

Attachment 1
United States Merchant Marine Academy (USMMA) Performance Work
Statement for the Provision of Medical, Dental, Counseling Services for

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BASIC SERVICES

A. Organization

The Maritime Administration (MARAD)/U.S. Merchant Marine Academy (USMMA) is a federal service academy that educates and graduates leaders of exemplary character who are inspired to serve the national security, marine transportation, and economic needs of the United States as licensed Merchant Marine Officers and commissioned officers in the Armed Forces.

B. Background

The Code of Federal Regulations, 46 CFR 310.62 requires Midshipmen at the USMMA to receive limited medical and dental care. For the purposes of this statement of work (SOW), limited medical and dental care is defined as healthcare provided using any appropriate contractor healthcare personnel, equipment and supplies that can be reasonably made available on site at the USMMA Department of Health Services (hereby referred to as DHS).

Referrals of Midshipmen to offsite healthcare facilities become an insurance billable event (with exception to supportive laboratory and diagnostic work associated with onsite diagnosis and treatment needs). Therefore, the contractor must make every reasonable attempt to provide care for Midshipmen at DHS with the goal to eliminate off site referrals when determined clinically safe to do so to meet the CFR 310.62 requirements and prevent unnecessary insurance billing, co-pays and excess use of off-site facilities, such as the emergency room. The Contractor is required to provide a quality assurance (QA) process to ensure that Midshipmen are not referred off site for care that can be rendered on site at USMMA. As part of the request for proposals (RFP), the contractor response should include, in addition to this QA process, a remedy for Midshipmen who are financially impacted from having provided payment (co pays) for care that could have been rendered on site at USMMA.

C. Scope of Work

Healthcare professionals (medical, dental, behavioral and emergency medical services) and administrative support staff will provide limited medical and dental care services for the Midshipmen. When determining the appropriate needs of healthcare professional staff and/or healthcare administrative support staff the Government needs for meeting the mission of USMMA will prevail. All medical/dental diagnostic equipment, lab services and medical/dental recurring supplies used to examine, diagnose, render invasive or non-invasive intervention and care of the Midshipmen at USMMA shall be supplied by the prospective contractor.

The medical/dental staff will examine, diagnose, and render invasive or non-invasive intervention and care for an estimate of 1000 Midshipmen, male: approximately 80% and female: approximately 20%.

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D. Place of Performance

U.S. Merchant Marine
Academy / Department of
Health Services
Patten Hall
300 Steamboat Road
Kings Point, NY
11024

E. Performance Schedule

Medical Services: Sunday thru Saturday (Note-Staffing is reduced to one Physician Assistant, one Registered Nurse, one Medical Office Assistant or equivalent on Saturday-Sundays)

Hours of Operation: Monday through Friday 7:00am-3:30pm, Saturday/Sunday 9:00am-5:30pm

Dental Services: Monday through Friday

Hours of Operation requested: 7:00am-3:30pm.

Counseling/Mental Health Services: Sunday thru Saturday (Note-Staffing is reduced to one Counselor on Saturday-Sundays)

Hours of Operation requested: 7:30am-4:30pm Monday through Friday,
Saturday/Sunday 9:00am-5:30pm

For all scheduled days of services provided, Medical, Dental and Counseling Services will include sick call hours, scheduling routine sea duty, commissioning and licensing physical examinations of Midshipmen. The Contractor/COR will work to ensure Midshipmen are provided notice and knowledge that these specific services are available. The use of weekend schedule time will be a priority over week day scheduling whenever possible to avoid academic and regimental conflicts.

The contractor cannot exceed the number of hours agreed upon for weekday and weekend schedules without approval from the COR.

F. Period of Performance *(Base+ Four (4) Options)*

The contract shall cover a **Base period (2027-2028)** from date of award through 12 consecutive months. The contract will be incrementally funded. There will be **Four (4) one year options (2028-2032)** allowing the Government to unilaterally extend the contract period for 12 months each. The option periods are subject to the availability of funds which will be available upon concurrent agreement between the contractor and the government.

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G. Performance Standards

During the performance of the contract, the contractor shall remain continuously cognizant of the fact the services provided within the buildings and surrounding areas at USMMA represent services performed that reflect upon the United States Government. It is essential that contractor employees and services performed do not in any way bring discredit upon the USMMA.

Professional interaction while performing patient care, treatment plan development and management of sea duty, and achieving U.S. Coast Guard and Commissioning medical milestones will be tempered by compassion and empathy for Midshipmen, USMMA Federal employees and/or other contract staff. Contract staff are required to support the Academy's core values and promote a culture that unites the campus community with a shared vision. USMMA Core values are:

RESPECT: Promote an environment where inclusion, multiculturalism and diversity are encouraged and valued. Communicate effectively and engage in healthy relationships. Maintain the highest level of professionalism as it relates to behavior and interpersonal skills.

HONOR: Be honest and trustworthy and maintain the highest level of integrity. Take responsibility and accountability for your actions and for those under your leadership. Demonstrate courage and stand up for the honor of others.

SERVICE: Generate the highest levels of trust, unity and pride in all Academy undertakings. Consider the needs of others before your own self-interest. Engage in leadership opportunities that contribute to our Nation's maritime and military interests, and our community.

For the purposes of maintaining contractual integrity, contract staff may not engage in work requested by any USMMA employees unless the work is approved as within the scope of the contract by the Contracting Officer (CO) or the Contracting Officer Representative (COR).

The contractor will designate, in writing, who shall be responsible for the competent performance of all services as specified in this SOW. The reasonable expenses must be agreed upon by the CO prior to the removal for convenience. A removal for cause does not subject Government to any liability.

The request for removal of a contract staff employee will only be made by the MARAD Office of Acquisitions, through the COR/DHS Director. No other MARAD individual is authorized to do this.

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Quality Assurance Surveillance Plan

1. Introduction

This Quality Assurance Surveillance Plan (QASP) is designed to provide the Maritime Administration (MARAD) and The United States Merchant Marine Academy (USMMA) with an effective surveillance method of monitoring and evaluating the contractor's performance pursuant to the requirements listed in the Performance Work Statement (PWS) for deliverance of Healthcare professionals (medical, dental, behavioral and emergency medical services), equipment, supplies, pharmacy, laboratory and administrative support staff to provide limited medical and dental care services for the Midshipmen at The United States Merchant Marine Academy (USMMA).

From Federal Acquisition Regulation (FAR) Part 37.601, performance-based contracting methods are intended to ensure that the required performance quality levels are achieved and that the total payment is related to the degree that services performed, or outcomes achieved meet contract standards. The QASP shall focus on the level of performance, rather than the methodology used by the contractor to achieve that level of performance.

2. Purpose

The QASP provides a means for evaluating whether the contractor is meeting the performance standards/quality levels identified and to ensure that the Government pays only for the level of services received.

This QASP defines the roles and responsibilities of all members of the integrated project team, identifies the performance objectives, identifies the performance quality level standards, and describes the methods of surveillance to identify quality levels for monitoring and evaluating the Contractor's performance. It is intended to be a dynamic and variable document based on the Contractor's performance throughout the contract. Flexibility allows for the method to change and the level of surveillance to increase or decrease over time depending on the level of confidence in the Contractor's performance.

This QASP is based on the premise that the contractor, not the Government, is responsible for the management and quality control actions needed to meet the standards of the contract. The contractor is responsible for performing the requirements of the contract and for providing quality control measures to ensure that contract requirements are met.

3. Roles and Responsibilities

3.1. Contracting Officer

The Contracting Officer (CO) will have overall responsibility for overseeing the contractor's performance. The CO shall be responsible for monitoring the Contractor's performance in the areas of contract compliance and contract administration. The CO will

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review the COR or designee's written inspections and assessments of the contractor's performance and resolve any discrepancies that may arise between the contractor and COR or their designee.

3.2. Contracting Officer's Representative

The Contracting Officer's Representative (COR) is responsible for monitoring, assessing, recording, and reporting on the performance of the contractor. The COR is responsible for technical administration of the project and ensures proper government surveillance of the contractor's performance. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the Government's behalf. Any changes that the contractor deems may affect contract price, terms, or conditions shall be referred to the CO for action. The COR will have the responsibility for completing quality assurance monitoring forms used to document the inspection and evaluation of the contractor's work performance.

4. Methods of Surveillance

The method of surveillance is based on the performance criteria of the contract terms and specifications. Each requirement will describe the tasks to be performed and the acceptable quality

level for successful performance. To minimize the performance management burden, simplified surveillance methods shall be used by the Government to evaluate contractor performance when appropriate, which may be on a daily, weekly, monthly, quarterly, semi-annual, or annual basis. MARAD intends to monitor and evaluate the contractor's performance based on any or all the following surveillance methods:

4.1. Validated User / Customer Feedback

Relies on the user of the service to identify deficiencies. Also combines elements of user complaints and random inspection to solicit user interviews. Feedback is investigated and validated to help focus on areas that may require further action. Customer feedback may be obtained either from the results of formal customer satisfaction surveys or from random customer complaints.

4.2. Random Inspection

Evaluates by randomly selecting and inspecting outputs. There is no set percentage or minimum/maximum number of assessments conducted. The quantity of assessments will be based on findings and performance.

4.3. Unscheduled Inspection

Any aspect of the contractor's performance may be inspected at any time during the period of performance of the contract. Variation of random inspection, however, inspection is taken when a pattern of performance deficiencies is suspected or when there are concerns that need attention.

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4.4. Periodic Inspection

Surveillance tasks that do not require 100 percent inspection and performed at specific intervals of daily, weekly, monthly, quarterly, semi-annually, or annually that anticipates task perceived as user critical.

4.5. 100% Inspection / Direct Observation

Surveillance of all the work and generated documentation.

5. Performance Requirements Summary

To enhance clarity, an evaluation rating for acceptable quality levels is determined based on a standard for successful performance and will be defined as follows for the assessment of contractor performance:

- Exceptional
 - Performance meets contractual requirements and exceeds many to the Government's benefit. The contractual performance of the performance standard being assessed was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective.
- Very Good
 - Performance meets contractual requirements and exceeds some to the Government's benefit. The contractual performance of the performance standard being assessed was accomplished with some minor problems for which corrective actions taken by the contractor were effective.
- Satisfactory
 - Performance meets contractual requirements. The contractual performance of the performance standard contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory.
- Marginal
 - Performance does not meet some contractual requirements. The contractual performance of the performance standard being assessed reflects a serious problem for which the contractor has not yet identified corrective actions. The contractor's proposed actions appear only marginally effective or were not fully implemented.
- Unsatisfactory
 - Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the performance standard contains a serious problem(s) for which the contractor's corrective actions appear or were ineffective.

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Required Tasks and Outputs / Reference	Performance Standard / Minimum Requirement	Acceptable Quality Levels	Surveillance Method	Incentive Vs. Dis-incentive-
Requirements & Deliverables, "I" On Site Professional Healthcare Support Services Contract Manager	Contractor conducts independent management analysis and review of all program deliverables to assess program effectiveness, efficiency, and adequacy of internal controls		Validated User/Customer Feedback, Random Inspection, Unscheduled Inspection, Periodic Inspection, Direct Observation	Exercise of option period; Satisfactory CPARS Vs. Non-exercise of Option; Removal of poor performing staff; termination of contract, unsatisfactory CPARS
Required Tasks and Outputs / Reference	Performance Standard / Minimum Requirement	Acceptable Quality Levels	Surveillance Method	Incentive Vs. Dis-incentive-

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Requirements & Deliverables "I"	In accordance with stipulated positional requirements, contractor participates in USMMA activities/staff discussions outlined by the COR and contract, related to provision of care, insurance management, development/presentation of educational/informational programs in support Midshipmen		Validated User/Customer Feedback, Random Inspection, Unscheduled Inspection, Periodic Inspection, Direct Observation	Exercise of Option Period; Satisfactory CPARS; Vs. Non-exercise of Option; Removal of poor performing staff; termination of contract, unsatisfactory CPARS
On Site Professional Healthcare Support Services				
All Positions Under Contract				

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	wellbeing on campus and at sea. Provision of guidance related to infection control, management of general medical situations impacting Midshipmen population. Midshipmen are made to feel welcomed and are treated respectfully by all contract staff.			
Required Tasks and Outputs / Reference	Performance Standard / Minimum Requirement	Acceptable Quality Levels	Surveillance Method	Incentive Vs. Dis-incentive

