

PERFORMANCE WORK STATEMENT

FOR

EDUCATION SERVICES ADVISOR

Mountain Home AFB, Idaho
20 December 2022

Table of Contents

1.0. Description of Services	3
2.0. Duties and Responsibilities	3
3.0. Environmental Controls	5
4.0. Deliverables	7
5.0. Quality Assurance	7
6.0. General Information	7
7.0 Security	8
8.0. Incidental Government Furnished Services	10
9.0. Performance of Services During Crisis Declared by the National Command Authority or Overseas Combatant Commander	11
10.0 Records Management	11
11.0. Insurance	11
12.0 Appendix 1 – Acronyms & Abbreviation List	12

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1.0. DESCRIPTION OF SERVICES.

1.1. The Contractor shall provide all personnel, labor, supervision, management, and transportation IAW with this Performance Work Statement (PWS).

1.2. This is a non-personal service in support of the U.S. Air Force voluntary off duty education program at Mountain Home Air Force Base (MHAFB), Idaho.

2.0. DUTIES AND RESPONSIBILITIES.

2.1. The Contractor shall provide 32 hours of service per week as an Education Services Advisor at MHAFB. All work shall be accomplished IAW this document and applicable federal state, local laws, DAFI 36-2670, and commercial practices.

2.2. Work shall be accomplished at the Education Center, Bldg 2428, MHAFB, eight (8) hours per day, Monday – Thursday, between the hours of 0730 – 1630. A one (1) hour lunch break is authorized with the time depending on staff and customer demands.

2.3. Contractor shall inform the Education and Training Section Chief (E&TS) of anticipated absences at least 24 hours prior to scheduled absence, except in emergency situations.

2.4. Leave shall not be scheduled two (2) weeks prior to the start of on base college registration period or while one of the Government General Schedule counselors are on leave or TDY.

2.5. Any changes to the work schedule shall be jointly agreed upon between the Contract and Government, no less than one (1) week prior to implementation.

2.6. All tasks shall be accomplished with DAF Instruction (DAFI) 36-2670, Total Force Development, certified current 10 November 2022, https://static.e-publishing.af.mil/production/1/af_a1/publication/dafi36-2670/dafi36-2670.pdf and all other pertinent AF, Air Combat Command (ACC), DANTES, and local command policies , and publications <https://www.mountainhome.af.mil/>.

2.7. Contractor shall read DAFI 36-2670, be familiar with CCAF Advisor’s Handbook and Counselor’s Guide, https://www.airuniversity.af.edu/Portals/10/CCAF/documents/2017-2021_CCAF_Advisor_Handbook.pdf, base school degree programs within 10 calendar days following contract award.

- 2.8. Advise active-duty personnel on all programs available through voluntary off duty education, CCAF, College Level Examination Program (CLEP), Defense Activity for Nontraditional Education Services (DANTES), Air Force Credentialing Opportunities On-Line (AF COOL), AF Institute of Advanced Distributive Learning (AFIADL) and officer accession programs.
- 2.9. Ensures E&TS Chief is up to date on program and catalog changes and ensures affected students are advised promptly.
- 2.10. Advises active-duty personnel of Professional Military Education (PME) programs available for enlisted and officers by either in-residence or correspondence. Assists personnel in registering for the appropriate programs.
- 2.11. Performs briefings as required.
- 2.12. Directs students to the specific commissioning program POC for information and required forms to prospective applicants of specialized AF programs.
- 2.13. Refers students to the appropriate information regarding financial assistance programs, local scholarships, and AF Aid Society grants to all eligible. Assists students with completion of all applicable forms and/or applications. Processes TA forms via Air Force Automated Education Management System (AFAEMS).
- 2.14. Refers students to the appropriate academic institution representative for registration and enrollment in courses or programs which pertain to their educational goals.
- 2.15. Advises students of DANTES tests applicable to their program of study. Administers and interprets pretests and nontimed interest and placement tests as appropriate to the individual counseling process.
- 2.16. Assists students in changing education level codes by preparing appropriate correspondence, forms, and academic documentation required to update individual AF personnel records with their current educational states. After document verification by E&TS Chief or other representative, forwards information to the appropriate agency via mail or computer, as available.
- 2.17. Processes CCAF Action Requests to CCAF, as appropriate.
- 2.18. Conducts follow-up activities through a variety of methods including but not limited to telephone calls, mail outs, email, etc., ensuring individual student educational objectives are being met.
- 2.19. Responsible for preparing Voluntary Education related correspondence, forms, records and counseling notes as required in the Air Force Automated Education Management System to ensure students files are accurate and up-to-date.

