

# Summary of Changes

USMEPCOM Regulation 715-4, 29 November 2010

Applicant Meals & Lodging Program

This rapid revision specifically-

- Updates transportation requirements, (para 2-1b, para 2-3a & b)
- Updates noon meal requirements, (para 2-2a-i)
- Updates contracting support, (para 2-4c)
- Updates training requirements for Contracting Officer's Representative & Medical QAE's, (para 2-4d,1 & 2)
- Updates Table 2-1
- Updates Chapter 3 to add information about Medical Consult Transportation

DEPARTMENT OF DEFENSE  
HEADQUARTERS, UNITED STATES MILITARY ENTRANCE PROCESSING COMMAND  
2834 GREEN BAY ROAD, NORTH CHICAGO, ILLINOIS 60064-3094

USMEPCOM Regulation  
No. 715-4

November 29, 2010

**Effective: December 29, 2010**

**Procurement**  
**APPLICANT MEALS AND LODGING PROGRAM**

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DISTRIBUTION:

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**Summary.** This regulation prescribes policies and procedures for the USMEPCOM Applicant Meal & Lodging Program.

**Applicability.** This regulation applies to USMEPCOM activities/individuals whose functions include management of, or are related to, the administration of the applicant/enlistee Meal & Lodging contracting program.

**Supplementation.** Supplementation of this regulation is prohibited without prior approval from Headquarters, United States Military Entrance Processing Command (HQ USMEPCOM), ATTN: J-8/MRM-AD, 2834 Green Bay Road, North Chicago, IL 60064-3094.

**Suggested improvements.** The proponent agency for this regulation is HQ USMEPCOM J-8/Resource Management Directorate (Acquisition Division), J-8/MRM-AD. Users are invited to send comments and suggested improvements on Department of the Army (DA) Form 2028 (Recommended Changes to Publications and Blank Forms) directly to HQ USMEPCOM, ATTN: J-8/MRM-AD, 2834 Green Bay Road, North Chicago, IL 60064-3094.

**Management control process.** This regulation is subject to the requirements of Army Regulation (AR) 11-2 (Management Control). This regulation contains management control provisions and provides a management control evaluation checklist, in appendix H, for use in conducting management control evaluations.

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\*This regulation rescinds USMEPCOM Regulation 715-4, 23 December 2004.

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## **Chapter 1**

### **General**

#### **1-1. Purpose**

This regulation prescribes command policies, procedures, guidelines, scheduling, reporting, and specifications concerning the applicant/enlistee Meal & Lodging (M&L) contracting effort, and establishes responsibilities related to this program.

#### **1-2. References**

References are listed in appendix A.

#### **1-3 Abbreviations and terms**

Abbreviations and terms used in this regulation are explained in the glossary.

#### **1-4. Responsibilities**

a. Director, J-8/Resource Management Directorate (MRM) will—

- (1) Oversee monitoring of the entire M&L contracting effort.
- (2) Develop command policies, procedures, guidelines, and contract specifications.
- (3) Provide command wide technical assistance and guidance on all matters concerning M&L contracting.
- (4) Review selected contracts to ensure compliance with Department of Defense (DoD) and command policies.
- (5) Maintain a file of current copies of M&L contracts and all modifications under file number 715k1 (disposition is in app. A, sect. IV). Keep in current file area until no longer needed, then send to the current assigned contracting officer (KO). M&L contract files will consist of those items directed, in writing, by the KO. In the absence of such guidance from the KO, the military entrance processing station (MEPS) M&L contract files will consist of:
  - (a) Copies of purchase request and commitment paperwork.
  - (b) Copies of solicitations. These documents must be discarded upon receipt of copies of the awarded contract.
  - (c) Copies of the awarded contract and all subsequent modifications to the basic contract.
  - (d) Copies of contract discrepancy reports and supportive documents (i.e., inspection checklists, valid applicant complaint records, correspondence sent to the contractor or KO).
  - (e) Letters of appointment from the Contracting Officer's Representative (COR)/Quality Assurance Evaluator (QAE).
  - (f) Other pertinent correspondence.
- (6) Ensure M&L and Noon Meals (NM) contracts are initiated according to policies and guidelines contained in this regulation and applicable directives.

(7) Monitor actual M&L use, and provide estimated requirements and historical data to the MEPS and contracting office.

(8) Prepare and submit procurement package requesting contracting of services in a timely manner. Coordinate with the KO to get a contract awarded 30-45 days prior to the effective date.

b. MEPS commanders will—

(1) Ensure compliance with command policies prescribed in this regulation and applicable policies and procedures prescribed by DoD and DA procurement directives.

(2) Complete and submit PWS to J-8/Resource Management Directorate/Contracting Branch (J-8/MRM-AD-CB), requesting contracting of services by the suspense date established by J-8/Resource Management Directorate/Acquisition Division (J-8/MRM-AD).

(3) Request from the recruiting service, via memorandum to the Interservice Recruitment Committee (IRC) member, estimated M&L requirements. These estimates may be used to adjust the estimated requirements based on the historical data. Known and anticipated workload trends and requirements will be considered when submitting estimates for option years.

(4) Develop evaluation criteria to be used when reviewing proposals for new contract hotels and providing data on these criteria to the contracting office.

(5) Appointing an Evaluation/Selection Committee consisting of:

(a) One COR (MEPS 1st sergeant (1SG) or executive officer (XO)).

(b) One QAE (medical noncommissioned officer in charge (NCOIC)).

(c) One person of the commander's choosing, generally the budget technician. The commander can request that the IRC make a selection. Commander ensures that the person selected reviews the COR reference book and takes the exam sent to them by J-8/MRM-AD.

(6) Review recommendations of the evaluation/selection committee and submitting recommendations, in writing, to the KO for final selection and contract award.

(7) Identify and recommend to the KO three to four suitable M&L sources (i.e., local hotels) as possible bidders.

(8) Ensure a QAE is appointed to monitor contractor performance, in addition to the COR. The QAE is appointed per paragraph 2-4.e(2).

**Note:** The COR is designated by the KO.

(9) Ensure all personnel who evaluate/inspect contractor performance are thoroughly familiar with the contract requirements and monitor contractor performance according to the QASP.

(10) Ensure monthly inspections of meals/lodging facilities are conducted and documented and all discrepancies are reported, in writing, to the KO for corrective action.

(11) Ensure the MSC report, contractors' invoices, and other associated forms are reviewed for accuracy and reconciled with the vendors and service liaisons within 10 working days from the end of the previous month.

(12) Maintain contract files, associated correspondence, and pertinent military publications as directed by the contracting office.

(13) Ensure monthly meals and summary data are submitted to J-8/MRM-AD within 10 working days from the end of the previous month.

#### **1-5. Procedures**

a. AR 601-270 (Military Entrance Processing Station (MEPS)), paragraph 2-2f, charges the recruiting services with responsibility for briefing applicants on the procedures that must be followed to receive M&L. They will explain the rules of conduct expected of applicants during their stay at the contract lodging facility and provide each applicant with lodging information. MEPS will inform the recruiting services as to the contracted M&L facilities, type of service, and requirements to be fulfilled in order to obtain meals and/or lodging for applicants/enlistees. Handouts describing the authorized lodging and transportation services, menus, etc. may be provided to the recruiting services.

b. In accordance with AR 601-270, paragraph 5-4, M&L, the Director, Directorate of Contracting, Fort Knox, is in charge of the solicitation and award of M&L contracts and NM contracts for all MEPS constituted under USMEPCOM as arranged for by the Resource Management Directorate.

(1) Base operations and logistical support provided to the Military Entrance Processing Command by the U.S. Army Armor Center, Directorate of Contracting, Fort Knox, KY, is stipulated in the Interservice Support Agreement (ISSA) W22PEQ-96305-292, dated 00 09 29, with an indefinite expiration date.

(2) The KO will appoint the COR at each MEPS, in writing. This appointment is the source of the CORs authority.

(3) The KO will terminate the designation of the COR and will document the termination effective date. Termination of the CORs duty is generally due to departure of the MEPS ISG.

(4) The KO will facilitate the reconciliation of the selection of a new contract hotel based on the best value type of evaluation with the pricing/cost information from each bidder in order to arrive at the contractor to be awarded a contract. This final reconciliation and selection will involve the MEPS commander, the KO, and the evaluation committee.

(5) Fort Knox will provide a KO or contract administrator at each proposal evaluation process if needed, upon approval from J-8/MRM-AD Chief. J-8/MRM-AD will fund travel.

## **Chapter 2**

### **Policies**

#### **2-1. Meals, lodging, transportation (MLT) requirements**

a. All applicant/enlistee MLT services and NMs will be provided by a requirements type contract. There will be one contract for MLT services and a separate contract for NMs.

b. The MLT contract will provide for transportation from the inbound travel terminal to the hotel. The applicant will receive lodging for one night, dinner, and breakfast the next morning. Transportation from the MEPS to the contract hotel for applicants that are taking the ASVAB Test, and transportation from the hotel to the MEPS, at a single cost per applicant processing at the MEPS.

(1) Applicants will be provided double room accommodations, with no more than two applicants per room. During emergencies, the Administrative Contracting Officer (ACO) may authorize three applicants to a room.

\*Note CORs need to monitor contractor practices to ensure the emergency exception for three applicants per room is not abused. They must inform the ACO and J-8/MRM-AD-CB if they believe a contractor is abusing this contract term.

(2) Officer candidate applicants will be provided single room accommodations. According to AR 601-270, prior service and officer applicants will be given priority processing, and prior service applicants may be provided single room accommodations at the discretion of the MEPS commander.

(3) Separate rooms must be provided for male and female applicants, unless both applicants are legally married to each other and each desires the same room. This type of room assignment may be at the discretion of the MEPS commander.

(4) Males and females will be housed on separate floors of a multi-floor facility or in separate wings of a single floor facility, if at all possible.

(5) Contracted accommodations will not be provided for non-applicants. If a married applicant is accompanied by a legal spouse and desires joint accommodations, the government will pay only the applicant's portion of a double room. Charges for the accompanying spouse are between the contractor and the spouse.

(6) Any additional charges for miscellaneous services, such as personal telephone charges, pay-per-view movies, room service, laundry, etc., are the personal responsibility of the applicant.

