstanding loan balance | None-Simple interest daily per diem adds to outstanding loan balance | None-Simple interest daily per diem adds to outstanding loan balance |
|  |  |  |  |  |  |
| **Charge for Exceeding Credit Limit(s) Line of Credit or Overdraft** | $20 | $20 | $20 | $20 | $20 |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **Personal Loans and LOC Products** |  |  |  |  |  |
|  |  |  |  |  |  |
| **Lines of Credit** |  |  |  |  |  |
| Minimum Creditline | $1,000 | $1,000 | $1,000 | $1,000 | $1,000 |
|  |  |  |  |  |  |
| Maximum Creditline | $10,000 | $10,000 | $10,000 | $10,000 | $10,000 |
|  |  |  |  |  |  |
| Minimum Monthly Payment  **Converted Line of Credit**  Minimum Amount:  Maximum Amount:  Maximum Term Based on Loan Amount: | $30 or 3%, whichever is greater  $501  $10,000  $501 - $2,000;  12 months  $2,001 - $5,000;  24 months  $5,001 - $10,000;  36 months | $30 or 3%, whichever is greater  $501  $10,000  $501 - $2,000;  12 months  $2,001 - $5,000;  24 months  $5,001 - $10,000;  36 months | $30 or 3%, whichever is greater  $501  $10,000  $501 - $2,000;  12 months  $2,001 - $5,000;  24 months  $5,001 - $10,000;  36 months | $30 or 3%, whichever is greater  $501  $10,000  $501 - $2,000;  12 months  $2,001 - $5,000;  24 months  $5,001 - $10,000;  36 months | $30 or 3%, whichever is greater  $501  $10,000  $501 - $2,000;  12 months  $2,001 - $5,000;  24 months  $5,001 - $10,000;  36 months |
|  |  |  |  |  |  |
| **Overdraft Protection (only available to existing accountholders with this product prior to March 1, 2010).** |  |  |  |  |  |
|  |  |  |  |  |  |
| Minimum Amount | $500 | $500 | $500 | $500 | $500 |
|  |  |  |  |  |  |
| Maximum Amount | $1,500 | $1,500 | $1,500 | $1,500 | $1,500 |
|  |  |  |  |  |  |
| **Unsecured Signature Loans** |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| Minimum Amount | $1,000 | $1,000 | $1,000 | $1,000 | $1,000 |
|  |  |  |  |  |  |
| Maximum Aggregate Amount | $15,000 | $15,000 | $15,000 | $15,000 | $15,000 |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **Maximum Term based on loan amount** | $1,000 - $1,500;  18 months | $1,000 - $1,500;  18 months | $1,000 - $1,500;  18 months | $1,000 - $1,500;  18 months | $1,000 - $1,500;  18 months |
|  |  |  |  |  |  |
|  | $1,501 - $2,500;  24 months | $1,501 - $2,500;  24 months | $1,501 - $2,500;  24 months | $1,501 - $2,500;  24 months | $1,501 - $2,500;  24 months |
|  |  |  |  |  |  |
|  | $2,501 - $5,000;  36 months | $2,501 - $5,000;  36 months | $2,501 - $5,000;  36 months | $2,501 - $5,000;  36 months | $2,501 - $5,000;  36 months |
|  |  |  |  |  |  |
|  | $5,001 - $7,500;  48 months | $5,001 - $7,500;  48 months | $5,001 - $7,500;  48 months | $5,001 - $7,500;  48 months | $5,001 - $7,500;  48 months |
|  |  |  |  |  |  |
|  | $7,501 - $15,000;  60 months | $7,501 - $15,000;  60 months | $7,501 - $15,000;  60 months | $7,501 - $15,000;  60 months | $7,501 - $15,000;  60 months |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **Secured New Auto Loan** |  |  |  |  |  |
|  |  |  |  |  |  |
| Minimum amount | $5,000  $75,000 | $5,000  $75,000 | $5,000  $75,000 | $5,000  $75,000 | $5,000  $75,000 |
|  |  |  |  |  |  |
| Maximum aggregate amount  Maximum term Based on Loan Amount  Maximum Financing | $5,000;  36 months  $5,001 - $7,500;  48 months  $7,501 - $75,000;  60 months  Equal to/or >$20K: 72 Months  100% of value of auto | $5,000;  36 months  $5,001 - $7,500;  48 months  $7,501 - $75,000;  60 months  Equal to/or >$20K: 72 Months  100% of value of auto | $5,000;  36 months  $5,001 - $7,500;  48 months  $7,501 - $75,000;  60 months  Equal to/or >$20K: 72 Months  100% of value of auto | $5,000;  36 months  $5,001 - $7,500;  48 months  $7,501 - $75,000;  60 months  Equal to/or >$20K: 72 Months  100% of value of auto | $5,000;  36 months  $5,001 - $7,500;  48 months  $7,501 - $75,000;  60 months  Equal to/or >$20K: 72 Months  100% of value of auto |
|  |  |  |  |  |  |
| **Secured Used Auto Loan** |  |  |  |  |  |
|  |  |  |  |  |  |
| Minimum amount | $5,000 | $5,000 | $5,000 | $5,000 | $5,000 |
|  |  |  |  |  |  |
| Maximum aggregate amount  Maximum term Based on Loan Amount  Maximum Financing (Current – 1 model year old) | $75,000  $5,000;  36 months  $5,001 - $7,500;  48 months  $7,501 - $75,000;  60 months  Lesser of 100% of PP or value of auto (NADA) | $75,000  $5,000;  36 months  $5,001 - $7,500;  48 months  $7,501 - $75,000;  60 months  Lesser of 100% of PP or value of auto (NADA) | $75,000  $5,000;  36 months  $5,001 - $7,500;  48 months  $7,501 - $75,000;  60 months  Lesser of 100% of PP or value of auto (NADA) | $75,000  $5,000;  36 months  $5,001 - $7,500;  48 months  $7,501 - $75,000;  60 months  Lesser of 100% of PP or value of auto (NADA) | $75,000  $5,000;  36 months  $5,001 - $7,500;  48 months  $7,501 - $75,000;  60 months  Lesser of 100% of PP or value of auto (NADA) |
|  |  |  |  |  |  |
| **Secured New Motorcycle** |  |  |  |  |  |
|  |  |  |  |  |  |
| Minimum amount | $5,000 | $5,000 | $5,000 | $5,000 | $5,000 |
|  |  |  |  |  |  |
| Maximum aggregate amount  Maximum term Based on Loan Amount  Maximum Financing | $75,000  5,000;  36 months  $5,001 - $7,500;  48 months  $7,501 - $75,000;  60 months  100% of value of  motorcycle | $75,000  5,000;  36 months  $5,001 - $7,500;  48 months  $7,501 - $75,000;  60 months  100% of value of  motorcycle | $75,000  5,000;  36 months  $5,001 - $7,500;  48 months  $7,501 - $75,000;  60 months  100% of value of  motorcycle | $75,000  5,000;  36 months  $5,001 - $7,500;  48 months  $7,501 - $75,000;  60 months  100% of value of  motorcycle | $75,000  5,000;  36 months  $5,001 - $7,500;  48 months  $7,501 - $75,000;  60 months  100% of value of  motorcycle |
|  |  |  |  |  |  |
| **Secured Used Motorcycle** |  |  |  |  |  |
|  |  |  |  |  |  |
| Minimum amount | $5,000 | $5,000 | $5,000 | $5,000 | $5,000 |
|  |  |  |  |  |  |
| Maximum aggregate amount  Maximum Term  Maximum Financing | $75,000  36 Months  Lesser of 75% of PP or value of motorcycle (NADA) | $75,000  36 Months  Lesser of 75% of PP or value of motorcycle (NADA) | $75,000  36 Months  Lesser of 75% of PP or value of motorcycle (NADA) | $75,000  36 Months  Lesser of 75% of PP or value of motorcycle (NADA) | $75,000  36 Months  Lesser of 75% of PP or value of motorcycle (NADA) |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **CD Secured Loans – Assignment to Balance** |  |  |  |  |  |
|  |  |  |  |  |  |
| DEROS Restrictions | None | None | None | None | None |
|  |  |  |  |  |  |
| Maximum Term | To the date of maturity of the CD | To the date of maturity of the CD | To the date of maturity of the CD | To the date of maturity of the CD | To the date of maturity of the  CD |
|  |  |  |  |  |  |
| Maximum Loan Amount | Value of the assignment | Value of the assignment | Value of the assignment | Value of the assignment | Value of the assignment |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **Miscellaneous Charges** |  |  |  |  |  |
|  |  |  |  |  |  |
| **Unencoded Checks/Withdrawals Slips** | None | None | None | None | None |
|  |  |  |  |  |  |
| **Bank Statement Reconciliation** | $3 after first  reconciliation | $3 after first reconciliation | $3 after first  reconciliation | $3 after first  reconciliation | $3 after first  reconciliation |
|  |  |  |  |  |  |
| **Bank Statement Copy – Statement Date is < 6 Months** | $1 per copy | $1 per copy | $1 per copy | $1 per copy | $1 per copy |
|  |  |  |  |  |  |
| **Bank Statement Copy – Statement Date is > 6 Months** | $2 per copy | $2 per copy | $2 per copy | $2 per copy | $2 per copy |
|  |  |  |  |  |  |
| **Screen Print Stmt Copy** | No charge | No charge | No charge | No charge | No charge |
|  |  |  |  |  |  |
| **Photocopy of Stmt Items** | $1 per item | $1 per item | $1 per item | $1 per item | $1 per item |
|  |  |  |  |  |  |
| **Euro Denominated Check** | Not applicable | 5 Euro per copy | Not applicable | Not applicable | Not applicable |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **Sterling Denominated Check** | £5 | Not applicable | Not applicable | Not applicable | Not applicable |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **Standing Payment Order** | None | Not applicable | None | None | None |
|  |  |  |  |  |  |
| **Incoming Wire Transfers Accountholders/ Nonaccountholders** | None | None | None | None | None |
|  |  |  |  |  |  |
| **Outgoing Wire transfers Accountholders** | $15 | $15 | $15 | $15 | $15 |
|  |  |  |  |  |  |
| **Outgoing Wire Transfers**  **Nonaccountholders** | $20 | $20 | $20 | $20 | $20 |
|  |  |  |  |  |  |
| **Foreign Currency Wire Transfers (where available)** | Account-holder and nonaccount-holder wire transfer fees passed on to the customer plus wire transfer charge | Account-holder and nonaccount-holder wire transfer fees passed on to the customer plus wire transfer charge | Account-holder and nonaccount-holder wire transfer fees passed on to the customer plus wire transfer charge | Account-holder and nonaccount-holder wire transfer fees passed on to the customer plus wire transfer charge | Accountholder and nonaccount-holder wire transfer fees passed on to the customer plus wire transfer charge |
|  |  |  |  |  |  |
| **Transfer of Funds Between MBF Banks** | No charge | No charge | No charge | No charge | No charge |
|  |  |  |  |  |  |
| **Savings Bonds**  **Redemption** | No charge | No charge | No charge | No charge | No charge |
|  |  |  |  |  |  |
| **Local Currency**  **Miscellaneous One-Time Payments (i.e., one-time Euro payments, Yen Housing Payments)** |  |  |  |  |  |
|  |  |  |  |  |  |
| Accountholder | $2 | $2 | $2 | $2 | $2 |
|  |  |  |  |  |  |
| Nonaccountholder | $3 | $3 | $3 | $3 | $3 |
| **Bill-Pay online Recurring & One-Time Payments (per Transaction) (Euro and Sterling)** | $1 | $1 | NA | NA | NA |
|  |  |  |  |  |  |
| **Local Currency Individual Checking Accounts** |  |  |  |  |  |
|  |  |  |  |  |  |
| **United Kingdom – British Pound Sterling** |  |  |  |  |  |
|  |  |  |  |  |  |
| Minimum Balance; No Monthly Service Charge | None | Not applicable | Not applicable | Not applicable | Not applicable |
|  |  |  |  |  |  |
| Monthly Service Charge; | No Charge |  |  |  |  |
|  |  |  |  |  |  |
| Minimum Opening Balance | None | Not applicable | Not applicable | Not applicable | Not applicable |
|  |  |  |  |  |  |
| 90-Day Closing Charge | £6 | Not applicable | Not applicable | Not applicable | Not applicable |
|  |  |  |  |  |  |
| Monthly Inactive/(where account balance is below minimum and above zero) | £4 | Not applicable | Not applicable | Not applicable | Not applicable |
|  |  |  |  |  |  |
| Dormant Charge | None | Not applicable | Not applicable | Not applicable | Not applicable |
|  |  |  |  |  |  |
| Stop Payment Charge | $20 or £14 | Not applicable | Not applicable | Not applicable | Not applicable |
|  |  |  |  |  |  |
| Overdraft Charge | £14 | Not applicable | Not applicable | Not applicable | Not applicable |
|  |  |  |  |  |  |
| Check Order | No Charge | Not applicable | Not applicable | Not applicable | Not applicable |
|  |  |  |  |  |  |
| Standing Payment Order | No Charge | Not applicable | Not applicable | Not applicable | Not applicable |
|  |  |  |  |  |  |
| Dishonored Check | £14 | Not applicable | Not applicable | Not applicable | Not applicable |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **Sale and Repurchase of Foreign Currency. MBF Commission Based on Customer Category**  **(Section C7-13)** | Yes | Yes | No | Yes | Yes |
|  |  |  |  |  |  |
| **Sale and Supply of U.S. Currency** | Yes | Yes | Yes | Yes | Yes |
|  |  |  |  |  |  |
| **NAFI and Organizational Account Analysis Charges** | $10 minimum or account analysis calculated  charge | $10 minimum or account analysis calculated charge | $10 minimum or account analysis calculated  charge | $10 minimum or account analysis calculated charge | $10 minimum or account analysis calculated charge |
|  |  |  |  |  |  |
| **Banking Service to Foreign Citizen Contractor Personnel as Authorized by the COR** | Not applicable | Not applicable | Yes | Not applicable | Not applicable |
|  |  |  |  |  |  |
| ATM Only Account; Minimum Daily Balance; No Monthly Charge | Not applicable | Not applicable | None with Direct Deposit | Not applicable | Not applicable |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| Check Cashing | Not applicable | Not applicable | 1% value of check  $3 minimum | Not applicable | Not applicable |
|  |  |  |  |  |  |
| Wire Transfers | Not applicable | Not applicable | $20 | Not applicable | Not applicable |
|  |  |  |  |  |  |
| Purchase of Money Orders | Not applicable | Not applicable | $.50 first $100 then $.25 each $100 | Not applicable | Not applicable |
|  |  |  |  |  |  |
| Payroll Processing Fee Paid by the Foreign Citizen Employing Contractor | Not applicable | Not applicable | $1 per employee for each payroll | Not applicable | Not applicable |
|  |  |  |  |  |  |
| Over the Counter Transaction Fee to Withdraw Cash | Not applicable | Not applicable | $1 | Not applicable | Not applicable |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| ATM Replacement Card | Not applicable | Not applicable | $1 | Not applicable | Not applicable |
|  |  |  |  |  |  |
| 90-Day Closing Charge | Not applicable | Not applicable | $10 | Not applicable | Not applicable |
| Monthly Inactive Charge | Not applicable | Not applicable | $4 | Not applicable | Not applicable |
|  |  |  |  |  |  |
| **Interactive Bank by Telephone** | No charge | No charge | No charge | No charge | No charge |