- 2.20. Maintains statistical data for a wide variety of higher headquarters and MAJCOM reports, which include but not limited to TA attendance, CCAF, Commissioning, and Outreach data.
- 2.21. Utilizes AFAEMS to maintain individual student records.
- 2.22. Assists with walk in and telephone customers, as needed.
- 2.23. Assists with publishing weekly facility multi-media displays, updates Education Opportunities brochures and maintains the local Base Education and Training Services social media website.
- 2.24. Assists with accounting spreadsheet entries, TA form verifications, monthly metrics, publicity materials, survey collection and compilations, filing and other program related administrative tasks.
- 2.25. Schedules personnel for the Air Force Officer Qualification Test (AFOQT), Enlisted PME exams, DANTES college entrance examinations (SAT/ACT), and unique education examinations as necessary. May serve as a Defense Activity for Non-Traditional Education Support Alternate Test Control Officer and Air University (AU) Test Examiner.
- 2.26. Advises students of CCAF Web Progress Report and verifies course applicability towards CCAF completion.
- 2.27. Conduct briefings and advises on Skill Bridge program.
- 2.28. Conduct briefings and advises on Veterans Benefits programs.
- 2.27. Qualifications.
- 2.28.1. A Baccalaureate degree from a regionally accredited college or university is required. Master's degree with 15 – 30 hours in counseling, secondary education or a related discipline is highly desired.
- 2.29.2. Minimum of 6 – 12 months experience as an Air Force Education Advisor is preferred. Working knowledge of the Community College of the Air Force (CCAF) degree plans is preferred.
- 2.30.3. Appropriate related professional or volunteer experience of at least one (1) year is preferred.
- 2.31.4. Knowledge of and experience with AF terminology, office procedures, and education programs which included but not limited to AF Automated Education Management System (AFAEMS), AF Commissioning, CCAF, Defense Activity for Nontraditional Education Support (DANTES) testing, Tuition Assistance (TA), degree plans, scholarships and grants, familiarity with Windows, Microsoft Word, Power Point, Excel, and Access is desirable.

3.0. ENVIRONMENTAL CONTROL.

3.1. Hazardous Material Inventory and Safety Data Sheets: MSDS are required as specified in the latest version of Federal Standard No. 313 for all potentially hazardous materials. SDSs must be submitted by the Contractor upon contract award to the Hazardous Materials Program Manager (366 FW/A7IE) at 208-828-1684/6351 for a determination of whether or not a product is a hazardous material (HAZMAT) and what additional requirements may be applicable or necessary. Approval is required before bringing any HAZMAT onto the installation. The Government (HAZMART personnel) shall inventory all chemicals that the Contractor brings on to MHAFB or any property under the control of MHAFB. Any products that meet the criteria of "Hazardous Waste" must be bar coded and tracked until permanently removed from Government property. The inventory will be performed prior to commencement of work. Criteria for identifying hazardous waste, is contained in Subpart C of 40 CFR, Part 261.

3.2. Material Storage and Use. The Contractor shall follow manufacturer's guidelines and professional recommendations for control of humidity, temperature, cleanliness, and materials handling. This includes HAZMAT.