#### **2-2. Noon meals (NM)**

a. The NM contract will provide for lunches for the applicants processing at the MEPS. The MEPS will provide fast food, short order, sub-sandwiches, or box lunch type NMs. J-8/MRM-AD-CB, the MEPS, and the Mission and Installation Contracting Command (MICC) Center – Fort (Ft.) Knox (MICC Center-Ft. Knox) have formulated a standard sub-sandwich Performance Work Statement (PWS) for NMs. The standard PWS will be used for all new contracts. If a MEPS has a compelling need for a PWS for other than a sub-sandwich style noon lunch, these needs must be reconciled with J-8/MRM-AD-CB before starting a new contract requirement. On extended processing days, commonly referred to as mission days, the MEPS require additional meals for applicants processing into the late evening hours at the MEPS location. MEPS will determine the number of meals they will require for applicants processing late and add them to the regular NM order.

b. MEPS with designated dining areas will make arrangements to have NMs served onsite. Government furnished equipment/facilities available to the contractor must be stated in the NM contract. Contractor furnished property must be stated in the NM contract.

c. Meals will be prepared outside the MEPS and brought in for serving.

d. The NM contractor will feed only applicants or enlistees, at the MEPS. When meals are ordered and served at the MEPS facility, the contractor cannot offer food for resale.

e. Excess lunches may be offered as “seconds” to applicants already fed; once it has been determined each applicant has had the opportunity to eat. “Seconds” are at no cost to the applicant. NM orders are placed as one meal per applicant eating lunch. Quantities known to be excessive may not be ordered.

Note: The services must pay for lunches that are ordered.

f. Perishable lunch items not consumed will be destroyed and disposed of in any convenient manner, consumption by non-applicants to include MEPS employees, Armed Services and family members is not authorized. Non-perishable food items (soda pop, chips, and packaged desserts) will be retained by the MEPS and offered to applicants on heavy processing/mission days.

g. MEPS that do not have their own dining area may have their NMs served at the contractor’s facility.

h. MEPS located in federal buildings where General Services Administration (GSA) cafeterias are available may be required by law to obtain NMs for applicants from these facilities.

i. The sponsoring service must provide meals and transportation for applicants feeding at mobile examining team (MET) sites. USMEPCOM has no responsibility for those services. Breakfast and supper meals are provided only to applicants staying overnight at the contract hotel facility according to AR Regulation 601-270, paragraph 2-1m.

### **2-3. Transportation requirements**

a. Transportation from the incoming transportation terminal (i.e., bus, train, and airport) to the contract hotel, transportation from the MEPS to the contract hotel for applicants that are taking the ASVAB Test and transportation from the hotel to the MEPS in the morning, will be part of the MLT contract and will be included in the single item cost per applicant, which is charged to the recruiting services.

b. MEPS will furnish transportation from the MEPS for medical consultation on a non-reimbursable basis. MEPS will work with J-8/MRM-AD-CB to establish a local charter service agreement (see chapter 3, paragraph 3-5).

### **2-4. Contracting support**

a. Currently, all MLT contract support is provided by the MICC-Center-Ft. Knox.

b. The best value method of source selection will be used for selecting MLT contractors. Best value procedures are discussed in chapter 4 of this regulation.

c. NM contract services are acquired using Sealed Bid procedures. After bids are publicly opened, an award will be made with reasonable promptness to that responsible bidder whose bid, conforming to the invitation for bids, will be most advantageous to the Government, considering only price and price-related

factors included in the invitation for bid. The Procuring Contracting Officer manages this process and makes the final decision related to bidder compliance and award.

d. The MEPS commander will—

(1) Nominate the MEPS Senior Enlisted Advisor (SEA) to become the Contracting Officer's Representative (COR) for the MLT and NM contracts and ensure the COR has completed the Defense Acquisition University (DAU) Online Course, Contracting Officer Representative with a Mission Focus, CLC106 Section 888. Send the COR nomination request and training certificate to J-8/MRM-AD-CB. This documentation will be sent to the appropriate KO for their approval and action to appoint the COR.

(2) The MEPS commander will designate, in writing, the MEPS medical NCOIC as the contract QAE. The QAE must complete the DAU Online Course, Contracting Officer Representative with a Mission Focus, CLC106 Section 888 prior to appointment. The COR will maintain a copy of the certificate in the contract file.

e. MLT and NM contracts will be awarded for a base year and four annual option periods for a total of five years of service. In some locations the contracts are for a base year and three annual option periods for a total of four years of service. The ACO is the only person authorized to make contract changes, modifications, or extensions of services.

f. When a new MLT and NM contract is awarded, the MEPS will inform the service counselors/liasons of the new contractor, location, price, effective date, and any procedural changes from the previous contract. A copy of Standard Form (SF) 1449 (Solicitation/Contract/Order for Commercial Items) of the new contract may be provided to the service liaisons and/or the recruiting services' point of contact for payment of MLT charges.

g. J-8/MRM-AD-CB will provide copies of MLT and NM contracts and other pertinent contractual information to the recruiting services resource managers or staff persons, when requested.

## **2-5. Subcontracting**

a. When services are provided through a subcontractor, the subcontractor will be clearly identified in the contract. MEPS COR/QAE, in coordination with the KO and prime contractor, will inspect the facilities of the subcontractor to ensure they meet the applicable specifications of the basic contract.

b. CORS will document any problem or discrepancy with the subcontractor's performance and will provide this documentation to the prime contractor, ACO, and J-8/MRM-AD-CB.

## **2-6. Performance work statement (PWS)**

a. J-8/MRM-AD-CB and MICC Center-Ft. Knox has a template PWS for MLT and NM contracts to ensure standard and consistent services at the MEPS. The appropriate template PWS will be used when requesting services. Sample standard PWS templates are available at J-8/MRM-AD-CB.

b. During the contract requirement coordination with J-8/MRM-AD-CB, MEPS will be asked to tailor the PWS by filling-in information such as local times, areas, locations, specific requirements, etc. Other changes, additions or deletions to the PWS, must be coordinated with J-8/MRM-AD-CB for approval before a procurement package will be submitted to MICC Center- Ft. Knox. During the life of a contract, any modifications (changes, additions or deletions) to the PWS required by the MEPS must be coordinated with J-8/MRM-AD-CB before being submitted to a KO.

c. J-8/MRM-AD-CB will document approval for changes, additions, or deletions to the PWS, attach it to the headquarters contract file, and forward a copy of the documentation to the MEPS.

## **2-7. Quality assurance**

a. The Quality Assurance Surveillance Plan (QASP) provides for a systematic and objective evaluation of the contractor's performance to ensure that the requirements of the PWS are met. Inspection procedures are based on the planned sampling and customer complaint methods of inspecting. Evaluations and inspection results are documented. Violations will be reported, in writing, to the ACO, J-8/MRM-AD-CB and the contractor. The QASP and pertinent procedures are discussed in chapter 6 of this regulation.

b. The COR and QAE will monitor the contractor's performance according to the QASP. The QASP provides instructions on how to use the surveillance plan, customer complaint guide, and the sample checklists.

c. The inspection clause of the MLT and NM contracts allows the MEPS commander, the MEPS medical officer, and other designated persons to inspect the contractor's facilities. These inspections ensure that state and local health regulations, and sanitation and fire prevention standards are being maintained, and that accommodations and meals are being furnished according to the contractor's proposal. These inspections will be conducted at unannounced times.

d. The COR, the QAE, or the MEPS commander will inspect the contractor's facilities once each month, or as otherwise directed by J-8/MRM-AD-CB or the ACO, to ensure adherence to the requirements of the PWS. For MLT contracts, the breakfast, supper meals, applicant rooms, dining rooms, kitchen/food preparation areas, and vehicles used to transport applicants will be inspected to ensure compliance with the contract. For NM contracts, the vendor's facilities, food preparation and/or food serving areas, menu compliance, and quality of the meals will be inspected. Inspections will be unannounced and conducted at varying times to ensure proper evaluation of services provided.

e. Customer complaint forms and/or "How do we Rate" forms will be made available to all applicants to record any complaints against the contractor's service. These complaints will be used to further support findings made during inspections.

f. If the inspection findings reveal deficiencies, and the COR, QAE, or MEPS commander believe that corrective action is required by the contractor, the COR will submit written documentation through J-8/MRM-AD-CB to the ACO at MICC Center-Ft. Knox, requesting the contractor be served with a notice requiring specific corrective action.

g. The contractor's failure to provide the required services, or the contractors' continued unsatisfactory performance, will be a basis for pursuing contract termination. The COR may request contract termination in writing to the ACO. The request must fully state the reason for this action and must contain supportive documentation (i.e., copies of monthly inspection reports, customer complaint forms, contract discrepancy reports).

## **2-8. M&L data requirements**

a. For new solicitations, J-8/MRM-AD-CB will provide historical M&L data to the MEPS. The estimated requirements will be based upon 12 months of actual usage. MEPS will review these estimates and will plus up or down the estimates based on their projected increase or decrease of future applicant processing. J-8/MRM-AD-CB will prepare the historical data technical exhibit reflecting actual usage, by month, for a previous 12-month period and will attach it to the new PWS.

**2-9. Training requirements**

a. The MEPS COR and the QAE must take the DAU Online Course, Contracting Officer Representative with a Mission Focus, CLC106 Section 888.

<b>Table 2-1 Transportation Requirements and Funding Responsibility</b>	
<b>Situation</b>	<b>Funding Responsibility</b>
From incoming terminal to hotel	Recruiting services
From hotel to MEPS in morning	Recruiting services
From MEPS to hotel for ASVAB testing	Recruiting services
For medical consultation	USMEPCOM
MEPS to bus station (applicant returning home)	Recruiting services
MEPS to airport (shipper transportation)	Recruiting services
Airport to hotel (stranded enlistee transportation)	Recruiting services
Hotel to airport (stranded enlistee transportation)	Recruiting services
<b>Note:</b> Of the above, only the first three items pertain to all the applicants staying at the hotel and should be part of the M&L contract.	

### Chapter 3 Requesting New Contracts and Contract Options

#### 3-1. General

The Meals Lodging & Transportation (MLT) and NM contracts are 5 year contracts (in some cases 4); they are awarded for a base period and 4 options or a base period and 3 options.

#### 3-2. Requesting new contracts

a. When a MLT or NM contract is expiring (i.e., the contract is in its last year of service) J-8/MRM-AD-CB will notify the COR that its time to start the procurement process. The Contracting Branch will coordinate the impending action with MICC Center-Ft. Knox. This initial notification is approximately 180 days before the current contract expiration date.

b. J-8/ MRM-AD-CB will email the standard template PWS to the MEPS COR for completing MEPS specific information. The COR will complete the blank lines that require MEPS specific information.

c. The COR will email the completed PWS back to J-8/MRM-AD-CB. For extensive changes to the PWS, the MEPS will coordinate the proposed changes with J-8/MRM-AD-CB.

d. J-8/MRM-AD-CB will finalize the PWS, initiate and prepare the Purchase Request (PR), enter the PR requirement into the appropriate automated system for routing to MICC Center-Ft. Knox.

e. The MEPS will provide J-8/MRM-AD-CB a document number for the PR.

f. Once a contract is awarded, MICC Center-Ft. Knox will provide a copy of the contract (SF 1449) to the appropriate COR, and J-8/MRM-AD-CB.