END OF PRODUCTS AND SERVICES

**ATTACHMENT J-6a**

**J-6a. Standard Account Analysis Fee Schedule (Effective: December 10, 2021)**

Index

1 Earnings credit rate: Monthly Average Federal Funds Rate

(As published by Federal Reserve (H.15))

2 Negative Collected Funds: WSJ Prime + 1.00%

3 FDIC Insurance: Actual BIF Rate Plus FICO Assessment

Adjusted Quarterly

Deposit Account Services:

4 Account Maintenance: $10.00

5 Per deposit or other credit $0.50

6 Per check paid or other paper debit $0.15

7 Per electronic debit $0.07

Deposited items, per item:

8 On-us (MBF) items $0.07

9 Items drawn on stateside bank (up to 5,000 items per month) $0.125

10 Items drawn on stateside bank (over 5,000 items per month) $0.105

11 Treasury checks $0.105

12 Foreign items (collection) Negotiated

13 Discount for pre-encoded items $0.02

14 Reject items in excess of 1% of daily volume, per item $0.10

Return Item Handling:

15 Charged back to account, per item $6.00

Cash Processing: (Waived for < $5,000 per month)

16 Incoming cash, per $1,000 $0.60

17 USD Currency orders, per $1,000 $0.60

18 USD Coin orders, per roll $0.08

19 Foreign Currency orders, per $1,000 USD equivalent $0.60

20 Foreign Currency coin order, per roll $0.08

Other Services:

21 ACH Targeted Balance Usage $2.50

22 List Post Daily, per month $100.00

23 Deposit Reconcilement Download, per month $25.00

24 Deposit Correction, each $2.00

25 Daily statement cycle, per month $25.00

26 Interim statement requests, per request $3.00

27 Bank Statement Copy, per copy $3.00

28 Photocopy of Statement Items, per item $1.00

29 Canceled items with Statement, per month $5.00

30 Outgoing wire transfer $15.00

31 Money orders, first $100 $0.50

32 Money orders, additional $100 $0.25

33 Payroll deposits posted through proof, each $1.00

34 Cashier’s check, each $5.00

Special Services Not Listed Negotiated

**ATTACHMENT J-7**

**J-7. FOREIGN CURRENCY EXCHANGE RATES**

The following foreign exchange rates shall be used for cost proposal purposes:

(Foreign Currency per $)

Yen 113.62

Sterling .756

Won 1177.34

Euro 0.89

**ATTACHMENT J-8**

**J-8. DOD RETENTION SCHEDULE GUIDELINES (November 2011)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Army** | **Max #**  **of Years** | **Navy** | **Max # of Years** |
| PVT (E-1) – PFC (E-3) | 3 | SR (E-1) – SA (E-2) | 6 |
| CPL/SPC (E-4) | 10 | SN (E-3) | 6-8 |
| CPL/SPC (E-4) (P) | 15 | PO3(E-4) | 8 |
| SGT(E-5) | 15 | PO2(E-5) | 14-20 |
| SGT(E-5) (P) | 20 | PO1(E-6) | 20 |
| SGT(E-6) | 22 | CPO(E-7) | 24 |
| SGT(E-6) (P) | 24 | SCPO(E-8) | 26 |
| SFC(E-7) | 24 | MCPO(E-9) | 30 |
| SFC(E-7) (P) | 26 |  |  |
| 1SG/MSG(E-8) | 26 |  |  |
| 1SG/MSG(E-8) (P) | 30 |  |  |
| CSM/SGM(E-9) | 30 |  |  |
| **Air Force** | **Max #**  **of Years** | **Marines** | **Max #**  **of Years** |
| AMN(E-1) – A1C(E-3) | 4-6 | PVT(E-1) – CPL (E-4) | 1-8 |
| SRA(E-4) (\*) | 10 | SGT(E-5) | 10 |
| SSGT(E-5) | 20 | SSGT(E-6) | 20 |
| TSGT(E-6) | 20 | GYSGT(E-7) | 22 |
| MSGT(E-7) | 24 | MSGT(E-8) | 27 |
| SMSGT(E-8) | 26 | MGYSGT(E-9) | 30 |
| CMSGT(E-9) | 30 |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
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|  |  |  |  |
|  |  |  |  |

(\*) SRA E-4 with SRB skills can serve up to 12 years.

Note: (P) indicates applicant is on a verifiable promotion list.

**ATTACHMENT J-9**

**J-9. SUMMARY OF BANKING SERVICES OFFERED TO MILITARY RETIREES OVERSEAS**

|  |
| --- |
| **Country Banking Services Offered to Retirees** |
| **Diego Garcia** Retiree banking services are not authorized. Only command sponsored individuals are  permitted to enter Diego Garcia. |
| **Germany** 1. Cash U.S. Treasury retirement and disability checks and concurrently convert to  local currency for up to the face amount of the check.  2. Redeem U.S. Savings Bonds. |
| **Guantanamo Bay** Retiree banking services are not authorized. Only command sponsored individuals are  permitted to enter Guantanamo Bay. |
| **Italy** Retiree banking services are not authorized. |
| **Japan** Retiree banking services are not authorized. |
| **Korea**  1. Retirees and their authorized dependents including widows and widowers of retirees  living in the Republic of Korea and their authorized dependents are authorized  banking support.  2. Must present proof of at least 1 year of residency within the Republic of Korea, or  provide a work permit from the Republic of Korea Government along with a valid retiree/dependent identification card.  3. Loans are not authorized. |
| **Kwajalein Atoll** Retiree banking services are not authorized. |
| **Netherlands** 1. Cash U.S. Treasury retirement and disability checks and concurrently convert to  local currency for up to the face amount of the check.  2. Redeem U.S. Savings Bonds.  3. Open a bank account if they have opted to receive their retirement pay electronically.  These accounts may not be used for any other purpose but to receive and withdraw retirement pay. |
| **U.K.** 1. Cash U.S. Treasury retirement and disability checks and concurrently convert to  local currency for up to the face amount of the check.  2. Redeem U.S. Savings Bonds.  3. Retirees authorized to open banking accounts in the U. K. (U.S. dollar and pound  sterling). Joint checking and/or savings account authorized. Dependents not authorized to open account in his or her name. No loan products authorized. |

**ATTACHMENT J-10**

**J-10. GPAT – AUTOMATED TELLER MACHINES**

See contract clause H-40 for additional information.

**Government Product Accessibility Template for ATM Machines**

***Summary***

* Column one includes all the Sections of the Standard that may apply to any deliverable. The total number of provisions within each Section of the Standard is shown in parentheses.
* Column two identifies the total number of provisions that typically apply to a deliverable of this type. Some of these may not be features of the vendor’s deliverable. Conversely, others not noted may be features of the vendor’s deliverable. If the deliverable includes additional features, the accessibility of these features must also be considered.
* Column three is for general notes about the Sections of the Standard. Some apply to all deliverables and some are specific to the deliverable.
* Column four is a summary of the vendor’s response to applicable provisions and additional deliverable features from the Sections of the Standard.
* Column five is where the vendor can note explanations for any of the preceding columns, e.g. there are differences between expected applicable provisions and actual product features.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **CFR 1194 Standard Sections** | **Total Number of Applicable Provisions** | **Notes** | **Total Number of Supported Provisions** | | | **Please explain** |
| **Fully** | **Partial** | **Not** |
| Section 1194.21 [Software Applications and Operating Systems](file:///C:\Documents%20and%20Settings\JON_HOUZE\My%20Documents\Contract%20Files\Pre-Award\OMBP\Award\Attachments\J-18%20GPAT%20ATMs.rtf#softwaredetails#softwaredetails) (12 provisions) | 0 |  |  |  |  |  |
| Section 1194.22 [Web-based Internet and Intranet Information and Applications](file:///C:\Documents%20and%20Settings\JON_HOUZE\My%20Documents\Contract%20Files\Pre-Award\OMBP\Award\Attachments\J-18%20GPAT%20ATMs.rtf#webdetails#webdetails)  (16 provisions) | 0 |  |  |  |  |  |
| Section 1194.23 [Telecommunications Products](file:///C:\Documents%20and%20Settings\JON_HOUZE\My%20Documents\Contract%20Files\Pre-Award\OMBP\Award\Attachments\J-18%20GPAT%20ATMs.rtf#telecommunicationsdetails#telecommunicationsdetails)  (14 provisions) | 4 | This requirement applies to input devices as referenced in 1194.25(c), |  |  |  |  |
| Section 1194.24 [Video and Multi-media Products](file:///C:\Documents%20and%20Settings\JON_HOUZE\My%20Documents\Contract%20Files\Pre-Award\OMBP\Award\Attachments\J-18%20GPAT%20ATMs.rtf#videodetails#videodetails)  (5 provisions) | 0 |  |  |  |  |  |
| Section 1194.25 [Self-Contained, Closed Products](file:///C:\Documents%20and%20Settings\JON_HOUZE\My%20Documents\Contract%20Files\Pre-Award\OMBP\Award\Attachments\J-18%20GPAT%20ATMs.rtf#selfcontaineddetails#selfcontaineddetails)  (13 provisions) | 11 |  |  |  |  |  |
| Section 1194.26 [Desktop and Portable Computers](file:///C:\Documents%20and%20Settings\JON_HOUZE\My%20Documents\Contract%20Files\Pre-Award\OMBP\Award\Attachments\J-18%20GPAT%20ATMs.rtf#desktopsdetails#desktopsdetails)  (4 provisions) |  |  |  |  |  |  |
| Section 1194.31 [Functional Performance Criteria](file:///C:\Documents%20and%20Settings\JON_HOUZE\My%20Documents\Contract%20Files\Pre-Award\OMBP\Award\Attachments\J-18%20GPAT%20ATMs.rtf#functionaldetails#functionaldetails)  (6 provisions) | 6 | Functional performance criteria always apply. |  |  |  |  |
| Section 1194.41 [Information, documentation, and support](file:///C:\Documents%20and%20Settings\JON_HOUZE\My%20Documents\Contract%20Files\Pre-Award\OMBP\Award\Attachments\J-18%20GPAT%20ATMs.rtf#informationdetails#informationdetails)  (3 provisions) | 0 |  |  |  |  |  |

***Subpart B -- Technical Standards***

Note: If there is a possibility that the provision applies, the default value is “Yes”.

* Column one is the full text of the provision from the Standard.
* Column two documents the agency’s accessibility requirement based on common characteristics of the EIT deliverable. Place a Yes or No in this column based on program need and actual characteristics of your expected deliverable (i.e., Is this provision seen as applicable to the expected deliverable?)
* Column three provides explanatory information about the provision to help both the agency in determining applicability and the vendor in providing accessibility information.
* Column four is for the vendor to check off whether the deliverable meets, partially meets or does not meet the specific provision.
* Column five is for the vendor to provide an explanation of how the deliverable meets or does not meet the specific provision. It is also an opportunity to explain why a deliverable does not have an applicable feature or why it has a feature that was not identified as applicable.

