

PERFORMANCE WORK STATEMENT (PWS)

FOR

New Hampshire Army National Guard (NHARNG) Yellow Ribbon Reintegration Program (YRRP) Event

1.0 General:

1.1 Scope: The contractor shall provide all personnel, equipment, tools, materials, supervision, and quality control necessary, except as specified in Paragraph 3.0 as Government Furnished, to provide an event facility with space for up to 140 personnel (120 adults and up to 20 children) with two break out rooms, a childcare room, to include morning refreshment, catering, and childcare to support a Yellow Ribbon Program event, as defined in this PWS.

1.2 Background: This acquisition is for a 2026 Soldier Reintegration Program. Members of the New Hampshire Army National Guard will be present in a 40-mile radius of Concord, New Hampshire area to receive benefit information.

1.3 Period of Performance (PoP): The operational period of performance shall be between the hours of 0600 and 1700 on 08 November 2026. The contractor shall ensure all facilities, equipment, Wi-Fi networks, and services are fully staged, functional, and ready for Government occupancy NLT 0600 on 08 November 2026, and remain operational until the conclusion of breakdown at 1700 on 08 November 2026

1.4 General Information:

1.4.1 Place and Performance of Services: Within a 40-mile radius of Concord, New Hampshire.

1.4.1.2 **Reserved**

1.4.1.3 **Reserved**

1.4.2 **Reserved**

1.4.3 **Reserved**

1.4.4 **Reserved**

1.4.5 **Reserved**

1.4.5.1 **Reserved**

1.4.5.1.1 **Reserved**

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1.4.5.1.4 **Reserved**

1.4.5.1.5 **Reserved**

1.4.5.1.5.1 **Reserved**

1.4.5.1.6 **Reserved**

1.4.5.2 **Reserved**

1.4.5.3 **Reserved**

1.4.5.4 **Reserved**

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

1.4.5.6 **Reserved**

1.4.5.7 **Reserved**

1.4.5.8 **Reserved**

1.4.5.9 **Reserved**

1.4.5.10 **Reserved**

1.4.5.11 **Reserved**

1.4.5.12 **Reserved**

1.4.5.13 **Reserved**

1.4.5.14 **Reserved**

1.4.6 Physical Security. **Reserved**

1.4.6.1 **Reserved**

1.4.7 Special Qualifications: The contractor shall ensure all employees or Manager possess the required licenses in the performance of this contract. This does not include education or other qualifications for the position in which the contractor employee is performing, dress codes, or other information. (NOTE: The Government does not provide training to contractors. Contractors must ensure that any personnel performing under a contract are fully trained, licensed, certified, and otherwise qualified to provide services.)

1.4.7.1 Childcare Services: The contractor shall ensure its childcare operation and all personnel performing childcare duties meet all licensing and certification requirements mandated by the State of New Hampshire's Department of Health and Human Services (DHHS) Child Care Licensing Unit (CCLU). This includes, at a minimum, a valid, current operating license for the providing entity, background checks(favorable) and registry clearances, current First Aid and pediatric Cardiopulmonary Resuscitation (CPR) certifications for all staff.

1.4.7.2 Food and Catering Services: The contractor shall ensure its food service operations are managed and overseen by an employee holding a current Certified Food Protection Manager (CFPM) certification from an accredited program (e.g., ServSafe or equivalent). This certified individual must be on-site to supervise all food preparation, service, and sanitation activities.

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

1.4.9 Contract Manager (CM): The contractor shall designate a CM and an alternate in writing to the KO prior to event execution. The CM or alternate shall have full authority to act for the contractor on all contract matters relating to daily operation of this contract. The CM shall work through the Program Manager (PM) / on-site Technical Point of Contact (TPOC) to resolve operational issues and ensure adequate performance of services, and directly with the Contracting Officer (KO) for all contractual matters. The CM shall ensure that contractor employees do not perform any services outside the scope of the contract without an official modification issued by the KO. The CM shall

ensure contractor employees understand that services performed outside the scope of the contract are performed wholly at the expense of the contractor.