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Basic Services “K” – Required Reports & Documents	Monthly reports, any requested patient care reports (such as types of visits, number of visits, Patient volume, etc.), are provided to the COR. Progress of assigned contract tasks and activities are monitored regularly for on time delivery and accuracy. Status updates are provided to the COR and		Validated User/Customer Feedback, Random Inspection, Unscheduled Inspection, Periodic Inspection, Direct Observation	Exercise of Option Period; Satisfactory CPARS; Vs. Non-exercise of Option; Removal of poor performing staff; termination of contract, unsatisfactory CPARS
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	demonstrate all active tasks being performed under contract are on track/meeting customer needs.			
Required Tasks and Outputs / Reference	Performance Standard / Minimum Requirement	Acceptable Quality Levels	Surveillance Method	Incentive Vs. Dis-incentive
Requirements & Deliverables III, A Government Furnished Property / Equipment / Facilities	All materials provided by the Government during this service will remain the property of the Government and will be returned on completion of the service. The contractor will maintain government provided property in a neat orderly condition, undamaged.		Validated User/Customer Feedback, Random Inspection, Unscheduled Inspection, Periodic Inspection, Direct Observation	Exercise of Option Period; Satisfactory CPARS; Vs. Non-exercise of Option; Removal of poor performing staff; termination of contract, unsatisfactory CPARS
Required Tasks and Outputs / Reference	Performance Standard / Minimum Requirement	Acceptable Quality Levels	Surveillance Method	Incentive Vs. Dis-incentive

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Requirements & Deliverables III, B	The contractor will (at cost plus		Validated User/Customer Feedback,	Exercise of Option Period; Satisfactory
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Contractor Furnished supplies/Property / Equipment	shipping/handling), inspect, maintain and replace as needed all medical, surgical, dental or other health care related supplies and equipment necessary to properly examine, diagnose, provide treatment, assess patient care needs and level of care required. This includes supplies or equipment to be used for treatment provided on site. • The contractor is responsible for ensuring all supplies and equipment meet all appropriate ongoing regulatory requirements for patient care use. The contractor will develop and/or maintain a campus wide automated external defibrillator (AED)		Random Inspection, Unscheduled Inspection, Periodic Inspection, Direct Observation	CPARS; Vs. Non-exercise of Option; Removal of poor performing staff; termination of contract, unsatisfactory CPARS
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	Program. The contractor may be required to provide telephone, printer/copier/fax machines and desktop computers for the contract staff that must operate independent of USMMA utilities and/or Information Technology Support, including server systems. All equipment, services and supplies must be reviewed and approved prior purchase by the COR.			
Required Tasks and Outputs / Reference	Performance Standard / Minimum Requirement	Acceptable Quality Levels	Surveillance Method	Incentive Vs. Dis-incentive

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Basic Services, “D” Place of Performance	The primary place of performance will be onsite USMMA/in person for 98% of contract performance needs. Telework at the contractor or contractor personnel’s designated site is used when approved by		Validated User/Customer Feedback, Random Inspection, Unscheduled Inspection, Periodic Inspection, Direct Observation	Exercise of Option Period; Satisfactory CPARS; Vs. Non-exercise of Option; Removal of poor performing staff; termination of contract, unsatisfactory CPARS
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	COR and is appropriate (such as for sea duty contact when Midshipmen cannot be seen in person).			
Required Tasks and Outputs / Reference	Performance Standard / Minimum Requirement	Acceptable Quality Levels	Surveillance Method	Incentive Vs. Dis-incentive
Basic Services "E", Performance Schedule, "N", Operations, Requirements & Deliverables "I"	Staffing is Available for all Positions According to Contracted Hours of Operations		Validated User/Customer Feedback, Random Inspection, Unscheduled Inspection, Periodic Inspection, Direct Observation	Exercise of Option Period; Satisfactory CPARS; Vs. Non-exercise of Option; Removal of poor performing staff; termination of contract, unsatisfactory CPARS
Required Tasks and Outputs / Reference	Performance Standard / Minimum Requirement	Acceptable Quality Levels	Surveillance Method	Incentive Vs. Dis-incentive

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Requirements & Deliverables "IV", D Physical examinations for Sea, Licensing & Commissioning	Adherence with stipulated timelines per USMMA needs. All physicals are conducted, reviewed and submitted in accordance with USMMA completion dates		Validated User/Customer Feedback, Random Inspection, Unscheduled Inspection, Periodic Inspection, Direct Observation	Exercise of Option Period; Satisfactory CPARS; Vs. Non-exercise of Option; Removal of poor performing staff; termination of contract, unsatisfactory CPARS
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Requirements & Deliverables “IV”, D Physical examinations for Sea, Licensing & Commissioning	Accuracy of information collection/repo rting by examining providers on all official government forms used to record requested findings obtained during physical examinations for Sea, Licensing & Commissioning		Validated User/Customer Feedback, Random Inspection, Unscheduled Inspection, Periodic Inspection, Direct Observation	Exercise of Option Period; Satisfactory CPARS; Vs. Non-exercise of Option; Removal of poor performing staff; termination of contract, unsatisfactory CPARS
Required Tasks and Outputs / Reference	Performance Standard / Minimum Requirement	Acceptable Quality Levels	Surveillance Method	Incentive Vs. Dis-incentive
Basic Services “I” Medical/Health Communications	Requests for services from external USMMA departments are brought to the attention of the COR and the contractor shall not take action unless such services are approved by the COR as		Validated User/Customer Feedback, Random Inspection, Unscheduled Inspection, Periodic Inspection, Direct Observation	Exercise of Option Period; Satisfactory CPARS; Vs. Non-exercise of Option; Removal of poor performing staff; termination of contract, unsatisfactory

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	contract relevant.			CPARS
Required Tasks and Outputs / Reference	Performance Standard / Minimum Requirement	Acceptable Quality Levels	Surveillance Method	Incentive Vs. Dis-incentive
Basic Services "T" Medical/Health Communications,	Urgent outpatient care: clinical information, safety and location are communicated back to USMMA staff for accountability as determined by the COR		Validated User/Customer Feedback, Random Inspection, Unscheduled Inspection, Periodic Inspection, Direct Observation	Exercise of Option Period; Satisfactory CPARS; Vs. Non-exercise of Option; Removal of poor performing staff; termination of contract, unsatisfactory CPARS
Required Tasks and Outputs / Reference	Performance Standard / Minimum Requirement	Acceptable Quality Levels	Surveillance Method	Incentive Vs. Dis-incentive
Safety Requirements "VI, A & B" Patient Safety, Hazardous Waste/Chemicals Management	Patient safety incident investigations, conclusions and findings, patient complaints and corrective actions are reported to the COR. Contractors corrective actions are appropriate and yield positive outcomes.		Validated User/Customer Feedback, Random Inspection, Unscheduled Inspection, Periodic Inspection, Direct Observation	Exercise of Option Period; Satisfactory CPARS; Vs. Non-exercise of Option; Removal of poor performing staff; termination of contract, unsatisfactory CPARS

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Required Tasks and Outputs / Reference	Performance Standard / Minimum Requirement	Acceptable Quality Levels	Surveillance Method	Incentive Vs. Dis-incentive
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Requirements & Deliverables Offsite Medical / Health Services “X” Access to care, all patients, to all services onsite and offsite is timely for matriculation needs and continuum of care	For all services, patients must be seen by a provider in a timely manner as contractually specified. This includes all onsite and offsite USMMA specialty care services, patient must be able to schedule an appointment with an offsite specialist in a timely manner. For all diagnostic services, patient must be able to schedule an appointment for a routine diagnostic test in a timely manner.		Validated User/Customer Feedback, Random Inspection, Unscheduled Inspection, Periodic Inspection, Direct Observation	Exercise of Option Period; Satisfactory CPARS; Vs. Non-exercise of Option; Removal of poor performing staff; termination of contract, unsatisfactory CPARS
Required Tasks and Outputs / Reference	Performance Standard / Minimum Requirement	Acceptable Quality Levels	Surveillance Method	Incentive Vs. Dis-incentive

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Basic Services “G”, “H”, “I”, “L”, “M” Employee Qualifications, Dress codes, security, contract	Contract employees meet all educational, experience, license & credentials required to perform		Validated User/Customer Feedback, Random Inspection, Unscheduled Inspection, Periodic Inspection,	Exercise of Option Period; Satisfactory CPARS; Vs. Non-exercise of Option; Removal
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employee professionalism	services under this contract. All contract employees adhere to required dress codes, government security requirements and conduct themselves in a professional supportive manner.		Direct Observation	of poor performing staff; termination of contract, unsatisfactory CPARS
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6. Analysis of Surveillance Results

The performance thresholds recognize the contractor is not unrealistically perfect and unforeseen and uncontrollable issues do occur. Surveillance is to be objective, fair, and consistently reasonable in evaluating the contractor's performance against the standards.

Impact on contractor payments is not applicable. Non-conforming services may result in non-conforming reports issued and a potential negative Contractor Performance Assessment Reporting System (CPARS) narrative.

All tasks that are considered to have unacceptable performance shall be substantiated, documented, and submitted to the contractor. Single minor defects will not require corrective action; however, the contractor should be notified that a minor defect has been noted in a service performed. The CO and/or COR may discuss with the contractor an event or trend that indicates unacceptable performance. Trends that show repeated minor defects in services should be brought to the attention of the contractor. For the first incident, a verbal notification should be made to the contractor. For repeated events with no effort of correction, written notification should be made. The contractor shall identify the plan of action, or the corrective action taken to bring performance up to the acceptable quality level within the time allotted by the CO or COR. The CO has final say in the corrective action.

H. Security Requirements

The U.S. Merchant Marine Academy campus is considered a secure government facility; therefore, visitors to the USMMA must have a valid driver's license and will check in with guards at the entrance gate.

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The COR will notify the Contractor of any changes to the position sensitivity level for personnel performing under the contract. The COR will also coordinate with MARITIME ADMINISTRATION Security Division concerning any adjustments to the position sensitivity levels. If any adjustments are made the COR will notify the Contractor of the requirements thereof.

Recognizing that work performed under this contract supports the Midshipmen Program of the USMMA, any legal action taken by patients (Midshipmen) against healthcare providers performing work associated with this statement of work shall be addressed and resolved via a mutually agreed upon legal channel of authority as set forth between the government and the contractor.

Before initiating performance of work under this contract, the contractor shall provide a list of all current employees who shall perform the work under this contract. The list will include the full name for each employee. The contractor will notify the COR in writing of any changes, additions or deletions in the list within thirty days of any changes.

The government retains the right, at no cost to the government, to require removal and replacement of any contract employee found to have violated any terms of the SOW/RFP or have performed their role under this contract in an unacceptable manner. In the event the USMMA has any reason to be dissatisfied with the qualifications, conduct, or performance of any person employed by the contractor, the USMMA will notify the contractor and the contractor shall investigate the matter and take appropriate corrective action as warranted. The contractor shall provide in writing to the CO/COR all final outcomes regarding findings and actions taken. The reasonable expenses must be agreed upon by the CO prior to the removal for convenience. A removal for cause does not subject Government to any liability.

Contract employees shall conspicuously display on their person an identification badge which shall include the full name of the employee. All contract employees will submit to a government conducted background check at the expense of the government. Employees failing to meet or maintain government requirements under this background check will not be allowed to perform services at USMMA under this contract.

The government is not responsible for reimbursement of hours for any potential contract employees while they are undergoing governmental conducted background checks as they are not yet authorized or cleared to perform services under the contract until successfully passing the background check.

Reimbursement will commence for hours worked on the first day the individual(s) can report for their contracted schedule after successfully completing the required background check. The COR will notify the contract designee when background checks are completed.

At the request of the USMMA or at the discretion of the contractor, and at no cost to the government, the contractor shall investigate any formal patient complaint, or report of unsatisfactory or inadequate medical treatment performed by a contractor employee.

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I. Medical/Health Communications, Qualifications, Personnel

• **Communications**

The CO and/or COR shall provide guidance to the Contractor regarding names, position titles and phone numbers of authorized Government personnel. This list will be updated and submitted to the Contractor as changes occur. The Contractor shall ensure that any requests for services are brought to the attention of the COR and the contractor shall not take action unless such services are approved by the COR. The contractor must communicate with the COR at all times regarding matters relevant to ongoing patient care and services rendered (including but not limited to commissioning, licensing, injuries, illnesses, Midshipmen absences due to health services actions, etc.) prior to discussing the aforementioned with academy staff unless otherwise indicated by the COR. Responses to requests from other than authorized personnel shall be at the risk of the Contractor and any cost related thereto shall be borne by the Contractor. Additionally, activity performed without authorization shall be subject to any necessary corrective action as agreed to between USMMA and the contractor.

• **Employee Qualifications**

The USMMA reserves the right to restrict any contractor employee from performing services under this contract who do not meet the required qualifications for the services they are required to perform, and who violates Federal regulations or are identified as a potential threat to the security, safety, health and/or operational mission of the USMMA and its population. The restriction of such contractor personnel shall not relieve the contractor from performing all the required services, in accordance with all terms, conditions, and schedules contained herein.

The Contractor shall furnish qualified personnel as required by contract specifications below to accomplish all services under this contract.