#### **3-3 Medical Consult Transportation (Local Charter Service Agreements)**

a. USMEPCOM has the funding responsibility to pay transportation costs for applicant transportation to medical consult appointments.

b. A local charter service agreement is documentation required by Department of Transportation, Department of Defense (DoD) Regulation 4500.9-R, Part 1, Chapter 104, **Buses** to show the acceptance and award to DoD Approved Carriers for transportation services acquired using procedures available in Defense Travel Management Office's Military Bus Agreement. The MEPS must use a DTMO, DoD Approved Carrier when arranging transportation services for applicants. This is considered official travel as the government pays the bill for services rendered.

**Note: There are no exceptions to this policy.**

c. The MEPS will contact at least 3 DoD approved carriers to obtain quotes to provide transportation services to take applicants to medical consult appointments.

d. The MEPS will submit the 3 quotes to J-8/MRM-AD-CB along with their recommendation of which provider would best support their MEPS. Factors to consider when selecting carriers are: Cost, Sufficient Equipment and Safety for the applicants. For additional guidance see reference in paragraph 3-3 b above.

e. J-8/MRM-AD-CB will assemble a staff packet and submit to MJA for legal review and concurrence.

f. J-8/MRM-AD-CB, Chief will review, approve, and sign the Local Charter Service Agreement for medical consult transportation following the legal review and concurrence.

g. J-8/MRM-AD-CB will provide the MEPS with a signed copy of the Local Charter Service Agreement. The MEPS will have the service provider sign the Local Charter Service Agreement and return a copy to J-8/MRM-AD-CB.

h. Services will normally be procured for a base year with two option periods.

i. The MEPS will notify J-8/MRM-AD-CB at least 30 days prior to the expiration of the Local Charter Service Agreement that they wish to continue to use the same provider. J-8/MRM-AD-CB will submit a renewal packet to legal for review and J-8/MRM-AD-CB Chief will sign the Option for the Local Charter Service Agreement.

j. The MEPS will be notified 60 days/month before the last option expiration date to start the process to recomplete the requirement after the 3 year period is over.

k. The MEPS will use a Centrally Billed Account (CBA) to pay for transportation services.

## **Chapter 4**

### **Best Value Program**

#### **4-1. Purpose**

a. The Best Value Program allows the MEPS to select the best property based on evaluations and ranking of proposals versus awarding exclusively to the lowest bidder. The Best Value Program eliminates detailed specifications in the current SOW and allows selection of the best value for cost. This process allows for the review of all proposals submitted and the selection of the one proposal that provides the best value to the government. Although cost is a consideration in this process, the lowest bidder may not necessarily provide the best value to the government. The best value process facilitates the reconciliation of each bidder's service proposal with their cost figures.

b. The goals of the Best Value Program are to allow the MEPS commander greater involvement in the M&L program with respect to contract hotel selection. It improves the overall quality of the hotels bidding for the business and allows each MEPS some degree of individual flexibility in prioritizing their requirements. The process increases the number of hotel proposals and fosters the use of standard commercial practices.

c. The best value evaluation approach is utilized for MLT contracts. NM contracts continue to use the lowest bid technically acceptable approach.

d. The revised business practices with Option IV:

- (1) Adds distance/commute consideration to evaluation criteria.
- (2) Guarantees automatic cancellation of all rooms at 8:00 PM, unless projected for late arrival.
- (3) Ensures rooms guaranteed for late arrivals are billable whether used or not.
- (4) Ensures all projected arrivals after 8:00 PM not guaranteed for late arrival are subject to walk-in rate.
- (5) Ensures all arrivals not on projected listing are considered a walk-in and will be subject to that rate.

#### **4-2. Procedures**

a. KO (Fort Knox) will—

- (1) The KO will prepare a MEPS commander pre-solicitation package and mail to the MEPS commander prior to the evaluation board convening.
- (2) Prepare a package of the solicitations to be evaluated and mail to the COR (the MEPS ISG) prior to the evaluation board convening.
- (3) The KO will provide each evaluation board member, prior to the evaluation of the contract proposals, a Certificate for Personnel Participating in Source Selection Concerning Nondisclosure, Conflicts of Interest, and Rules of Conduct, for completion and return to the KO.

b. MEPS commander will—

(1) Review the pre-solicitation package. The MEPS commander will ensure each evaluation board member completes the Certificate for Personnel Participating in Source Selection Concerning Nondisclosure, Conflicts of Interest, and Rule of Conduct.

(2) Review the criteria considerations for best value. The evaluation factors are facility quality, transportation, quality control, past performance and cost/price. Facility quality is more important than transportation. Transportation is more important than quality control and quality control is equal to past performance. The commander will advise his evaluation team as to what is more important in the facility and rank them accordingly.

c. J-8/MRM-AD will—

(1) Oversee overall management of the Best Value Program.

(2) Provide initial training and refresher training on best value procedures to the MEPS COR on an as needed basis.

#### **4-3. Evaluation review board**

a. The evaluation review board is also called the source selection committee.

b. The evaluation review board reviews all solicitation packages qualified for consideration by the contracting office. The board normally visits each site as part of the evaluation process. In extraordinary cases, the contractors may be asked to provide a videotape of their property for review by the board members. The appointment of the members of the evaluation review board is covered in paragraph 1-4b(4) above.

c. Each evaluation review board member must complete the Certificate for Personnel Participating in Source Selection Concerning Nondisclosure, Conflicts of Interest, and Rules of Conduct.

#### **4-4. Proposal evaluation process**

a. Administrative procedures

(1) The COR (normally the MEPS 1SG or XO) is in charge of the team performing hotel evaluations.

(2) Upon receipt of the package of proposals, the COR will gather the board members together and give each board member (except the person that will do the videotaping) a copy of each proposal to be evaluated.

(3) Each board member will thoroughly review the proposals on an individual basis, annotating (e.g., notes, questions, comments) on the pages of the proposals. Board members will not compare proposals.

(4) The evaluation board, the KO or contract administrator and HQ USMEPCOM representative will convene to answer questions on the proposals and to prepare a schedule for on-site visits. Board members will have already read each proposal before this meeting. This meeting will last no longer than 1 hour.

(5) Members of the evaluation review board must not discuss details of the solicitations with brokers or hotel staff. All questions pertaining to the evaluation process must be referred to the KO.

b. Evaluation Factors

(1) Proposals submitted will be evaluated on facility quality, transportation, quality control, past performance, and cost/price factors.

(2) Technical/quality factors are more important than cost or price. The government is interested in proposals that offer value in meeting the requirements. That is, quality performance with acceptable risk at a fair and reasonable price.

(3) Among non-cost factors: Facility quality is more important than transportation and transportation is more important than quality control. Quality control is equal to past performance.

(4) Non-cost factors are more important than cost or price.

(5) Price will be evaluated using price analysis techniques. In selecting the best overall proposal, the Government will consider the value of each proposal in terms of the quality offered for the price.

c. Evaluation site visits

(1) The evaluation board members will visit each hotel property under consideration for the MLT contract. The COR and other board members will organize a visitation itinerary that effectively and efficiently uses their time to maximize the number of site visits per day.

**Note:** There may be cases when the bidders will videotape their properties and forward as part of their proposal, in lieu of a physical site visit.

(2) Hotels will not be given advance notification of the exact time of the visit. However, the KO will have already advised the contractors under consideration of the week in which the visitation is scheduled.

(3) The purpose of the site visit and evaluation is to verify the information in the proposal. Most questions will be answered by the written proposal. If not, ask the question at the organizational meeting prior to the site visits.

(4) The site visit will take 30 to 45 minutes. Members are there to verify information in the proposal. They are not there to conduct an in depth, lengthy, inspection of the vendor's property.

(5) During the visit, members will take detailed and specific notes. Both good and bad points must be referenced in the members' notes. Members will use their notes when justifying their ratings and final selections.

(6) During the visit the members must not talk with the staff, discuss findings, provide information on other proposals, the number of proposals, compare proposals, or show anyone their notes.

(7) During the hotel visit, members of the team must have in their possession, only the proposal of the hotel being inspected. Again, notes and comments may be written on the pages of the proposal.

(8) There is no set procedure for the routine of the visit (each visit will be different). However, the following is general guidance on how to conduct the visit.

(a) The lobby is generally the point of entry to the hotel. Check for adequate space for applicant check-in services. Evaluate lobby security and surveillance equipment.

(b) Inspect hotel rooms to be used for male applicants and those to be used for female applicants. Generally two or three rooms are inspected.

(c) Inspect restaurant and its location.

(d) Inspect kitchen and food storage areas. Also, check kitchen staff restrooms.

(e) Check on the type of transportation they will provide.

(f) Facilities such as exercise areas, swimming pool, and game rooms, must be inspected.

(g) Check the surrounding area for bars, adult entertainment establishments, etc., where applicants could get into trouble.

(h) Check the route from the hotel to the MEPS for distance, accessibility, and potential traffic bottlenecks.

(i) Check for past performance awards of any type. This may be important if the hotel has not held the previous government contract.

(j) The Technical Evaluator Ratings will be used to score the above items.

#### d. Evaluation process

(1) Once all proposals have been evaluated and site visits conducted, each evaluation board member must rank the hotels in order of preference. Each member must prepare their justification of rank order, in writing, for each property, relying heavily on their notes.

(2) Board members will meet with the KO and reach a consensus on their top three or four choices.

(3) The COR will brief the MEPS commander of the ranking order of the top three or four choices; providing the board members' justification for the ranking. The rank order of the top choices may change based on discussion during this phase of evaluation. Once the MEPS commander, the evaluation board members, and the KO have reached a consensus of rank order, they reconcile the proposals with their cost (see paragraph e below).

#### e. Reconciliation and selection

(1) The KO will reveal the cost/price of the top three or four choices. If the number one choice is the lowest bid among the top choices, an award can be made to the number 1 choice. If not, the hotel that provides the best value for the cost must be agreed upon and supported by the documentation (i.e., the notes, comments of the evaluation board members made on the proposals and during the site visit).

(2) The Evaluation Board Members will finalize an award recommendation memorandum for the KO.

(3) The KO will make the contract award to the top choice and will notify the other bidders of non-selection.

(4) A copy of the solicitation proposal for the property receiving the contract award must be kept by the MEPS ISG and will become part of the contract. All other copies of all proposals must be returned to the KO or destroyed. All of the board members' handwritten notes, comments, etc. must be gathered and given to the KO.

## **Chapter 5**

### **Government Purchase Card Payment Program**

#### **5-1. General**

Effective 1 June 2001, the payment for applicant M&L at the contract hotels and payment for NMs changed from a reimbursable process involving USMEPCOM accounts to direct payments to the contractors using the Recruiting Services Government Purchase Card Accounts. Recruiting services have agreed to establish, maintain, and manage this program for their account holders according to their individual service policies. Recruiting services will procure and issue credit card accounts to their account holders. Specific requirements, such as having accounts only with no cards, restricting the account to M&L only, or having accounts issued in the name of a position verses a person, will be determined by the individual recruiting activity.