1.4.10: **Reserved**

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

1.4.12 **Reserved**

1.4.13 **Reserved**

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

1.4.15 **Reserved**

2.0 Definitions and Acronyms:

2.1 Definitions:

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

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

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

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

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

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

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

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

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

2.2 Acronyms:

- AQL: Acceptable Quality Level
- AR: Army Regulation
- CFP/M/E: Contractor Furnished Property, Materials, and Equipment
- CM: Contract Manager
- CPR: Cardiopulmonary Resuscitation
- DA: Department of the Army
- DFARS: Defense Federal Acquisition Regulation Supplement
- DHHS: Department of Health and Human Services
- DoD: Department of Defense
- FAR: Federal Acquisition Regulation
- GFP/M/E/S: Government Furnished Property/Material/Equipment/Services
- KO: Contracting Officer
- NGB: National Guard Bureau
- NHARNG: New Hampshire Army National Guard
- PRS: Performance Requirements Summary
- PWS: Performance Work Statement
- QA: Quality Assurance
- QC: Quality Control
- SCLS: Service Contract Labor Standards

- TE: Technical Exhibit
- TPOC: Technical Point of Contact
- WD: Wage Determination
- YRRP: Yellow Ribbon Reintegration Program

3.0 Government Furnished Property, Material, Equipment and Services (GFP/M/E/S): The Government will provide the property, material, equipment, and/or services listed below solely for the purpose of performance under this contract:

3.1 Property: **Reserved**

3.2 Materials: **Reserved**

3.3 Equipment: **Reserved**

3.4 Services: **Reserved**

3.5 Utilities: **Reserved**

4.0 Contractor Furnished Property, Materials, and Equipment (CFP/M/E): **Reserved**

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

4.2 Secret Facility Clearance: Reserved

4.3 Contractor Security Clearance: **Reserved**

5.0 Requirements: The contractor shall:

5.1 Main Task 1: Rooms and Facility Operations: The contractor shall provide one integrated commercial facility located within a 40-mile road radius of Concord, New Hampshire, capable of accommodating all subtasks in Section 5.1, including dedicated parking for 100 passenger vehicles.

5.1.1 General Session Hall & Layout: The contractor shall configure, heat/cool, light, and maintain an operational general session hall capable of comfortably seating 120 adult attendees and 10 children between 0600 and 1700 IAW municipal life safety and New Hampshire fire egress codes. Tables may be configured as either banquet rounds or banquet rectangles, provided all attendees are seated comfortably with unobstructed lines of sight to the presentation area. All contractor-provided dining and presentation tables shall be draped with clean commercial tablecloths. All linens across all areas of Section 5.0 shall be uniform in color (white or black), clean, and completely free of visible tears, rips, or stains. The contractor shall assemble fifteen (15) to twenty (20)

six-foot or eight-foot display tables, each accompanied by two (2) chairs, positioned along the interior perimeter walls of the hall (or immediately adjacent foyer) for exhibitor booths NLT 0600. Exhibitors may bring their own branded linens or request standard contractor-provided commercial linens the morning of the event at no additional cost to the Government or exhibitors.

5.1.2 Audiovisual (AV), Wi-Fi & Presentation Production: The contractor shall furnish, install, integrate, test, and maintain an operational AV presentation system and high-speed wireless internet network in the general session hall and both breakout rooms NLT 0600.

5.1.2.1 General Session AV: The contractor shall provide a raised speaker stage with a central podium, one (1) commercial-grade digital projector with projection screen(s) legible from all seating positions, one (1) podium microphone, one (1) wireless handheld microphone, one (1) wireless lapel/lavalier microphone, integrated sound amplification, and standard HDMI cabling configured for immediate plug-and-play operation with Government laptops.

5.1.2.2 Breakout Rooms AV: In each breakout room, the contractor shall provide and test one (1) digital projector, projection screen, HDMI connectivity, and wireless microphone.

5.1.2.3 Commercial Wi-Fi Network: The contractor shall provide continuous, complimentary commercial-grade high-speed Wi-Fi network coverage throughout the general session hall, foyer, and breakout rooms capable of supporting up to 150 simultaneous user devices from 0600 to 1700.

5.1.3 Attendee Registration Foyer Setup: The contractor shall set up and maintain a dedicated registration station located in the foyer outside the main general session hall from 0600 until 1500. The station shall consist of four (4) independent stations comprising four (4) six-foot or eight-foot tables draped in uniform, clean commercial linens and paired with two (2) chairs per table (8 chairs total). The contractor shall maintain this area in a clean, professional state throughout the morning and execute breakdown only after 1500.