Contractor personnel performing services to the USMMA shall at all times conduct themselves in a professional manner, maintain personal hygiene, wear clean, neat uniforms and be identified by having the company name, and employee name affixed to the uniform. The Contractor shall be responsible for furnishing all, personnel, equipment and supplies, uniforms, nametags and/or badges for performance of services under this contract at no additional charge to the Government.

Employee identifications shall be worn in clear view above the waist. All Contractor personnel performing contract services shall meet the qualifications as specified in this contract, as well as any qualifications required by Federal, State, County and local government entities from the place in which they operate. Contractor personnel shall meet these qualifications at all times while performing services within this contract.

During the contract period of performance, if the Contractor proposes to add-on or replace personnel to perform contract services, the Contractor shall submit the required evidence of training, certifications, licensing and any other qualifications to the designated COR. At no time shall the Contractor utilize add-on or replacement personnel to perform contract services who do not meet the qualifications under the terms and conditions of this contract.

Within seven (7) days after receipt of award notification, the contractor shall provide evidence of required training, certifications, licensing and any other qualifications of any personnel

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performing services under this contract. The initial documentation shall be provided to the CO, Contract Specialist (CS) and COR.

All contractor personnel shall attend all refresher continuing education, or advance training programs as required by the local or state government entity in which service is rendered.

• **Personnel**

Contractor personnel authorized and approved to perform services under this contract are considered to be Key personnel and shall not be removed or replaced without the prior written approval of the CO and COR.

Should the Contractor need to remove or replace any individual from the contract (e.g., promotion, attrition, firing, long-term illness, death, etc.) they shall notify the COR and CO in writing immediately upon realizing that a change is imminent. The Contractor shall provide 30-day written notification which explains the following:

- o Why the removal or replacement is necessary;
- o The name of the individual(s) being removed or replaced;
- o The expected date the change is to occur;
- o A plan for maintaining current support and/or a plan for transitioning support; and
- o Any other important information.

The resume(s) of the proposed replacement(s) and/or substitute(s) shall be submitted for COR and CO review and assessed in order for the background/security check procedures to begin. The proposed replacement's qualifications and experience shall be at least equal to those of the individual(s) being replaced. The CO will notify the Contractor upon completion of COR and CO review.

- . The reasonable expenses must be agreed upon by the CO prior to the removal for convenience. A removal for cause does not subject Government to any liability.

The request for removal will only be made by the MARAD/Office of Acquisitions through the CO/COR/Department of Health Services (DHS)/Director. *(Note: No other MARAD individual is authorized to do this).* In the event MARAD has any reason to be dissatisfied with the qualifications, conduct, or performance of any person employed by the contractor, the DHS Director will notify the contractor and the contractor shall investigate the matter and take appropriate corrective action as warranted.

J. Vacation/Time off, Replacement and/or Transition of Position(s)

The COR will determine whether position(s) are critical or non-critical. The Government will inform the contractor if a replacement is necessary. If the Government chooses to back-fill the position(s), staff flexibility will be taken into consideration.

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During the position transitional period, human resources (HR) must conduct appropriate investigations for individual(s) to obtain a security clearance that may take 6 weeks (60 to 90 days) to approve a position(s).

K. Required Reports and Documents

Within seven (7) days after contract award the contractor shall provide the following:

- a) Contractor Personnel Roster - In this document, contractor shall identify the employee -
 - Name
 - Position
 - Title, and
 - Work assignment area
- b) Thereafter, any personnel changes shall be submitted within two (2) business days after the changes occur.
- c) Certification of Minimum Liability Insurance Coverage - A certificate of insurance as evidence of insurance
- d) Coverage is required prior to providing any services to the beneficiaries. Contractor shall provide the required proof of credentials within 10 calendar days after award and prior to providing any services. Thereafter, all changes shall be submitted within seven (7) days after changes occur.
- e) The contractor and/or any of its agents who personally performed health services under the terms of this contract shall submit to the Academy via the COR, a USMMA Record of Services

providing a summary of the service(s) rendered to the Midshipmen. A monthly report shall include: patients treated (both inpatient and outpatient) during the month, emergency department visits, and number and type of services provided.

- f) At the request of the Academy or at the discretion of the contractor and at no cost to USMMA, contractor shall investigate any formal patient complaint, or report of unsatisfactory or inadequate treatment performed by a member(s) of the contract provided on-site health services staff and Corrective action, if appropriate, will be handled in accordance with contractor policy. A written summary of any corrective action will be provided to the Academy.

L. Work Attire/Dress Code

The contractor shall furnish apparel appropriate and necessary for the performance of this work. This may include, but is not limited to lab coats, scrubs or other patient care garments. All work attire must be freshly laundered, well-fitting and changed daily in accordance with all

infection control standards as recognized by the Joint Commission guidelines or another regulatory agency. The higher standard for infection control for health care apparel shall prevail. It is the financial and operational responsibility of the contractor to provide work attire at no cost to the government and without interruptions to services.

M. Certifications/Training

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All employees performing work under this contract must be current in all NY State Licensing, Board of Health certifications and training requirements including, but not limited to infection control, blood borne pathogens, cardiopulmonary resuscitation (CPR) where appropriate and all other patient care related training. It is the financial and operational responsibility of the contractor to provide this training at no cost to the government and without interruptions to services.

N. Operations

• Weekend Services

Health services will be performed every weekend (Saturday and Sunday). The Contractor will provide evidence to the COR demonstrating structure of week end services that include staffing and operations for sick call hours, scheduling routine sea duty, commissioning and licensing physical examinations of Midshipmen. The Contractor/COR will work to ensure Midshipmen are provided notice and knowledge that these specific services are available. The use of weekend schedule time will be a priority over week day scheduling whenever possible to avoid academic and regimental conflicts.

The contractor cannot exceed the number of hours agreed upon for weekday and weekend schedules without approval from the COR.

• Holiday Schedule

Medical and health care contract services **shall not** be provided during periods that the Academy is closed even when significantly small groups of Midshipmen are on board except as otherwise determined by the COR, based on Academy needs. This includes:

- o All Federal Holidays (*see www.opm.gov*)
- o Periods between academic trimesters and/or summer leave breaks
- o When small groups of Midshipmen remain on board for special events / athletic practice or contests
- o Fall semester break
- o One week prior to December 25 and all business days between December 25 and the return of Midshipmen from winter recess; and
- o Spring semester break and any business days after official commencement day in June through one day prior to the arrival of new incoming Midshipman Candidates.

The Academy may reduce operational times / hours accordingly for some / all listed on site medical/health services staff, up to and including eliminating some or all work days and/or hours within the regular Monday through Friday schedule during these periods.

In instances where a position/job title is vacated due to an absence related to vacation, illness or long-term leave, at the request of the government, the contractor shall provide a replacement with comparable credentials. Replacement personnel shall be afforded adequate orientation and be familiar with the day-to-day operations of the DHS.

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• Irregular Operations

The Contractor will occasionally be required to provide clinical and non-clinical health care staffing support for events which exceed the normal negotiated work hours. Examples of these events include, but are not limited to closing of USMMA for a weather event, issues contributing to a limited operating status, natural disasters, a life safety event requiring health care provider assistance, unscheduled patient care requirements that exceed normal negotiated operational hours and Indoctrination operational support (Indoctrination is an annual event lasting a period of 3 - 4 weeks when all new students, known as Plebe Candidates arrive and participate in intensive physical training and academic orientation).

Any of the events and the associated hours more than the normal negotiated work schedule may be subject to overtime costs with no minimal hours worked requirement with exception to expanded operational hours associated with Indoctrination. Indoctrination expanded work hours are pre-arranged and all reasonable efforts must be made to avoid scheduling contract employees in excess of normally worked straight time hours within any given pay period.

In all cases, the number of hours worked by the contractor in excess to negotiated normal operational hours are subject to approval or disapproval by the CO/COR before they are worked. Exceptions may apply if it is demonstrated that delays related to obtaining approval may severely and negatively affect the health and well-being of a patient.

Staffing levels will also be subject to approval of the CO/COR in negotiation with the contractor to assure that staffing levels will be sufficient. If emergencies will require contract employees to stay at the Academy overnight, USMMA will make a reasonable attempt to provide beds or cots

for rest. Food will be made available for cost through existing USMMA Food Services.

Services provided are for Midshipmen in attendance at USMMA however, in life threatening emergencies, contractor medical personnel may be called on to provide standard emergency lifesaving procedures for anyone presenting to DHS.

• Interference with Normal Functions

The Contractor's personnel are required to interrupt their work at any time so as not to interfere with the normal functioning of the facility, including utility services, fire protection systems and passage of facility patients, personnel, equipment and emergency and/or service carts. These interruptions should only be occasional. Any interruptions considered to be excessive should be brought to the attention of the CO and COR.

• Notice of Government Delays

In the event the Contractor encounters difficulty in meeting performance requirements, or when it anticipates difficulty in complying with the contract or any Delivery order delivery schedule or date, or whenever the Contractor has knowledge that any actual or potential situation is delaying

or threatens to delay the timely performance of this contract or of a Delivery order, the Contractor shall immediately notify the CO and the COR, in writing.

The notice shall give pertinent details, provided; however, that this data shall be informational only in character and that receipt thereof shall, in no event, be construed as a waiver by the Maritime Administration of any delivery schedule or date or of any rights or remedies provided

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by law or under this contract.

- **Phase-In / Phase-Out Period:**

TRANSITION/PHASE-OUT OF CONTRACTOR OPERATIONS

3.10.1. GENERAL: The Contractor shall be responsible for all operations required by this contract as of the contract start date.

3.10.2. TRANSITION PERIOD: During the 60-90 calendar days immediately prior to the contract start date, Contractor personnel may observe any operations of the Government upon written request and coordinated with the USMMA to include office functions, procedures and operations; repair and maintenance operations; and any other operations as deemed necessary by the successor Contractor that will enable their personnel to become both knowledgeable in, and familiar with, their assigned areas of responsibility. The Government shall fully cooperate with the Contractor so as not to interfere with operations or duty responsibilities

PHASE-OUT: During the 60-90-calendar day period immediately prior to the end of this contract the Government shall permit the successor Contractor employees to observe and become familiar with any and all operations under this contract. The Government shall not defer any needed service under the contract for the purpose of avoiding responsibility to the successor Contractor. The Government shall fully cooperate with the successor Contractor so as not to interfere with their work or duties. The Contractor shall develop a Phase-out Plan to ensure a smooth and orderly transfer of responsibilities to a succeeding Contractor. This plan shall be submitted to the CO for approval 15 days prior to performance period completion. The plan shall fully describe how the Contractor shall, at a minimum, approach the following issues:

- Turnover and assumption of work-in-progress.
- Assist in knowledge transfer including providing any training as required.
- Property inventories, data and information transfers and any other actions required to ensure continuity of operations.
- Joint inventory by the Contractor and the Government.
- Reconciliation of all property accounts, requisitions, turn-in of excess property, clean-up of Contractor work areas, specialized equipment and utilities.
- Other pertinent information relative to Contractor transition issues.

REQUIREMENTS **&** **DELIVERABLES**

Following labor categories are identified as the Key and/or non-Key personnel to be utilized for this requirement. Key personnel are considered as the most essential labor categories for this requirement.

Replacement of any key personnel must be informed to the Contracting Officer and the Contracting Officer's Representative 45 days prior to the replacement and provide resume (must meet the skill and experience requirement of PWS) for replacement of key personnel 30 days prior to the replacement and must be approved by the COR and the CO.

Commented [DR1]: Added per our discussion

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I. ON-SITE PROFESSIONAL HEALTHCARE SUPPORT SERVICES

Any provider of services to Midshipmen shall be insured by the contractor for malpractice/liability. Proof of this insurance and cost shall be provided as part of any offer. The contractor will provide methodologies used to maintain current certifications in NY State for infection control, blood borne pathogens, cardiopulmonary resuscitation (CPR).

Any **Physician, MD (Key Personnel)** assigned to the Academy shall be Board-certified licensed by the New York State Board of Medicine/ Education Department (Office of Professions) having met education, examination and experience requirements as stipulated by same. The physician shall provide services to the USMMA for the purposes of rendering on-site medical services to the Regiment of Midshipmen. The physician must be clinically experienced within a medical scope of practice that includes, but is not limited to patients up to the age of 24. The physician should be familiar with patient care practices typically seen in internal medicine/family practice and have a minimum of 3 or more years of experience. Physician, MD may act as the Chief Medical Officer.