**Section 1194.21 Software applications and operating systems**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Provision Text** | **Applicable** | **Notes** | **How does the EIT meet this requirement?** | **Please explain** |
| (a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually. |  |  | \_\_Fully \_\_Partially \_\_No |  |
| (b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer. |  |  | \_\_Fully \_\_Partially \_\_No |  |
| (c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes. |  |  | \_\_Fully \_\_Partially \_\_No |  |
| (d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text. |  |  | \_\_Fully \_\_Partially \_\_No |  |
| (e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance. |  |  | \_\_Fully \_\_Partially \_\_No |  |
| (f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes. |  |  | \_\_Fully \_\_Partially \_\_No |  |
| (g) Applications shall not override user selected contrast and color selections and other individual display attributes. |  |  | \_\_Fully \_\_Partially \_\_No |  |
| (h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user. |  |  | \_\_Fully \_\_Partially \_\_No |  |
| (i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. |  |  | \_\_Fully \_\_Partially \_\_No |  |
| (j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided. |  |  | \_\_Fully \_\_Partially \_\_No |  |
| (k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz. |  |  | \_\_Fully \_\_Partially \_\_No |  |
| (l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues. |  |  | \_\_Fully \_\_Partially \_\_No |  |

**Section 1194.22 Web-based intranet and Internet information and applications**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Provision Text** | **Applicable** | **Notes** | **How does the EIT meet this requirement?** | **Please explain** |
| (a) A text equivalent for every non-text element shall be provided (e.g., via “alt”, “longdesc”, or in element content). | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (d) Documents shall be organized so they are readable without requiring an associated style sheet. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (e) Redundant text links shall be provided for each active region of a server-side image map. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (g) Row and column headers shall be identified for data tables. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (i) Frames shall be titled with text that facilitates frame identification and navigation | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with Section1194.21(a) through (l). | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (o) A method shall be provided that permits users to skip repetitive navigation links. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required. | No |  | \_\_Fully \_\_Partially \_\_No |  |

**Section 1194.23 Telecommunications products**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Provision Text** | **Applicable** | **Notes** | **How does the EIT meet this requirement?** | **Please explain** |
| (a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys. | Yes | This requirement applies to input devices (keypads, touchscreens and contact sensitive controls) as referenced in 1194.25(c), | \_\_Fully \_\_Partially \_\_No |  |
| (k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum. | Yes | This requirement applies to input devices (keypads, touchscreens and contact sensitive controls) as referenced in 1194.25(c), | \_\_Fully \_\_Partially \_\_No |  |
| (k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character. | Yes | This requirement applies to input devices (keypads, touchscreens and contact sensitive controls) as referenced in 1194.25(c), | \_\_Fully \_\_Partially \_\_No |  |
| (k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound. | Yes | This requirement applies to input devices (keypads, touchscreens and contact sensitive controls) as referenced in 1194.25(c), | \_\_Fully \_\_Partially \_\_No |  |

**Section 1194.24 Video and multimedia products**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Provision Text** | **Applicable** | **Notes** | **How does the EIT meet this requirement?** | **Please explain** |
| (a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, video-tape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent. | No |  | \_\_Fully \_\_Partially \_\_No |  |

**Section 1194.25 Self-contained, closed products**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Provision Text** | **Applicable** | **Notes** | **How does the EIT meet this requirement?** | **Please explain** |
| (a) Self-contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology. | Yes | This would apply to ATMs that include displays and/or sound. | \_\_Fully \_\_Partially \_\_No |  |
| (b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required. | Yes | This requirement is also addressed in provision 1194.22(p). | \_\_Fully \_\_Partially \_\_No |  |
| (c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with Section1194.23 (k) (1) through (4). | Yes | This requirement includes touchscreens and contact-sensitive controls that can be touched in any way; by the human body, a mouthstick, stylus, pencil, etc.  This requirement is addressed in provisions 1194.25(c), 1194.26(a), and 1194.26(b). | \_\_Fully \_\_Partially \_\_No |  |
| (d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at any time. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. | Yes | This requirement applies, if color is used in the display, touchpad or keypad. If the touchpad or keypad conforms to Section 1194.25(c), then this requirement would not apply.  This requirement is also addressed in provision 1194.21(i). | \_\_Fully \_\_Partially \_\_No |  |
| (h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz. | Yes | LED’s and illuminated buttons are not covered by this requirement.  This requirement is also addressed in provisions 1194.21(k) and 1194.22(j). | \_\_Fully \_\_Partially \_\_No |  |
| (j) (1) Products which are freestanding, nonportable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (j)(2) Products which are freestanding, nonportable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (j)(3) Products which are freestanding, nonportable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 40 inches maximum and 15 inches minimum above the floor. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (j)(4) Products which are freestanding, nonportable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |

**Section 1194.26 Desktop and portable computers**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Provision Text** | **Applicable** | **Notes** | **How does the EIT meet this requirement?** | **Please explain** |
| a) All mechanically operated controls and keys shall comply with Section1194.23 (k) (1) through (4). | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with Section1194.23 (k) (1) through (4). | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards. | No |  | \_\_Fully \_\_Partially \_\_No |  |

***Subpart C -- Functional Performance Criteria***

**Section 1194.31 Functional performance criteria**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Provision Text** | **Applicable** | **Notes** | **How does the EIT meet this requirement?** | **Please explain** |
| (a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |

***Subpart D -- Information, Documentation, and Support***

**Section 1194.41 Information, documentation, and support**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Provision Text** | **Applicable** | **Notes** | **How does the EIT meet this requirement?** | **Please explain** |
| (a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (c) Support services for products shall accommodate the communication needs of end-users with disabilities. | No |  | \_\_Fully \_\_Partially \_\_No |  |

**ATTACHMENT J-11**

**J-11. GPAT – WEB APPLICATIONS**

See contract clause H-40 for additional information.

**Government Product Accessibility Template for Web Applications**

***Summary***

* Column one includes all the Sections of the Standard that may apply to any deliverable. The total number of provisions within each Section of the Standard is shown in parentheses.
* Column two identifies the total number of provisions that typically apply to a deliverable of this type. Some of these may not be features of the vendor’s deliverable. Conversely, others not noted may be features of the vendor’s deliverable. If the deliverable includes additional features, the accessibility of these features must also be considered.
* Column three is for general notes about the Sections of the Standard. Some apply to all deliverables and some are specific to the deliverable.
* Column four is a summary of the vendor’s response to applicable provisions and additional deliverable features from the Sections of the Standard.
* Column five is where the vendor can note explanations for any of the preceding columns, e.g. there are differences between expected applicable provisions and actual product features.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **CFR 1194 Standard Sections** | **Total Number of Applicable Provisions** | **Notes** | **Total Number of Supported Provisions** | | | **Please explain** |
| **Fully** | **Partial** | **Not** |
| Section 1194.21 Software Applications and Operating Systems  (12 provisions) | 12 | If the Webapp includes software applications, such as Browsers, Plug-ins, extensions, etc, then this Section applies. |  |  |  |  |
| Section 1194.22 Web-based Internet Information and Applications  (16 provisions) | 16 | This Section applies to Webapps. |  |  |  |  |
| Section 1194.23 Telecommunications Products  (14 provisions) | 0 | If the Webapp involves VoIP and telephony, these should be considered as separate EIT deliverables. |  |  |  |  |
| Section 1194.24 Video and Multi-media Products  (5 provisions) | 3 | Webapps can include video and multi-media productions. |  |  |  |  |
| Section 1194.25 Self-Contained, Closed Products  (13 provisions) | 0 |  |  |  |  |  |
| Section 1194.26 Desktop and Portable Computers  (4 provisions) | 0 |  |  |  |  |  |
| Section 1194.31 Functional Performance Criteria  (6 provisions) | 6 | Functional performance criteria always apply. |  |  |  |  |
| Section 1194.41 Information, documentation, and support  (3 provisions) | 3 | If information, documentation, and support are to be provided by the vendor, then this Section applies. |  |  |  |  |

***Subpart B -- Technical Standards***

Note: If there is a possibility that the provision applies, the default value is “Yes”.

* Column one is the full text of the provision from the Standard.
* Column two documents the agency’s accessibility requirement based on common characteristics of the EIT deliverable. Place a Yes or No in this column based on program need and actual characteristics of your expected deliverable (i.e., Is this provision seen as applicable to the expected deliverable?)
* Column three provides explanatory information about the provision to help both the agency in determining applicability and the vendor in providing accessibility information.
* Column four is for the vendor to check off whether the deliverable meets, partially meets or does not meet the specific provision.
* Column five is for the vendor to provide an explanation of how the deliverable meets or does not meet the specific provision. It is also an opportunity to explain why a deliverable does not have an applicable feature or why it has a feature that was not identified as applicable.

**Section 1194.21 Software applications and operating systems**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Provision Text** | **Applicable** | **Notes** | **How does the EIT meet this requirement?** | **Please explain** |
| (a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually. | Yes | This applies to QWERTY keyboards. | \_\_Fully \_\_Partially \_\_No |  |
| (b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance. | Yes | In this requirement, the term “bitmap” refers to a broad number of image formats, such as .bmp, .gif, .jpeg, .tif and .svg. | \_\_Fully \_\_Partially \_\_No |  |
| (f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (g) Applications shall not override user selected contrast and color selections and other individual display attributes. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user. | Yes | Self-scrolling and moving text are considered animation. | \_\_Fully \_\_Partially \_\_No |  |
| (i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. | Yes | This requirement is also addressed in provision 1194.25(g). | \_\_Fully \_\_Partially \_\_No |  |
| (j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided. | Yes | See [www.lighthouse.org/color\_contrast.htm](http://www.lighthouse.org/color_contrast.htm)  This requirement is also addressed in provision 1194.25(h). | \_\_Fully \_\_Partially \_\_No |  |
| (k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz. | Yes | Other elements include turning graphics on and off or changing between images.  This requirement is also addressed in provisions 1194.22(j) and 1194.25(i). | \_\_Fully \_\_Partially \_\_No |  |
| (l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues. | Yes | This requirement is also addressed in provision 1194.22(n). | \_\_Fully \_\_Partially \_\_No |  |

**Section 1194.22 Web-based intranet and internet information and applications**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Provision Text** | **Applicable** | **Notes** | **How does the EIT meet this requirement?** | **Please explain** |
| (a) A text equivalent for every non-text element shall be provided (e.g., via “alt”, “longdesc”, or in element content). | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (d) Documents shall be organized so they are readable without requiring an associated style sheet. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (e) Redundant text links shall be provided for each active region of a server-side image map. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (g) Row and column headers shall be identified for data tables. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (i) Frames shall be titled with text that facilitates frame identification and navigation. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz. | Yes | This requirement is also addressed in provisions 1194.21(k) and 1194.25(i). | \_\_Fully \_\_Partially \_\_No |  |
| (k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes. | Yes | This should only be used as a last resort. | \_\_Fully \_\_Partially \_\_No |  |
| (l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with Section1194.21(a) through (l). | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (o) A method shall be provided that permits users to skip repetitive navigation links. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required. | Yes | This requirement is also addressed in provision 1194.25(b). | \_\_Fully \_\_Partially \_\_No |  |

**Section 1194.23 Telecommunications products**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Provision Text** | **Applicable** | **Notes** | **How does the EIT meet this requirement?** | **Please explain** |
| (a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound. | No |  | \_\_Fully \_\_Partially \_\_No |  |

**Section 1194.24 Video and multimedia products**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Provision Text** | **Applicable** | **Notes** | **How does the EIT meet this requirement?** | **Please explain** |
| (a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry. | No | . | \_\_Fully \_\_Partially \_\_No |  |
| (c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned. | Yes | Web applications sometimes include video productions. | \_\_Fully \_\_Partially \_\_No |  |
| (d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described. | Yes | Web applications sometimes include video productions. | \_\_Fully \_\_Partially \_\_No |  |
| (e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent. | Yes | Web applications sometimes include video productions. | \_\_Fully \_\_Partially \_\_No |  |

**Section 1194.25 Self-contained, closed products**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Provision Text** | **Applicable** |  | **How does the EIT meet this requirement?** | **Please explain** |
| (a) Self-contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| I Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with Section1194.23 (k) (1) through (4). | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at any time. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (j) (1) Products which are freestanding, nonportable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (j)(2) Products which are freestanding, nonportable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (j)(3) Products which are freestanding, nonportable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 40 inches maximum and 15 inches minimum above the floor. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (j)(4) Products which are freestanding, nonportable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane. | No |  | \_\_Fully \_\_Partially \_\_No |  |

**Section 1194.26 Desktop and portable computers**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Provision Text** | **Applicable** | **Notes** | **How does the EIT meet this requirement?** | **Please explain** |
| a) All mechanically operated controls and keys shall comply with Section1194.23 (k) (1) through (4). | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with Section1194.23 (k) (1) through (4). | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards. | No |  | \_\_Fully \_\_Partially \_\_No |  |

***Subpart C -- Functional Performance Criteria***

**Section 1194.31 Functional performance criteria**

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| --- | --- | --- | --- | --- |
| **Provision Text** | **Applicable** | **Notes** | **How does the EIT meet this requirement?** | **Please explain** |
| (a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |

***Subpart D -- Information, Documentation, and Support***

**Section 1194.41 Information, documentation, and support**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Provision Text** | **Applicable** | **Notes** | **How does the EIT meet this requirement?** | **Please explain** |
| (a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (c) Support services for products shall accommodate the communication needs of end-users with disabilities. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |

**ATTACHMENT J-12**

**J-12. GPAT – TELEPHONE SERVICE (not including VoIP)**

See contract clause H-40 for additional information.

**Government Product Accessibility Template for Telephone Service (not including VoIP)**

***Summary***

* Column one includes all the Sections of the Standard that may apply to any deliverable. The total number of provisions within each Section of the Standard is shown in parentheses.
* Column two identifies the total number of provisions that typically apply to a deliverable of this type. Some of these may not be features of the vendor’s deliverable. Conversely, others not noted may be features of the vendor’s deliverable. If the deliverable includes additional features, the accessibility of these features must also be considered.
* Column three is for general notes about the Sections of the Standard. Some apply to all deliverables and some are specific to the deliverable.
* Column four is a summary of the vendor’s response to applicable provisions and additional deliverable features from the Sections of the Standard.
* Column five is where the vendor can note explanations for any of the preceding columns, e.g. there are differences between expected applicable provisions and actual product features.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **CFR 1194 Standard Sections** | **Total Number of Applicable Provisions** | **Notes** | **Total Number of Supported Provisions** | | | **Please explain** |
| **Fully** | **Partial** | **Not** |
| Section 1194.21 [Software Applications and Operating Systems](file:///C:\Documents%20and%20Settings\JON_HOUZE\My%20Documents\Contract%20Files\Pre-Award\OMBP\Award\Attache%20new\J-12.rtf#softwaredetails#softwaredetails) (12 provisions) | 0 |  |  |  |  |  |
| Section 1194.22 [Web-based Internet and Intranet Information and Applications](file:///C:\Documents%20and%20Settings\JON_HOUZE\My%20Documents\Contract%20Files\Pre-Award\OMBP\Award\Attache%20new\J-12.rtf#webdetails#webdetails)  (16 provisions) | 0 |  |  |  |  |  |
| Section 1194.23 [Telecommunications Products](file:///C:\Documents%20and%20Settings\JON_HOUZE\My%20Documents\Contract%20Files\Pre-Award\OMBP\Award\Attache%20new\J-12.rtf#telecommunicationsdetails#telecommunicationsdetails)  (14 provisions) | 4 | This does not include telephones and other telecommunications products. It only refers to telecommunications services. |  |  |  |  |
| Section 1194.24 [Video and Multi-media Products](file:///C:\Documents%20and%20Settings\JON_HOUZE\My%20Documents\Contract%20Files\Pre-Award\OMBP\Award\Attache%20new\J-12.rtf#videodetails#videodetails)  (5 provisions) | 0 |  |  |  |  |  |
| Section 1194.25 [Self-Contained, Closed Products](file:///C:\Documents%20and%20Settings\JON_HOUZE\My%20Documents\Contract%20Files\Pre-Award\OMBP\Award\Attache%20new\J-12.rtf#selfcontaineddetails#selfcontaineddetails)  (13 provisions) | 0 |  |  |  |  |  |
| Section 1194.26 [Desktop and Portable Computers](file:///C:\Documents%20and%20Settings\JON_HOUZE\My%20Documents\Contract%20Files\Pre-Award\OMBP\Award\Attache%20new\J-12.rtf#desktopsdetails#desktopsdetails)  (4 provisions) | 0 |  |  |  |  |  |
| Section 1194.31 [Functional Performance Criteria](file:///C:\Documents%20and%20Settings\JON_HOUZE\My%20Documents\Contract%20Files\Pre-Award\OMBP\Award\Attache%20new\J-12.rtf#functionaldetails#functionaldetails)  (6 provisions) | 6 |  |  |  |  |  |
| Section 1194.41 [Information, documentation, and support](file:///C:\Documents%20and%20Settings\JON_HOUZE\My%20Documents\Contract%20Files\Pre-Award\OMBP\Award\Attache%20new\J-12.rtf#informationdetails#informationdetails)  (3 provisions) | 3 |  |  |  |  |  |

***Subpart B -- Technical Standards***

Note: If there is a possibility that the provision applies, the default value is “Yes”.