5.1.4 Breakout Meeting Rooms: The contractor shall configure, condition, and maintain two (2) separate meeting rooms (independent of childcare spaces and general session facilities) to support group seminar sessions between 0600 and 1700. Each breakout room shall comfortably seat a minimum of twenty (20) personnel and be furnished with at least two (2) presentation tables draped in uniform linens and four (4) chairs in addition to attendee seating, equipped with functioning environmental controls and lighting. Operational room setup shall be completed NLT 0600.

5.1.5 Private Counseling Room: The contractor shall furnish, isolate, and maintain a private, secure counseling room from 0600 to 1800. The room shall comfortably accommodate four (4) adults with seating, a table with uniform linen, and a stocked box

of facial tissues. The contractor shall ensure the room is acoustically private and isolated from attendee thoroughfares to preserve strict counseling confidentiality throughout the operational window.

5.1.6 Dedicated Childcare & Youth Room Environments: The contractor shall prepare, furnish, stock, and maintain two (2) separate child-safe activity rooms from 0630 to 1700. Operational room setup for both rooms shall be fully completed NLT 0630. **Childcare Room (Infants/Toddlers):** Shall be equipped with immediate or in-room restroom access, two (2) tables draped with clean uniform linens, clean refrigeration for formula/breastmilk, clean blankets, sanitized pillows, clean pack-and-play cribs, drinking water, healthy snacks, and age-appropriate sanitary toys, puzzles, and sensory items. **Youth Room (School-Age):** Shall be equipped with immediate or in-room restroom access, four (4) to six (6) activity tables with chairs, bottled water, juice boxes, healthy snacks, and interactive games, craft supplies, and entertainment materials.

5.1.7 Parking Facility Management: The contractor shall provide and manage parking accommodation for a minimum of 100 passenger vehicles for event attendees between 0600 and 1700 at zero out-of-pocket cost to attendees (via on-site lot, open gate, or prepaid contractor validation/vouchers). The contractor shall mark and reserve two (2) premium parking spaces immediately adjacent to the primary venue entrance using traffic cones and signage for official guests NLT 0600.

5.2 Main Task 2: Catering Services & Food Operations

5.2.1 Morning Refreshment & Beverage Service (0830–1030): The contractor shall set up, supply, and service a continuous hot beverage station in the general session hall from 0830 to 1030. The station shall provide regular brewed coffee, decaffeinated coffee, hot water with assorted teas, and chilled ice water. The contractor shall continuously replenish beverage carafes, disposable hot/cold cups, lids, stirrers, sweeteners, and creamers so that stations remain fully stocked throughout the service window.

5.2.2 Hot Buffet Luncheon Execution (1200–1300): The contractor shall provide full-service catering under the direct on-site supervision of a Certified Food Protection Manager (CFPM) pursuant to Section 1.4.7.2, complying with State of New Hampshire health regulations and ServSafe standards. The contractor shall hold foods at proper temperatures ($\geq 140^{\circ}\text{F}$ for hot foods, $\leq 40^{\circ}\text{F}$ for cold foods) and serve a hot buffet luncheon for 120 adults and 20 children in the general session room beginning promptly at 1200 and concluding at 1300 on 08 November 2026.

5.2.2.1 Adult Buffet: Shall include a minimum of one (1) fresh salad with two (2) dressing options; two (2) hot main entrées (poultry, beef, pork, or pasta; cold cuts, sandwiches, and fast-food items are strictly non-compliant); two (2) hot side dishes (one vegetable, one starch); fresh bread/rolls with butter; one (1) dessert; and beverage service of iced tea, lemonade, and ice water.

5.2.2.2 Child Buffet: Shall include hot child-friendly selections (e.g., baked chicken tenders, individual pizzas, or sliders); one (1) fresh fruit; one (1) vegetable; two (2) hot main entrées; one (1) side item; dessert; and beverages from the adult line.

5.2.3 Dietary Safety & Allergen Management: The contractor shall formulate menus that eliminate common high-risk allergens (peanuts, tree nuts, and shellfish) and implement commercial food labeling and physical cross-contamination separation. The contractor shall place clear, printed commercial allergen informational placards adjacent to every buffet chafing dish and dessert tray, explicitly identifying the presence of dairy, eggs, soy, wheat/gluten, or fish.