The Academy must ensure the continuing medical fitness of all Midshipmen at USMMA by authority of Title 46 CFR 310.56 and Superintendent Instruction 2014-09. The Physician contractor shall perform tasks which include the following:

- Provides medical leadership for all contracted healthcare providers and staff.
- Plans, develops, and implements an ambulatory medical care facility providing health services to include preventive, diagnostic, routine and emergent outpatient care.
- Provides guidance to Midshipmen Counseling & Personal Development and the mental health and dental professionals at DHS, as well as the COR.
- Examines and provides ambulatory medical care to Midshipmen. Interfaces with all medical and surgical consultants, to coordinate off site healthcare referrals & outcomes for Midshipmen.
- Reviews and implements Midshipmen immunization programs and periodic physical examinations of Midshipmen according to USMMA milestones for Sea Duty, US Coast Guard Licensing & Commissioning into the Armed Services.
- Assists in the development and administration of preventative medicine lectures and discussions with Midshipmen pertaining to safe health behaviors, practices and personal hygiene while assigned to sea duty or when on board USMMA.
- Works with the leadership of the Academy and interface as appropriate with Naval, Coast Guard and Defense Departments.
- Reviews and evaluates physical qualifications and standards for Midshipmen in consultation with the Department of Defense Medical Examination Review Board (DODMERB), the Department of the Navy's Bureau of Medicine and Surgery and the United States Coast Guard National Maritime Center.
- Communicates effectively with health services and/or non-medical personnel (administrative, faculty, and family members) concerning the health and wellbeing of

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Midshipmen. Communications required may be oral or written. Communications may involve corresponding with providers and organizations/agencies off the Academy grounds, at sea or in remote foreign health facilities.

- Ensures access to emergency care and inpatient care as appropriate.
- Serves as the Academy's principal medical consultant and liaison in establishing, authorizing, coordinating and maintaining effective health care support for Midshipmen
- Provides and coordinates general medical oversight to Emergency Medical Services (EMS) staff. Serves as Medical Director for the EMS Squad
- Oversees the preparation of the medical components of the Academy's DHS Standard Operating Procedure Manual. The Medical, Mental Health and Counseling, Dental, and Ambulance/Emergency Medical Services of DHS shall undergo periodic inspection and evaluation by formal accrediting health organizations, Department of Health of the State of New York, or by federal agencies assessing occupational and safety programs. For scheduling and performance of these accreditation and inspection visits, DHS shall be considered as an ambulatory satellite facility of the contractor's home facility/program. In addition, the U.S. Coast Guard's Maintenance and Logistics Command - Atlantic or other federal agencies may conduct a periodic survey of any or all health services.
- Provides professional guidance and direct supervision to the contracted medical staff assigned to the medical service. For purposes of continuity of care, efficiency and operational integrity it is required that the CMO shall be consistently the same individual. Substitutions may be provided only for reasonable exceptions such as vacations, sickness and leave of absences as mutually determined between the COR and the contractor. Not all CMO absences will be covered with a substitute Physician unless mutually agreed to by COR and the contractor.
- The CMO or his/her designee will, at no additional expense, submit to the academy (attention COR) a monthly report which states all activity and services performed for Midshipmen which includes, but is not limited to, the number of patients seen monthly, reasons for all visits, the number of patients seen by each provider and other pertinent information.
- At the request of the COR, the CMO or designee will investigate any formal patient complaint or report of unsatisfactory/inadequate medical treatment related to contractor performance by members of the contract health care staff. A written summary of the findings will be provided to the COR and CO.
- The CMO also provides professional guidance and consultation to the USMMA Department of Physical Education and Athletics regarding health issues and wellbeing of Midshipmen athletes. The CMO shall provide general medical oversight to USMMA athletic trainer's injury assessments, treatment and injury management activities. Further details for these activities are in Section II "Additional Requirements and Deliverables."

Any **Physician Assistant (PA)** (Key Personnel) assigned to the Academy shall be Board-certified licensed by the New York State Board of Medicine/ Education Department (Office of Professions) having met education, examination and experience requirements as stipulated by same. Any PA must have appropriate experience in emergency room procedures/triage and/or outpatient care. The PA must be clinically experienced within a medical scope of practice that includes, but is not limited to patients up to the age of 24 and have a minimum of 3 or more years of experience.

The PA shall perform tasks as assigned by the CMO or Designee which include the following:

- Diagnose and treat diseases and medical conditions encountered (within his/her scope of

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capabilities).

- Provides medical care for ill and injured patients of the medical service, within the scope and limitation of the outpatient medical facilities available.
- Obtains and records medical/health data and case histories on prescribed forms, complete health records and medical summaries.
- Performs routine physical examinations, which shall be countersigned by the CMO
- Order and, if necessary, perform laboratory studies, physical examinations and electrocardiograms, as appropriate
- Initiate consultation requests with the approval of the CMO
- Counsel patients relative to medical problems within scope of licensure
- Provides continuity of care to patients with acute or chronic diseases, as prescribed by CMO and keep the CMO informed as to the progress of the patients
- Prescribes medication and treatment in accordance with accepted medical standards of practice of the medical community.
- Communicates effectively and professionally with health services and/or non-medical personnel (administrative, faculty, and family members) concerning the health and well-being of Midshipmen. (Communications required may be oral or written).
- For the purposes of continuity of care, efficiency and operational integrity, it is required that all PAs be consistently the same individual(s). Substitutions may be

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- provided for reasonable exceptions such as vacations, sickness & leave of absences as mutually determined between the COR and the Contractor. Not all PA absences will be replaced with a substitute PA unless mutually agreed to by the COR and the contractor.

Any **Registered Nurse (RN)** (Key personnel) shall provide primary clinical nursing services at DHS. The RN shall possess a baccalaureate degree, shall be Board-certified licensed by the New York State Board of Medicine/ Education Department (Office of Professions) having met license, education, examination and experience requirements as stipulated by same. the State of New York, have appropriate experience with emphasis in emergency room procedures/triage and outpatient ambulatory care. The RN must be clinically experienced within a medical scope of practice that includes patients up to the age of 24 and have a minimum of 3 or more years of experience.

The RN shall work under the general supervision of the CMO and PA and perform tasks as assigned by the CMO or respective designee that includes the following:

- Takes medical/health histories and vital signs of patients
- Administers medications via subcutaneous, intradermal, intramuscular, rectal, topical and oral routes, as well as administer intravenous fluids and medications.
- Observes clinical signs and symptoms of patients and render general assistance to the CMO and PA.
- Collects laboratory specimens (*e.g.*, blood by venipuncture, urine and bacteriological specimens). Provide and record in patient medical records all required clinical information and pre- and post-test counseling of patients regarding human immunodeficiency virus (**HIV**) and other medical laboratory procedures.
- Assists in the care of patients (*e.g.*, suturing of lacerations, casting of fractures, *etc.*). Prepare surgical dressings, solutions and packs, using proper infection control procedures.
- Performs triage of patients to maximize clinical efficiency
- Performs routine vaccinations required by Midshipmen, staff and faculty
- Recognizes written orders of the CMO or PA, record patient's medications, and chart patient's temperature, pulse, respiration and blood pressure.
- Performs and implements the administrative task orders for placing Midshipmen on "sick-in-room" (SIR) status. Advise appropriate Academy personnel of these instructions.

Any **Medical Office Assistant (MOA)** (Non-Key personnel) assigned to the Academy shall provide clinical/clerical assistance to the CMO, PA and RN at DHS. The MOA shall have appropriate clinical

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experience with emphasis in ambulatory care. Education and training shall conform with NY State Education Department Medical Assisting Program of Study. The MOA must be clinically experienced within a medical scope of practice that includes patients up to the age of 24 and have a minimum of 3 or more years of experience.

The MOA shall perform tasks as assigned by the CMO or their designee. The MOA shall work under the general supervision of the CMO or PA. Tasks shall include the following:

- Collaborates with members of the healthcare team in coordinating and implementing plans for patient care. May record patient history for Medical Staff review.
- Performs measurement and screening procedures according to protocol which may include but is not limited to height, weight, head circumference, blood pressure, pulse, temperature and vision testing. Records and plots findings on patient chart.
- Using individual insurance plans and providers under said plans, schedule medical appointments, medical laboratories and various specialty clinics for Midshipmen. Schedules of all mandatory Sea Year I & II physicals, pre-commissioning physicals and US Coast Guard licensing physical assessments for all Midshipmen.
- Collects blood specimens and assists physician or nurse in collection of other specimens as required.
- Assists healthcare providers with special procedures and examinations as directed by CMO or PA.
- Maintains orderliness and cleanliness of examination rooms. Performs other functions such as maintaining medical records, preparing and coordinating all medical records.
- Under the direction of the CMO, composes responses to routine requests for release of patient information; selects and compiles information from medical records and prepare correspondence to insurance companies and physicians.
- Information prepared shall be reviewed prior to release by the CMO.

Any **Registered Dietitian (Non-Key)** provided to the Academy shall be qualified according to the license requirements for dietetics and nutrition as stipulated by NY State Education Department Office of Professionals for rendering on-site nutrition care to the Regiment of Midshipmen. The Registered Dietitian must be clinically experienced within a scope of practice that includes, but is not limited to patients up to the age of 24 and have a minimum of 3 or more years of experience.

The Registered Dietitian shall perform the following tasks which shall include:

- Plan, develop and implement an ambulatory nutrition care facility at the Academy's DHS. Services must include preventive and routine outpatient care.
- Complete an initial nutritional assessment and provide follow-up care to clients using the

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Nutrition Care Process as outlined by the Academy of Nutrition and Dietetics.

- Document assessments and recommendations in the client's medical record.
- Interface with all physicians, surgeons and dental consultants, both within and outside of the DHS to provide Midshipmen with the highest quality of health care and expertise. Coordinates with appropriate USMMA faculty/staff regarding management of Body Composition Analysis (BCA) for Midshipmen who are failing to maintain BCA standards for commissioning.
- Serves as the Academy's principal Registered Dietitian and liaison in establishing, authorizing, coordinating and maintaining effective nutrition care for ambulatory out-patient Midshipmen.
- Submits to the Academy (attention COR) a detailed monthly report which states all activity and services performed for Midshipmen which includes, but is not limited to, the number of patients seen monthly, reasons for all visits, and any other pertinent information which documents nutrition care services provided.
- At the request of the Academy or COR, at no additional cost to the employer, the contractor will investigate any formal patient complaint or report of unsatisfactory/inadequate nutrition care performed by the contract Registered Dietitian. A written report of findings will be provided to the COR.

A Clinical Psychologist (Key Personnel) must have earned a doctorate degree in clinical psychology, (PhD or PsyD) which is in accordance with the Accreditation Standards for University, and College Counseling Centers.

The clinical psychologist shall be Board-certified licensed by the New York State Board of Medicine/ Education Department (Office of Professions) having met education, examination and experience requirements as stipulated by same.. Must be clinically experienced within a medical scope of practice that includes patients up to the age of 24 and have a minimum of 3 or more years of experience.

The clinical psychologist must possess the following qualifications: completion of an internship or equivalent in which he/she received supervision for counseling and psychotherapy, preferably with college-aged students; and have appropriate experience as a staff member in a clinical/counseling setting.

In addition to collaborating with representatives from the contract healthcare provider staff, The clinical psychologist shall perform tasks as assigned by the CMO or designee. The Clinical Psychologist will perform the following services:

- Provides individual and group counseling and education for Midshipmen. This shall include assessment, diagnosis, treatment, treatment planning, counseling, psychotherapy, psycho-education, family support services, crisis intervention, consultation, referral services and prevention educational services.

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- Provides treatment and treatment planning services.
- Administers psycho-educational and prevention programs
- Consults with the USMMA medical staff in differential diagnoses and evaluations as well as formulating, revising and implementing plans
- Formulates and provides prevention awareness and other education support for all Midshipmen. Examples are but are not limited to, Alcohol Awareness and Substance Misuse Prevention Education, Healthy Living for Mental Health Needs, Healthy Sexuality, Time Management and other similar education topics pertinent to the College age population
- Prepares monthly special reports for the COR, which documents the activities of MCPD which states all activity and services performed for Midshipmen which includes, but is not limited to, the number of patients seen monthly, reasons for all visits, the number of patients seen by each provider and other pertinent information.
- Implements substance misuse and associated treatment programs for Midshipmen at USMMA. Coordinates available treatment resources to facilitate efficient and effective program outcomes
- Coordinates and administers assessment, diagnosis, treatment planning, counseling, psychotherapy, psycho-education, family support services, crisis intervention, consultation, medical referral services and mental health prevention services.
- Coordinates and develops programs designed to maintain an environment that is conducive to a healthy and productive lifestyle for the community Midshipmen
- Represents MCPD for educating Midshipmen regarding and mental health issues
- Maintains a working knowledge of, appreciation for, acceptance of, and compatibility with military organization and experience, with specific emphasis on the Academy's military environment.

Any **Mental Health Counselor or Social Worker (Non-key)** must be clinically experienced within a medical scope of practice that includes patients up to the age of 24. Must have a Bachelor's degree or Master's degree in Clinical Counseling, shall be board certified, licensed by the NY state board of medicine/education department (Office of Professions). Must have minimum of 3 or more years of Clinical Counseling experience in accordance with the SOW.

