

Office of the Under Secretary of Defense  
(Personnel and Readiness)  
Sexual Assault Prevention and Response  
Office (SAPRO)

**Department of Defense (DoD) Sexual Assault Advocate  
Certification Program**

**Performance Work Statement (PWS)**

**PERFORMANCE WORK STATEMENT  
FOR  
DoD Sexual Assault Advocate Certification Program (D-SAACP)**

**1.0 INTRODUCTION**

**1.1** The National Defense Authorization Act (NDAA) for Fiscal Year (FY) 2012 requires the Department of Defense (DoD) to establish a training and certification program for Sexual Assault Response Coordinators (SARC) and Sexual Assault Prevention and Response (SAPR) Victim Advocates (VA). Additionally, in December of 2009, the Under Secretary of Defense (USD) for Personnel and Readiness (P&R) directed the Sexual Assault Prevention and Response Office (SAPRO) to proceed with implementing oversight recommendations, to include Recommendation 6a from the Defense Task Force on Sexual Assault in the Military Services (DTF-SAMS) Report, which calls on the Department to establish VAs certified by the National Victim Assistance Academy. Individuals who complete the National Victim Assistance Academy program receive a *credential* from the National Advocate Credentialing Program (NACP), the only national credentialing body for victim service providers in the country. To meet this requirement, and to standardize sexual assault response to victims and professionalize victim advocacy roles, the Department is establishing the Department of Defense Sexual Assault Advocate Certification Program (D-SAACP). This program consists of three prongs: (1) a national credential, (2) a competency framework, and (3) a plan for the evaluation and oversight of training of DoD personnel who provide advocacy services to sexual assault victims in the military.

**2.0 BACKGROUND**

**2.1** SAPRO serves as the single point of accountability and oversight for sexual assault policy, provides guidance to the DoD components, and facilitates the resolution of issues common to all military Services and joint commands. -

**2.2** The National Organization for Victim Assistance (NOVA) is the oldest and largest national network of its kind in the worldwide organization of personnel and programs. NOVA consists of victim assistance practitioners and programs, criminal justice agencies and professionals, mental health professionals, researchers, survivors, and others committed to the recognition and implementation of victims' rights and services. NOVA's mission is to promote rights and services for victims of crime and crises everywhere. NOVA was central and catalytic to the launch of the NACP in 2003 and remains as the secretariat for this allied professional credential today. NOVA facilitates the processing and approval of national advocate credentialing applications for NACP.

**2.3** NACP, is a voluntary, national credentialing body for advocates and providers of crime victim services. Representatives from national and state victim assistance organizations participate in the National Advocate Credentialing Review Committee. This committee reviews

and approves applications and identifies any revisions necessary to the credentialing program to best meet the needs of the field.

### **3.0 SCOPE**

**3.1** The government intends to award a Firm Fixed Price contract with a base period of twelve months and two one-year option periods. At the conclusion of the contract, all relevant data will be delivered to SAPRO in the format requested.

**3.2** SAPRO requires the contractor to process (i.e. receive, review, track, process approvals and issue credentials) credentialing application packages, to include renewals and revocations, for DoD personnel performing direct services to victims of sexual assault as detailed within this PWS.

**3.2.1** Credential Renewals – A minimum of 32 units<sup>1</sup> of continuing education are required every two years to maintain and renew a credential. The continuing education must be completed by the applicant once the credentialing application or renewal application has been submitted and approved before the two-year deadline.<sup>2</sup>

**3.2.2** Credential Status – SAPRO has the authority to change (i.e., revoke, transfer and/or suspend) a DoD personnel's credentials and will notify the contractor of the revocation. Military Services will request revocations through SAPRO and SAPRO will notify the contractor.

### **4.0 REQUIREMENTS: *The contractor shall:***

**4.1** Utilize the D-SAACP Application Form, provided by SAPRO, that captures D-SAACP requirements as part of the credentialing application packages submitted by DoD personnel, exceptions for online applications may apply.

**4.2** Analyze all new and renewal DoD personnel application packages against all D-SAACP credentialing requirements.

**4.3** Recognize the D-SAACP Level's I, II, III, and IV, described below, as comparable to the current non-DoD Levels and as the requirements against which D-SAACP Applications will be reviewed.