#### **5-2. Purpose**

The purpose of the Government Purchase Card Payment Program is to provide real-time customer accounting, speed contractor payments, and improve sponsoring service accountability using current DOD payment policies.

#### **5-3. Program procedures**

a. Fort Knox Contracting Office will—

(1) Conduct the solicitation of bids, evaluation of bids, and award of the contracts for the applicant MLT and NM contracts.

(2) Provide contract administration upon contract award, for the life of the contract.

b. Recruiting services will—

(1) Designate an agency/organization program coordinator.

(2) Designate the primary account holder and billing official (BO). Alternate account holders may be designated by the services.

(3) Provide the Government Purchase Card account numbers, expiration dates, names and phone numbers of the agency/organization program coordinator, primary and alternate account holders and BO for each MEPS to HQ, USMEPCOM, ATTN: J-8/MRM-AD-CB. Changes in any of this information must be forwarded to J-8/MRM-AD-CB as they occur. The sponsoring service report must be used to transmit updates to the Government Purchase Card account information. This report can be obtained from J-8/MRM-AD.

(4) Exceptions to providing Government Purchase Card account numbers and expiration dates as stipulated in b.(3) above, must be coordinated directly with J-8/MRM-AD-CB.

(5) Establish operating procedures according to this regulation and local operating procedures and provide training to their service counselors/liaisons on these procedures.

(6) Verify the M&L bills for payment for each MEPS at the BO level. This action will be accomplished in the time frames established in paragraph 5-4 below.

## c. MEPS will--

(1) Initiate the procurement packages for new applicant MLT and NM contracts. Monitor the solicitation process, bid evaluation, bid award, and contractor performance.

(2) Process the M&L documents as described in chapter 7 of this regulation.

(3) On a daily basis, review the numbers of applicants/enlistees charged for services that are received from the contractor to ensure they are correct and maintain a record of the numbers. Numbers and charges will be recorded in the computerized M&L program on a daily basis.

(4) Provide the charges to the service counselors/liaisons on a daily basis for their review, correction and/or concurrence. Any corrections made by the service counselors/liaisons regarding service or component will also be corrected in the applicant M&L program.

(5) Prepare and forward the end of month billing statements to the meals & lodging and NM contractors and to the appropriate service counselor/liaison for verification and signature.

(6) Provide copies of the end of month billing statements to the contractors and the service counselors/liaisons after all parties have signed.

**5-4. Payment procedures**

a. On a daily basis, the service counselors/liaisons will submit USMEPCOM Form 727-E series (Copy 1, Copy 2, and Copy 5) to the MEPS.

b. The MEPS will assemble the applicant processing lists as needed, and ensure the appropriate copies are provided to the contractors.

c. Lodging and meal contractors will get the applicants' signatures on USMEPCOM Form 727-E, Copies 2 and 5. If the applicant was not projected or listed on the form, the contractors will get signatures on USMEPCOM Form 728-E. The contractor will total the numbers by service, and prepare USMEPCOM Form 729-E. The contractor shall return the completed forms with the daily charges to the MEPS on a daily basis, no later than noon, on the third work day following the applicant's arrival at the contractor's facility.

**Note:** Check your contract for exact time limits.

d. The MEPS will verify that the charges on the daily invoices agree with the numbers/signatures on the authorization and receipt vouchers.

e. The MEPS will enter the daily numbers into the computerized M&L Program, and provide the authorization and receipt vouchers and daily worksheet for M&L to the appropriate service counselors/liaisons for review and correction as necessary. The MEPS will resolve discrepancies existing among the MEPS, the service counselors/liaisons, and the contractors, on a daily basis, throughout the month to preclude problems at month-end.

f. At the end of each month, the MEPS will ensure that all parties agree to the numbers and charges. No later than 10 working days from the end of the month, the MEPS will prepare the following end-of-month billing documentation:

(1) Daily worksheet for MLT.

- (2) Daily worksheet for NMs.
- (3) MSC reports.
- (4) Service-specific memorandums.

g. The Service counselors/liasons must review and verify the end of month billing statements, sign, date, and return them to the MEPS as soon as possible but not later than 2 working days from receipt.

h. The contractors must review and verify the end of month billing statements, sign, date, and return them to the MEPS as soon as possible but not later than 2 working days from receipt.

i. The contractor will submit the charges to the credit card companies.

**Note:** The credit card numbers and expiration dates will be provided by the MEPS or directly for the services' Government Purchase Card account holder.

j. The MEPS will verify that the total bill sent to the credit card companies agrees with the charges reflected on the end of month billing statements. Contractors may provide copies of their credit card transaction slips. The MEPS will provide the Service counselors/liasons and the contractors with a copy of the end of month billing statements.

k. The service counselors/liasons must provide the verified numbers and charges to their designated billing official or account holder as soon as received from the MEPS.

l. The credit card company will pay the contractors according to their payment procedures and will send a billing statement to the Government Purchase Card account holder or the billing official.

m. Upon receipt of the monthly billing statements, the account holder and billing official will date-stamp the statement indicating the date of receipt. The account holder will verify the numbers and charges are correct as submitted via the MEPS end of month billing statements to the contractor. The account holder/billing official will review and verify the statement received from the credit card company, and forward the statement for payment within five days of receipt.

#### **5-5. Disputes and payment problems**

a. The procedures outlined above were designed to eliminate disputes. Because all parties agreed to the numbers and charges before they were sent to the credit card company, errors are unlikely, but can occur. If there is an error, the MEPS and the contractor will work with the services' point of contact to resolve the error with the credit card companies. Assistance from J-8/MRM-AD-CB is available when requested.

b. Government Purchase Card payment problems must be resolved expeditiously in order to ensure prompt payment to the contractor. When the contractor cannot process the charge for payment, or is denied payment by the credit card company, the contractor must contact the MEPS budget technician and/or the account holder, BO or other individual identified by the sponsoring service. The individual contacted will take action to identify and resolve the problem so that appropriate payment can be made. Assistance from J-8/MRM-AD-CB is available when requested.

#### **5-6. Payment process diagrams**

The payment process diagrams for MLT and NM services can be obtained from J-8/MRM-AD.

## Chapter 6 Quality Assurance Surveillance Plan (QASP)

### 6-1. Purpose

The purpose of the QASP is to establish a method or methods to monitor contractor performance and to measure the quality of contractor provided services against the requirements specified in the SOW. The QASP can be obtained from J-8/MRM-AD.

### 6-2. Surveillance methods

The QASP provides for monitoring the contractual requirements through the planned sampling (i.e., unannounced inspections, customer complaint methods).

**a. Planned sampling.** This is a sampling method designed to inspect part, but not all, of the activities being monitored. The COR/QAE can focus their attention on known problem areas giving the contractor a greater incentive to improve deficient areas. Specific service requirements must be inspected because of individual importance, cost, and/or poor performance on the part of the contractor.

**b. Customer complaint.** This is an inspection method that begins by providing the customer (applicant) a customer complaint record to complete and return to the MEPS. This inspection method has the advantage of making more visible problem areas that might not be surveyed systematically in any other way. A copy of the customer complaint record can be obtained from J-8/MRM-AD.

### 6-3. Surveillance documentation

**a. Inspection Visits.** Each inspection made by the COR, QAE, or MEPS commander must be documented. Inspection reports must be filed for future reference, audit, and proof of inspection. CORs must provide a copy of their monthly inspections to their contract administrator at Fort Knox, Directorate of Contracting. Other interactions between the COR, QAE, or MEPS commander and the contractor (e.g., unsatisfactory performance, equipment breakdown, hotel staff problems, meetings) must also be documented and filed.

**b. Inspection checklists.** Checklists must be used when conducting the inspections. The QASP contains checklists for M&L facilities and food service facilities. A sample of the monthly inspection checklist can be obtained from J-8/MRM-AD, if not provided by the contractor.

**c. Customer complaint record.** Applicants must have the opportunity to register their complaints concerning the contract hotel and its performance on customer complaint records available at the MEPS. The COR/QAE must complete a customer complaint record for individuals who have made verbal complaints, but cannot complete a customer complaint record. The applicants may also register their complaints on the How Do We Rate surveys conducted at the MEPS.

**d. Filing documentation.** All inspection documents related to contract performance are an integral part of the final contract file and must be filed with the contract file folder. Working copies of inspection documents may be made for use by the COR.

### 6-4. Surveillance procedures

a. The MEPS commander, COR, or QAE will inspect the contract hotel and the NM contractor at least once each month. Discrepancies found by the commander must be reported to the COR. If there are deficiencies, inspections may be conducted more often, to ensure the deficiencies are corrected. If deficiencies persist, contact your contract administrator and HQ USMEPCOM, MRM-AD, and discuss actions to terminate the contract. During the inspections, positive comments on quality performance must be documented as well as comments on instant corrective actions that address defects found.

b. At the beginning of each month, the COR and QAE will determine what days during the month the hotel and NM vendor will be inspected. Inspections will be at various times and days. Inspections will be done at times when the applicants are at the hotel, at breakfast, and/or at supper.

c. The COR must ensure that deficiencies found during inspections, or noted on customer complaint records, are investigated. If the COR is satisfied that the complaint(s) are valid, he/she will notify the contractor of the defect in writing. Correction of deficiencies must be monitored, documented, and filed in the contract file. The inspection form is attached to the COR designation letter. It must be used by the COR to report his/her monthly inspection of the MLT contract and the NM contract.

d. At the end of each month, the CORs must forward copies of their inspection reports and validated complaints to their contract administrator at Fort. Knox. A successful action to discipline or terminate a contractor based on poor performance is directly related to the quality of the MEPS documentation of the contractor's performance.

## **Chapter 7**

### **Applicant Processing**

#### **7-1. Purpose**

The purpose of this chapter is to describe forms and procedures used to schedule, control, and account for applicant processing and use of M&L services provided by commercial contractors or other governmental entities through support agreements. This chapter provides information on forms to be used by each recruiting service component to document the need for, and actual use of, M&L services for their applicants at the MEPS. This documentation is critical to applicant processing, accurate reconciliation of contract services used by each service, and the prompt payment of vendors using the recruiting services Government Purchase Card Accounts.

#### **7-2. Applicability**

The instructions in this chapter are applicable to all military services, including the Coast Guard, recruiting activities using the MEPS for the processing of their recruited applicants.

#### **7-3. Forms**

**a. USMEPCOM Form 727-E, Copy 1.** Service counselors/liaisons will complete this form when scheduling individuals for MEPS processing. The MEPS may assist non-DOD agencies in the completion of this form as required (i.e., National Civilian Community Corps). Automated versions of this form are printed from the US MIRS program.

**b. USMEPCOM Form 727-E, Copy 2.** Service counselors/liaisons are responsible for initiating this form. Note: By completing the preparation of USMEPCOM Form 727-E, Copy 1, simultaneous entries on USMEPCOM Form 727-E, Copy 2, are made and this form is printed from the US MIRS program.