The Mental Health Counselor shall perform all tasks including individual and group counseling and education for Midshipmen. This shall include assessment, diagnosis, treatment, treatment planning, counseling, family support services, crisis intervention, consultation, referral services and prevention educational services. Tasks shall include the following:

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- Coordinates and performs a variety of counseling/psycho-therapy services including intake, assessment, evaluation, substance use intake, crisis intervention and treatment planning
- Provides individual and group counseling and education to clients and significant others
- Provides treatment planning services
- Coordinates referrals for occupational and legal assistance
- Administers psycho-educational and prevention programs
- Confers with USMMA academic staff to certify visits for patient's treatment.
- Consults with the USMMA medical staff in differential diagnoses and evaluations as well as formulating, revising and implementing plans.
- Prepares monthly special reports for the COR, which documents the activities of MCPD which states all activity and services performed for Midshipmen which includes, but is not limited to, the number of patients seen monthly, reasons for all visits, the number of patients seen by each provider and other pertinent information.
- Formulates and provides prevention awareness and other education support for all Midshipmen. Examples are but are not limited to, Alcohol Awareness and Substance Abuse Prevention Education, Healthy Living for Mental Health Needs, Healthy Sexuality, Time Management and other similar education topics pertinent to the college age youth.
- Coordinates and develops programs designed to maintain an environment that is conducive to a healthy and productive lifestyle for the community.
- Represents MCPD for educating the Midshipmen and faculty regarding counseling and mental health issues.
- Maintains a working knowledge of, appreciation for, acceptance of, and compatibility with military organization and experience, with specific emphasis on the Academy's military environment.

The contractor will provide a licensed **Dentist (Key Personnel)** who will be Board-certified licensed by the New York State Board of Medicine/ Education Department (Office of Professions) having met education, examination and experience requirements as stipulated by same. The dentist must be clinically experienced within a scope of practice that includes, but is not limited to patients up the age of 24 and have a minimum of 3 or more years of experience. The dentist should be familiar with patient care practices typically seen in general dentistry group practices.

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The Dentist shall perform the following tasks that include the following:

- Provides dental leadership of the health team consisting of one dental assistant and one dental hygienist.
- Plans, develops and implements an ambulatory dental service program. Services must include preventive, diagnostic, routine and emergent outpatient care.
- Examines and provides ambulatory dental care to Midshipmen as needed and appropriate. Render emergency dental evaluations and treatments within the scope and limitations of the outpatient dental facilities available.
- Reviews and implements periodic dental examinations of Midshipmen.
- Assists in the development and administration of preventative dental lectures and discussions with Midshipmen pertaining to dental health behavior, practices and personal hygiene while assigned to sea duty or at the Academy.
- Works with the leadership of USMMA & DHS as well as interface as appropriate, with Naval, Coast Guard and Defense Departments.
- Reviews and evaluates dental qualifications and standards for Midshipmen in consultation with BUMED and the United States Coast Guard (USCG).
- Communicates effectively and with health services concerning the dental health and well-being of Midshipmen. Communications may involve corresponding with clinical providers at sea or in remote foreign health facilities.
- Ensures access to emergency care and inpatient care as appropriate.
- Serves as the Academy's principal dental consultant and liaison in establishing, authorizing, coordinating and maintaining effective dental health care support with the designated hospital facility and other contract medical specialists.
- Assists in periodic updates of the dental components of the Academy's Standard Operating Procedures. The medical, pharmacy, mental health and counseling, dental and ambulance/emergency medical services may undergo periodic inspection and evaluation by formal accrediting health organizations, Department of Health of the State of New York or by federal agencies assessing environmental, occupational and safety programs.
- Provides professional guidance and direct supervision to the dental staff assigned to the dental service, which consists of a dental assistant and dental hygienist. Advise and communicate all operational difficulties or matters related to performance of contracted services requiring attention to the COR. For purposes of continuity of care, efficiency and operational integrity, it is required that the dentist be consistently the same individual. Reasonable exceptions include vacation, sickness and leave of absence less than 1 month in duration.

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- The dentist or his/her designee will, at no additional expense, submit to the COR a monthly/weekly regular report which states all activity and services performed for Midshipmen which includes but is not limited to the number of patients seen, reasons for all visits and any other pertinent information which documents dental care services provided.
- Investigates any formal patient complaint or report of unsatisfactory/inadequate dental treatment performed by members of the contract dental health care provider staff as appropriate, and provide a written summary to the COR.

The **Dental Assistant (Non_Key)** shall be licensed by the New York State Education Department (Office of Professions) having met education, examination and experience requirements as stipulated by same and have a minimum of 3 or more years of experience. The Dental Assistant prepares operatory and provides chair-side assistance to dentist during routine and special procedures.

Performs laboratory procedures and assists in overall maintenance of clinical facility. The dental assistant shall perform clinical services as assigned by the Dentist. Tasks shall include the following:

- Prepares operatory prior to examination/treatment by setting up instruments consistent with procedure to be performed
- Assists dentist, at chair-side during examination and treatment of patients, with suctioning, reflecting tissues, passing instruments, and the preparation and handling of dental materials and instruments
- Performs dental laboratory procedures including model pouring and trimming and fabricating mouth guards
- Develops and maintains dental x-rays during patient procedures
- Cleans, bags and sterilizes instruments used and is responsible for tray set-ups
- Assists in ordering, stocking and dispensing inventory items, and maintaining the inventory control system
- Maintains equipment, supplies and overall clinical facility as outlined in departmental policies and procedures

The registered **Dental Hygienist (Non-key)** shall be licensed by the New York State Education Department (Office of Professions) having met education, examination and experience requirements as stipulated by same and have a minimum of 3 or more years of experience.

The Dental Hygienist shall provide routine dental hygiene and dental prophylaxis services. The dental hygienist shall have appropriate clinical experience. The Dental Hygienist shall perform clinical services as assigned by the Dentist. Tasks shall include the following:

- Takes and reviews health/dental histories and vital signs of all patients
- Performs all required dental radiographs as directed by the Dentist
- Observes and records clinical signs and symptoms of patients and render general dental hygiene services including diagnosis and treatment of periodontal conditions under the general supervision of the attending Dentist

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- Assists in the prioritizing of dental hygiene and periodontal treatment procedures through the triage of patients to maximize the clinical efficiency of the dental service
- Assists in the care of patients during dental emergencies (e.g. suturing of lacerations, dental restorative procedures, etc.)
- Maintains dental instruments, equipment and dental treatment environment in good working order using proper infection control procedures. Organizes and prepares the dental treatment/examination rooms before and after escorting the patient to the designated rooms.
- Makes appropriate entries in patient's dental charts including the patient's chief dental complaint
- Recognizes written orders of the Dentist, record patients' medications and chart patient's pulse and blood pressure

A New York State certified EMT Paramedic as **Emergency Medical Services (EMS) Supervisor (Key personnel)** shall be provided to oversee operations specifically for arranging on-site training, education, technical support, guidance and procedural direction for Midshipmen members of the USMMA EMS Squad. The EMS Supervisor shall provide leadership, development of policy, procedure & protocol in compliance with all New York State Emergency Medical Guidelines. The EMS Paramedic Supervisor shall meet all education and certification requirements stipulated by the NY State Department of Health Emergency Medical Technician guidelines and have a minimum of 3 or more years of experience.

The EMS Supervisor shall perform the following:

- Provides supervision to the EMS team inclusive of the Regimental Emergency Services Officers, who are delivering on site EMS services to Midshipmen
- Provides direction for planning, developing, and implementing EMS medical care at USMMA. This will include, but not be limited to, arranging training activity, Emergency Medical Technical (EMT)-B Certification Classes for new 4th class Midshipmen/Plebes, development and enforcement of proper EMS policy and procedures, tracking certification and needs for recertification of New York State approved EMT certification, Part 800 requirements for New York State certified ambulances, cardiopulmonary resuscitation (CPR) and Certified Emergency Vehicle Operator (CEVO) training .
- Provides guidance to the CMO, EMS Academic Advisor, Senior EMS Advisor and COR.
- Serves as the Academy's principal EMS liaison in establishing, authorizing, coordinating and maintaining effective operations while maintaining mutual aid/ auxiliary membership support with local volunteer ambulance services in the surrounding USMMA community.
- Serves as EMS personnel supervisor and responsible for, but not limited to, maintaining all USMMA EMT personnel files, oversight of the watch bill, equipment management, EMS Officer selection process, coordination of EMS activities in support of the

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regimental program and all other related supervisory duties.

- Coordinates needs for backup ambulance equipment and professional guidance for EMS Squad members during critical training operations such as Indoctrination.
- Provides professional guidance and direct supervision to the EMS Squad.
- Advise and communicate all operational difficulties or matters related to performance of contracted services requiring attention to the COR.
- Implement and maintain automatic external defibrillator (AED) program academy wide, including monthly monitoring of equipment readiness.

The Emergency Medical Services (EMS) Supervisor shall be provided with emergency medical and consultation services (specifically to render on-site training, education, technical support, guidance, and procedural direction for Midshipmen who are members of the USMMA EMS Squad under the operational direction of DHS. This will include guidance for policy, procedure & protocol for compliance with all New York State Emergency Medical Guidelines.

Support shall be provided to the EMS Supervisor. All requirements for additional expenses other than the agreed-on reimbursement for the specific position of EMS Supervisor, are subject to approval by the COR before being implemented. Tasks shall include the following:

- Provides EMS Training to the EMS Team inclusive of the Regimental Emergency Services Officers, who are delivering on site EMS services to Midshipmen.
- Provides guidance for planning, developing, and implementing EMS medical care at the Academy. Guidance will include, but not be limited to, routine training activity, AED program implementation development and enforcement of proper EMS protocols, delivery of classroom teaching of New York State approved EMT certification, cardiopulmonary resuscitation (CPR) certification & re-certification and Certified Emergency Vehicle Operator (CEVO) training.
- Provides backup ambulance equipment and professional training for EMS Squad members during critical training operations such as Indoctrination.

The **Medical Services Coordinator (Non-Key)** shall serve as the primary administrative coordinator for DHS Medical and have a minimum of 3 or more years of experience.

The coordinator must have a college degree/certificate in the field of medical administration or medical specialty, and shall have appropriate office management experience in a hospital-based and/or ambulatory care environment.

The Medical Services Coordinator shall perform tasks that include the following:

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- Organization of patient information/data using various computer software.
- Communicates effectively with patients, visitors, health services and/or non-medical personnel (i.e., administrative, faculty, and family members) concerning the health and wellbeing of Midshipmen. Communication may involve corresponding with patients, providers and organizations/agencies, at the direction of the attending medical officer.
- Schedules medical appointments using individual Midshipman insurance plans with providers who accept said insurance plans (includes laboratory testing and specialty clinics).
- Schedules of all mandatory Sea Year physicals, pre-commissioning physicals and U.S. Coast Guard licensing physical assessments for all Midshipmen.
- Receives records and files all in-coming medical laboratory reports and patient information and inform the Chief Medical Officer.
- Prepares medical consultations for signature and monitor the status of all consultations and reports requested by the attending Medical Officer and Physician's Assistants.
- Prepares and submits medical documentation packages to the BUMED and the U.S. Coast Guard for applicant candidates and Midshipmen requesting a medical waiver of the physical qualifications and standards.
- Composes responses to routine requests for release of patient information including release of medical records / retrieving archived medical records; select and compile information from medical records and prepare correspondence to insurance companies and physicians concerning information from Midshipmen medical records.
- Prepares all correspondence from notes for the Academy's medical service.
- Coordinates necessary arrangements for transportation of medical service patients, to and from medical appointments via a local taxi company.
- Provides administrative support to the attending medical officers and physician's assistants.
- Assists in the requisitioning of medical and office supplies required for the general operations of the Academy's medical service.
- Assists the Insurance and Worker's Compensation Specialist in the preparation and completion of Office of Workers Compensation Program claims (Department of Labor's CA-1/CA-2 injury and illness report forms)
- Maintains and assures proper security and confidentiality of medical service medical/health records through the handling, timely filing, and storage of those records.
- Prepares required written and verbal notification to all appropriate staff of the Office of

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the Commandant of Midshipmen when Midshipmen require hospitalization or in-patient services.

- Prepares a daily census of Midshipmen seen at DHS.