3.3. Notification of Environmental Spills. If a spill occurs, the person discovering the spill will make every effort to stop the product flow (if possible), warn personnel, shut off ignition sources, contain the spill, make notifications, and begin cleanup. If the spill is considered an emergency and there is a potential life, health, fire, or other safety hazard, the MHAFB Fire Department will be notified IMMEDIATELY. Responsible units and activities shall clean up small spills safely and within their capabilities to do so. Generally, a spill of only a few gallons shall be recovered by the responsible unit/activity using absorbent materials or a spill kit located by the site. Recovered product and contaminated materials will be packaged and staged for disposal IAW the installations hazardous waste procedures. Contact the Environmental Office (208-828-6351) for guidance. The liability for the spill or release of such substances rests solely with the Contractor and its agent.

3.4. Waste. Identify, label, handle, store, and dispose of hazardous waste or debris IAW federal, state, and local regulations. Ensure all waste has undergone the appropriate hazardous waste determination and documentation is retained for these determinations. If hazardous wastes are generated, the Contractor shall be required to setup and maintain a hazardous waste accumulation point. All hazardous waste generated must be disposed of at a RCRA permitted treatment storage or disposal facility. Do not dispose of hazardous waste on Government property. Do not discharge any waste to a sanitary sewer, storm drain, or to surface waters or conduct waste treatment or disposal on Government property without written approval of the CO and Environmental. Consult with the Hazardous Waste Program Manager at 208-828-1684/6351 prior to disposal of any waste.

3.5. ASBESTOS. The Contractor shall comply with Section 29 CFR 1910.1001(j) (7) (iv). VTE may be located in facilities which contain Asbestos Containing Material (ACM) or Potential ACM. The Contractor (not the Government) shall determine if any exposure to ACM may result in performing work under the contract.

3.6. Historic Preservation. MHAFB houses numerous historic properties (buildings, structures, objects, archaeological sites) managed in compliance with the National Historic Preservation Act (NHPA), and its implementing regulations at 36 CFR 800. In order to avoid inadvertent adverse effects to historic properties, coordination with 366 CES Cultural Resources Manager (208-828-8003/6351) is required prior to implementation.

4.0. DELIVERABLES.

4.1. Contractor shall appoint in writing to the CO within 10 business days following contract award a contract manager and alternate(s).

4.2. The Contractor shall provide a completed 366 SFS Form 30 for each employee requiring installation access to the CO within five (5) business days following contract award.

4.3. Contract shall submit verification of insurance within 10 business days following contract award.

5.0. QUALITY ASSURANCE.

5.1. The Government shall periodically inspect and evaluate the Contractor's performance to ensure services are received IAW the terms and conditions of the contract. The CO or designated Government representative (DGR) shall inspect by validating actual work performance, physically checking an attribute of the completed task, checking a management information report, investigating customer complaints, conferring with technical representatives, or otherwise inspecting the task or its results to determine whether performance is IAW the terms and conditions of the contract.

5.2. The CO or DGR shall utilize the Contractor's work schedule or modified version thereof, to record validation results. Results of the validation then become part of the Official Contract File. When a performance threshold has not been met or has not been accomplished, the CO or DGR shall initiate a Performance Assessment Report (PAR). The Contractor shall respond to the PAR IAW instructions.

5.3. The Contractor's performance shall be based on the DGR and CO's evaluation of the results and not the method of performance. The evaluation of results shall be based on the surveillance, tenant satisfaction, and customer complaints. Results of the evaluations shall be the determining factor for the success or failure of this contract. The Contractor shall comply with applicable federal, regional, state, and local laws and commercial standards.

5.4. Customer Complaints. The DGR or CO shall receive and investigate complaints. The DGR shall initially validate customer complaints. The CO shall make final determination of the validity of customer complaint(s). The Contractor shall re-perform validated customer complaints within an agreed upon timeframe between the Contractor and DGR.