* Column one is the full text of the provision from the Standard.
* Column two documents the agency’s accessibility requirement based on common characteristics of the EIT deliverable. Place a Yes or No in this column based on program need and actual characteristics of your expected deliverable (i.e., Is this provision seen as applicable to the expected deliverable?)
* Column three provides explanatory information about the provision to help both the agency in determining applicability and the vendor in providing accessibility information.
* Column four is for the vendor to check off whether the deliverable meets, partially meets or does not meet the specific provision.
* Column five is for the vendor to provide an explanation of how the deliverable meets or does not meet the specific provision. It is also an opportunity to explain why a deliverable does not have an applicable feature or why it has a feature that was not identified as applicable.

**Section 1194.21 Software applications and operating systems**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Provision Text** | **Applicable** | **Notes** | **How does the EIT meet this requirement?** | **Please explain** |
| (a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (g) Applications shall not override user selected contrast and color selections and other individual display attributes. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues. | No |  | \_\_Fully \_\_Partially \_\_No |  |

**Section 1194.22 Web-based intranet and Internet information and applications**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Provision Text** | **Applicable** | **Notes** | **How does the EIT meet this requirement?** | **Please explain** |
| (a) A text equivalent for every non-text element shall be provided (e.g., via “alt”, “longdesc”, or in element content). | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (d) Documents shall be organized so they are readable without requiring an associated style sheet. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (e) Redundant text links shall be provided for each active region of a server-side image map. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (g) Row and column headers shall be identified for data tables. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (i) Frames shall be titled with text that facilitates frame identification and navigation | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with Section1194.21(a) through (l). | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (o) A method shall be provided that permits users to skip repetitive navigation links. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required. | No |  | \_\_Fully \_\_Partially \_\_No |  |

**Section 1194.23 Telecommunications products**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Provision Text** | **Applicable** | **Notes** | **How does the EIT meet this requirement?** | **Please explain** |
| (a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays. | Yes | Please note this is not limited to Caller ID. Examples of other services include Call Waiting, Call Forwarding, and multiple ring tones. | \_\_Fully \_\_Partially \_\_No |  |
| (f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery. | Yes | This requirement applies to service provider equipment and software, as well as user equipment and software. | \_\_Fully \_\_Partially \_\_No |  |
| (k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound. | No |  | \_\_Fully \_\_Partially \_\_No |  |

**Section 1194.24 Video and multimedia products**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Provision Text** | **Applicable** | **Notes** | **How does the EIT meet this requirement?** | **Please explain** |
| (a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, video-tape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent. | No |  | \_\_Fully \_\_Partially \_\_No |  |

**Section 1194.25 Self-contained, closed products**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Provision Text** | **Applicable** | **Notes** | **How does the EIT meet this requirement?** | **Please explain** |
| (a) Self-contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with Section1194.23 (k) (1) through (4). | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at any time. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (j) (1) Products which are freestanding, nonportable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (j)(2) Products which are freestanding, nonportable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (j)(3) Products which are freestanding, nonportable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 40 inches maximum and 15 inches minimum above the floor. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (j)(4) Products which are freestanding, nonportable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane. | No |  | \_\_Fully \_\_Partially \_\_No |  |

**Section 1194.26 Desktop and portable computers**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Provision Text** | **Applicable** | **Notes** | **How does the EIT meet this requirement?** | **Please explain** |
| a) All mechanically operated controls and keys shall comply with Section1194.23 (k) (1) through (4). | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with Section1194.23 (k) (1) through (4). | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided. | No |  | \_\_Fully \_\_Partially \_\_No |  |
| (d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards. | No |  | \_\_Fully \_\_Partially \_\_No |  |

***Subpart C -- Functional Performance Criteria***

**Section 1194.31 Functional performance criteria**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Provision Text** | **Applicable** | **Notes** | **How does the EIT meet this requirement?** | **Please explain** |
| (a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |

***Subpart D -- Information, Documentation, and Support***

**Section 1194.41 Information, documentation, and support**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Provision Text** | **Applicable** | **Notes** | **How does the EIT meet this requirement?** | **Please explain** |
| (a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |
| (c) Support services for products shall accommodate the communication needs of end-users with disabilities. | Yes |  | \_\_Fully \_\_Partially \_\_No |  |

**ATTACHMENT J-13**

**J-13. INSTRUCTIONS FOR ELECTRONIC SUBMISSION OF WARRANTY TRACKING AND**

**ADMINISTRATION INFORMATION FOR SERIALIZED ITEMS**

This Attachment contains format and content preparation instructions for the electronic submission of warranty tracking and administrative information specified in the Defense Acquisition Regulation Supplement (DFARS) provision at 252.246-7005, Notice of Warranty Tracking of Serialized Items, and the DFARS clause at 252.246-7006, Warranty Tracking of Serialized Items.

This information shall be submitted electronically as a Contract Data Requirements List (CDRL) Attachment exhibit line item number (ELIN) on the Wide Area WorkFlow (WAWF) Materiel Inspection and Receiving Report (or WAWF Reparables Receiving Report, if appropriate). The WAWF CDRL ELIN shall be addressed to the Naval Sea Logistics Center (NSLC) Detachment Portsmouth NH as the administrator for the Product Data Reporting and Evaluation Program (PDREP), as specified in the CDRL (See Table 3 for submission instructions).

**Requirements:**

1. Reference documents.

a. DFARS 252.246-7005, Notice of Warranty Tracking of Serialized Items

b. DFARS 252.246-7006, Warranty Tracking of Serialized Items

c. DFARS 246-710-70 Warranty attachment

2. Format. The format for electronic submission of warranty tracking and administration information for serialized items is based on either of the following events:

2.1 The Government is specifying a requirement for a warranty on a CLIN, SLIN or ELIN in a solicitation; or

2.2 The contractor is offering a warranty on a CLIN, SLIN or ELIN in a proposal.

3. Content. Data elements, fields, field size and formats shall be as indicated in the General

Instructions and Tables 1 and 2 below.

4. General Instructions:

a. The Tables 1 and 2 describe the Warranty Attachment. Table 1 defines the content and format of the attachment when the Government specifies a warranty on an item. Table 2 defines content and format of the attachment when an item is to be returned to the contractor for repair. A description of each column is:

(1) **Field Name:** Contains the name of the data element.

(2) **Format:** The format of the element:

• **A -** Alphabetic characters only (a-z, A-Z)

• **AN -** Alphanumeric characters (a-z, A-Z, 0-9)

• **DT -** Date in the format CCYY-MM-DD (i.e. 2005-07-15).

• **N** - Numerical only.

(3) **Min/Max:** Denotes minimum and maximum size of the element. For example, a

min/max of 3/6 means that the data value must be at least three characters long and

cannot exceed six (6) characters. The entry "**AR"** means there is no limitation on the length of the field.

(4) **Req:** Specifies whether an element is required or not:

• **C -** Conditional; requirement depends on value or appearance of other elements.

• **M -** Mandatory; must always be provided.

(5) **Description:** Provides a brief description of the data element and where applicable, a

list of valid values and element dependencies.

b. Portable Document Format (PDF). The information for Table 1 may be submitted in

the fillable PDF format entitled "Warranty Information for Distribution" available for download at http://www.acq.osd.mil/dpap/pdi/index.html. The information for Table 2 may be submitted in

the fillable PDF format entitled "Source of Repair Instructions for Distribution" available for

download at http://www.acq.osd.mil/dpap/pdi/index.html.

c. eXtensible Markup Language (XML) Format. The information may be submitted in xml. An xml schema for the Warranty Attachment data elements can be downloaded at

http://www.acq.osd.mil/dpap/pdi/eb/docs/Warranty\_Attachment\_draft\_1.xsd

d. Table 3 contains the routing information to direct the WAWF CDRL ELIN to the

appropriate Government system, as specified on the CDRL.

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| **Warranty Information Attachment Table 1. Warranty Tracking Information:** | | | | | |
| **Used to provide a listing of warranty information by line item when the Government specifies a warranty for an item.** | | | | | |
| **Field Name** | **Format** | | **Min/Max** | **Req** | **Description** |
| Attachment  Number | N | | AR | M | The numerical sequence number of the attachment in accordance with PGI 204.7105(b)(5). |
| I. Contract Number | | | | | |
| DoD Enterprise  Identifier | AN | | 6/6 | M | A generic code that identifies the entity that issued the procurement instrument. Use the DoD Activity Address Code (DoDAAC) assigned to the issuing office. |
| Year | N | | 2/2 | M | Code that identifies the year. |
| Procurement Instrument Type Code | AN | | 1/1 | M | One digit code that identifies the type of procurement instrument in accordance with the categories in DFARS 204.7003(a)(3). Values: A through Z, except do not use I and O. |
| Serialized  Identifier | AN | | 4/4 | M | Value that separates this procurement instrument from all other procurement instruments with the same Enterprise Identifier, Year, and Procurement Instrument Type Code. |
| Order Number | N | | 4/4 | C | The release, delivery, or task order number in accordance with DFARS 204.7003(d)(1). |
| Non-DoD  Number | AN | | AR | C | The contract number of an Agency other than the DoD. |
| II. Line Item\* | | | | | |
| Line Item Type | A | | 4/4 | M | The type of line item. Values: CLIN or SLIN |
| Line Item Base | N | | 4/4 | M | The first four numbers of the line item. (Range 0001 to 9999) |
| SLIN Extension | A | | 2/2 | C | Two character extension denoting a sub line item. (Range AA-ZZ, except letters I or O). |
| III. Exhibit Line Item | | | | | |
| Exhibit Line Item  (ELIN) | AN | | 4/4 | M | Required for the delivery of warranty information using the WAWF CDRL ELIN. Numbered in accordance with DFARS 204.7105(b) and (c) |
| IV. Warranty Information | | | | | |
| A. Warranty Unique Item Identifier (UII) | | | | | |
| Warranty UII | AN | | 6/50 | M | The Unique Item Identifier (UII) that ensures uniqueness of the warranted item. |
| B. Warranty Terms | | | | | |
| Starting Event | | A | AR | M | The event or action that initiates the warranty. Values are: Acceptance, First Use, Installation, Other |
| Usage Terms | | Used for warranties for serialized items where effectivity is normally in terms of operating time or cycles. The quantity and associated unit of measure that specifies the amount of a characteristic subject to the contractor's obligation to provide for remedy or corrective action for a serialized item, such as a number of miles, hours, or cycles. | | | |
| Quantity | | N | AR | M | The quantity value. |
| Unit of Measure | | A | AR | M | The unit of measure that describes the quantity attribute of serialized item under warranty. Values: The value will normally be "Each" for a serialized item, or other appropriate measures, such as Assembly, Part, Unit, or Vehicle. |
| Duration Terms | | Used for warranties which expire after a set period of time. This period may be a stated period of time, amount of usage, or the occurrence of a specified event, after formal acceptance of delivery, for the Government to assert a contractual right for the correction of defects. | | | |
| Quantity | | N | AR | M | The quantity value. |
| Unit of Measure | | A | AR | M | The duration unit of measure. Values: Cycles, Days, Fuel Usage (Gallons), Hours, Kilometers, Kilowatt Hours, Miles, Months, Nautical miles, Running or Operating hours, Seconds, Ton Miles, Transactions, Treatments, Wattage Hours, Weeks, Years |
| Fixed Expiration Date | | DT | 10/10 | M | The date the warranty expires and the Contractor's obligation to provide for a remedy or corrective action ends. |
| C. Warranty Item Details | | | | | |
| Warranty Administrator Enterprise Identifier Code Type | AN | | AR | M | The code of the organization specified for warranty administration. Values are: ATIS-03322000 MIC, CAGE, DoDAAC, DUNS, EDIFICE CIN, EHIBCC LIC, GS1 Company Prefix, or HIBCC HIN. |
| Warranty Administrator Enterprise Identifier | AN | | AR | M | As defined by the Warranty Administrator Enterprise Identifier Code Type, the value of the code that identifies the organization specified for warranty administration. Values are: (a) The Coded Representation of the North American Telecommunications Industry Manufacturers, Suppliers, and Related Service Companies (ATIS–0322000) Manufacturer Identification Code (MIC), (b) Allied Committee 135 Commercial and Government Entity (CAGE) Code, (c) DoD Activity Address Code (DoDAAC), (d) Dun & Bradstreet’s Data Universal Numbering System (DUNS) Number, (e) EDIFICE Company Identification Number (CIN), (f) European Health Industry Business Communication Council (EHIBCC) Labeler Identification Code (LIC), (g) GS1 Company Prefix, or (h) Health Industry Business Communication Council (HIBCC) Health Industry Number (HIN). |
| Warranty Grantor Enterprise Identifier Code Type | AN | | AR | M | Designator to indicate which code was used in the Enterprise Identifier that defines the organization that provides the warranty under the terms and conditions of a contract. Select from the same values as enumerated for the Warranty Administrator Enterprise Identifier Code Type. |
| Warranty Grantor Enterprise Identifier | AN | | AR | M | As defined by the Warranty Grantor Enterprise Identifier Code Type, the value of the code that identifies the organization that provides the warranty under the terms and conditions of a contract. Select from the same values as enumerated for the Warranty Administrator Enterprise Identifier. |
| Item Type | A | | 1/1 | M | The description of the item being warranted such as a component, subassembly, etc. Values are: C - Component Procured Separately From End Item E - Embedded in Component, Subassembly or End Item Parent P - Parent End Item S- Subassembly Procured Separately From End Item or Assembly |