**4.3.1 Level One<sup>3</sup>:** For DoD personnel, to include part-time and additional-duty SARCs and SAPR VAs. This is required in order to fulfill the role of a SARC or SAPR VA and to deploy as a SARC or SAPR VA. D-SAACP Application requirements include:

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<sup>1</sup> An exact definition of what constitutes a unit of continuing education is to be considered and recommended by the advisory group in charge of overseeing and making recommendations to the Director, SAPRO, on the implementation of the D-SAACP.

<sup>2</sup> The advisory group will consider whether the timeframe for renewing a credential should be extended for those with proof of deployment and make recommendations to the Director, SAPRO, accordingly.

<sup>3</sup> An exception to this requirement is authorized for extenuating circumstances that may arise for deployments. The senior commander with a minimum rank of O-6 in the SARC's chain of command may authorize this rare exception and will notify SAPRO of the exception within 14 days.

4.3.1.1 Completed D-SAACP application including a Memorandum of Confirmation signed by the first person in the chain of command verifying the information must be attached for all new applications and for any renewal with new experience. (*Renewing Level One advocates are exempt.*)<sup>4</sup>

4.3.1.2 Two letters of recommendation that attest to professional skills and ability to perform the duties of a SARC or SAPR VA and reference the application for NACP credential.<sup>5</sup>

4.3.1.2.1 For SARCs: (1) First person in the chain of command<sup>6</sup> and (2) Senior Commander.

4.3.1.2.2 For SAPR VAs: (1) SARC and (2) Commander.

4.3.1.3 Certificate of completion for 40 hours of pre-approved training.

**4.3.2 Level Two:** For full-time SARCs and SAPR VAs. Level One is allowed for applicants who do not meet the experience requirement. Application requirements include:

4.3.2.1 Completed D-SAACP application including a Memorandum of Confirmation signed by the first person in the chain of command<sup>7</sup> verifying the information must be attached for all new applications and for any renewal with new experience.

4.3.2.2 Two letters of recommendation that attest to professional skills, ability and years of experience in the field.

4.3.2.2.1 For SARCs: (1) First person in the chain of command<sup>8</sup> and (2) Senior Commander.

4.3.2.2.2 For SAPR VAs: (1) SARC and (2) Commander.

4.3.2.3 Certificate of completion for 40 hours pre-approved training.

4.3.2.4 Proof of 3900 hours (two years) of specialized experience and observation of three or more cases.<sup>9</sup>

**4.3.3 Level Three:** Optional for full-time SARCs and SAPR VAs. Application requirements include:

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<sup>4</sup> The advisory group will further consider the need for this exemption and make recommendations to the Director, SAPRO, accordingly.

<sup>5</sup> The advisory group will consider whether one or two letters of recommendation should be required and make recommendations to the Director, SAPRO, accordingly.

<sup>6</sup> An exception to this requirement will be authorized in cases when the first person in the chain of command and the senior commander are the same person; language for this exception is to be developed by the advisory group.

<sup>7</sup> The advisory group will make recommendations to the Director, SAPRO, on the requirements for notarization.

<sup>8</sup> An exception to this requirement will be authorized in cases when the first person in the chain of command and the senior commander are the same person; language for this exception is to be developed by the advisory group.

<sup>9</sup> The advisory group will make recommendations to the Director, SAPRO, on the appropriate means for tracking hours.

4.3.3.1 Completed D-SAACP application including a Memorandum of Confirmation signed by the first person in the chain of command verifying the information must be attached for all new applications and for any renewal with new experience.

4.3.3.2 Two letters of recommendation that attest to professional skills, ability and years of experience in the field.

4.3.3.2.1 For SARCs: (1) First person in the chain of command<sup>10</sup> and (2) Senior Commander.

4.3.3.2.2 For SAPR VAs: (1) SARC and (2) Commander.

4.3.3.3 Certificate of completion for 40 hours pre-approved training.

4.3.3.4 Proof of 7800 hours (four years) of specialized experience and observation of three or more cases.<sup>11</sup>

**4.3.4 Level Four:** Optional for full-time SARCs and SAPR VAs. Application requirements include:

4.3.4.1 Completed D-SAACP application including a Memorandum of Confirmation signed by the first person in the chain of command verifying the information must be attached for all new applications and for any renewal with new experience. (*Renewing Level Four advocates are exempt.*)<sup>12</sup> Application requirements include:

4.3.4.2 Two letters of recommendation that attest to professional skills, ability and years of experience in the field.

4.3.4.2.1 For SARCs: (1) First person in the chain of command<sup>13</sup> and (2) Senior Commander.

4.3.4.2.2 For SAPR VAs: (1) SARC and (2) Commander.

4.3.4.3 Certificate of completion for 40 hours pre-approved training.

4.3.4.4 Proof of 15,600 hours (eight years) of specialized experience and observation of three or more cases.<sup>14</sup>

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<sup>10</sup> An exception to this requirement will be authorized in cases when the first person in the chain of command and the senior commander are the same person; language for this exception is to be developed by the advisory group.

<sup>11</sup> The advisory group will make recommendations to the Director, SAPRO, on the appropriate means for tracking hours.

<sup>12</sup> The advisory group will further consider the need for this exemption and make recommendations to the Director, SAPRO, accordingly.

<sup>13</sup> An exception to this requirement will be authorized in cases when the first person in the chain of command and the senior commander are the same person; language for this exception is to be developed by the advisory group.

<sup>14</sup> The advisory group will make recommendations to the Director, SAPRO, on the appropriate means for tracking hours.

**4.4** Execute the application process to include, receiving, reviewing, tracking, processing approvals, and issuing credentials to DoD applicants. Applications must be processed 120 days after receipt.

**4.5** Establish a mechanism that tracks D-SAACP application packages throughout the application lifecycle.

**4.5.1** The mechanism must support the contractor to capture, track, and report, at a minimum, the following information:

- Status of each credentialing request by applicants name
- Type of credentialing applied for
- Current status of an application
- Proof of completion of pre-approved training and all other training requirements
- Precise command location, as defined on the D-SAACP Application Form, of new and renewal applicants
- Requests for revoking credentials
- Number of new applicants
- Military Service affiliation of applicant
- Number of and specific applications pending approval
- Number of and specific applicants approved
- Number of and specific applicants who have changed Levels
- Number of and specific applicants who renewed their applications
- Number of and specific applicants who have been denied
- Number of and specific applicants whose credentials have been revoked
- Number of and specific applicants by precise command location
- Number of and specific applicants whose credentials will expire within 60 days

**4.5.2** The mechanism must comply with all DoD and Federal Information Assurance and Privacy rules and regulations, as required (i.e. DoDD 5400.11, Department of Defense Privacy Program and DoD 5400.11-R, Department of Defense Privacy Program).

**4.5.3** The mechanism must support the contractor to provide information in reports to SAPRO, as requested.

**4.6** Conduct In Progress Reviews (IPR) throughout the period of performance in order to inform SAPRO and obtain guidance on any modifications that may be required due to the contractor and client's interpretation of the requirements captured within this PWS.

**4.7** Provide the necessary support, information and/or documentation to SAPRO to ensure compliance with all DoD and Federal rules and regulations, and to communicate the program.

## **5.0 DELIVERABLES**

### **5.1 Post Award Conference**

The contractor shall participate in a Post-Award Conference at DoD SAPRO in Arlington, Virginia, no later than 5 business days after contract award. At that meeting, SAPRO staff and the contractor will review the contract, and coordinate details associated with the credentialing program implementation, data collection, and oversight of the credentialing program.

## **5.2 D-SAACP Execution Process Plan**

The contractor shall deliver a D-SAACP Execution Process Plan that documents the steps and corresponding roles and responsibilities required within the application process to include, receiving, reviewing, tracking, status, approving and issuing credentials to DoD applicants. The contractor shall execute deliverables pursuant to the compliance criteria set forth in the Quality Control Plan and approved by SAPRO.

## **5.3 Quality Control Plan (QCP)**

The contractor shall develop, deliver, execute and maintain an effective Quality Control Plan (QCP) to ensure services are performed in accordance with this PWS. The QCP shall document procedures to identify, prevent, correct, and ensure no-recurrence of defective services.

## **5.4 SAPR. mil Website Link**

The contractor shall post a link on their website to SAPR.mil, which will allow applicants to get further information about the military's sexual assault prevention and response programs.

## **5.5 Website Content**

The contractor shall post website content on their website, provided by SAPRO, to inform readers about the D-SAACP.