6.0 GENERAL INFORMATION

6.1. Normal operating hours are 0730 to 1630 Monday through Friday, except for Federal holidays or when the installation is officially closed by the 366th FW Commander.

6.2. Recognized Federal Holidays. A minimum of eleven (11) paid holidays per year:

New Year's Day	Martin Luther King Jr's Birthday
Washington's Birthday	Memorial Day
Juneteenth Day	Independence Day
Labor Day	Columbus Day
Veteran's Day	Thanksgiving Day
Christmas Day	

A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.

6.3. Work scheduled but not accomplished because of base closure due to exercises or real-world events shall be accomplished as soon as possible after base reopening.

6.4. Contractor shall appoint in writing to the CO within 10 business days following contract award a contract manager and alternate(s). Any changes to this letter of appointment shall be provided to the CO within three (3) business days. These individual(s) shall be responsible for contract performance IAW the PWS. The contract manager or alternate shall have full authority to act for the contractor on all contract matters. The name of this person, and an alternate or alternates, will act for the contractor when the primary is absent.

6.5. All Contractor personnel must present a neat appearance and be easily recognized as contractor employees. This may be accomplished by wearing contractor-furnished clothing bearing the company name and/or logo.

6.6. The Contractor shall identify himself as a Contractor in meetings, telephone conversations, and e-mails and in any correspondence with the Government.

6.7. All employees shall fluently read, write, speak, and understand the English language.

6.8. The Government is authorized to restrict employment under the contract of any Contractor employee or prospective contractor employee who is identified as a potential threat to the health, safety, security, general wellbeing, or operational mission of the installation and its population.

7.0. SECURITY REQUIREMENTS.

7.1. The Contractor shall provide a completed 366 SFS Form 30 for each employee requiring installation access to the CO within five (5) business days following contract award. After

approval, the CO shall notify the Contractor shall notify their employees they can now obtain their installation access ID at the MHAFB Main Gate Visitor's Center.

7.2. The Contractor shall retrieve all identification media, including vehicle passes from employees who depart for any reason before the contract expires i.e. terminated for cause, retirement, etc.

7.3. The Contractor and its employees shall comply with base traffic regulations.

7.4. Contractor employees are prohibited from possessing weapons, firearms, or ammunition, on themselves or within their Contractor owned vehicle or privately owned vehicle while on MHAFB.

7.5. The Contractor shall comply with DoD 5400.7-R, Chapter 4, DoD Freedom of Information Action (FOIA) Program, requirements. This regulation sets policy and procedures for the disclosure of records to the public and for marking, handling, transmitting and safeguarding For Official Use Only (FOUO) material.

7.6. Contractor personnel shall report to an appropriate authority any information or circumstances which they are aware of and may pose a threat to the security of DoD personnel, Contractor personnel, resources, and classified or unclassified defense information. Contractor employees shall be briefed by their immediate supervisor upon initial on-base assignment.

7.7. The Contractor shall be responsible for safeguarding all government property. At the end of each work period, all government facilities, equipment, and materials shall be secured.

7.8 ANTITERRORISM REQUIREMENTS.

7.8.1. IAW DFARS 252.204-7004 and Department of Defense Instruction O-2000.16 Volume 1, DoD Antiterrorism (AT) Program Implementation, Contractor personnel who require routine physical access to MHAFB shall complete Level I Antiterrorism (AT) Awareness Training within 30 days of contract award and annually thereafter. MHAFB routine physical access is defined as requiring physical access to MHAFB for more than consecutive 5 (five) days. .

7.8.2. Contractor personnel embedded in a unit, shall complete initial Level I AT Training within 30 days following contract award, annually thereafter IAW the applicable unit AT program. All Certificates of Completion shall be maintained by the Contractor and the Unit AT Representative (UATR).

7.8.3. Level I AT training shall be complete through a DoD-sponsored computer or web-based distance learning instruction, or under the instruction of a Level I AT Instructor.