\*Line items should reference the Service CLIN that the material is being purchased to support

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| --- | --- | --- | --- | --- |
| **Warranty Information Attachment Table 2. Warranty Repair Source Instructions:** | | | | |
| **Used to provide a listing of organizations specified by a warranty guarantor for receiving and managing returned warranty items.** | | | | |
| **Field Name** | **Format** | **Min/Max** | **Req** | **Description** |
| Attachment  Number | N | AR | M | The numerical sequence number of the attachment in accordance with PGI 204.7105(b)(5). |
| I. Contract Number | | | | |
| DoD Enterprise  Identifier | AN | 6/6 | M | A generic code that identifies the entity that issued the procurement instrument. Use the DoD Activity Address Code (DoDAAC) assigned to the issuing office. |
| Year | N | 2/2 | M | Code that identifies the year. |
| Procurement Instrument Type Code | AN | 1/1 | M | One digit code that identifies the type of procurement instrument in accordance with the categories in DFARS 204.7003(a)(3). Values: A through Z, except do not use I and O. |
| Serialized  Identifier | AN | 4/4 | M | Value that separates this procurement instrument from all other procurement instruments with the same Enterprise Identifier, Year, and Procurement Instrument Type Code. |
| Order Number | N | 4/4 | C | The release, delivery, or task order number in accordance with DFARS 204.7003(d)(1). |
| Non-DoD  Number | AN | AR | C | The contract number of an Agency other than the DoD. |
| II. Line Item\* | | | | |
| Line Item Type | A | 4/4 | M | The type of line item. Values: CLIN or SLIN |
| Line Item Base | N | 4/4 | M | The first four numbers of the line item. (Range 0001 to 9999) |
| SLIN Extension | A | 2/2 | C | Two character extension denoting a sub line item. (Range AA-ZZ, except letters I or O). |
| III. Exhibit Line Item | | | | |
| Exhibit Line Item  (ELIN) | AN | 4/4 | M | Required for the delivery of warranty information using the WAWF CDRL ELIN. Numbered in accordance with DFARS 204.7105(b) and (c) |
| IV. Shipping Address for Warranty Returns | | | | |
| A. Warranty Repair Source Identification | | | | |
| Warranty Repair Source Code | AN | AR | M | The code of the organization specified by a warranty guarantor for receiving and managing warranty items that are returned by a customer. Values are: ATIS-03322000 MIC, CAGE, DoDAAC, DUNS, EDIFICE CIN, EHIBCC LIC, GS1 Company Prefix, or HIBCC HIN. |
| Warranty Repair Source Identifier | AN | AR | M | As defined by the Warranty Repair Source Code, the value of the code that identifies the organization specified by a warranty guarantor for receiving and managing warranty items that are returned by a customer. Values are: (a) The Coded Representation of the North American Telecommunications Industry Manufacturers, Suppliers, and Related Service Companies (ATIS–0322000) Manufacturer Identification Code (MIC), (b) Allied Committee 135 Commercial and Government Entity (CAGE) Code, (c) DoD Activity Address Code (DoDAAC), (d) Dun & Bradstreet’s Data Universal Numbering System (DUNS) Number, (e) EDIFICE Company Identification Number (CIN), (f) European Health Industry Business Communication Council (EHIBCC) Labeler Identification Code (LIC), (g) GS1 Company Prefix, or (h) Health Industry Business Communication Council (HIBCC) Health Industry Number (HIN). |
| B. Warranty Repair Source Shipping Address | | | | |
| Name | AN | AR | M | The name of the organization. |
| Address Line 1 | AN | AR | M | The first line of the warranty repair organization's address. |
| Address Line 2 | AN | AR | C | The second line of the warranty repair organization's address, if needed. |
| City/County Name | A | AR | M | The designator that distinguishes one City or County from another. |
| State or  Province | A | AR | M | The symbol used to represent the State, Province, or territory within a country. |
| Postal Code | AN | AR | M | The designator that distinguishes one Postal Zone from another. |
| Country | A | 2/3 | M | The textual name of the country. See ISO 3166 from the International Organization for Standardization for the correct values. |
| Instructions | AN | AR | C | Additional instructions such as a web site where prepaid shipping labels may be obtained. |

\*Line items should reference the Service CLIN that the material is being purchased to support

|  |
| --- |
| **Warranty Information Attachment Table 3. Government System Designation:** |
| **Used to provide a system unique identifier (SYSUID) which will be used by WAWF for transmission of the warranty data to the appropriate Government system, as specified on the CDRL.** |
| When the WAWF CDRL ELIN is used to transmit the warranty data to the Government, the CDRL will specify the Product Data Reporting and Evaluation Program (PDREP), which is administered by the Naval Sea Logistics Center (NSLC) Detachment Portsmouth NH, as the destination for the transaction. The WAWF transaction will have to include the System Unique Identifier (SYSUID) of the PDREP. The SYSUID is formed by concatenating the DoD Information Technology Portfolio Repository (DITPR) Identification Number for PDREP, which is 1547, with the DoDAAC of the Naval Sea Logistics Center (NSLC) Detachment Portsmouth NH, which is N45112. The resulting SYSUID for PDREP is 1547N45112.  The PDREP point of contact is: Programs Director, Code 644 Naval Sea Logistics Center Portsmouth P.O. Box 2058 Portsmouth, NH 03804-2058 Commercial Phone: (207) 438-6440 |
| INFORMATION VENDOR WILL NEED TO ENTER THE WAWF CDRL ELIN |
| 1. ELIN (One Alpha and three numeric)  2. Quantity Shipped defaults to One  3. Unit of Measure defaults to EA (each)  4. Vendor must select NSP (Not Separately Priced) or enter a UNIT PRICE  5. Vendor has the option to include AAI (Accounting Activity Identifier), DN (Standard Document Number) and ACRN (Accounting Classification Reference Number)  6. Vendor MUST select appropriate SYSUID 1-instructions must provide SYSUID Name added to WAWF for PDREP, which is 1547N45112.  7. Vendor selects "Add Attachment"-ONLY ONE ATTACHMENT ALLOWED PER ELIN  8. Vendor must have the CDRL Attachment saved and accessible on Computer being used (instructions must advise Vendor that file name including ".pdf" must be 22 characters or less and size cannot exceed 5 MB.  9. Once Attachment has been added, Vendor will select "UPLOAD" button  10. Vendor has the option to add a "Description"-up to 2000 characters  11. Vendor selects "Save CDRL ELIN" button  12. Vendor can Add additional ELINs as required |

**ATTACHMENT J-14**

**J-14 Warranty Tracking Information**

**Contract Number: HQ0423-##-X-0###**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | | | Warranty Term | | | | |  | | | |
| Usage (note (c))\* | | Duration (note (d))\* | | Fixed Expiration (note (e)) |
| CLIN, SLIN, ELIN \* | Item Type (note (a)) \*\* | Warranty Item UII \*\*\* | Starting Event (note (b))  \* | Quan-tity  \* | Unit  \* | Quan-tity  \* | Unit  \* | Date  \* | Warranty Admin- istrator Enterprise Identifier Code Type (note (f)) \*\* | Warranty Admin- istrator Enterprise Identifier Code Type (note (g)) \*\* | Warranty Guarantor Enterprise Identifier Code Type   (note (h)) \*\* | Warranty Guarantor Enterprise Identifier     (note (i)) \*\* |
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\* To be completed by the requiring activity, if warranty is specified by the Government. Otherwise, all offerors are to complete as part of their offers.

\*\* To be completed by the contractor at the time of award.

\*\*\* To be completed by the Contractor at the time of award (if known) or at the time Attachment J-15, Warranty Repair Source Instructions is submitted.

Notes

(a) Item Type

C - component procured separate from end item

S – subassembly procured separate from end Item or subassembly

E - embedded in component, subassembly or end item parent

P - parent end item

(b) Starting Event

A - Acceptance

I - Installation

F - First Use

O - Other

Warranty term - Choose one of the following:

(c) Usage (for warrantees where effectivity is in terms of operating time or cycles)

(d) Duration (for warrantees that expire after a set period of time)

(e) Date (for warrantees with a fixed expiration date)

(f) Warranty Administrator Enterprise Identifier Code Type

0-9 – GS1 Company Prefix

D – CAGE

LB – ATIS-0322000

LH - EHIBCC

RH - HIBCC

UN – DUNS

(g) Warranty administrator enterprise identifier - A globally unique identifier code assigned to an enterprise by an issuing agency (e.g., Dun & Bradstreet’s Data Universal Numbering System (DUNS) Number, GS1 Company Prefix , Allied Committee 135 NATO Commercial and Government Entity (NCAGE)/ Commercial and Government Entity (CAGE) Code, or the Coded Representation of the North American Telecommunications Industry Manufacturers, Suppliers, and Related Service Companies (ATIS-0322000) Number, European Health Industry Business Communication Council (EHIBCC) and Health Industry Business Communication Council (HIBCC)).

(h) Warranty Guarantor Enterprise Identifier Code Type

0-9 – GS1 Company Prefix

D – CAGE

LB - ATIS-0322000

LH – EHIBCC

RH – HIBCC

UN – DUNS

(i) Warranty guarantor enterprise identifier - A globally unique identifier code assigned to an enterprise by an Issuing Agency (e.g., Dun & Bradstreet’s Data Universal Numbering System (DUNS) Number, GS1 Company Prefix , Allied Committee 135 NATO Commercial and Government Entity (NCAGE)/ Commercial and Government Entity (CAGE) Code, or the Coded Representation of the North American Telecommunications Industry Manufacturers, Suppliers, and Related Service Companies (ATIS-0322000) Number, European Health Industry Business Communication Council (EHIBCC) and Health Industry Business Communication Council (HIBCC).

**ATTACHMENT J-15**

**J-15 Warranty Repair Source Instructions**

**Contract Number: HQ0423-##-X-0###**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| CLIN, SLIN or ELIN  \* | Warranty Repair Source Enterprise Identifier Code Type  (note (a))  \*\* | Warranty Repair Source Enterprise Identifier  (note (b))  \*\* |  | | | | | | | |
| Shipping Address for warranty returns | | | | | | | Instructions  (note (c))  \*\* |
| Name  \*\* | Address Line 1  \*\* | Address Line 2  \*\* | City /County  \*\* | State / Province  \*\* | Postal Code  \*\* | Country  \*\* |
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\* To be completed by the requiring activity, if warranty is specified by the Government. Otherwise, all offerors are to complete as part of their offers.

\*\*To be completed by the Contractor at the time of award and/or at the time of delivery.

Notes:

(a) Warranty Repair Source Enterprise Identifier Code Type

0-9 – GS1 Company Prefix

D – CAGE

LB - ATIS-0322000

LH – EHIBCC

RH – HIBCC

UN – DUNS

(b) Warranty repair source enterprise identifier - A globally unique identifier code assigned to an enterprise by an issuing agency (e.g., Dun & Bradstreet’s Data Universal Numbering System (DUNS) Number, GS1 Company Prefix , Allied Committee 135 NATO Commercial and Government Entity (NCAGE)/ Commercial and Government Entity (CAGE) Code, or the Coded Representation of the North American Telecommunications Industry Manufacturers, Suppliers, and Related Service Companies (ATIS-0322000) Number, European Health Industry Business Communication Council (EHIBCC) and Health Industry Business Communication Council (HIBCC)).

(c) Instructions - For each warranty repair source enterprise identifier, include the shipping address for returning warranty items, or include instructions for accessing a web site to obtain prepaid shipping labels for returning warranty items to the designated source of warranty repair.

**ATTACHMENT J-16**

**J-16. GOVERNMENT FURNISHED PROPERTY (GFP)**

Attachment J-16 will be provided upon request.

**ATTACHMENT J-17**

**J-17. DoD PROGRAM MANAGEMENT REPORT (INTRODUCTION)**

Attachment J-17, “DoD Program Management Report,” is the actual report provided by the current Contractor at the end of Fiscal year 2021. Information has been redacted on the basis of confidentiality and a “need-to-know” only basis.

The information included in this Attachment is intended to assist prospective offerors with understanding the magnitude of Military Banking Facilities (MBF) operations.

Attachment J-17 is an example of the Semi-Annual report requirement identified in Attachment J-3, Reporting Requirements, paragraphs 2.b. and 2.c.

This report presents only summary totals for operating expenses incurred at the Home Office. Home Office expenses are allocated on a pro rata basis of total operating expenses directly incurred by each country. This allows for a Profit and Loss (P&L) summary presentation of each country’s operating results.

It is important to note that this report is a reflection of the current OMBP Contractor’s preferred operating structure, in terms of the home office functions and set-up.

Expenses incurred at the Home Office currently include salaries and benefits for personnel and related occupancy and equipment costs. In addition, certain shared services costs are captured at the Home Office. These costs include, but are not limited to:

* Core data processing charges for the loan, deposit and general ledger systems
* Core processing and system charges for the remote image capture system (IP)
* Core processing and system charges for the Teller and Platform applications
* Network monitoring charges for the global data communications system
* All costs in support on Community Bank Online and related services
* All costs in support of Client Education (creative and marketing collateral)

Budgeted numbers and variances are NOT included, as they are not relevant for the purposes of the RFP but will be required for reporting purposes in the anticipated contract.