**c. USMEPCOM Form 727-E, Copy 3 (Supper Meal Authorization and Receipt Voucher), and USMEPCOM Form 727-E, Copy 4 (Breakfast Meal Authorization and Receipt Voucher).** These forms are no longer used to document meal authorizations (i.e., supper, breakfast). If printed from the US MIRS program, then they may be destroyed in any convenient manner. (This is a result of changing to a single line-item charge for M&L costs.)

**d. USMEPCOM Form 727-E, Copy 5.** This voucher remains in use at the MEPS to control the applicants' access to NMs. It is not involved with the documentation of NM charges by the lunch vendor. The lunch vendor is paid for all lunches ordered whether eaten or not eaten.

**e. USMEPCOM Form 728-E.** This form is provided to the contractors and is used to document late arrivals, add-ons, or walk-ins. One form is used for all services.

**f. USMEPCOM Form 729-E.** This form is provided to the contractors and is used by the contractors to record each day's M&L charges for services rendered. This form, once reconciled by the contractor, the MEPS, and the service counselors/liaisons, becomes a source document for data entry of daily M&L costs and charges into the MEPS M&L Database Program.

#### **7-4. Program procedures**

**a.** Local recruiting commanders will ensure the procedures in this chapter are implemented. They must ensure their service counselors/liaisons are familiar with applicant processing procedures as described in this chapter.

**b.** MEPS commanders are responsible for coordinating the implementation of the procedures in this chapter, at the local level, with all users of MEPS services.

**7-5. Policies**

a. Every effort must be made by the recruiting services and individual recruiters to ensure an accurate projection of applicants to the MEPS for each processing day. Critical actions and commitment of resources are based on these projections and they must be as accurate as possible to ensure effective use of costly resources.

b. Recruiting services components at the MEPS will prepare the USMEPCOM Form 727-E series according to this chapter.

c. Individuals projected for processing will have priority over those that were not projected.

d. The MEPS/sectors will actively attempt to minimize walk-ins.

e. Walk-ins will be returned to the control of the recruiter if they cannot be processed due to capacity restrictions.

f. M&L services will not be provided to individuals other than applicants who are authorized to process at the MEPS.

g. Field recruiters must inform all applicants of the requirements to produce proper identifying documents to the contractor/vendor to obtain M&L services. See paragraph 7-6 below for more details.

h. Policies and procedures in place or developed for controlling applicant processing must be in consonance with the current M&L contracts. Unless a KO is present or available, MEPS staffs are not authorized to negotiate changes to a contract or deal directly with owners/managers of the M&L contractors concerning provisions of the contract. J-8/MRM Directorate is available to assist with the reconciliation of any problems.

**7-6. Identification and verification process**

a. This process is important and will be complied with prior to furnishing the service. Each applicant whose name appears on the USMEPCOM Form 727-E, Copy 1, and is projected for MEPS processing must properly identify himself/herself by producing two forms of identification. Examples are listed below:

- (1) Driver's license.
- (2) School ID card with photograph.
- (3) Applicant records.

b. Identification required for each applicant whose name is not included on the USMEPCOM Form 727-E, Copy 1, will be by:

- (1) Telephone contact with the applicant's service specific counselor/liaison.
- (2) Personal contact with the applicant's service specific counselor/liaison.
- (3) Receipt of the applicant's service specific counselor/liaison authorization letter for M&L services at the contract hotel.

c. All efforts must be made to ensure only those individuals authorized to receive M&L services are provided those services by the M&L and NM vendors.

#### **7-7. Processing procedures**

a. The first step consists of scheduling individuals to be processed at the MEPS. This scheduling is accomplished through the use of the USMEPCOM Form 727-E series, a form that is completed by the sponsoring military recruiting service. The USMEPCOM Form 727-E series consists of five forms. Copy 1 is used by the MEPS for processing control. Copy 2 is forwarded to the lodging vendor. Copies 3 and 4 are not used. Copy 5 may be used at the MEPS to control the applicants' access to lunches.

(1) USMEPCOM Form 727-E, Copy 1, gives the MEPS basic data about the applicant. This data includes name, social security number, sex, arrival date and time, etc. The receipt of this data enables the MEPS to schedule the workload (i.e., ensure sufficient physicians are available to accomplish medical examinations and HIV screening; ensure operations and testing personnel are available; ensure overtime is scheduled if workload warrants). Instructions for completing USMEPCOM Form 727-E, Copy 1, are located in appendix C.

(2) USMEPCOM Form 727-E, Copy 2, informs the commercial contractor of applicants, by name, who are projected to process at the MEPS and are authorized M&L services. This form will also serve as a receipt for services as the individual applicant signs this form. Instructions for completing USMEPCOM Form 727-E, Copy 2, are in appendix D.

(3) USMEPCOM Form 727-E, Copy 5 (Dinner /Lunch Meal Authorization and Receipt Voucher), provides a list of applicants who will be processing and authorized lunch at the MEPS. It may be used at the MEPS to control access to the lunches, but does not document the lunch charges to be paid to the vendor. The instructions on how to complete the form are included in appendix E.

b. The next step is to provide for M&L services for individuals, whose names do not appear, for whatever reason, on the USMEPCOM Form 727-E, 2. USMEPCOM Form 728-E is provided to the contractors and used to document late arrivals, add-ons, or walk-ins. One form is used for all services. Instructions for completing USMEPCOM Form 728-E are located in appendix F.

c. Once M&L services are provided to the applicants, the commercial contractor must notify the MEPS of the charges incurred. The contractor completes USMEPCOM Form 729-E daily for the charges incurred and attaches completed USMEPCOM Form 727-E, Copy 2. The contractor then forwards both forms to the MEPS. Instructions for completing USMEPCOM Form 729-E are located in appendix G.

d. Upon receipt of the USMEPCOM Form 729-E and supporting documents from the commercial contractor, the MEPS must verify the charges are correct. The MEPS will follow procedures in paragraph 5-4 above for further processing of M&L charges and billing to the proper military service.

## **Appendix A**

### **References**

Except where otherwise indicated below, the following publications and forms are available on their service or agency Web sites:

Department of Defense (<http://www.defenselink.mil/pubs>)

Army (<http://www.adp.army.mil>)

Marine Corps (<http://www.usmc.mil/marinelink/ind.nsf/publications>)

Navy (<http://neds.nebt.daps.mil/>)

Air Force (<http://www.e-publishing.af.mil>)

Coast Guard (<http://www.uscg.mil/hq/g-wk/g-wkh/g-wkh-1/pubs/pubs.direct.htm>)

USMEPCOM (MEPNET (<https://mepnet.mepcom.army.mil>) or Web (<http://www.mepcom.army.mil>))

GSA and Standard Forms

(<http://www.gsa.gov/Portal/gsa/ep/formsWelcome.do?pageTypeId=8199&channelPage=/ep/channel/gsaOverview.jsp&channelId=-13253>)

**Section I** (The publications needed to comply with this regulation.)

#### ***Required Publications***

##### **AR 601-270**

Military Entrance Processing Station (MEPS). Cited in paragraphs 1-4c.

**Section II** (These publications are a source of additional information. Users may read them to better understand the subject, but do not have to read them to comply with this regulation.)

#### ***Related Publications***

##### **AR 25-400-2**

The Army Records Information Management System (ARIMS)

##### **AR 40-501**

Medical Services—Standards of Medical Fitness

##### **DODD 5500.7-R**

Joint Ethics Regulation

##### **MIL-STD 105E**

Military Standard, Sampling Procedures and Tables for Inspection by Attributes. (Where random sampling inspections are required by the contract.)

##### **OFPP Pam Number 4**

A Guide for Writing and Administering Performance Statements of Work for Service Contracts. (Where random sampling inspections are required by the contract.)

##### **USMEPCOM Rag 25-5**

MEPS Processing Reporting System (MEPRS) Data Element Dictionary.

##### **USMEPCOM Reg 37-1**

USMEPCOM Financial Management.

##### **USMEPCOM Reg 680-3**

MEPS Processing Reporting System

**Section III** (Publications prescribed by this regulation.)  
**Prescribed Publications**

None

**Section IV** (The forms needed to comply with this regulation.)  
**Required Forms**

**DA Form 11-2-R**  
Management Control Evaluation Certification Statement. Cited in appendix H-2.

**DA Form 3953**  
Purchase Request Form. Cited in Paragraph 3-2f.

**SF 30**  
Amendment of Solicitation/Modification of contract. Cited in paragraph 3-3e.

**SF 1449**  
Solicitation/Contract/Order for Commercial Items. Cited in paragraph 2-4g.

**Section V** (The forms prescribed by this regulation.)  
**Prescribed Forms**

**USMEPCOM Form 727-E, Copy 1**  
Processing List. Cited in paragraph 5-4a.

**USMEPCOM Form 727-E, Copy 2**  
Lodging Authorization and Receipt Voucher. Cited in paragraph 5-4a.

**USMEPCOM Form 727-E, Copy 5**  
Dinner (Lunch) Meal Authorization and Receipt Voucher. Cited in paragraph 5-4a.

**USMEPCOM Form 728-E**  
Applicant Meal/Lodging Authorization and Receipt Voucher for Late Arrival Add-Ons. Cited in paragraph 5-4c.

**USMEPCOM Form 729-E**  
Daily Invoice Lodging/Meal Services. Cited in paragraph 5-4c.

**Section VI** (The file numbers this regulation prescribes for the user to file specific documents.)  
**Prescribed File Numbers**

**715k1**  
Procurement Records. Cited in paragraph 1-4a(5). Keep in CFA until event occurs and then until no longer needed for conduction business, then retire to RHA/AEA will destroy the record 6 years, 3 months after the event. Officer Representatives will forward records to the KO upon final payment and official contract closure.

## **Appendix B**

### **Quality Assurance Surveillance Plan (QASP)**

#### **B-1. Introduction**

a. This Quality Assurance Surveillance Plan (QASP) has been developed and designed to aid the Quality Assurance Evaluator (QAE) in providing effective and systematic surveillance of all aspects of this contract. This plan requires the monitoring of all contract requirements as proposed in the contractor's proposal. Evaluators must be familiar with the contractor's original proposal and check performance against that proposal.

b. The objective of this surveillance plan is to evaluate how the contractor is performing. The Government is primarily interested in the final product the contractor is providing, rather than the details of how the contractor is providing the service.