7.8.4. Contractor personnel can complete DoD Level I AT Training at <https://jko.jten.mil/>. If the Contractor has personnel who can't access the DoD Level I AT Training site, they shall notify the Contracting Officer Representative (COR) and the 366 FW Antiterrorism Office at

(208) 828-6583 to arrange for access to the training site or to coordinate other Level I AT Training.

7.8.5. Certificates of Completion of initial and annual training shall be maintained by the Contractor and be readily available so they can be reviewed by the Government when requested.

7.8.6. Contractor personnel assigned to (embedded in) a unit, will complete initial Level I AT Training within 30 days of requiring access to MHAFB, and annually thereafter IAW the unit AT program. The Unit AT Representative (UATR) will track this training.

7.8.7. All personnel, to include contractors, on MHAFB shall comply with directed Force Protection Condition (FPCON) and AT measures, unless specifically exempted by the 366 FW Commander. Contractor personnel shall submit requests for exceptions to FP/AT Measures through CO.

7.8.8. During periods of increased threat or raised FPCONs, Contractor access to MHAFB or specific parts may be limited or denied. The CO or designated Government Representative will, when possible, notify Contractor personnel before the limitations or restrictions are implemented. The local Contract Manager shall coordinate with the CO or designated Government Representative regarding any possible affects that limited or restricted access shall have on completion of contract terms and conditions.

7.8.9. During periods of increased threat or raised FPCONs, personnel, to include contractors, may be required to be escorted while on MHAFB. While being escorted, personnel shall always remain with their escort. If personnel become separated from their escort they shall remain where they are and notify the 366 SFS at 208-828-2256, 2257, or 2258.

8.0 INCIDENTAL GOVERNMENT FURNISHED SERVICES:

8.1. Government telephone facilities shall be made available for local calls to the Contractor FOUO only.

8.2. The Government will provide general on-base security and fire protection services. Security Police telephone extension is 208-828-2256 (on-base) and 208-828-2256 (from all other phones) for both emergency and routine calls. Fire protection emergency phone is 8-0911(from on-base phone) and 208- 828-0911 (from all other phones).

8.3. All reasonable quantities of electricity will be made available to the Contractor without charge.

8.4. Use of existing toilet facilities in the immediate work area will be permitted. The Contractor shall ensure facility cleanliness is always maintained to the extent of cleaning up after Contractor personnel only.

8.5. The Contractor shall be liable for loss, damage, or destruction of Government property except for normal wear and tear.

8.6. The Government shall provide office supplies and other incidental necessary to carry out the tasks in this document.

9.0. PERFORMANCE OF SERVICES DURING CRISIS DECLARED BY THE NATIONAL COMMAND AUTHORITY OR OVERSEAS COMBATANT COMMANDER. In accordance with DFARS 237.76, Continuation of Essential Contractor Services, the Government has determined Education Services Administrator are essential contractor services in support of a mission-essential function that must continue during crisis situations. (i.e., crises declared by the President or Secretary of Defense, contingencies, emergencies, and/or periods of increased force protection) in accordance with DFARS Clause 252.237-7023, Continuation of Essential Contractor Services and DFARS Provision 252.237-7024, Notice of Continuation of Essential Contractor Services.

10.0 RECORDS MANAGEMENT.

10.1. All records, files, and documents, regardless of media (e.g., paper, electronic, etc.), as described in this PWS, which are the responsibility of the Contractor are the property of the Government and shall remain so upon termination or completion of the contract.

10.2. The Contractor shall keep these item(s) current and maintain and dispose of them in accordance with the requirements established in AFI 33-322, *Records Management Program*, paragraph 10, AFMAN 33-363, paragraph 6.4, AFMAN 33-364, paragraph 2.10 and the Air Force Records Disposition Schedule which may be accessed from the following web address: <https://www.my.af.mil/afirms/afirms/afirms/rims.cfm.4>

10.3. Records shall be turned over to the Government upon completion of the contract unless otherwise stated. All records are subject to the Freedom of Information and Privacy Act.