The actual loan rates for the given time frame are included but detailed information on the process of setting those rates is not. It is important that prospective offerors understand that the DFAS Program management Office determines the methodology for setting the monthly loan rates.

**ATTACHMENT J-18**

**J-18. TELECOMMUNICATIONS & TECHNICAL ARCHITECUTRE**

Attachment J-18 will be provided upon request.

Due to the complex nature of this Attachment, we are unable to provide the information herein in a format that is compliant with the Rehabilitation Act, Section 508 requirements

Any questions pertaining to this can be addressed to Ms. Dana King at

614-701-3196 or via email at [dana.l.king4.civ@mail.mil](mailto:dana.l.king4.civ@mail.mil).

**ATTACHMENT J-19**

**J-19. HARDWARE/ATM LIFECYCLE INFORMATION**

Attachment J-19 will be provided upon request.

**ATTACHMENT J-20**

**J-20. MBF EMPLOYEE NUMBERS & SALARIES**

Attachment J-20 will be provided upon request.

**ATTACHMENT J-21**

**CONFIDENTIAL NONDISCLOSURE AGREEMENT (DRAFT)**

**In consideration of the Defense Finance and Accounting Service (hereafter “DFAS”) transmitting certain data and information to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (hereinafter \_\_\_\_\_\_\_\_ ) to allow them to perform due diligence and better understand DFAS Overseas Military Banking requirements, \_\_\_\_\_\_\_\_ and DFAS hereby agree as follows:**

1. DFAS and \_\_\_\_ both recognize that in order for \_\_\_\_\_\_\_ to understand the scope, requirements, level of effort and price the DFAS Overseas Military Banking requirement, \_\_\_\_\_\_

will come into contact with non-public or confidential information and data pertaining to the DFAS Banking requirement technical data and other similar data. This situation creates a need for confidential treatment of any such confidential information and data or other business and technical information received by either party from the other.

2. "Non-public or Confidential Information" shall mean all information or material proprietary to DFAS or designated by either party as proprietary, which either party may obtain knowledge about or access to, through or as a result of our mutual relationship. Non-public or Confidential Information includes, but is not limited to, the following types of information and other information of a similar nature whether or not reduced to writing: discoveries, ideas, concepts, research, development, processes, operating procedures, "know-how", marketing techniques, procedures and materials, marketing and development plans, client names and other information related to clients, account fees, pricing and policies, and financial information.

3. Non-public or Confidential Information shall not include information that (i) becomes generally available to the public other than as a result of disclosure by the receiving party, (ii) was available to the receiving party on a non-confidential basis prior to its disclosure to the receiving party by the disclosing party, or (iii) becomes available to the receiving party on a non-confidential basis from a source other than the disclosing party or its agents, advisors or representatives when such source is entitled, to the best of the receiving party’s knowledge, to make the disclosure to the receiving party, or (iv) is independently developed, as evidenced by written records, without the aid, use of, or reference to the other party’s Confidential Information, or (v) must be disclosed by operation of law. Receiving Party shall promptly notify Disclosing Party of any such request for disclosure in order to allow Disclosing Party full opportunity to seek the appropriate protective order.

4. Both parties shall take all reasonable measures, but in any event no less than the same degree of care that such party uses to protect its own non-public or confidential or proprietary information of similar nature and importance, to protect the confidentiality and avoid the unauthorized use, disclosure, publication, or dissemination of the disclosing party’s Non-public or Confidential Information.

5. Notwithstanding anything else in this Agreement, any party receiving Non-public or Confidential Information (the “Receiving Party”) of the other party (the “Disclosing Party”) may disclose to employees, officers, directors, independent contractors, attorneys, accountants, financial advisors, or agents [the “Disclosee(s)] of the Receiving Party having a need to know such Non-public or Confidential Information[[1]](#footnote-1), provided that each such Disclosee is obligated either by execution of a confidentiality agreement requiring such person to maintain the confidentiality of the Non-public or Confidential Information or is subject to a policy which would protect the Non-public or Confidential Information from disclosure. In the event of any such breach by a Disclosee of the Receiving Party, the Receiving Party shall provide reasonable assistance to the Disclosing Party in securing any equitable relief necessary to prevent further dissemination of Non-public or Confidential Information.

6. Non-public or Confidential Information, in whatever form or medium it may be, together with all copies thereof, whether or not such duplication has been authorized, shall be returned promptly by the Receiving Party upon the Disclosing Party's request.

7. \_\_\_\_\_ hereby affirms that it will comply with the Privacy Act regarding non-public personal information or personally identifiable information and not disclose any such information it may come in contact with.

8. This Agreement constitutes the entire agreement of the parties with respect to the subject matter contained herein, and supersedes all prior or contemporaneous oral or written agreements or understandings between the parties regarding such subject matter. This Agreement may be modified only in writing signed by duly authorized representatives of the parties.

9. This Confidential Nondisclosure Agreement may be signed in counterpart and shall be effective as of the last date of signature, below.

DFAS **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Contractor

|  |  |  |  |
| --- | --- | --- | --- |
| Name: |  | Name: |  |
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| Date: |  | Date: |  |

**ATTACHMENT J-22**

**PROPOSAL SUBMITTAL CHECKLIST**

**THE PROPOSAL SUBMITTAL CHECKLIST IS BEING DEVELOPED AND WILL BE PROVIDED AS PART OF THE FINAL RFP**

**ATTACHMENT J-23**

**PAST PERFORMANCE QUESTIONNAIRE (PPQ) – SAMPLE**

**NOTE TO INDUSTRY: PLEASE SEE SECTION M-4 AND PROVIDE COMMENTS OR EXAMPLES OF WHAT MIGHT BE A BETTER FIT FOR THE BANKING INDUSTRY. EDITS WILL ALSO BE MADE TO THE PPQ ISSUED IN THE FINAL RFP BASED UPON INDUSTRY INPUT AS WELL AS CHANGES MADE HEREIN, AND ALIGNED TO MEET EALUATION CRITERIA IDENTIFIED IN SECTION M.**

INSTRUCTIONS

The “Offeror” (identified in Section I, Block A) is submitting a response to a solicitation issued by the Defense Finance and Accounting Service (Columbus, OH) to provide banking operations service overseas for the DFAS Overseas Military Banking Program (OMBP).

Your candid responses to this questionnaire will assist DFAS in evaluating the offeror’s past performance (i.e., How was the quality of the services this Offeror provided in the past?) By gathering this information (not only on this Offeror, but on all the companies who submit an offer to provide the required services) the Government strives to determine which company’s offer will be most advantageous to the Department of Defense.

We appreciate the time and effort you take to verify the information provided by the Offeror in Section I and more importantly to complete Sections II and III regarding the services you received from them.

PLEASE EMAIL COMPLETED Questionnaires NLT day of week – Month ##, 2022 at 4:00 PM EST to:

Ms. Dana King at [dana.l.king4.civ@mail.mil](mailto:dana.l.king4.civ@mail.mil).

Should you have any questions regarding this questionnaire, please contact Ms. King by phone at: 614-701-3196 or at the email address shown above.

PAST PERFORMANCE QUESTIONNAIRE - **SAMPLE**

Section I - Details of Company Being Evaluated)

**(To be Filled Out by the “Offeror (a.k.a. “Evaluatee”)“ & Verified by the “Evaluator”)**

A. Offeror’s Information:

|  |  |
| --- | --- |
| **1. Company Name:** |  |
| **2. Address:** |  |
|  |  |
| **3. Company POC’s Name:** |  |
| **4. POC’s Title:** |  |
| **5. POC’s Phone #:** |  |
| **6. POC’s Fax #:** |  |
| **7. POC’s Email:** |  |

B. Information regarding Past Contract(s\*) being evaluated: \***(attach additional pages if necessary)**

|  |  |
| --- | --- |
| **1. Contract #:** |  |
| **2. Customer (Firm Name):** |  |
| **3. Performance Period when work was done?** |  |
| **4. Location(s) of Work Performed:** |  |
| **5. Scope of Contract (i.e. Brief Description of Work Performed):** |  |
| **6. Average Annual $ amount:** |  |
| **7. Awards or Incentives (if applicable)** |  |
| **8. Has this contract been partially or completely terminated for default?** |  |

SECTION II - Details of Evaluator (Person providing Evaluation of Offeror)

**(Can be Filled Out by either the “Offeror “ OR “Evaluator”)**

|  |  |
| --- | --- |
| **1. Evaluator’s Name:** |  |
| **2. Title:** |  |
| **3. Organization:** |  |
| **4. Evaluator’s Phone #:** |  |
| **5. Evaluator’s Fax #:** |  |
| **6. Evaluator’s Email:** |  |

**SECTION III - Customer Satisfaction/Quality of Service Questions**

**(To be Filled Out only by the “Evaluator”)**

**EXPLANATION OF CODES: NOTE TO INDUSTRY: FINAL DEFINITIONS WILL BE ALIUGNED WITH THE CONTENTS IN SECTION M OF THE FINAL RFP.**

CODE PERFORMANCE LEVEL

5 OUTSTANDING- Performance meets contractual requirements and exceeds many (requirements) to the Government’s benefit. The contractual performance of the element being assessed was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective.

4 EXCELLENT- Performance meets contractual requirements and exceeds some (requirements) to the Government’s benefit. The contractual performance of the element being assessed was accomplished with some minor problems for which corrective actions taken by the contractor were effective.

3 SATISFACTORY- Performance meets contractual requirements. The contractual performance of the element being assessed contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory.

2 MARGINAL- Performance does not meet some contractual requirements. The contractual performance of the element being assessed reflects a serious problem for which the contractor has not yet identified corrective actions or the contractor’s proposed actions appear only marginally effective or were not fully implemented.

1 UNSATISFACTORY- Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element being assessed contains serious problem(s) for which the contractor’s corrective actions appear or were ineffective.

0 NOT APPLICABLE or UNKNOWN- Unable to provide a score. Performance in this area not applicable to the effort assessed.

KEY: 5=OUTSTANDING 4=EXCELLENT 3=SATISFACTORY 2=MARGINAL 1=UNSATISFACTORY 0=NOT APPLICABLE / UNKNOWN

|  |  |
| --- | --- |
| QUALITY OF PRODUCT OR SERVICE | |
| 1. To what extent did this Offeror conform to your contract’s requirements? | 5 4  3  2  1 0 |
| 2. To what extent did the Contractor adhere to contract delivery schedules? | 5 4  3  2  1 0 |
| 3. To what extent did the Contractor submit proposals, required reports and documentation in a timely manner? | 5 4  3  2  1 0 |
| 4. To what extent were the Contractor’s reports and documentation accurate and complete? | 5 4  3  2  1 0 |
| 5. To what extent did this Offeror demonstrate effective management over the effort performed? | 5 4  3  2  1 0 |
| 6. To what extent was this Offeror in providing and maintaining current and effective documentation? | 5 4  3  2  1 0 |
| COST CONTROL | |
| 7. To what extent did the Contractor meet the proposed cost estimates? | 5 4  3  2  1 0 |
| 8. To what extent was the Contractor effective at controlling cost? | 5 4  3  2  1 0 |
| PERSONNEL | |
| 9.  To what extent did the Offeror manage key personnel turnover to minimize impact to contract performance? | 5 4  3  2  1 0 |
| 10.  Was the Contractor able to attract, train and retain sufficient personnel to complete the effort? | Yes  No  0 |
| BUSINESS RELATIONSHIPS | |
| 11.  To what extent did the Contractor respond positively and promptly to technical directions, contract change orders, etc.? | 5 4  3  2  1 0 |
| 12. To what extent was the Contractor effective in communicating with the Government’s staff? | 5 4  3  2  1 0 |
| 13. To what extent did the Contractor respond to and attempt to correct any concerns, issues, or problems that appeared during performance of your Contract? | 5 4  3  2  1 0 |
| 14. How would you rate the effectiveness of the Contractor’s problem resolution efforts? | 5 4  3  2  1 0 |
| 15.  To what extent did the Contractor coordinate, integrate, and provide for effective subcontractor management? | 5 4  3  2  1 0 |
| 16.  Have any cure notices, show cause letters, suspension of payment, or termination actions been issued? If yes, please explain below. | Yes  No  0 |
| CUSTOMER SATISFACTION | |
| 17. How would you rate this Offeror’s attention to customer satisfaction? | 5 4  3  2  1 0 |
| 18.  How satisfied are you with the overall performance this Offeror provided? | 5 4  3  2  1 0 |
| 19.  If given an opportunity, would you conduct business with this Offeror again? | Yes  No  0 |

**Section IV: Closing Comments**

|  |
| --- |
| 1. Provide any additional comments you feel would be pertinent regarding past performance of this company. If providing a comment on a specific question please specify the number of the question with your explanation: |