5.2.4 Buffet Replenishment & Complete Sanitation: The contractor shall furnish all serving chafing dishes, sternos/heaters, serving tongs, commercial-grade dinnerware, flatware, napkins, condiments, busing labor, and waste removal. Contractor staff shall replenish buffet chafing dishes during meal service, bus attendee dining tables continuously, clear all food service items, remove dining trash to venue dumpsters, and clean/sanitize all dining tables NLT 1345.

5.3 Main Task 3: Childcare and Youth Services

5.3.1 Childcare Operations & Staff Ratios: The contractor shall deliver certified, insured childcare operations for up to twenty (20) children (infants through elementary school age) between 0630 and 1700, utilizing personnel who satisfy all mandatory qualifications and licensing requirements specified in PWS Section 1.4.7.1. The contractor shall enforce mandatory staff-to-child ratios IAW NH state regulations and DoD standards. To ensure safety and two-person accountability, the contractor shall maintain a minimum of two (2) qualified providers always stationed in each room simultaneously (a minimum of four (4) providers total across the Infant/Toddler and Youth rooms) during operational hours. All required credentials and licenses shall be submitted IAW Technical Exhibit 2.

5.3.2 Child Custody Accountability & Sign-In/Sign-Out Control: The contractor shall enforce a secure physical custody management system for all children in their care. The contractor shall maintain a sign-in/sign-out roster documenting child name, parent/guardian name, emergency contact cell phone, and time of transfer. The contractor shall verify government-issued photo identification and obtain physical signatures prior to releasing any child. Childcare staff shall always maintain continuous visual custody of all children. Completed rosters shall be delivered IAW Technical Exhibit 2.

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

Publication (Chapter/Page)	Date of Publication	Mandatory or Advisory	Website
Federal Acquisition Regulation			https://www.acquisition.gov/?q=browsefar
Defense Federal Acquisition Regulation Supplement			http://www.acq.osd.mil/dpap/dars/dfarspgi/current/index.html or https://www.acquisition.gov/dfars

Joint Travel Regulation (JTR)			https://www.defensetravel.dod.mil/site/travelreg.cfm
DoDM 1000.13-M-V1 DoD Identification (ID) Cards (Enclosure 2, paragraph 3.b)	01/23/2014 (Change 1: 07/28/2020)		http://www.esd.whs.mil/Directives/issuances/dodm/
Federal Information Processing Standards (FIPS) Publication 201-2 Personal Identity Verification (PIV) of Federal Employees and Contractors (paragraph 9)	August 2013		http://nvlpubs.nist.gov/nistpubs/FIPS/NIST.FIPS.201-2.pdf
DoDM 5200.2 Procedures for the DoD Personnel Security Program (PSP)	04/03/2017		https://www.esd.whs.mil/Directives/issuances/dodm/
DoDI 5200.46 DoD Investigative and Adjudicative Guidance for Issuing the Common Access Card (CAC)	09/09/14 (Change 1: 05/04/2018)		https://www.esd.whs.mil/Directives/issuances/dodi/
Homeland Security Presidential Directive (HSPD)-12 Policy for a Common Identification Standard for Federal Employees and Contractors	08/27/2004		https://www.dhs.gov/homeland-security-presidential-directive-12
DoDI 5400.11 Department of Defense Privacy and Civil Liberties Programs	01/29/2019		https://www.esd.whs.mil/Directives/issuances/dodi/
DoD 5400.11-R Department of Defense Privacy Program	05/14/2007		https://www.esd.whs.mil/Directives/issuances/dodm/
DoDD 8140.01 Cyberspace Workforce Management	10/05/2020		https://www.esd.whs.mil/Directives/issuances/dodd/
DoD 8570.01-M Information Assurance Workforce Improvement Program	12/19/2005 (Change 4: 11/10/2015)		https://www.esd.whs.mil/Directives/issuances/dodm/
DoD 5220.22-M National Industrial Security Program Operating Manual (NISPOM)	02/28/2006 (Change 2: 05/18/2016)		https://www.esd.whs.mil/Directives/issuances/dodm/
Army Directive 2014-05 Policy and Implementation Procedures for Common Access Card Credentialing and Installation Access for Uncleared Contractors	03/07/2014		https://armypubs.army.mil/ProductMaps/PubForm/ArmyDir.aspx
AR 25-2 Information Assurance	04/04/2019		http://armypubs.army.mil/ProductMaps/PubForm/AR.aspx
AR 530-1 Operations Security	09/26/2014		http://armypubs.army.mil/ProductMaps/PubForm/AR.aspx
AR 525-13 Antiterrorism	12/09/2019		http://armypubs.army.mil/ProductMaps/PubForm/AR.aspx
AR 381-12 Threat Awareness and Reporting Program (TARP) (Section II, ¶ 2-4.b)	06/01/2016		http://armypubs.army.mil/ProductMaps/PubForm/AR.aspx