## **5.6 Reports**

### **5.6.1 Monthly Status Reports**

The contractor shall deliver status reports, template to be provided by SAPRO, that document current status, issues or concerns, recommendations, risks and development successes, and future tasks. The contractor shall also include, at a minimum but not limited to, the following information:

- Status of each credentialing request by applicants name
- Type of credentialing applied for
- Current status of an application
- Proof of submission of documentation of pre-approved training and all other training requirements
- Precise command location, as defined on the D-SAACP Application Form, of new and renewing applicants
- Requests for revoking credentials
- Number of new applicants
- Military Service affiliation of applicant
- Number of and specific applications pending approval
- Number of and specific applicants approved
- Number of and specific applicants who have changed Levels
- Number of and specific applicants who renewed their applications

- Number of and specific applicants who have been denied
- Number of and specific applicants whose credentials have been revoked
- Number of and specific applicants by precise command location
- Number of and specific applicants whose credentials will expire within 60 days

**5.6.2 Ad Hoc Reports**

The contractor shall deliver Ad Hoc Reports capturing information specified by SAPRO, template to be provided by SAPRO. The contractor shall ensure that all data that they have access to can be aggregated or provided in various formats in order to accommodate ad hoc requests.

**6.0 DELIVERY SCHEDULE**

A summary of deliverables follows. Deliverables are to be provided in electronic file, and/or hard copy, as required.

<b>Deliverable</b>	<b>Ref.</b>	<b>Delivery Date</b>
Post-Award Conference	5.1	Within 5 days of contract award
Draft D-SAACP Execution Process Plan	5.2	Within 10 days of Post-Award Conference
Final D-SAACP Execution Process Plan	5.2	Within 10 days after receipt of SAPRO feedback on Draft D-SAACP Execution Process Plan
Quality Control Plan	5.3	Within 60 days after receipt of SAPRO approval on Final D-SAACP Execution Process Plan
SAPR.mil Website Link	5.4	Within 5 days of receipt from SAPRO
Website Content	5.5	Within 5 days of receipt from SAPRO
Monthly Status Reports	5.6.1	15 <sup>th</sup> of each month
Ad Hoc Reports	5.6.2	No Later Than 1 day after request

**7.0 CONTRACTOR TRAVEL**

Travel may be required for NACP Committee or their secretariat attendance and periodic training. If travel is required, all travel shall be in accordance with FAR 31.205-46 and applicable travel regulations (Joint, Federal or Standardized). Contractor payment claims shall include applicable documentation to support actual costs incurred (e.g., airfare and hotel/lodging receipts) as well as any receipts valued at or above \$75.00. Failure to provide appropriate documentation may result in loss of reimbursement of travel expenses.

**9.0 QUALITY ASSURANCE**

**9.1** The Government will provide feedback on all deliverables and document acceptance of deliverables in writing. The Government will establish, in collaboration with the contractor, an oversight mechanism to ensure quality service and deliverables, and will evaluate the contractor accordingly.

**9.2** The Government shall use various methods of surveillance to evaluate the contractor's performance in meeting the PWS. The Government reserves the right to perform inspections and surveillance to evaluate the contractor's compliance with the contract terms at any time. The Government will make every effort to ensure that the surveillance methods described below are conducted in an objective, fair, and consistent manner. The contractor will be notified in writing of any discrepancies or customer complaints and will be afforded the opportunity to provide comments.

**9.2.1** Periodic Surveillance. When the Contracting Officer Representative (COR) or other Government official observes a deficiency, the COR observes contractual procedures not being followed, he/she has an obligation to document and report the deficiency to the Contracting Officer (CO).

**9.2.2** Customer Complaint Surveillance. This action is instituted when the COR receives a complaint regarding contractor performance. The COR will obtain the complaint in writing and then conduct an investigation to determine its validity. If the complaint is deemed valid, the COR will immediately notify the Contracting Officer for action. The COR will notify both the Contract Manager and the complainant of the Government's response to their complaint.

**9.2.3** Contract Discrepancy Report (CDR). In the event of unsatisfactory contractor performance, the COR or CO will issue a CDR. The CDR will explain the circumstances and findings concerning the incomplete or unsatisfactory service. The Government will use any completed CDR as part of an overall evaluation of Contractor performance when determining present or future contractual actions.