**PLEASE RETURN COMPLETED QUESTIONNAIRES to: dana.l.king4.civ@mail.mil**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **ATTACHMENT J-24**  **OMBP TOTAL PROPOSED COST & FIXED FEE – SUMMARY** | | | | | |
|  | **FY23** | **FY24** | **FY25** | **FY26** | **FY27** |
| **Home Office Operations** | $ | $ | $ | $ | $ |
| **MBF Operations** |  |  |  |  |  |
| Germany & Netherlands | $ | $ | $ | $ | $ |
| United Kingdom | $ | $ | $ | $ | $ |
| Italy | $ | $ | $ | $ | $ |
| Japan & Okinawa | $ | $ | $ | $ | $ |
| Korea & Diego Garcia | $ | $ | $ | $ | $ |
| Cuba & Honduras | $ | $ | $ | $ | $ |
|  |  |  |  |  |  |
| **Total OMBP Operations** | $ | $ | $ | $ | $ |
|  |  |  |  |  |  |
| **Fixed Fee** |  |  |  |  |  |
| Home Office Operations | $ | $ | $ | $ | $ |
| MBF Operations |  |  |  |  |  |
| Total Fixed Fee | $ | $ | $ | $ | $ |
|  |  |  |  |  |  |
| Total Cost & Fixed Fee | **$** | **$** | **$** | **$** | **$** |
|  |  |  |  |  |  |
|  | **FY28** | **FY29** | **FY30** | **FY31** | **FY32** |
| **Home Office** | $ | $ | $ | $ | $ |
| **MBF Operations** |  |  |  |  |  |
| Germany & Netherlands | $ | $ | $ | $ | $ |
| United Kingdom | $ | $ | $ | $ | $ |
| Italy | $ | $ | $ | $ | $ |
| Japan & Okinawa | $ | $ | $ | $ | $ |
| Korea & Diego Garcia | $ | $ | $ | $ | $ |
| Cuba & Honduras | $ | $ | $ | $ | $ |
|  |  |  |  |  |  |
| **Total OMBP Operations** | $ | $ | $ | $ | $ |
|  |  |  |  |  |  |
| **Fixed Fee** |  |  |  |  |  |
| Home Office Operations | $ | $ | $ | $ | $ |
| MBF Operations |  |  |  |  |  |
| Total Fixed Fee | $ | $ | $ | $ | $ |
|  |  |  |  |  |  |
| Total Cost & Fixed Fee | **$** | **$** | **$** | **$** | **$** |
|  |  |  |  |  |  |
| Cumulative 10-Year Program Cost |  |  |  |  | **$** |
| Cumulative 10-Year Program Fixed Fee |  |  |  |  | **$** |
| **Total Proposed Costs (10 Years)** |  |  |  |  | **$** |
|  |  |  |  |  |  |
| Option to Extend Services\* (Cost) |  |  |  |  | **$** |
| Option to Extend Services\* (Fixed-Fee) |  |  |  |  | **$** |
| **Total Proposed Cost – Option to Extend Services\*** |  |  |  |  | **$** |
| \*FAR 52.217-8 Option To Extend Services – 6 months |  |  |  |  |  |

Section L - Instructions, Conditions and Notices to Bidders

ITO

Section L - Instructions, Conditions and Notices to Offerors or Respondents **NOTE TO INDUSTRY: THIS SECTION IS CURRENTLY UNDERDEVELOPMENT. GENERAL INSTRUCTIONS ARE PROVIDED AS A BSELILNE FOR INDUSTRY REVIEW AN COMMENT.**

INSTRUCTIONS TO OFFERORS

**L-1. PROPOSAL PREPARATION AND SUBMISSION**

Defense Finance and Accounting Service (DFAS) is issuing a Request for Proposals (RFP) for the services specified in the attached Performance Work Statement (PWS). Proposal evaluation will be conducted in accordance with FAR Subpart 15.3 as described in Section M of this RFP, with the intention to award a contract to one (1) contractor.

**Questions Due Date:** **Month, Day, 2022 at 3:00 PM EST** Questions must be emailed to Ms. Dana King at [dana.l.king4.civ@mail.mil](mailto:dana.l.king4.civ@mail.mil) and Mr. William Mark Mayo at [william.m.mayo8.civ@mail.mil](mailto:william.m.mayo8.civ@mail.mil).

**Proposal Due Date:** **Month, Day, 2022 at 3:00 PM EST** Offeror proposals shall be submitted electronically to the Government via DoD SAFE at <https://safe.apps.mil/> to Ms. Dana King at [dana.l.king4.civ@mail.mil](mailto:dana.l.king4.civ@mail.mil) and Mr. William Mark Mayo at [william.m.mayo8.civ@mail.mil](mailto:william.m.mayo8.civ@mail.mil). When DoD SAFE is used, the Offeror must receive a “drop-off request” from an inside (i.e., government) user. The Offeror must email the Government POCs: Ms. Dana King (Primary) and Mr. William Mark Mayo (Alternate) to request a “drop-off request.” After the Government POC generates a “drop-off request” for the Offeror, the Offeror will receive an email with a link to submit their “drop-off” for proposal submission. Proposals ***must***be sent to both the Primary and Alternate POCs.

1. General Instructions. Offerors shall submit proposals with a Cover Letter and separate proposals into three (3) distinct Volumes:

|  |  |  |  |
| --- | --- | --- | --- |
| **PROPOSAL**  **VOLUME** | **REFERENCE** | **TITLE** | **MAXIMUM NUMBER OF PAGES** |
| I | Factor 1 | Cover Letter | 5 Pages |
| Technical | # Pages |
| Representations and Certifications | No Page Limit |
| II | Factor 2 | Past Performance | # Pages |
| III | Factor 3 | Cost/Price | No Page Limit |

1. Offerors must electronically submit their technical proposal, past performance information, and cost proposal. **(*All data submitted must be in a format readable by Adobe PDF, Microsoft Word, PowerPoint or Excel.)***
2. Proposals submitted in response to this RFP must consist of a technical proposal, with sections for banking operations, program governance, new technologies and projects, and transition plan. The technical proposal shall not contain any contract price or cost information. The Offeror may state in the technical proposal that the price or cost information requested in Section L-2, Technical Information, is provided in the cost proposal.
3. Inherent knowledge and/or any data previously submitted in response to another solicitation will be assumed unavailable to the Government; and this data shall not be incorporated into the technical proposal by reference. Offerors shall assume that the Government has no prior knowledge of their facilities and experience and will base its evaluation on the information presented in the Offeror's proposal.
4. Clarity and completeness of the proposal are of the utmost importance. The proposal must be written in a practical, clear, and concise manner and shall include sufficient detail for effective evaluation of all factors and for substantiating the validity of stated claims. The proposal shall not simply rephrase or restate the Government's requirements, but rather the proposal shall provide convincing rationale to address how the Offeror intends to meet these requirements. The proposal must demonstrate and/or show how the Offeror will fulfill the requirements described in the PWS. The proposal must demonstrate the Offeror’s subject knowledge, staffing approach, and management approach to meet the services identified in the PWS. It must use quantitative terms whenever possible and must avoid qualitative adjectives to the maximum extent possible. Proposal volumes must be internally consistent or the proposal will be considered unrealistic and may be considered unacceptable.
5. Proposals submitted in response to this solicitation must follow the format below.
6. The page number, section number and corporate logo may extend into the one-inch margin. All other graphics shall stay within the one-inch allowable margin. All graphics may be single-spaced.

b. Specifics.

1. **Technical Proposal.** Technical proposals shall not be classified. Proposals must address all requirements identified in L-2, TECHNICAL INFORMATION. Technical proposals must be legible, double spaced (personal resumes may be single spaced) on 8 ½ by 11 inch paper with a one-inch margin on all sides. The font must not be smaller than 10 point. The technical volume shall not exceed **250 p**ages, including cover pages, table of contents and indices. Resumes of Key Personnel are not included in the **250 p**age limit. The technical volume shall include the transition plan as set forth in Section M-3, Subfactor 4 (Transition Plan). However, the required transition plan is not included in the 250 page limit.

**Resumes: 3 Page limit per resume**

Section M - Evaluation Factors for Award

EVALUATION FACTORS AND BASIS O

SECTION M - EVALUATION FACTORS FOR AWARD

**M-1. GENERAL INFORMATION - EVALUATION FACTORS AND BASIS OF AWARD**

1. This is a competitive source selection conducted in accordance with FAR Subpart 15.3. This competitive best value selection will be conducted using a best value tradeoff selection process tailored to the requirements and particulars of the DoD OMBP Performance Work Statement (PWS) and modeled after best value source selection procedures and principles in FAR Part 15 and DoD Source Selection Procedures (<https://www.acq.osd.mil/dpap/policy/policyvault/USA004370-14-DPAP.pdf>) identified in DFARS Subpart 215.3.
2. One (1) award will be made as a result of this solicitation to the Offeror who is deemed responsible in accordance with FAR Part 9, as supplemented, and whose proposal conforms to the solicitation’s requirements (to include all stated terms, conditions, representations, certifications, and all other information required by the solicitation instructions with an “Acceptable” Overall Technical Rating, and best suited to fulfill the Government’s requirement. If an Offeror fails to meet all solicitation requirements, the Government may not make an award to that Offeror. The tradeoff process allows for tradeoffs between non-cost factors and price and allows the Government to accept lower than the lowest priced proposal or other than the highest technically rated proposal to achieve a best value contact award.
3. The Government intends to evaluate proposals and award a predominantly cost plus fixed-fee (CPFF) indefinite-quantity contract.

**M-2. EVALUATION FACTORS**

Proposals will be evaluated against the three (3) following factors in descending order of importance:

* Factor 1: Technical
* Subfactor 1: Banking Operations
* Subfactor 2: Program Governance
* Subfactor 3: System, Hardware, and Software Maintenance and Replacement and New Program Changes
* Subfactor 4: Transition Approach
* Factor 2: Past Performance
* Factor 3: Cost/Price

All evaluation factors other than cost or price, when combined, are considered significantly more important than cost or price. In relation to the evaluation of the non-cost factors, the past performance (PP) factor is considered less important than the technical factor.

Proposals will be evaluated by technical, past performance, and cost/price. Technical will be evaluated and assessed at the Subfactor level based on the criteria identified in Section M-3. Past performance will be evaluated using a confidence assessment based on the criteria in Section M-4. Cost/price will be evaluated to determine if it is fair and reasonable based on the criteria in Section M-5.

In the event all Offers are rated equally, the lowest priced Offer will be selected as the best value to fulfill the Government’s need.

**M-3.1. FACTOR 1: TECHNICAL FACTORS/SUBFACTORS**

1. Each proposal shall, at a minimum, address each of the four (4) subfactors, as they apply to the OMBP PWS. Technical subfactors identify the requirements that are key to successful performance. Technical subfactors are of equal importance in relation to each other. The technical proposals will be evaluated to determine the extent of the Offeror's understanding of and feasibility/ability to successfully perform the Government's requirements. Subfactors 1 - 4 will be rated as “Outstanding,” Good,” “Acceptable,” “Marginal,” or “Unacceptable” as defined in Section M-3.2
2. A rating of “Unacceptable” for one (1) or more subfactors will constitute an overall rating of “Unacceptable” for the overall technical evaluation and unawardable.
3. Offerors must receive an “Outstanding,” Good,” or “Acceptable,” rating on each Subfactor to be considered technically “Acceptable” for the overall technical rating as defined in Section M-3.2.
4. All technical proposals received will be evaluated against the evaluation criteria set forth in Sections M-3.1e. and M-3.2
5. The following factor/subfactors will be used for technical evaluations:

**Factor 1: Technical**

1. **Subfactor 1: Banking Operations**
2. Banking Operations to include overseas operations: Demonstrated experience in providing banking services at geographically dispersed locations. The Offeror must discuss its corporate experience in providing banking services at widely disbursed locations and how it supports those locations with central office tasks/functions. The Offeror must also discuss how it manages ATM networks to include repair and replacement. Additionally, the Offeror must discuss their experience in providing banking services in an overseas environment, if applicable.

**STANDARD:** Offeror demonstrates experience in providing banking services at geographically dispersed locations, and ability to manage and operate an ATM network.

1. Key Personnel: The Offeror must submit resumes on the following personnel: Home Office Senior Manager, Contract Manager, Operations Manager, Chief Financial Officer and any other position that is deemed key by the Offeror.

**STANDARD:** Experience, training, certifications, and education are relevant and appropriate for the particular position.

1. Staffing Plan: The Offeror must provide a plan for initially hiring and retaining a qualified workforce. The plan shall identify all required functions to be performed and must include an organizational chart with management clearly identified. The plan must address the Offeror’s process for setting the qualifications and salaries as well as the process for filling open positions. In addition, the Offeror shall include a quality control plan for staffing plan adherence. Hiring procedures that include a widely dispersed recruiting methodology will be rated more highly.

**STANDARD:** Offeror’s plan presents an efficient and realistic approach to staffing a workforce to meet contract requirements. The plan must address the inherent weakness of a cost type contract (lack of a contractual incentive to control cost growth) with providing a viable way for the Program Office to control costs over time within the staffing category of expenses.

1. **Subfactor 2: Program Governance**
2. Cost Control: This factor will assess the degree to which the Offeror proposes specific contractual terms that include Program Management Office involvement in decision making matters that result in increased DoD ability to control costs.

**STANDARD:** Terms identified by the Offeror provide the DoD discretion over decision making matters related to controlling program costs.

1. Interaction with DFAS Program Management Office (PMO): This factor will assess the degree to which the Offeror provides specific contractual terms that facilitate communication and coordination between the Offeror and the DoD as well as provide awareness of day-to-day operations and significant events.

**STANDARD:** Offeror’s terms provide visibility of issues involving contract management, PMO decision making opportunity, and oversight of implementation of DFAS direction.

1. Small Business Participation: This factor will assess the degree to which the Offeror identifies small business participation objectives and percentage goals for work to be performed by small businesses.

**STANDARD:** The Offeror provides an applicable breakdown of goals for various categories of small business concerns (e.g., small business, small disadvantaged business, historically underutilized business zone small business, etc.).

1. **Subfactor 3: System, Hardware, and Software Maintenance and Replacement and New Program Changes**
2. Ability to maintain systems, hardware, and software and plan and execute lifecycle replacements: The Offeror shall provide documentation detailing how they maintain systems, hardware, and software. The Offeror shall provide documentation detailing how they plan for and execute lifecycle replacements of systems, hardware, and software. The Offeror shall provide a plan to maintain working versions of OMBP systems, hardware, and software, to include proposed lifecycle replacement plans and timelines.

**STANDARD:** The Offeror provides documentation detailing how they maintain systems, hardware, and software and how they plan for and execute lifecycle replacements of systems, hardware, and software. The offeror provides a plan to maintain working versions of OMBP systems, hardware, and software, which includes a proposed lifecycle replacement plan and identifies all steps required and associated timelines.