6.1 Applicable Forms: Forms applicable to the PWS are listed below:

Form	Date	Website
DD 1172-2 Application for Identification Card/DEERS Enrollment	Mar 2017	http://www.dtic.mil/whs/directives/forms/index.htm
I-9 Employment Eligibility Verification	10/21/2019	https://www.uscis.gov/sites/default/files/files/form/i-9.pdf
DD 441 Department of Defense Security Agreement	Feb 2020	http://www.dtic.mil/whs/directives/forms/dd/ddforms0001-0499.htm
DD 250 Material Inspection and Receiving Report	Aug 2000	https://www.esd.whs.mil/Directives/forms/dd0001_0499/

TECHNICAL EXHIBIT 1: Performance Requirements Summary (PRS)

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

Performance Objective	Performance Standard	Acceptable Quality Levels (AQL)	Surveillance Method / By Whom
5.1 Rooms & Facility Operations	Deliver fully configured, clean, and functional general session hall, AV systems, high-speed Wi-Fi, registration stations, 2 breakout rooms, counseling space, and parking.	General session tables (rounds/rectangles for 120 adults/10 kids) draped in uniform clean linens, 15–20 display tables, 4 foyer registration stations, 2 breakout rooms, counseling room, and 100 parking stalls (2 VIP) ready NLT 0600. Wi-Fi (up to 150 users) and AV operational with zero outages >10 min.	Zero uncorrected room/linen defects at 0600. Zero AV/Wi-Fi failures >10 minutes during operational hours.
5.2 Catering Services & Food Operations	Execute morning beverage service (0830–1030) and hot buffet lunch (1200–1300) with full allergen control and cleanup NLT 1345.	Coffee stations replenished continuously. Hot lunch served on time at 1200 meeting adult/child menu standards, ServSafe rules, and temperatures ($\geq 140^{\circ}\text{F}$ hot, $\leq 40^{\circ}\text{F}$ cold). Complete dining room bussing/sanitation done NLT 1345.	Lunch served promptly at 1200. Zero health/allergen safety violations. 100% cleanup complete NLT 1345.
5.3 Childcare and Youth Services	Provide licensed, background-vetted, insured childcare and youth programs with positive custody tracking and two-provider room coverage.	Valid NH childcare license, \$500k insurance, 100% favorable FBI background checks, current CPR/First Aid credentials, and minimum two (2) providers per room maintained continuously. 100% verified sign-in/out roster control.	Zero unvetted or non-certified personnel. Zero unattended children. Zero unauthorized releases.

TECHNICAL EXHIBIT 2: Deliverables Schedule

PWS Reference / Deliverable Title	Frequency / Due Date	Copies / Format	Submit To
1.4.8 Pre-Event Site Walkthrough	NLT fourteen (14) calendar days prior to event (coordinated during normal business hours 0800–1630, M–F)	In-Person Facility Inspection	Yellow Ribbon Event Coordinator / On-Site TPOC
5.2.5 Catering Menus (Adult & Child)	NLT fourteen (14) calendar days prior to event (25 October 2026). Government will review/approve within three (3) business days.	1 Copy / Electronic (.PDF or MS Word)	Yellow Ribbon Program Manager (PM) and KO
5.3.1 Childcare License, Insurance, Background Checks & CPR Credentials	NLT seven (7) calendar days prior to event (01 November 2026)	1 Copy / Electronic (.PDF)	Contracting Officer (KO) and TPOC
5.3.2 Child Sign-In / Sign-Out Custody Rosters	At conclusion of event NLT 1700 on 08 November 2026	1 Copy / Original Hard Copy or Scanned PDF	On-Site TPOC / Event Coordinator