#### **B-2. How to use the surveillance plan**

a. The QAE is responsible for using the surveillance plan.

b. It is the QAEs responsibility to perform monthly surveillance to verify contract tasks are being satisfactorily performed in compliance with contract specifications. The checklists included with this plan will be used to record information pertaining to each inspection. See paragraph B-4 below for checklist information.

c. Checklists will be completed for each inspection and will be used to record information on observation and defects. These documents will then become a formal Government record for later reference. Discrepancies detected during the course of surveillance will require corrective action by the contractor. Specifics concerning any errors will be recorded on the back of the checklists. The QAE will verbally tell the contractor's representative when a discrepancy is found and ask him to correct the problem. A notation will be made on the checklist of the date and time the deficiency was discovered and the date and time the contractor's representative was notified.

d. If, at the conclusion of several inspections, the contractor's performance is judged unsatisfactory due to his failure to correct deficiencies and/or failure to comply with the contract specifications, the QAE will meet with the COR and discuss options. The QAE will provide information to the COR for drafting a letter to go to the KO requesting a cure notice be issued to the contractor. When completed and signed, the letter, along with the checklists become documentation that must be filed with the contract. The QAE shall notify the KO if future contract performance was satisfactory or unsatisfactory. Unsatisfactory determination requires written documentation, including inspection checklists supporting the unsatisfactory rating.

e. During the course of the month, the QAE may receive customer complaints about the quality of service. Procedures for the use of the customer complaint record are included in paragraph B-3,below. Each complaint received shall be validated by the QAE.

f. Revisions to this surveillance plan are the joint responsibility of the QAE and the KO.

**B-3. Customer complaint guide**

a. Complaints will be used as additional evidence that performance was lacking. Complaints will not, in themselves, be counted against the contractor's performance standards for purposes of payment deductions.

b. When a complaint is received, the QAE will complete a customer complaint record and investigate the complaint. If the QAE is satisfied the complaint is valid, he will notify the contractor of the defect. The contractor will be required to correct valid complaints of performance not in compliance with the contract. A copy of the customer complaint record can be obtained from HQ USMEPCOM, Resource Management, Acquisition Division.

c. The QAE will retain the complaint form in the QAE files. At the end of each month, a copy of all validated complaints will be forwarded to the KO or contract administrator.

**B-4. Surveillance Activity Checklist**

a. Surveillance of services will be conducted by the use of the surveillance activity checklist and conducted pursuant to the Inspection of Services-Fixed Price clause contained in the contract. A copy of the checklist can be obtained from HQ MEPCOM, Resource Management, Acquisition Division.

b. Monthly inspection checklists will be retained in the QAES files and forwarded to the KO at the end of the contract period for inclusion with the contract file. A copy of the monthly checklist can be obtained from HQ USMEPCOM, Resource Management, Acquisition Division.

**B-5. Government actions for contractor deficiencies**

a. While the QAE may inspect the contractor's performance and document noncompliance actions, only the KO may take formal action against the contractor for unsatisfactory performance.

b. When the contractor's performance fails to conform with the requirements of the contract, the QAE will verbally tell the contractor's manager of discrepancies the first time and ask the contractor to correct the problem. A record of this action must be kept by the QAE.

c. If the contractor fails to achieve satisfactory performance or continues to have repeat discrepancies, the QAE must meet with the COR and forward their documentation to their contracting administrator or officer with the suggestion for the KO to issue a cure notice to the contractor.

d. Depending on the overall performance of the contractor, an unsatisfactory reply to a cure notice may result in the issuance of a show cause letter followed by consideration to terminate the contract.

**Appendix C****Instructions for USMEPCOM Form 727-E, Copy 1 - Processing List**

This appendix provides the instructions for completing USMEPCOM Form 727-E, Copy 1. Recruiting service counselors/liaisons are responsible for initiating this form and are required to initiate additional USMEPCOM Forms 727-E, Copy 1, to accommodate add-ons and holdovers. The completion of USMEPCOM Form 727-E, Copy 1, causes simultaneous entries on USMEPCOM Form 727-E, Copy 2 (see app. D for instructions); therefore, attention to detail and accuracy in completing Copy 1 is essential to the accuracy of Copy 2. Instructions, by block number are:

**Section I****USMEPCOM Form 727-E, Copy 1—Normal Applicant Processing****Blocks 1 - 4 – Processing Data**

**Block 1: Processing Date (YYYYMMDD)** – Enter the date the applicant is projected to be on the MEPS processing floor. Entry format is year (YYYY), month (MM), and day (DD) (YYYYMMDD) format (e.g., 20020503).

**Block 2: Time and Date Printed** – Enter the time and date printed, if not program controlled. Entry format is year (YYYY), month (MM), day (DD), military time (HHHH) (e.g., 20020503 1545).

**Block 3: Projection Type** – Enter the appropriate one-position code that identifies the type of projection. Following, are the authorized codes to be used: “P” for projection; “S” for same day processor; “W” for walk-in; “H” for holdover, next day processor; “N” for night test; “M” for MET site test (future); “T” for night test, next day projection; or “K” for walk-in, same day processor.

**Block 4: Military Service Component (Specify)** – Enter the appropriate three-position DOD service/component code. See USMEPCOM Regulation 680-1, for authorized codes. Enter only one service component per page. MEPS that service dual recruiting units of the same service may require each recruiting unit to submit a 727-E, Copy 1, and identify their unit in this block (e.g., Army/DAR Chicago, Army/DAR Peoria).

**Block 5 – Identification Data**

**Block 5a: SSN** – Enter the applicant’s social security number (nine numeric characters). This column may be bar-coded.

**Block 5b: Name (Last, First, MI)** – Enter in alphabetical order, the full complete name of the applicants in capital letters. If the name field is too small, use two lines.

**Block 5c: SEX** – Enter the one-position code “M” for male, “F” for female, or “Z” for unknown.

**Block 5d: RCTG Station NO/ID** – Enter the recruiting station ID (up to five numeric or alphanumeric characters) to which the recruiter is assigned (e.g., 39360, 6L3R, DD03C). The last four numbers of the recruiter’s Social Security number may be entered in addition to the recruiting station ID. If provided, list these four numbers in front of the station ID (e.g., 3456/DD03C).

**Block 6 – Lodging (Arrival Data)**

**Block 6a: Y/N** – Enter a “Y” for yes, or “N” for no, to indicate whether or not the applicant requires M&L services. Supper, lodging, breakfast, and transportation are provided as a single item.

**Block 6b: DATE** – Enter the two-digit day of the month that the applicant is scheduled to arrive at the MEPS or a transportation hub of the city in which the MEPS is located. The transportation hub could be a bus terminal, train station, or an airport.

**Block 6c: HOUR (Mil Time)** – Enter the four-digit hour, using 24 hour military time, the applicant will be arriving at the contract hotel.

**Block 6d: MODE** – Enter the appropriate one-position code that identifies the mode of transportation the applicant will use for travel. The following codes will be used: “B” for bus, “R” for rail, “P” for privately owned vehicle, “G” for Government vehicle, “A” for airplane, or “O” for other.

### **Block 7 Service Processed Requirements/Information for MEPS**

#### **Block 7a: Testing**

**a. EDUC LEVEL** – Enter the highest grade of formal education completed. This is a three-position code. In the first two positions, enter the number of years of formal education successfully completed. In the third position, enter the corresponding education certification level achieved. Codes for education certification levels are contained in USMEPCOM Regulation 680-3.

**b. AFQT SCORE** – Enter the applicant’s previously obtained AFQT score, if applicable.

**c. ASVAB** – Enter the applicable code for the applicant’s ASVAB processing. The following codes are authorized to be used: “E” for initial test, “R” for retest, “H” for high school test, or “C” for confirmation test or “blank” if no ASVAB processing is required.

**d. SPECIAL** – If a special test is required, enter an “S” and indicate, in the “Remarks” block, the special test required.

#### **Block 7b: Medical**

**a. FULL EXAM** – Enter “F” for full physical exam or “R” for re-physical, if applicant is required to undergo a full physical exam.

**b. INSPECT** – Enter “I” if applicant is required to undergo an inspection medical examination.

**c. SPECIAL** – Enter “S” if applicant is required to undergo a full physical medical examination and included in that examination is special medical processing (i.e., quadrennial over 40 physical, IRR, health care professional, EKG). Indicate, in the “Remarks” block, which special test is required.

**d. CONSULT** – Enter “C” if the applicant is required to undergo a consult examination (i.e., orthopedic, psychiatric, ear lavage). Indicate, in the “Remarks” block, which consult is required.

**Block 7c: Enlistment** – only one item will be marked with the following characters to indicate the required enlistment processing. If none are applicable, see USMEPCOM Regulation 680-1, B-11h(4).

**a. DEP IN** – Enter “D” if the applicant is going to DEP-in only.

**b. ACC** – Enter “A” if the applicant is accessing only.

**c. ACC & SHIP** – Enter “B” if the applicant is accessing and shipping.

**d. SHIP** – Enter “C” if the applicant is shipping only.

**Block 7d: OTHER** – Enter “X” if applicant is coming to the MEPS for other than enlistment purposes.

**Block 7e: 601-23-4** – The swear-in-officer/operations control desk personnel will enter an “X” in this column after the applicant receives the DOD Separation Policy briefing and the USMEPCOM Form 601-23-4-E has been appended to the DD Form 4 (Enlistment/Reenlistment Document – Armed Forces of the United States).

**Block 7f: NOTES** – Every applicant listed on the USMEPCOM Form 727-E, Copy 1, will have an annotation in item 7f. See USMEPCOM 680-3 for additional notes column in order to reconcile the day’s action.

### **Remarks Block**

**Remarks:** – This data block is used for any explanatory remarks required to ensure MEPS personnel are aware of pertinent processing information such as identifying a quadrennial physical, over 40 EKG, special type physical, a psychiatric, orthopedic, ear lavage consult, a night tester, a contract renegotiation, etc. The MEPS may establish local requirements that best suit their processing needs. Once the MEPS requirements have been met, the services may utilize this data block to annotate information applicable to their requirements.

**Note:** The total of the names listed on the Processing List will be displayed at the bottom of the form after the “SPF Total” label. Also, page numbering will be entered in the “Page of Pages” label as appropriate. Examples are “Page 1 of 1 Page,” or “Page 1 of 2 Pages” on the first page and “Page 2 of 2 Pages” on the second page, etc.

### **Section II**

#### ***USMEPCOM Form 727-E, Copy 1—Processing List for Holdovers and Add-Ons***

a. Using the M&L Voucher System, USMEPCOM Form 727-E Series, recruiting service counselors/liaisons or forwarding agencies will use Copy 1 to project their holdovers or add-on applicants. The use of this form is authorization for the M&L contractor to provide services to these applicants.

b. Recruiting service counselors/liaisons will complete USMEPCOM Form 727-E, Copy 1, using the instructions above with the following exception and/or additions:

(1) Exception to Block 4: Military Service Component (Specify) – Enter the appropriate three-position DOD service/component code followed by a dash (-) and the word HOLDOVERS.

(2) The MEPS may consolidate all holdovers on one sheet of the form for all services and enter in Block 4 the phrase ALL SERVICE HOLDOVERS.