The **Administrative Assistant (Non-Key)** shall provide full-time administrative services in support of the Department of Midshipman Counseling and Personal Development (MCPD) and serve as an administrative coordinator for MCPD. The Administrative Assistant shall have the requisite education typical for performing administrative tasks and have a minimum of 3 or more years of relevant experience. The Secretary shall perform tasks that shall include but not be limited to the following:

- Shall have appropriate office experience in a hospital based and/or ambulatory care environment and preferably experience working in a counseling and/or psychiatric office environment.
- Acts as liaison for the Academy & healthcare facility/physician office(s) to ensure primary, secondary, federal workers compensation and tertiary information has been supplied, verified and updated to cover medical services.
- Organization of patient information/data shall communicate effectively with patients, visitors, health services and/or non-medical personnel (i.e., administrative, faculty, and family members) concerning the health and wellbeing of Midshipmen. Communications may involve corresponding with patients, providers and organizations/agencies
- Schedules medical appointments for the Academy's counselors
- Receives, records and files all in-coming counseling reports and patient information and inform the Lead Clinical Psychologist or his designate
- Monitors the status of all psychological or psychiatric consultations and reports requested by the counselors or Clinical Psychologist.
- Assembles and submits counseling documentation for inclusion into packages to the Department of the Navy's Bureau of Medicine and U.S. Coast Guard for applicant candidates and Midshipmen requesting a medical waiver of the physical qualifications and standards
- Composes responses to routine requests for release of patient information; select and compile information from medical records and prepare correspondence to insurance companies and physicians concerning information from Midshipmen MCPD medical records.
- Prepares all correspondence from notes for the Counselors.
- Provides administrative support to the counselors.
- Assists in the requisitioning of office supplies required in the general operations of the

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Midshipmen Personal Development Service.

- Maintains and assures proper security and confidentiality of the MCPD medical/health records through the handling, timely filing and storage of records
- Prepares required written and verbal notification for use by the CMO to communicate to all appropriate staff of the Office of the Commandant of Midshipmen when Midshipmen require hospitalization or in-patient services.
- Prepares a daily census of Midshipmen seen at the MCPD.

The **Workers Compensation/Insurance Specialist (Key personnel)** is responsible for filing and following through on all worker's compensation claims for Midshipmen in accordance with the Federal Employee Compensation Act (FECA) and coordinating Midshipmen insurance matters, insurance payment issues, and all related insurance correspondence. A minimum of a high school diploma is required along with 3 or more years of experience working as a claims specialist in both private health insurance and workers compensation.

The Workers Compensation Insurance Specialist shall perform all tasks that include the following:

- Gathers all patient data and submits claims. This includes completion of injury reports, supporting medical documentation. This may include faxing or emailing claims to Federal Workers Compensation Offices for consideration as well as coordinating and/or gathering data to respond to requests for additional information, letters of development or short-term closures.
- Coordinates Midshipmen Open Enrollment Insurance Announcements/responses and tracks Midshipman compliance with same to ensure Midshipmen are properly covered under required health insurance by USMMA.
- Ensures complete insurance information is obtained from Midshipmen.
- Consults directly with the physician as to the specifics of procedures, emergency visits and inpatient visits to respond to FECA requests.
- Prints monthly reports for review by COR.
- Reviews and completes all correspondence from insurance carriers, lawyers, networks, etc.
- Assist medical services coordinator with pre-certifications.
- Furnishes insurance company physicians and networks with proper billing and clinical information necessary to pre-certify or provide treatment for Midshipmen.
- Maintains proper documentation after receipt of pre-certification from specific agency.
- Ensures that a duplicate payment or incorrect payment is paid back to payer in a timely fashion.

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- Determines if the responsibility of outstanding balances is understood between debtor and creditor.
- Ensures that insurance companies are called in a timely fashion.
- Maintains proper documentation for all collection follow-up done with all debtors.
- Provides monthly reports as required.
- Ensures that the insurance companies received necessary information to process appropriate claims.
- Furnishes insurance companies and medical providers with any additional information necessary for processing claims.
- Liaison for USMMA and healthcare facilities/physicians to ensure all primary, secondary, federal workers compensation and tertiary insurance information has been supplied, verified and updated to cover medical services. Provide claim numbers or authorization to facilities/physicians for expeditious payment.

A **Contract Manager (Non-key)** shall be provided to ensure contract staff are performing their roles and responsibilities under contract. The Contract Manager will coordinate staff administrative functions and ensure that all deliverables under this contract are provided in a timely fashion and will provide weekly data updates for key milestones related to all deliverables including but not limited to commission/ licensing & sea year examinations. Any Contract Manager must have a bachelors degree in a business management / operations field of study and demonstrate 5 years experience or more managing an medical outpatient care office or similar service.

- Coordinates activities of Contract staff including growth objectives, procurement of technological equipment, data planning, developing goals and objectives, capital requirements and desired outcomes of programs.
- Reviews comprehensiveness of programs on an ongoing basis and develops strategies for program adaptation to meet USMMA requirements under contract.
- Monitors program components relative to criteria by regulatory agencies.
- Supports contract staff with key revenue cycle functions including, but not limited to, scheduling, insurance verification, co-pay collection, charge capture and referral management.
- Hires, trains, disciplines and supervises staff. Evaluates performance and ensures efficiency in their roles and that staff are meeting contract requirements. Completes appraisals on a timely basis.

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- Oversees scheduling (vacation, holidays) and ensures adequate coverage at all times. Performs related personnel functions.
- Ensures contract staff members understand their roles and responsibilities under contract. Supports continued growth of staff and offers opportunities for advancement.
- Assists in developing and maintaining objectives, policies and procedures to ensure the efficient operation of the contract staff and their respective department/ division.
- Strives to streamline contract operations and effectively apply new concepts and techniques for positive outcomes while maintaining USMMA contract requirements. Identifies and implements technology to improve operations.
- Assigns work to contract staff and sees that it is carried out correctly and efficiently to meet USMMA contract requirements. Identifies and implements technology to improve operations.
- Maintains accurate and current files on all department programs related to contract operational issues.
- Demonstrates ability to answer any questions from COR that might arise when dealing with patients, physicians, or any matters regarding the department / division / physician office.
- Coordinates and oversees the resources of multiple administrative disciplines/ functions.
- Coordinates efforts to prioritize needs of programs across departmental lines in order to meet contractual requirement.
- Collaborates with USMMA COR to develop, implement and oversee clinical programs and their pertinence to contractual requirements at USMMA.
- Participates in monitoring and evaluating a program's inception and performance and routinely monitors performance per volumes, referrals and trends.
- Structures the appropriate flow of data to insure timely and appropriate contractual management of clinical and financial issues, which may comprise patient care in the department.
- Ensures the continual efficient and compliant operational performance under contract with USMMA.
- Compliant with all Joint Commission, NYS DOH, Public Health Law, Institutional and Departmental rules and regulations and makes certain these are properly and completely addressed in Policy and Procedure Manual.

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- Reviews all changes in various regulatory agency standards and/or public health law and ensure that these are represented in the Policy and Procedure Manuals.
- Prepares monthly special reports for the COR, which documents the activities of Medical, MCPD, Dental and states all activity and services performed for Midshipmen which includes, but is not limited to, the number of patients seen monthly, reasons for all visits, the number of patients seen by each provider and other pertinent information.
- Ensures contract staff adhere to HIPAA regulations and all other regulatory standards.
- Identifies quality benchmarks utilizing regional and national data to monitor contract performance and identify opportunities for improvement.

II. OTHER REQUIRED ON-SITE PERSONNEL & SERVICES

A. Equipment Assessment

The contractor will provide an assessment of contractor supplied/USMMA supplied medical and health care related supplies and equipment necessary for medical care provided under contract. The integrity and functionality of equipment or supplies used by the contractor in patient care for carrying out the terms of this contract are the responsibility of the contractor.

B. Infection Control Assessment

The contractor will provide, upon request of USMMA, no more than once annually, an infection control assessment of the Patten Clinic. The contractor is responsible for maintaining the patient care environment in a manner that ensures patients are not subject to cross contamination, are not exposed to secondary infection risks and meets The Joint Commission infection control standards as well as for the Center for Disease Control and Prevention (CDC).

C. Orthopedic Team Physician (Doctor of Medicine(MD) or & Orthopedic Consultant or Doctor of Osteopathic medicine (DO)

The contractor will provide an orthopedic Team Physician with a minimum of three or more years of experience in Sports medicine to be present at every football game played at the USMMA campus. All injuries identified at these football games or any sporting events by the USMMA staff must be triaged through the Patten Clinic. The CMO will evaluate an injured Midshipman's condition and offer treatment appropriately. Midshipmen requiring follow up with any specialty services will be sent to the appropriate specialty services. For Midshipmen requiring a visit to the emergency room, the contractor will follow protocol established within the agreed upon statement of work. Additionally, the Department of Physical Education & Athletics will require an annual orthopedic assessment for the wrestling team and will coordinate this activity through the contracted CMO.

III. ON-SITE MEDICAL SUPPLIES AND EQUIPMENT

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A. Government Furnished Property

- The government shall furnish without cost to the contractor appropriate standard office space equipped with standard office furniture, patient exam rooms equipped with standard examination furniture and designated storage space for supplies, medical records and equipment. For any contract employee requiring access to telephone use, laptop, fax/printer copiers and associated network connections needed to provide requested services under this contract, the government may provide this equipment as a part of the Government furnished equipment (GFE). All required GFE's will be connected to the DOT/MARAD network. Background check on all contractor's personnel will be completed prior to the performance on this contract.
- Appropriate folders for use as medical records files will be provided. Any government furnished items are to be used only in connection with the performance of this contract.
- The contractor is responsible for following all regulations associated with the management & disposal of bio hazardous waste resulting from the performance of work associated with this contract including removal of same from the work site. No alterations or changes will be made to government furnished items without written approval from the COR.
- The contractor is expected to maintain the cleanliness of the assigned space, furniture and fixed equipment. The premises should be kept clean, orderly, attractive and in excellent sanitary condition to the satisfaction of the COR. Facilities and services are subject to regular and random inspection.
- Title to and accountability for all equipment or articles purchased wholly with contractor funds remain with the contractor activity where this property is movable, or where it is so attached to or so integrated with a public structure or land as to be severable without causing unreasonable physical damage or injury to such structure or land.

B. Contractor Furnished Supplies & Equipment

- The contractor will (at cost plus shipping/handling), inspect, maintain and replace as needed all medical, surgical, dental or other health care related supplies and equipment necessary to properly examine, diagnose, provide treatment, assess patient care needs and level of care required. This includes supplies or equipment to be used for treatment provided on site.
- Examples of medical or dental supplies include, but are not limited to gauze, bandages, tape, suture material, sterile or distilled water, supplies used for the examination & care of dental patients, intravenous (IV) supplies, recurring supplies associated with fixed or portable equipment use, pre-printed patient care forms.
- Examples of medical or dental equipment include, but are not limited to, x-ray equipment, sterilizing equipment, blood pressure devices, thermometers, scales, medical or dental instruments, automated external defibrillators (AED's) and emergency support equipment.

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- The contractor will maintain a reasonable inventory of stationary items required to perform patient care activity (including but not limited to copy paper, pencils, pens, envelopes). Stationary shall not include pre-printed patient care forms that are not able to be generated using standard on site computer software/resources or require outside printer resources. The outside printer resources are subject to approval of the COR, when applicable.
- The contractor is responsible for ensuring all supplies and equipment meet all appropriate ongoing regulatory requirements for patient care use. The contractor will develop and/or maintain a campus wide automated external defibrillator (AED), Stop the Bleed and NARCAN Program. The contractor may be required to provide telephone, printer/copier/fax machines, network access and desktop computers for the contract staff that must operate independent of USMMA utilities and/or Information Technology Support, including server systems. All equipment, services and supplies must be reviewed and approved prior purchase by the COR.
- The contractor shall be responsible in assisting the Government in the maintenance of all medical reports of Midshipmen.

IV. MISSION SUPPORT REQUIREMENTS AND DELIVERABLES

A. Professional Guidance and Consultation for the Department of Physical Education and Athletics

- The contracted CMO shall provide professional guidance and consultation services to the Department of Physical Education and Athletics regarding health issues and well-being of Midshipmen athletes. The CMO shall provide general medical oversight to USMMA Athletic training (AT) staff regarding injury assessments, treatment and injury management activities.
- The contract CMO will provide medical supervision for the AT staff as required by New York State Department of Education guidelines. Reference New York State Education Law Article 162 Athletic Training, and New York State Education Department, Office of the Professions governing the requirements for athletic Training (Section 52.27, and Subpart 79-7).
- The contract CMO will coordinate the collection, review, and compilation of Midshipman healthcare records created and maintained on-site by the AT's staff. Each Midshipman patient healthcare record will have a comprehensive and up-to-date record of the medical care provided by USMMA employed/contracted staff that meet medical and HIPAA and/or Family Educational Rights and Privacy Act (FERPA) standards
- The contract CMO will provide team physician services to intercollegiate athletes as required by USMMA along with guidance from The National Collegiate Athletics Association (NCAA) Sports Medicine Handbook.
- At the request of the COR, the CMO in consultation with the orthopedic consultant and without additional cost shall assist in conducting pre-season student-athlete sports assessment
- The CMO will provide professional guidance and consultation to the Department of Physical Education and Athletics regarding health issues affecting the health and wellbeing of Midshipmen athletes. This may include providing guidance to AT staff in

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performing injury assessment, treatment and injury management activities.