11.0. INSURANCE:

11.1. Workman's Compensation and Employers Liability Insurance as required by law except this contract is to be performed in a state which does not require or permit private insurance, then compliance with the statutory or administrative requirements in any such state will be satisfactory. The required Workmen's compensation insurance shall extend to cover employer's liability for accidental bodily injury or death and for occupational diseases with a minimum liability limit of \$100,000.00.

11.2. General liability insurance to cover bodily injury liability insurance, in the minimum limits of \$500,000.00 per occurrence shall be required on the comprehensive form of policy.

11.3. Automobile insurance shall be required on the comprehensive form of policy and shall provide bodily injury liability and property damage liability covering the operation of all automobiles used in connection with the performance of the contract. At least the minimum

limits of \$200,000.00 per person and \$500,000.00 per occurrence for bodily injury and \$20,000 per occurrence for property damage shall be required."

ACRONYM & ABBREVIATION LIST

GLOSSARY OF TERMS: Commonly used military and education-related acronyms, abbreviations and definitions with which contractor must be familiar:

<u>Acronym</u>	<u>Definition</u>
BESC	Base Education Service Center
BESP	Base Education Services Program
BTES	Base Training and Education Services
ESS	Education Services Specialist
ESC	Education Service Center
ET	Education Technician
TE	Test Examiner
MAJCOM	Major Command (major divisions within the Air Force)
ACC	Air Combat Command (HQ at Langley AFB, VA)
AFSPC	Air Force Space Command (HQ at Peterson AFB, CO)
AETC	Air Education and Training Command (HQ at Randolph AFB, TX)
AFMC	Air Force Material Command
PACAF	United States Air Forces Pacific (HQ at Hickam AFB, HI)
USAFE	United States Air Forces Europe (HQ at Ramstein AFB, GE)
AFSOC	Air Force Special Operations Command
AFRC	Air Force Reserve Command
ANG	Army National Guard
DANTES	Defense Activity for Non-Traditional Education Support
TCO	Test Control Officer
ATCO	Alternate Test Control Officer
CLEP	College Level Examination Program
DSST	DANTES Subject Standardized Test
GED	General Education Development
SAT	Scholastic Attitude Test
ACT	American College Test
GRE	Graduate Record Exam
GMAT	Graduate Management Admissions Test
MAT	Miller Analogies Test
PRAXIS	National Teacher Certification Exam
TA	Tuition Assistance (military)
QH	Quarter Hours
AFAEMS	Air Force Automated Education Management System
SOC	Servicemen's Opportunity College
CCAF	Community College of the AF
DE	Distance Education
DL	Distance Learning
PME	Professional Military Education

<u>Acronym</u>	<u>Definition</u>
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ECI	Extension Course Institute
AFIADL	AF Institute of Advanced Distributed Learning
AFIT	Air Forces Institute of Technology
ALS	Airman Leadership School
FTAC	First Term Airman Center
NCOA	Noncommissioned Officers Academy
SNCOA	Senior Noncommissioned Officers Academy
SOS	Squadron Officers School
ACSC	Air Command Staff College
AWC	Air War College
ERAU	Embry Riddle Aeronautical University
Park	Park University
BSU	Boise State University
CWI	College of Western Idaho
MOU	Memorandum of Understanding
VA	Veterans Assistance
VEAP	Veterans Education Assistance Program
MGIB	Montgomery Bill
AACP	Airman Enlisted Commissioning Program
AFROTC	Air Force Reserve Officer Training Corps
SOAR	Scholarships for Outstanding Airmen to ROTC
POC-ERP	Professional Officer Course-Early Release Program
AFA	Air Force Academy
LEAD	Leaders Encouraging Airman Development (AFA or AFA Prep)
OTS	Officer Training School
PCS	Permanent Change of Station
PCA	Permanent Change of Duty
TDY	Temporary Duty