**Appendix D****Instructions for USMEPCOM Form 727-E, Copy 2 - Lodging Authorization and Receipt Voucher**

This appendix provides the instructions for completing USMEPCOM Form 727-E, Copy 2. The data entered to prepare USMEPCOM Form 727-E, Copy 1 (see app. C for instructions), is used to complete several of the data blocks on USMEPCOM Form 727-E, Copy 2. The recruiting service counselors/liaisons or MEPS personnel must complete those blocks not filled by initial entries in Copy 1. Instructions, by block number are:

**Section I****Instructions for Completing USMEPCOM Form 727-E, Copy 2****Blocks 1-4 – Processing Data**

**Block 1: Authorization Date (YYMMDD)** – this date is the day prior to the processing date entered by the recruiting service. Entry format is year (YYYY), month (MM), and day (DD).

**Block 2: Processing Date (YYYYMMDD)** – This date is the applicant’s MEPS processing date. Date is from the Copy 1 form.

**Block 3: Military Service Component (Specify)** – Three- position DOD service/component code. Code is from the Copy 1 form.

**Block 4: Vendor** – The MEPS will annotate the name of the contractor/vendor that is under contract to furnish the service.

**Block 5 – Identification Data**

**Note:** All data is from the Copy 1 form.

**Block 5a: Name (Last, First, MI)** – Enter in alphabetical order.

**Block 5b: SSN** – Social security number (nine numeric characters).

**Block 5c: SEX** – Enter “M” for male, “F” for female, or “Z” for unknown.

**Block 5d: RCTG STATION NO/ID** – Enter the recruiting station ID to which the recruiter is assigned.

**Block 6 – Lodging (Arrival Data)**

**Note:** All data is from the Copy 1 form.

**Block 6a: DATE** – Day of the month applicant is scheduled to arrive (i.e., 12, or 03).

**Block 6b: HOUR (Mil Time)**– Four-digit hour, in military time, applicant will be arriving.

**Block 6c: MODE** – One-position code identifying mode of transportation applicant will use.

**Block 7 Authorization**

**Note:** This column is completed by the recruiting service counselor/liaison.

**Block 7a: STATUS**

**a. App** – The initials of the recruiting service counselor/liaison will be entered in this column when the individual is in an applicant status and is authorized to receive M&L. A vertical line may be drawn between the initials on the first and last lines if all applicants are to receive the same authorization.

**b. Enl** – The initials of the recruiting service counselor/liaison will be entered in this column when the individual is in an enlistee status (i.e., has entered on active military duty, and is authorized to receive M&L). A vertical line may be drawn between the initials on the first and last lines if all applicants are to receive the same authorization.

**Block 7b: ROOM, columns Single and Double** – The recruiting service counselor/liaison will initial either in the single or double column to indicate the room authorization for the applicant. A vertical line may be drawn between the initials on the first and last lines if all applicants are to receive the same authorization.

#### **Blocks 8 - 12**

**Block 8: Receipt – SIGNATURE (Individual Receiving Service) “DO NOT PRINT”**– The individual, upon arriving at and registering with the contract hotel, will sign on the line containing his or her identification data.

**Block 9: Vendors Use Only - Room Number Assigned** – The vendor must enter the room number assigned to the individual.

**Block 10: Recruiting Official – SIGNATURE 7 TITLE (Military Recruiting Service Liaison)** - The recruiting service counselor/liaison submitting the form will sign this block and enter his or her title. At this time the recruiting official must enter the following after the last name entry on the Copy 2 form: // LAST APPLICANT SCHEDULED //

**Block 11: MEPS Official – SIGNATURE 7 TITLE (Required for: Walk-ins and Holdovers)** – The MEPS commander or designated representative will sign this block when authorizing M&L service to holdovers, walk-ins, and add-ons.

**Block 12: CERTIFICATION** – The vendor or an authorized representative must sign this block certifying that services were provided to those individuals who signed the form. Before signing this block, the vendor will red-line each name line without a signature and enter the words “No-Show” or “Room Canceled” in Block 8.

#### **Section II**

##### ***Delivery, Review, Verification, and Validation of Copy 2 Vouchers***

a. Delivery of Copy 2 Vouchers to contract establishments.

(1) The original Copy 2 will be forwarded by the MEPS to the contractor/vendor on a daily basis by the most practical means.

(2) In cases where several establishments are used to supply the service to individuals, copies may be made to supply each establishment a copy.

b. Review, verification, and validation of completed Copy 2 vouchers from contractors/vendors.

(1) The MEPS will review, verify, and validate completed Copy 2 vouchers received from M&L vendors. This review will include, but is not limited to the following:

- (a) Ensure compliance with procedures, contract requirements, agreements, and rates.
  - (b) Verify accuracy of numbers and amounts claimed for services rendered.
  - (c) Detection of any unauthorized use of the M&L services.
- (2) Suspected signature forgeries, fraudulent entries, or other abuses will be reported to the MEPS commander for review.

**Appendix E****USMEPCOM Form 727-E, Copy 5 - Dinner (Lunch) Meal Authorization and Receipt Voucher**

This appendix provides the instructions for completing USMEPCOM Form 727-E, Copy 5. This voucher remains in use at the MEPS to control the applicants' access to NMs. It is not involved with the documentation of NM charges by the lunch vendor. The lunch vendor is paid for all lunches ordered whether eaten or not eaten. Instructions, by block number are:

**Blocks 1 - 4**

**Block 1: Authorization Date** – this date is the day prior to the processing date entered by the recruiting service. Entry format is year (YYYY), month (MM), and day (DD).

**Block 2: Processing Date** – this date is the applicant's MEPS processing date. Date is from the Copy 1 form.

**Block 3: Military Service Component** – three-position DOD service/component code. Code is from the Copy 1 form.

**Block 4: Vendor** – the MEPS will annotate the name of the contractor/vendor that is under contract to furnish the service.

**Block 5 Identification Data**

**Note:** All data is from the Copy 1 form.

**Block 5a: Name (Last, First, MI)** – enter in alphabetical order.

**Block 5b: SSN** – Social Security number (nine numeric characters).

**Block 5c: SEX** – enter "M" for male, "F" for female, or "Z" for unknown.

**Block 5d: RCTG STATION NO/ID** – enter the recruiting station ID to which the recruiter is assigned.

**Block 6 – Lodging (Arrival Data)**

**Note:** All data is from the Copy 1 form.

**Block 6a: DATE** – day of the month applicant is scheduled to arrive (i.e., 12, 03).

**Block 6b: HOUR (Mil Time)** – four-digit hour, in military time, applicant will be arriving.

**Block 6c: MODE** – one-position code identifying mode of transportation applicant will use.

**Block 7 Authorization and Status**

**Note:** This column is completed by the recruiting service counselor/liaison.

**a. App** – the initials of the recruiting service counselor/liaison will be entered in this column when the individual is in an applicant status and is authorized to receive M&L. A vertical line may be drawn between the initials on the first and last lines if all applicants are to receive the same authorization.

**b. Enl** – the initials of the recruiting service counselor/liaison will be entered in this column when the individual is in an enlistee status (i.e., has entered on active military duty, and is authorized to receive M&L). A vertical line may be drawn between the initials on the first and last lines if all applicants are to receive the same authorization.

### **Blocks 8-13**

**Block 8: Receipt – SIGNATURE (Individual Receiving Service) “DO NOT PRINT”** – the individual, upon arriving at and registering with the contract hotel, will sign on the line containing his identification data.

**Block 9: Vendors Use Only (Enter Actual Cost).** The vendor will enter the actual cost, in dollars, for the room.

**Block 10: Recruiting official – SIGNATURE & TITLE (Military Recruiting Service Liaison)** – the recruiting service counselor/liaison submitting the form will sign this block and enter his/her title. At this time the recruiting official will enter the following after the last name entry on the Copy 2 form: //LAST APPLICANT SCHEDULED//.

**Block 11: MEPS Official – SIGNATURE & TITLE (Required for: Walk-ins and Holdovers)** – the MEPS commander or designated representative will sign this block when authorizing M&L service to holdovers, walk-ins, and add-ons.

**Block 12: CERTIFICATION** – the vendor or an authorized representative must sign this block certifying services were provided to those individuals who signed the form.

**Appendix F**  
**USMEPCOM Form 728-E - Applicant Meal/Lodging Authorization and Receipt Voucher for Late Arrival Add-Ons**

This appendix provides instructions for completing USMEPCOM Form 728-E. This form is provided to the contractors and is used to document late arrivals, add-ons, or walk-ins. One form is used for all services. Instructions, by item are:

**Items 1-5**

**Item 1: Date:** Enter the date the form is prepared.

**Item 2: VENDOR:** Enter the name of contract establishment.

**Item 3: NAME (LAST, FIRST, MI) column–** Print (or type) the name (last, first, MI) of the individual receiving the service. A separate line will be used for each service supplied an individual.

**Item 4: SSN column–** Enter the Social Security number assigned to the applicant. If the applicant does not have an assigned SSN, enter “None.”

**Item 5: SEX column –** Enter “M” for male, “F” for female.

**Item 6: ARRIVAL column**

**a. DATE –** Enter the date (day and month) applicant arrived at contract establishment (e.g., 1 June 1987).

**b. HOUR –** Show time of day the applicant arrived at contract establishment requesting the service (e.g., 7:00 PM).

**Items 7-15:**

**Item 7: MILITARY SERVICE column –** Enter appropriate military service (i.e., “Army,” “Navy,” “Air Force,” “Marine Corps”) for which the applicant is to be processed.

**Item 8: KIND OF SERVICE column –** Show the type service being provided: Lodgings: “LS” for single, “LD” for double; “S” for supper; and “B” for breakfast. Each service furnished an individual will require a separate line entry.

**Item 9: APPLICANT/ENLISTEE column –** Enter an “X” in column A if the person signing is an applicant, enter an “X” in column E if the person signing is an enlistee.

**Item 10: APPROVAL RECEIVED FROM NAME AND TITLE OF MEPS/RCTG OFFICIAL OR APPLICANT RECORDS column –** List information as appropriate, for example:

- a. JOHN SMITH, MEPS Bus driver.
- b. Name of authorizing recruiting official.
- c. APPLICANT RECORDS, DD Form 4, and Social Security card.

**Item 11: SIGNATURE OF APPLICANT RECEIVING SERVICE column –** Obtain the signature of the individual receiving the service.

**Item 12: PRICE OF THE MEAL column** – For those vendors who furnish meals under contracts that call for reimbursement of the actual cost of food and beverage (nonalcoholic) taken, the applicant will enter the actual cost of items taken, up to the contractual dollar ceiling of the meal, after his or her signature.

**Item 13: DATE RECEIVED column** – Date the meal was taken.

**Item 14: CERTIFIED CORRECT** – The branch that certifies the correctness, signs, and dates in the appropriate block.

**Item 15: SIGNATURE AND TITLE (VENDOR OR REPRESENTATIVES)** – The vendor or authorized representative signs and dates. This serves as certification that services were provided as authorized and according to contractual agreement.