- The CMO will follow Federal Employee Compensation Act guidance for injury reporting requirements.
- Upon approval by the COR, the CMO or his/her designee (an orthopedic specialist is required) will provide oversight to be present at home football games, the annual hosted wrestling event and all NCAA championship or conference games hosted by USMMA to provide appropriate medical oversight.
- The lead contract physician may perform an Athletic Trainer Professional Practice Assessment to confirm professional abilities of the AT Staff to meet acceptable standards.
- The AT staff are also educational instructors and responsible for teaching Midshipmen basic first aid and care while at sea (Ship's Medicine & Medical Person in Charge). The CMO may occasionally be asked to provide recommendations for any clinical material intended to be taught to Midshipmen. These recommendations do not constitute an approval of education materials. These recommendations are intended only to provide clinical guidance.

The USMMA AT Staff will:

- a) Communicate directly with DHS in the management of injured Midshipman athletes by emailing a copy of sports injury reports. This communication shall occur as soon as practicable, or by the next normally scheduled sick call period (Monday - Friday 0700 - 0900).
- b) Make medically emergent decisions for all on campus injuries that occur on during training or competition. The AT staff will follow up with immediate notification for DHS to provide further information via phone call and email for management of care.
- c) Make medically emergent decisions in conjunction with the home team's medical resources for off campus injuries that occur during training or competition. The AT staff will follow up with immediate notification of DHS via phone call and email. DHS will provide further information on management of care.
- d) Maintain comprehensive Midshipman healthcare records that meet medical Family Educational Rights and Privacy Act (FERPA) and Health Insurance Portability and Accountability Act (HIPAA) standards, and provide complete copies to DHS to insure the quality management and continuum of care provided to Midshipman Athletes.

B. Pharmacy Services

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DHS does not maintain an onsite Pharmacy for filling prescription medications; however, the Midshipmen often require prescriptions to treat their health care needs. The Contractor is required to order all prescription medications, which then must be delivered to Patten Hall, USMMA, NY. Midshipmen are required to maintain health insurance that covers prescription medication and are responsible for all copayments.

USMMA requires that the contractor can provide off site pharmacy services for the following:

- A process for Midshipmen to contact and request pharmacy orders from an established offsite pharmacy location.
- A process for Midshipmen and their health care providers to present a written prescription via an electronic portal approved by New York State (escript or similar system).
- During all hours of operations, Provide access to pharmacy services Monday through Friday, and Saturday/ Sundays.
- Establish a system for Midshipmen to provide credit card payment for copays.
- Establish a process to deliver prescriptions for Midshipmen to USMMA DHS at specified intervals (1200, 1600 Monday through Friday, by 1100 on Saturday/Sunday and stat/on demand in emergent situations when appropriate).
- Provide an onsite formulary of over the counter (OTC) items pursuant to a written prescription by a provider.
- Provide medication and OTC counseling to the Midshipmen during hours of operation.
- Provide non-patient specific medications needed for use and administration via floor stock. This is for physician administration in the clinic setting for medications that need to be dispensed on an outpatient basis.

C. On-site DHS Diagnostic Lab Services

All laboratory diagnostic testing, inclusive of blood analysis, urinalysis and all other analysis as normally required for diagnosis and treatment of Midshipmen examined and treated during on site care within the confines of Patten Health Services Clinic located on the premises of the United States Merchant Marine Academy. Service is to be provided 7 days weekly, 365 days per year with no cap on volume for the duration of this contract. These services will be billed directly to USMMA and not billed to Midshipmen insurance.

D. Examinations for Sea Duty, United States Coast Guard Licensing, Reserve/Active Duty Commissioning

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Midshipmen at USMMA are required to spend 365 plus days at sea in specific training programs. Deployment for these training evolutions take place generally during the months of November, March and June annually. In order to graduate from USMMA, Midshipmen must earn their Bachelors of Science Degree, a United States Coast Guard License as Third Mate Deck Officer or Third Assistant Engineer and apply for and accept if offered, an appointment as a commissioned officer in a reserve component of the U.S. Navy.

- 1) The Contractor is not required to be a subject matter expert regarding all and/or US Navy medical requirements however the contractor must be able to consult with the appropriate authorities regarding their standards of medical care when determined by the COR. Examples of these agencies include but are not limited to BUMED, the Department of Defense Medical Examination Review Board (DODMERB), the USCG, and the National Maritime Center (NMC). In smaller numbers, Midshipmen may also choose active duty roles in other military services such as the Air force, Army etc. The contractor is responsible for establishing a timeline during the academic year when physical examinations are to take place. Physical examinations for all Midshipmen and Plebes for sea duty assignment, commissioning and/or USCG Licensing are time sensitive based on USMMA internal/external milestones and must be completed/meet all academy timelines at a 100% completion rate. Exceptions may be considered when delays are through no fault of the contractor and driven by external factors (such as Midshipman non-compliance with directives or Midshipman health related matters requiring additional medical processing before they can be cleared for full active duty). The contractor is responsible for scheduling appointments, must establish and define time frames for provider time/patient visit time standards and adhere to these (in all cases, including new patient, follow up, sick call and urgent visit, etc.) The quality of all completed medical examination documents will be reviewed. An accuracy rate of 98% (health related examination documents are legible, contain complete and accurate medical information & personal identification information) will be strictly adhered to.

- 2) The Contractor will also be required to perform physical examinations for:

USCG licensing (a graduation requirement) using USCG form 719K. Information regarding this form is available at www.uscg.mil/nmc/

USCG medical standards references appear in the Navigation Vessel Inspection Circulars (NVIC) and The Merchant Mariner Medical Manual, also available at www.uscg.mil/nmc/ (Reference Policy & Regulations)

Commissioning physicals according to BUMED standards. These standards can be referenced at:
<http://www.med.navy.mil/directives/Pages/NAVMEDEP-MANMED.aspx>

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Commissioning Physical forms used (forms 2808, 2807 & 2813) can be referenced at: https://www.esd.whs.mil/Directives/forms/dd2500_2999/

E. Operation of "Sick Call" Daily

In addition to the scheduling of appointments for routine care in the dental and medical departments (for sea duty clearances, well visits, licensing examinations etc.), the contractor will provide two (2) hours Monday through Friday & four (4) hours on Saturday/Sunday to provide Midshipmen with unscheduled access to health care providers. Midshipmen may walk in with no appointment necessary to seek one to one care with a health care provider.

- All regular support will be available such as access to pharmacy delivery services mentioned in prior language within this SOW.
- While Midshipmen will be encouraged to use sick call for any unscheduled care needs, the contractor will be prepared to accept Midshipmen walk ins at any time during the day. Midshipmen should be made to feel welcome but the Contractor reserves the ability to triage and reschedule any walk-in appointment if, after medically evaluating the reason for the walk in, care may be appropriately deferred as determined by a licensed health care provider.

F. Provision of 24 hour, 7 days Weekly, 365 Days Access to Mental Health Resources

The contractor shall provide a telephone hotline available to Midshipmen to call 24/7/365 in order to speak with a qualified mental health professional that will respond to those who want or need mental health care. 24/7 access to include both telephonic and telehealth (virtual) options.

- Midshipmen on sea duty assignment are provided with satellite telephone technology and texting capability
- Available to students enrolled at USMMA when on campus or while assigned to sea duty, aboard a vessel located anywhere worldwide.
- Qualified mental health professional(s) available to provide direct, secure communication to Midshipmen for both crisis and non-crisis interventions:
- Describe a methodology for providing contact information (telephone numbers, websites, etc.) to Midshipmen so they know how to call for assistance without disclosing their need to do so
- Describe a plan for managing continuity of care coordination between counseling staff under contract. Specifically, how will contracted on site USMMA providers and the COR be made aware of any mental health contact through the 24/7 process. The intentions for this are not only onsite USMMA communications but to also ensure follow up care upon return from sea duty as well as the ability to assess eligibility for USCG License and Navy

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Commissioning.

- Describe interventions for how any serious health risks/threat to individual safety identified during a 24/7 call from sea will be addressed. For example, if there are suicidal ideations/suicidal threat with a plan, or any other situation where immediate interventions are required to protect the health and safety of any individual. USMMA has a 24/7 liaison assigned to each Midshipmen at sea who is capable of working with shipping companies for emergency evacuations. Any plan description for this section must include how this liaison will be notified. USMMA also requires secondary and simultaneous notification to the COR as well as the CMO.

G. Provision for Culture of Trust, Transparency and Support

Midshipmen pursuing their career as licensed USCG Officers, Commissioned Officers and Engineers are sensitive to anything that can interfere with their potential matriculation at USMMA. Midshipmen are students but are subjected to higher medical standards than the average college/university student. Because of this, Midshipmen can be fearful of being placed in medical hold status that may interfere with their normal daily activities.

- The contractor must provide patient care in a supportive manner and communicate to the student that the primary interest of DHS is in the health, welfare, and well-being of the student.
- In addition to stringent academic requirements that must be met, all Midshipmen must pass a DODMERB medical examination to be successfully admitted to USMMA. A Midshipman must continuously meet DODMERB medical standards while at USMMA as per Code of Federal Regulations 310.56. It is important for the contractor to help Midshipmen find a path back to meeting medical standards should these standards fall into question because of either injury or illness.

V. INSPECTION OF SUPPLIES & SERVICES

The USMMA reserves the right to inspect contractor's equipment or require documentation of compliance with contract specifications, and State laws, rules, regulations and guidelines governing medical equipment. Inspections of contractor equipment shall in no way constitute a warranty by the USMMA that the contractor's equipment are properly maintained.

USMMA reserves the right to restrict the Contractor's use of equipment which need repair, unclean, unsafe, damaged on the interior or exterior, and are not in compliance with contract requirements. The restriction of such equipment and shall not relieve the contractor from performing in accordance with the strict intent and meaning of the contract without additional cost to the USMMA.

The Government reserves the right to thoroughly inspect and investigate the establishment, facilities, business reputation and other qualifications of any offeror and to reject any proposal

irrespective of price that is administratively determined lacking in any of the essentials necessary to ensure acceptable standards of performance. Offerors may be required to present evidence of qualifications to include credentials and resume to be used in performance of this contract.

A. Contractor Statements

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- i. The resulting contract is a non-personal health care services contract, as defined in FAR 37.101, under which the contractor is an independent contractor;
- ii. The Government may evaluate the quality of professional and administrative services provided, but retains no control over the medical, professional aspects of services rendered (e.g., professional judgments, diagnosis for specific medical treatment);

The contractor shall indemnify the Government for any liability producing act or omission by the contractor, its employees and agents occurring during contract performance. The Government shall offset the contract by the amount of the indemnification

- iii. The contractor shall maintain medical liability insurance, in a coverage amount acceptable to the contracting officer, which is not less than the amount normally prevailing within the local community for the medical specialty concerned; and
- iv. The USMMA will be the sole judge in determining when services will be re-procured. The failure of the contractor to perform services within the required time frames and in accordance with terms and conditions may also provide cause for termination of the contract for "cause," (see FAR clause 52.212-4(m)).

B. Contractor's Quality Control Program (QCP)

The Contractor shall establish and maintain a complete QCP to assure the requirements of this contract are provided as specified. An original and one (1) copy of this QCP will be forwarded to the CO along with the requested initial proposal. The CO will review the QCP yearly and list any needed clarifications, and return to Contractor for response, if necessary. The Contractor's QCP shall include the following or have incorporated into during performance of contract, at a minimum:

- (a) A plan covering all services required by this contract. The plan must specify the areas on a scheduled or unscheduled basis, how patient care will be documented, and the title of the individual(s) who will perform the services.
- (b) Incorporation of either active or established internal policy and procedures for updating medical service protocols that may affect performance of contract.
- (c) The methods for identifying and preventing deficiencies in the quality of service performed, before the level of performance becomes unacceptable, and organizational functions noting

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intermediate supervisory responsibilities and overall management responsibilities for ensuring total acceptable performance.

(d) On-site records identifying the character, physical capabilities, certifications and ongoing training of each employee performing services under this contract.

(e) A log to account for all requests for service. The log shall indicate the date and time of service, name of beneficiary requiring services, any required emergency care with Doctor's signatures, type of service charges as claimed.

(f) On-site records of any complaints or problems, with procedures taken to allow for corrections and/or elimination before effects caused interruption of performance of contract.

C. Government Quality Assurance

The Contracting Officer Representative (COR) or designee will evaluate the Contractor's performance by using a Quality Assurance Surveillance Plan (QASP) in accordance with FAR 52.246-4, Inspection of Services - Fixed Price.

D. Contractor's Responsibilities and Insurance Requirements

The contractor shall obtain all necessary licenses and/or permits required to perform services. Individuals shall take all reasonable precautions necessary to protect persons and property from injury or damage during the performance of this contract. The contractor shall be responsible for claims for any bodily injury to the contractor, contractor's employees, or third parties, as well as for any damage to USMMA's personal or public property that occurs during the performance of this contract that is caused by Contractor's employees' fault or negligence, except to the extent such claims arise out of the negligence of the Government, its employees or agents. The contractor shall maintain commercial general liability including property damage insurance through commercial insurance and/or self-insurance. Evidence of coverage is required before commencing services under this contract (copy of Certificate of Insurance).