1. Ability to plan and implement program changes: The Offeror shall provide documented evidence of how they have planned and implemented changes to their operations. During the life of this Contract, the Contractor will be required to complete projects that may require changing banking products and/or services, implementing new technology, installing and removing ATMs, and opening/closing banking locations in existing locations or opening/closing banking locations in new locations. Thus, offerors need to demonstrate how they have run similar projects and the results of those projects. Offerors must explain how they plan and implement projects by providing documented evidence of projects previously completed, to include cost and schedule information.

**STANDARD:** Offeror’s examples follow generally accepted project management standards, activity produced intended results, and actual project costs and schedule are identified and compared to planned costs and schedule.

1. **Subfactor 4: Transition Approach.**

Transition Plan: Provide a project plan (with associated schedules) that identifies all tasks and subtasks necessary to minimize disruption during the transition period upon award. The plan shall specifically explain how the Offeror will successfully complete tasks and activities. The Offeror’s Transition proposal shall not exceed six (6) months (180 consecutive days) to accomplish. (Note: Actual transition start date will be determined by the Contracting Officer following contract award).

**STANDARD:** Plan identifies all necessary tasks, identifies task durations, has relationships between tasks identified, has a critical path identified, identifies resources required, and does not exceed six (6) months (180 consecutive days) to accomplish.

**M-3.2. TECHNICAL EVALUATION ADJECTIVAL RATINGS – COMBINED TECHNICAL/RISK RATING**

1. The combined technical/risk rating includes consideration of risk in conjunction with the strengths, weaknesses, significant weaknesses, uncertainties, and deficiencies in determining technical ratings. Technical evaluation will be based on the adjectival ratings in Tables 1A and 1B below with narrative statements providing strengths, weaknesses, significant weaknesses and deficiencies, as applicable, of each proposal for all four (4) subfactors.

Each of the four (4) technical/risk subfactors will be as rated either Blue, Purple, Green, Yellow, or Red for each Offeror based on the technical/risk rating descriptions in Table 1A. An overall technical rating based on the descriptions in Table 1B will be assessed for each Offeror based on the results of the evaluation and ratings in Table 1A. A comparative analysis (comparing Offeror proposals to one another) of Table 1A ratings will be conducted amongst the proposals with an overall technical rating of “Acceptable” for all four (4) subfactors.

**TABLE 1A – TECHNICAL SUBFACTOR RATINGS**

|  |  |  |
| --- | --- | --- |
| **COLOR RATING** | **ADJECTIVAL RATING** | **DESCRIPTION** |
| Blue | Outstanding | Proposal indicates an exceptional approach and understanding of the requirements and contains multiple strengths, and risk of unsuccessful performance is very low. |
| Purple | Good | Proposal indicates a thorough approach and understanding of the requirements and contains at least one (1) strength, and risk of unsuccessful performance is low to moderate. |
| Green | Acceptable | Proposal meets requirements and indicates an adequate approach and understanding of the requirements, and risk of unsuccessful performance is no worse than moderate |
| Yellow | Marginal | Proposal has not demonstrated an adequate approach and understanding of the requirements, and/or risk of unsuccessful performance is high. |
| Red | Unacceptable | Proposal does not meet requirements of the solicitation, and thus, contains one (1) or more deficiencies, and/or risk of unsuccessful performance is unacceptable. Proposal is unawardable. |

**TABLE 1B – OVERALL TECHNICAL RATING**

|  |  |
| --- | --- |
| **ADJECTIVAL RATING** | **DESCRIPTION** |
| Acceptable | Proposal meets requirements of the solicitation. |
| Unacceptable | Proposal does not meet requirements of the solicitation. |

1. EVALUATION DEFINITIONS.
2. The following definitions shall be used in determining the deficiencies, strengths, weaknesses and significant weaknesses of each proposal, as applicable.
3. Deficiency: A material failure of a proposal to meet a Government requirement or a combination of significant weaknesses in a proposal that increases the risk of unsuccessful contract performance to an unacceptable level. See FAR 15.001.
4. Strength: An aspect of an Offeror's proposal that has merit or exceeds specified performance or capability requirements in a way that will be advantageous to the Government during contract performance.
5. Weakness: A flaw in the proposal that increases the risk of unsuccessful contract performance. See FAR 15.001.
6. Significant Weakness: A flaw in the proposal that appreciably increases the risk of unsuccessful contract performance. See FAR 15.001.
7. The following definitions shall be used in determining levels of risk within each proposal, as applicable.
8. Low: Proposal may contain weakness (es) which have little potential to cause disruption of schedule, increased cost or degradation of performance. Normal contractor effort and normal government monitoring will likely be able to overcome any difficulties.
9. Moderate: Proposal contains a significant weakness or combination of weaknesses which may potentially cause disruption of schedule, increased cost or degradation of performance. Special contractor emphasis and close government monitoring will likely be able to overcome difficulties.
10. High: Proposal contains a significant weakness or combination of weaknesses which is likely to cause significant disruption of schedule, increased cost or degradation of performance. Is unlikely to overcome any difficulties, even with special contractor emphasis and close government monitoring.
11. Unacceptable: Proposal contains a material failure or a combination of significant weaknesses that increases the risk of unsuccessful performance to an unacceptable level.

## M-4.1. FACTOR 2: PAST PERFORMANCE (NOTE TO INDUSTRY: The Government is specifically seeking feedback and input regarding performance measures for financial institutions. For example, what are current “tools” used to measure performance, regulatory compliance, independent assessors etc. that are industry-wide performance measures.

1. The Offeror shall include within their proposal a demonstration of experience with at least one (1) and up to three (3) contracts on directly related or similar Federal, State and local government, and private contracts and/or subcontracts similar to this effort. The Government will evaluate the Offeror’s recency, relevancy, and quality to establish one (1) performance confidence assessment rating for each Offeror. The past performance (PP) evaluation will be used to assess the Offers’ probability of meeting the solicitation requirements. Experience will be assessed based on a holistic approach of factors such as scope, magnitude, and complexity as well as how well they have performed similar work for other customers or their overall performance as a financial institution in the banking industry. The Offeror must provide the information requested above for past performance evaluation or affirmatively state that it possesses no relevant, directly related or similar past performance experience.
2. Past Performance Questionnaire (PPQ)
3. Quality of Product or Service
4. Cost Control
5. Personnel
6. Business relationships
7. Customer Satisfaction
8. The past performance evaluation performed in support of a current source selection does not establish, create, or change the existing record and history of the Offeror’s past performance on past contracts; rather, the past performance evaluation process gathers information from customers on how well the Offeror performed those past contracts.
9. The project(s) submitted by the Offeror and information obtained from other sources available to the Government such as the Contractor Performance Assessment and Reporting System (CPARS) may be used for this evaluation. The Government reserves the right to obtain information relative to present and past performance on its own.
10. The prime Offerors past performance is more important than the past performance evaluations of the significant/critical subcontractors. Past performance of significant and/or critical subcontractors will be considered to the extent warranted by the subcontractor's involvement in the proposed effort.
11. Past Performance Information (PPI) with a rating of “Not Recent” or “Not Relevant” will be given a “Neutral” rating for the Confidence Assessment Rating.
12. The following aspects will be used in evaluating past performance:

**Factor 2: Past Performance**

1. Recency: A contract is considered to be recent if it occurred in the previous 36 months of the date of this solicitation. The past performance information obtained during the evaluation of past performance will be used to assign a “Past Performance Recency Rating” in accordance with Table 2A
2. Relevancy: The Government will evaluate “Recent” efforts accomplished by the Offeror for relevancy. Aspects of relevancy include, but are not limited to, the following: similarity of product/service/support, complexity, dollar value, contract type, use of key personnel, and extent of subcontracting/teaming. The Government will use Past Performance Questionnaires, discussions with past performance references identified in the Offeror’s proposal, and the CPARS to determine the overall relevancy of an Offeror’s past performance. The past performance information obtained during the evaluation of past performance will be used to assign a “Past Performance Relevancy Rating” in accordance with Table 2B.
3. Quality: The Government will use Past Performance Questionnaires, discussions with past performance references identified in the Offeror’s proposal, the CPARS, and industry-wide performance measures to determine the overall quality of an Offeror’s past performance. The past performance information obtained during the evaluation of past performance will be used determine quality of service and inform the overall “Confidence Assessment Rating” in accordance with Table 2C.

## M-4.2. FACTOR 2: PAST PERFORMANCE EVALUATION ADJECTIVAL RATINGS

1. The past performance evaluation results in an assessment of an Offeror’s probability of meeting the solicitation requirements. The evaluation team will review past performance information and determine the quality and usefulness as it applies to the performance confidence assessment. In conducting a performance confidence assessment, each Offeror shall be assigned one (1) of the ratings in each of the following tables:

**TABLE 2A - PAST PERFORMANCE RECENCY RATING**

|  |  |
| --- | --- |
| **ADJECTIVAL RATING** | **DESCRIPTION** |
| **Recent** | Recent is defined as performance occurring within the 36 months prior to the issuance date of this solicitation. |
| **Not Recent** | Not Recent is defined as performance occurring more than 36 months prior to the issuance date of this solicitation. |

**TABLE 2B - PAST PERFORMANCE RELEVANCY RATING**

|  |  |
| --- | --- |
| **ADJECTIVAL RATING** | **DESCRIPTION** |
| **Very Relevant** | Present/past Performance effort involved essentially the same scope and magnitude of effort and complexities this solicitation requires. |
| **Relevant** | Present/past Performance effort involved similar scope and magnitude of effort and complexities this solicitation requires. |
| **Somewhat Relevant** | Present/past Performance effort involved some of the scope and magnitude of effort and complexities this solicitation requires. |
| **Not Relevant** | Present/past Performance effort involved little or none of the scope and magnitude of effort and complexities this solicitation requires. |

**TABLE 2C - PAST PERFORMANCE CONFIDENCE ASSESSMENT RATING**

|  |  |
| --- | --- |
| **ADJECTIVAL RATING** | **DESCRIPTION** |
| **Substantial Confidence** | Based on the Offeror’s recent/relevant performance record, the Government has a high expectation that the Offeror will successfully perform the required effort. |
| **Satisfactory Confidence** | Based on the Offeror’s recent/relevant performance record, the Government has a reasonable expectation that the Offeror will successfully perform the required effort. |
| **Neutral Confidence** | No recent/relevant performance record is available or the Offeror’s performance is so sparse that no meaningful confidence assessment rating can be reasonable assigned. The Offeror may not be evaluated favorably or unfavorably on the factor of past performance. |
| **Limited Confidence** | Based on the Offeror’s recent/relevant performance record, the Government has a low expectation that the Offeror will successfully perform the required effort. |
| **No Confidence** | Based on the Offeror’s recent/relevant performance record, the Government has no expectation that the Offeror will be able to successfully perform the required effort. |

## M-5. FACTOR 3: COST/PRICE

1. See section L-4 for instructions on submission of cost/price proposals (cost proposal).
2. Cost proposals shall support the proposed technical approach and will be evaluated for:
3. Completeness: The cost proposal will be reviewed to determine the extent to which all the cost elements for Home Office Operations and MBF Operations have been addressed and the requirements are fulfilled.
4. Reasonableness: For a price to be reasonable, it must represent a price to the Government that a prudent person would pay in the conduct of competitive business.
5. Price analysis will be used to verify that the overall price offered is fair and reasonable. The Government will utilize price analysis to determine prices fair and reasonable through the use of one (1) or more of the price analysis techniques in FAR 15.404(b)(2).

Total evaluated price (TEP): The TEP will be calculated as the sum of the Offeror’s proposed costs, which are comprised of all CLINS for the base year and all nine (9) subsequent years (for a total of 10 years) plus the additional six (6) month option period in the event FAR 52.217-8 entitled “the Option to Extend Services” is exercised.

1. Cost analysis will be used to review and evaluate separate cost elements and profit or fee. The Government will utilize cost analysis to determine prices fair and reasonable or determine cost realism. Cost analysis will be conducted through the use of one (1) or more of the cost analysis techniques in FAR 15.404(c)(2).cost proposals
2. A cost realism analysis will be conducted to determine whether the estimated proposed cost elements:
3. Are realistic for the work to be performed;
4. Reflect a clear understanding of the requirements; and
5. Are consistent with the various elements of the Offeror’s technical proposal.

All cost/pricing information required by section L-4(e) will be used for the cost realism analysis.

1. Balanced pricing: Offerors are cautioned against submitting an Offer that contains unbalanced pricing. Unbalanced pricing may increase performance risk and could result in payment of unreasonably high prices. Unbalanced pricing exists when, despite an acceptable total evaluated price, the price of one (1) or more contract line items is significantly over or understated as indicated by the application of cost or price analysis techniques. The Government will analyze offers to determine whether they are unbalanced with respect to separately priced line items or sub-line items. An Offer that is determined to be unbalanced may be rejected if the Contracting Officer determines that the lack of balance poses an unacceptable risk to the Government.
2. Evaluation of options shall not obligate the Government to exercise the option(s).
3. The Government reserves the right for the Contracting Officer to request the advice and assistance of other experts to ensure that an appropriate analysis is performed.

## M-6. CONTRACT AWARD ‑ BEST VALUE

1. The Government intends to have exchanges (discussions or negotiations) with offerors after receipt of proposals in accordance with DFARS 215.306, however, each offer should contain the Offeror’s best terms from price and technical standpoints. The Government reserves the right to award without exchanges if, during the evaluation, it is determined to be in the best interest of the Government.
2. If award will be made without discussions, offerors may be given the opportunity to clarify certain aspects of the proposal or resolve minor or clerical errors. Clarifications will be documented on, and conducted via transmittal of, Evaluation Notices (EN) to the applicable offeror(s).
3. Proposals received in response to this solicitation will be evaluated by the Government in accordance with the evaluation factors/subfactors set forth herein. One (1) contractor will be selected for award on the basis of their proposal being the most advantageous to the Government, cost/price and other factors considered. The evaluation of all factors and sub-factors identified in sections M-1 through M-5 above will be used to make a best value determination.

CLAUSES INCORPORATED BY REFERENCE

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| --- | --- | --- | --- |
| 52.217-5 | Evaluation Of Options | JUL 1990 |  |

**END OF SECTION M**

1. [↑](#footnote-ref-1)