**Appendix G**  
**USMEPCOM Form 729-E - Daily Invoice Lodging/Meal Services**

This appendix provides instructions for completing USMEPCOM Form 729-E. This form is provided to the contractors and is used by the contractors to record each day's M&L charges for services rendered. This form, once reconciled by the contractor, the MEPS, and the service counselors/liasons, becomes a source document for data entry of daily M&L costs and charges into the MEPS M&L Database Program. Instructions, by block are:

**Item 1: VENDOR** – enter (stamp) the name of contract establishment.

**Item 2: CONTRACT NUMBER** – enter the number assigned to contract with the MEPS to furnish the services included on the invoice.

**Item 3: AUTHORIZATION DATE(S)** – enter the date(s) the services were rendered.

**SECTION I – LODGING AND SECTION II - MEAL SERVICES**

**Item 4: RATE column**– enter the contract rate for each type of service which reimbursement is being claimed.

**Item 5: NUMBER FURNISHED columns**– enter the number of each type lodging (single and double) and each type of meal furnished, by military service, and the total for all military services.

**Item 6: AMOUNT column** – enter the total dollar amount being claimed.

**Note:** This entry is optional since dollar amounts (number furnished multiplied by the rate) can easily be determined by both the contractor and MEPS. Also, dollar amount (based on some contractual agreements) is based on volume of service supplied, and can only be determined at the end of the month. If vendor is to be paid for the actual cost of the meal only, enter the total amount due as tabulated from the appropriate voucher.

**SECTION III - HONORED VOUCHERS (ATTACHED)**

**Item 7: NUMBER OF PAGES columns** – enter the total pages of vouchers, by military service and kind of service furnished, which will be attached to the daily invoice.

**SECTION IV CERTIFICATION**

**Item 8: DATE** – enter the date the invoice is prepared.

**Item 9: SIGNATURE (VENDOR OR AGENT)** – the vendor or authorized agent will sign USMEPCOM Form 729-E certifying that the bill is correct and that payment for services has not been received; include the title of the signatory

**Appendix H****Management Control Checklist – Meals and Lodging Reconciliation Process****H-1. Introduction**

The purpose of this checklist is to verify that the reconciliation process among the MEPS personnel, contractors (meals and lodging (M&L) and noon meals (NMs)), and the respective service liaisons is taking place. According to the policy memorandum subject: Use of the Government Purchase Card to Pay Applicant Meals, dated November 6, 2001, and Lodging Bills and the USMEPCOM commander's guidance in memorandum subject: USMEPCOM M&L Program (stakeholders meeting), May 12, 2003, item g.

**H-2. Instructions**

Answers must be based upon actual testing of management controls (e.g., document analysis, direct observation, sampling, simulation, other). Answers that indicate a deficiency must be explained and corrective action indicated in supporting documentation. Management controls must be evaluated at least every two years. Certification that this evaluation has been conducted must be accomplished on DA Form 11-2-R (Management Control Evaluation Certification Statement). The results of the evaluation must be kept on file for two years after the date of the evaluation.

**H-3. Checklist to review the M&L reconciliation process**

- a. Is the contracting officer's representative (COR) performing a monthly inspection of the contract hotel rooms and kitchen facilities?
- b. Are the numbers of applicants charged for services on USMEPCOM Forms 727-E, Copies 2 and 5 and received from the contractors, reviewed on a daily basis to ensure accuracy? Are copies of these numbers being maintained for future reference?
- c. Is USMEPCOM Form 728-E used by contractors to account for late arrivals and add-ons not projected on the initial USMEPCOM Form 727-E, copies 2 and 5?
- d. Are the numbers and charges recorded in the computerized M&L program on a daily basis?
- e. Are the charges provided to the service counselors/liaison on a daily basis for their review, correction and/or concurrence?
- f. Are corrections made by the service counselors/liaisons regarding service or component corrected in the applicant M&L program?
- g. Are end of month billing statements, which are the memorandum produced for the MSC reports, the daily worksheet for M&L, and the daily worksheet for NMs provided to the service counselors/liaisons at the end of the month?
- h. Do the number of signatures on USMEPCOM Form 727-E, Copy 2, equal the totals listed on the USMEPCOM Form 729-E for each day?

**H-4. Procedures:**

- a. On a daily basis, the service counselors/liaisons will submit, to the MEPS, USMEPCOM Form 727-E, Copy 1.
- b. The MEPS will assemble USMEPCOM Form 727-E, Copy 1, as needed and ensure the appropriate copies are provided to the contractors.

c. The contractors will get the applicants' signatures on the appropriate authorization and receipt voucher (USMEPCOM Form 727-E, Copy 2 or 5) or the add-on sheet (USMEPCOM Form 728-E), if the applicant was not projected or listed on USMEPCOM Form 727-E, Copy 1. The contractor will total the numbers by service, and prepare USMEPCOM Form 729-E. The contractor shall return the completed forms, with the daily charges, to the MEPS on a daily basis no later than noon on the third work day following the applicant's arrival at the contractor's facility.

d. The MEPS will verify that the charges on the daily invoice agree with the numbers/signatures on USMEPCOM Form 727-E, Copies 2 and/or 5.

e. The MEPS will enter the daily numbers in the computerized M&L Program, and will provide USMEPCOM Form 727-E, Copy 1, to the appropriate service counselors/liasons for review and correction as necessary. The MEPS will resolve discrepancies existing among the MEPS, the service counselors/liasons, and the contractors on a frequent basis throughout the month to preclude problems at the end of the month.

f. At the end of each month, the MEPS will ensure that all parties agree to the numbers and charges. No later than 10 calendar days from the end of the month, the MEPS will prepare the billing statements: the MSC and the service specific memorandums produced from the MSC, the daily worksheet for M&L by service (one for the lodging vendor and one for the NM vendor) with payment terms and signature blocks.

g. The service counselors/liasons review and verify the daily worksheets for M&L; sign, date and return them to the MEPS as soon as possible but no later than two working days.

h. The contractors review and verify the daily worksheets for M&L and the MSC master sheet. They must sign, date, and return them to the MEPS as soon as possible but no later than two workdays.

i. The contractor will submit the charges to the credit card companies.

**Note:** The credit card numbers and expiration dates will be provided by the MEPS or directly for services' Government Purchase Card account holder.

j. The MEPS will verify the total bill sent to the credit card companies agrees with the charges reflected on the MSC. Contractors may provide copies of their credit card transaction slips. The MEPS will provide the service counselors/liasons with a copy of the signed daily worksheets for M&L and their individual memorandum prepared from the MSC.

k. The service counselors/liasons must provide the verified numbers and charges to their designated billing official or account holder as soon as received from the MEPS.

l. The credit card company will pay the contractors according to their payment procedures and will send a billing statement to the Government Purchase Card account holder or the BO.

m. Upon receipt of the monthly billing statements, the account holder and BO will date-stamp the statement, indicating the date of receipt. The account holder will verify the numbers and charges are correct as submitted via the MEPS end of month billing statements to the contractor. The account holder/BO will review and verify the statement received from the credit card company, and forward the statement for payment within five days of receipt.

n. The procedures outlined above were designed to eliminate disputes. Because all parties agreed to the numbers and charges before they were sent to the credit card company, errors are unlikely, but can

occur. If there is an error, the MEPS and the contractor will work with the services' point of contact to resolve the error with the credit card companies. Assistance from MRM-AD is available when requested.

o. Procedures for resolving pay problems identified or reported by the contractor: When the contractor cannot process the charge for payment, or is denied payment by the Credit Card Company, the contractor will contact the account holder, billing official, or other individual identified by the sponsoring service. The individual contacted will take action to identify and resolve the problem so that appropriate payment can be made. Assistance from MRM-AD is available when requested.

#### **H-5. Supersession**

None

#### **H-6. Use of DA Form 11-2-R (Management Control Evaluation Certification Statement)**

DA Form 11-2-R is designed to document any management control evaluation. Certification that a management control evaluation has been conducted will be certified on this form. Results of the evaluations must be kept on file for two years from the date of the evaluation.

#### **H-7. Comments**

Help make this a better tool for evaluating management controls. Submit comments to: HQ USMEPCOM, ATTN: MRM-MG, Management Control Administrator, 2834 Green Bay Road, North Chicago, IL 60064-3094.

## **Glossary**

### ***Section I***

#### ***Abbreviations***

#### **ACO**

**Administrative Contracting Officer**

#### **AR**

army regulation

#### **ASVAB**

Armed Services Vocational Aptitude Battery

#### **BO**

billing official

#### **COR**

contract officer's representative

#### **DA**

Department of Army

#### **DEP**

delayed entry program

#### **DOD**

Department of Defense

#### **DTMO**

Defense Travel Management Office

#### **GSA**

General Services Administration

#### **HQ USMEPCOM**

Headquarters, United States Military Entrance Processing Command

#### **IRC**

Interservice Recruitment Committee

#### **ISSA**

interservice support agreement

#### **KO**

contract officer

#### **M&L**

meals and lodging

#### **MEPS**

military entrance processing station

**MET**

mobile examining team

**MLT**

meals, lodging, and transportation

**MSC**

USMEPCOM Monthly Summary of Charges Report

**NCOIC**

noncommissioned officer in charge

**NM**

noon meals

**PWS**

performance work statement

**QAE**

quality assurance evaluator

**QASP**

Quality Assurance Surveillance Plan

**SOW**

statement of work

**USMEPCOM**

United States Military Entrance Processing Command

**XO**

executive officer

***Section II***

***Terms***

**contract officer (KO)**

A person with the authority to enter into, administer, and terminate contracts and makes related determinations and findings.

**contract officer's representative (COR)**

A person appointed by the KO to administer the contract. Such appointment will be in writing and will state the scope of authority and limitations. The COR has no authority to change or enter into contracts on behalf of the Government. At the MEPS, the COR is the ISG.

**enlistee**

An individual who voluntarily applied for entrance in the armed services or Coast Guard, has been sworn into the armed services or Coast Guard, and is awaiting transportation to his/her respective receiving station.

**local enlistees**

Local enlistees are defined as those individuals who reside in or are recruited from the metropolitan area in which the MEPS is located. Generally, meals and lodging services are not provided to local enlistees. NMs are provided as ordered by the recruiting service.

**military entrance processing station (MEPS)**

The military activity responsible for administering aptitude tests, medical examinations and administratively processing Armed Forces applicants.

**noon meals (NM)**

A meal served during the period of 11:00 AM to 1:00 PM.

**quality assurance**

Those actions taken by the Government to ensure that the services provided by the contractor meet the requirements of the contract.

**quality assurance evaluator (QAE)**

A representative of the KO and the MEPS commander who performs inspections and surveillance of the M&L and NM contracts. At the MEPS the medical NCOIC is the QAE.

**United States Military Entrance Processing Command (USMEPCOM)**

The major command responsible for the development of policies and for overseeing and administering the operations of MEPS.

**vendor**

A person or agency selling services and/or goods to the MEPS.