E. Fully Insured Reimbursed Hospital-Based Medical/Health Services

The Federal Government Code of Federal Regulation (CFR) calls for provision of limited medical and dental care to be provided for all Midshipmen. While these limited care needs can be met under most circumstances through DHS, there are recognized levels of healthcare intervention and treatment for injuries, illnesses or disease that will exceed the scope of care available at Patten Health Clinic.

Midshipmen are considered as non-compensated federal employees and are therefore covered under The Federal Employees Compensation Act (FECA) for in the line of duty injuries, illness

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or related medical care. Private insurance or supplemental insurance policies are substituted in place of FECA for other than in the line of duty injuries, illness or related non-FECA covered medical care. The government and/or Midshipmen of the USMMA are not responsible for any out of pocket costs associated with the balance of charges that exceed the insurance

reimbursements received by the contractor as compensation for any medical care provided to Midshipmen. Any co insurance payments related to private or supplemental insurance are paid in accordance with individual insurance plan requirements.

All medical providers providing care to Midshipmen under this contract must hold appropriate licenses, credentials and/or certificates issued by the State of New York.

VI. SAFETY REQUIREMENTS

In order to protect the lives and health of occupants of the Patten Hall buildings in USMMA, NY, the Contractor in the performance of this contract shall take such safety precautions as the Contracting Officer, or his designate, may determine to be reasonably necessary. The Contracting Officer, or his designate, will notify the Contractor of any non-compliance with the foregoing provisions and the action to be taken. The contractor shall, after receipt of such notice, immediately correct the conditions to which attention has been directed. Such notice, when served on the Contractor or his representative at the site of the work, shall be deemed sufficient for the propose aforesaid. If the contractor fails or refuses to comply promptly, the Contracting Officer may issue an order, stopping all or any part of the work, and hold the Contractor in default.

Immediately upon any incident/accident involving a patient verbal notification is required to the Contracting Officer Representative (COR) or designee with all the facts as they relate to the incident/accident. A written report is required to be filed within forty-eight (48) hours of the incident/accident with a list of the contractor staff names, patient name(s), any pertinent information and witnesses, must be filed with the COR or designee. This is to be done regardless of how minor the incident/accident appears to be.

A. Disposal of Hazardous Waste

The contractor shall not dispose of any hazardous materials at any location on the facility premises except as specified by the Contracting Officer Representative.

B. Control and Disposal of Hazardous Chemicals

The Contractor shall comply with the Occupational Safety and Health Administration (OSHA) regulations 29 CFR Parts 1910 and 1926. Attention is directed to the control of hazardous material, Section 1910.1200 of the OSHA regulations and the Environmental Protection Agency regulations concerning the disposal of hazardous waste [Solid Waste Disposal Act, as amended by the Resources Conservation Act of 1976, as amended (42 U.S.C. 6901 et seq.)].

VII. CONTRACTOR NOTIFICATIONS

A. Organizational Conflicts of Interest

- The Contractor warrants that, to the best of the Contractor's knowledge and belief, there are

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no relevant facts or circumstances which could give rise to an organizational conflict of interest (OCI), as defined in FAR 9.5, Organizational and Consultants Conflicts of interest, or that the Contractor has disclosed all such relevant information.

- The Contractor agrees that if an actual or potential OCI is discovered after award, the Contractor shall make a full disclosure in writing to the Contracting Officer. This disclosure must include a description of actions, which the Contractor has taken or proposes to take, after consultation with the Contracting Officer, to avoid, mitigate, or neutralize the actual or potential conflict.
- The Contracting Officer may terminate this contract for convenience, in whole or in part, if it deems such termination necessary to avoid an OCI. If the Contractor was aware of a potential OCI prior to award or discovered an actual or potential conflict after award and did not disclose or misrepresented relevant information to the Contracting Office, the Government may terminate the contract for default, debar the Contractor from Government contracting, or pursue such other remedies as may be permitted by law or this contract.
- The Contractor must include this clause in all subcontracts and in lower tier subcontracts unless a waiver is requested from, and granted by, the Contracting Officer.
- In the event requirement changes in such a way as to create a potential conflict of interest for the Contractor, the Contractor must:
 - (1) Notify the Contracting Officer of a potential conflict, and;
 - (2) Recommend to the Government an alternate approach which would avoid the potential conflict, or
 - (3) Present for approval a conflict of interest mitigation plan that will:
 - Describe in detail the changed requirement that creates the potential conflict of interest; and
 - Outline in detail the actions to be taken by the Contractor or the Government in the performance of the task to mitigate the conflict, division of subcontractor effort, and limited access to information, or other acceptable means.
 - (4) The Contractor must not commence work on a changed requirement related to a potential conflict of interest until specifically notified by the Contracting Officer to proceed.

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- (5) If the Contracting Officer determines that it is in the best interest of the Government to proceed with work, notwithstanding a conflict of interest, a request for waiver must be submitted in accordance with FAR 9.503.

B. Incidents

- The Contractor is **REQUIRED** to immediately notify the Contracting Officer Representative (COR)/Technical point of contact (POC) of any incident that involves a Midshipmen and follow up in writing within 8 Hours of notification.
- The contractor agrees to provide all services specified in the contract for any person determined to be eligible, regardless of race, creed, color, or national origin of the person for whom services are being ordered. Additionally, the contractor warrants that subcontracting shall not be used as a means of circumventing this provision.
- The contractor agrees that the rates charged herein are not excess of those charged to the general public for the same services.
- The Government will not be responsible for any loss, theft, or missing equipment belonging to the contractor. The contractor shall insure all personal equipment are permanently stenciled or otherwise clearly marked, making such property readily identifiable as belonging to the contractor. The contractor further agrees the technicians and/or attendants will make all reasonable efforts to pick-up any equipment immediately after completion of procedures. Failure to do so will no way require the Government to assume financial responsibility for any loss, damage or theft.
- The contractor shall provide the following monthly reports:
 - o Total cost billed to USMMA
 - o Total number of each procedure ordered
 - o Monthly reports to be aggregated on quarterly and annual basis

VIII. DATA GATHERED OR CREATED IN PERFORMANCE OF CONTRACT

(USMMA Owned Data)

Data is defined in FAR clause 52.227-17, Rights in Data-Special Works. Data, including, but not limited to, research subject individually-identifiable information and personal healthcare information, gathered or created by the contractor in the performance of this contract is the exclusive property of and is solely owned by USMMA.

Apart from the specific deliverables set forth in the contract, the contractor shall deliver to USMMA all data gathered or created by the contractor in the performance of this contract in a form and manner specified by USMMA at the expiration of this contract. This does not otherwise restrict rights to order additional data in accordance with FAR clause 52.227-16, Additional Data Rights. The contractor shall not retain any copy of USMMA-owned data

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unless a specific Data Transfer and Use Agreement is subsequently sought and approved in writing.

The Data must be received, gathered, stored, secured, backed up, maintained, used, disclosed and disposed of in accordance with the terms of this contract and applicable federal information confidentiality and security laws, regulations and policies. The Contractor shall provide access Owned Data only to employees, subcontractors, and affiliates only:

- (1) to the extent necessary to perform the services specified in this Contract,
- (2) to perform necessary maintenance functions for electronic storage or transmission media necessary for performance of this contract, and
- (3) only to individuals who first satisfy the same conditions, requirements and restrictions that comparable employees must meet in order to have access to the same information. These restrictions include the same level of background investigations.

IX. PATIENT INFORMATION

A. Patient Scheduling System

During the term of the contract, the contractor will work with USMMA to provide a patient scheduling system that can track appointment times by provider, appointment types and deliver statistical reports regarding activity & services provided. The scheduling system via USMMA Network will be accessible to Midshipmen for their ability to "self-schedule" their appointments.

B. Patient Rights

- a) The Contractor shall be courteous to USMMA beneficiaries. The contractor shall notify the COR, in writing within 24 hours of any complaints made by the patients with regards to the service. The contractor may provide recommendations for improved services along with the patient complaints for USMMA's review. No recommendation shall be construed as being effective until and unless it is provided as a written modification to the contract from the Contracting Officer.

C. Patient Satisfaction Survey

Within the first six (6) months of the first contract year, the contractor will administer a patient satisfaction survey. The contractor will be responsible for delivering the survey to patients, collecting the completed surveys, conducting analysis and reporting the results of the survey to the COR. Surveys and reports will be administered and presented monthly. Electronic formats are preferred.

Key performance factors that shall be evaluated:

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- a) Convenience of our office hours
- b) Ease of scheduling your appointment
- c) Courtesy of staff in the registration area
- d) Friendliness / courtesy of the Nurse/Assistant/Technician/Non-medical Staff
- e) Ease of scheduling lab work and immunizations
- f) Concern demonstrated by the Nurse/Assistant/Technician/Non-medical Staff
- g) Friendliness/courtesy of the care provider;
- h) Clarity of explanations the care provider gave about problem or condition (if any)
- i) Concern the care provider showed for questions or worries
- j) Provider's effort to include Midshipman in decisions about additional consults with offsite providers
- k) Instructions the care provider gave about follow-up care (if any)
- l) Degree to which care provider talked using clear & understandable language
- m) Amount of time the care provider spent with you
- n) Confidence in this care provider
- o) How well staff protected patient safety (by washing hands, wearing gloves, etc.)
- p) Sensitivity to needs of patient
- q)- Concern for privacy
- r) Cleanliness of examination area
- s) How well the staff worked together to provide care
- t) Overall rating of the care provided

D. Nondiscrimination in Services Provided to Beneficiaries

The contractor agrees to provide all services specified in this contract for any person determined eligible by the Department of Transportation United States Merchant Marine Academy, regardless of the race, color, religion, sex, or national origin of the person for whom such services are ordered. The contractor further warrants that he/she will not resort to subcontracting as a means of circumventing this provision.

X. OFFSITE MEDICAL/HEALTH SERVICES

- Services to be provided are on site outpatient medical, dental & counseling care. For offsite hospital based or specialty care and services requiring treatment needs exceeding the scope of services available at the DHS, Midshipmen will be referred to local health care providers accepting their insurance plan. Contractor must have access to network of providers who can provide appointments within 2 days to ensure matriculation at USMMA is not impacted by lack of access to timely care.
- The contractor is responsible for coordinating this care, including all consultations with offsite providers to maintain continuum of care. If the Contractor utilizes their own off-site care facilities to provide services to Midshipmen, every reasonable effort by the Contractor

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should be made to work with the Midshipmen regarding payments for care and avoid placing Midshipmen into collections.

- USMMA will work with the contractor regarding holding Midshipmen accountable for any financial obligations. At present, USMMA provides transportation for offsite care needs where appropriate. Routine examinations will include making no appointment necessary sick call time, examinations for sea duty clearance, examinations for commissioning into various reserve and active duty positions and examinations for United States Coast Guard Licensing. Further details on this process are available in the Additional Requirements and Deliverables section.

XI. DEFINITION OF TERMS

Midshipman - Any student, male or female, enrolled as a full-time student at the United States Merchant Marine Academy (USMMA).

Record of Service Form - A consultation sheet or facsimile thereof.

Invoice - An itemized monthly report of all charges and request for reimbursement for same.

Contracting Officer (CO) - The Federal Government principle point of contact regarding all contract matters

Contracting Officer Representative (COR): Assists CO in all contract matters and contact. Immediate Point of Contact for onsite contract staff.

DHS - Department of Health Services

USMMA - United States Merchant Marine Academy

PA - Physician Assistant

CMO - Chief Medical Officer

HIPAA - Health Insurance Portability & Accountability Act

FERPA - Family Educational Rights and Privacy Act

AT - Athletic Trainer

USCG - United States Coast Guard

BUMED - Bureau of Medicine and Surgery, United States Navy

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DODMERB - Department of Defense Medical Examination Review Board

NMC - National Maritime Center

NVIC - Navigation and Vessel Inspection Circulars

MMMC - Merchant Mariner Medical Credential

PRIVACY

USMMA is a Family Educational Rights and Privacy Act (FERPA) compliant federal institution. Any contractor providing health care services under this contract must be fully capable of complying with all FERPA provisions for management of health care medical records as these records are considered to be educational records under FERPA. The FERPA statute is found at 20 U.S.C. § 1232g and the FERPA regulations are found at 34 CFR Part 99.

• **Post Award Meeting**

At its discretion, the USMMA COR may schedule and conduct a post award meeting with the Contractor after contract award. The objectives of this meeting would be to; introduce key participants and explain their roles, review Deliverables, review the performance work statement and tasks to ensure a common understanding of the requirements and objectives, as well as other matters of importance and relevance. The day(s) and time(s) of any such meeting will be determined after contract award.