**PERFORMANCE WORK STATEMENT**

Family Life Program (FLP)

502d ABW – Joint Base San Antonio (JBSA), Texas

13 August 2020

***\*Note that this sample has been revised from the source document on the Government Point of Entry as necessary to align formatting and applicable FAR procedures.\****

**PART I – GENERAL INFORMATION**

**1. Introduction**: This is a non-personal services contract to support the JBSA Family Life Program (FLP) by providing education and administrative support for FLP Programs at the Vogel Resiliency Center (VRC) (primary duty location), JBSA-Fort Sam Houston, San Antonio, TX. The contractor shall provide one (1) FLP Lead Educator, three (3) FLP Educators, and one (1) administrative support/reception position. The government will not exercise any supervision or control over contractor or subcontractor performing the services herein. All personnel shall be accountable solely to the contractor who, in turn, is responsible to the government. The contractor shall provide all personnel, facilities, transportation, supervision, and other items and non-personal services necessary to perform education and administrative support to the FLP as defined in this Performance Work Statement (PWS) except for those items specified as government furnished property and services. The contractor shall perform to the standards in this contract. NOTE: Contractor employees are referred to as Contractor for this acquisition.

**2. Description of Services/Introduction**: Domestic abuse and unhealthy relationships in the Military community is a concern that has been addressed by the federal government through the implementation of several programs and policies. Guided by Air Force Instruction (AFI) 36-3009 and AFI 40-301, the FLP has been established as an outreach and family abuse prevention program available to the JBSA Military community. The FLP provides resilience services and educational family enrichment courses, workshops, and events.

**3. Objectives:** This purpose of this contract is to provide resources to meet the demands placed on families by deployments and extended separations in order to reduce and prevent domestic abuse by enhancing the resiliency and quality of life for Service Members and their families. Keeping the challenges that face the military family in mind, the goal is to provide family enrichment and resilience educational services that are designed to improve and build on personal problem-solving skills and life skills. Classes and workshops will be based on a whole health perspective focusing on improving resiliency across the psychological, spiritual, physical, and social domains to mitigate the impact of stress on military families and negative professional relationships.

3.1. **Place of Performance**: Primary duty location for this contract is the Vogel Resiliency Center, JBSA Fort Sam Houston, San Antonio, TX. NOTE: Based on current health protection conditions, the contractor may be required to telework or visit other JBSA installations to conduct official business.

**4. Scope:** The contractor shall provide educational and administrative services to the FLP. (See Page 13, Part 4 “Specific Tasks”). Services include researching, developing, marketing, and conducting skill based classes for all persons eligible for Vogel Resiliency Center (VRC) services through courses that promote the growth and safety of military families by focusing on improving personal/professional relationships, parenting, couples enrichment, all aspects of family living, as well as coping with work and home stress, anger, and conflict. Program content shall be designed to improve social and family connections, mindful awareness, emotional intelligence, and promote a growth rather than a fixed mindset. The government requires availability of a comprehensive selection of education programs at JBSA and that all mandatory annual domestic and child abuse Army unit training is accomplished.

**5. Quality Control.** The Contractor shall develop and maintain a Quality Control Plan (QCP) to ensure the requirements of the contract are provided. The Contractor shall identify any applicable commercial and industry Safety Standards and include them in the QCP. The Contractor shall provide the Government the contact information, to include business telephone, and business email address of a designated Quality Control inspector, who shall be available to respond to the Government’s request within twenty-four (24) hours after notification. The QCP shall be submitted to the Contracting Officer (CO) with their quote. (PO#3)

5.1. **Quality Assurance.** The Government will periodically evaluate the contractor’s performance by appointing a COR(s) to monitor performance to ensure services are received.

5.2. **Hours of Performance**. Contractor is responsible for conducting business between the hours of 0700 to 1600, Monday thru Friday, Central Standard Time, except Federal holidays or when the government facility is closed due to local or national emergencies, administrative closings, or similar government directed facility closings. The contractor shall at all times maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS when the government facility is not closed for the above reasons. The contractor shall provide support for classes and events as scheduled, which may occur before or after normal hours of operation and on weekends. The following Contractor scheduling information applies:

**a.** Scheduled Absences: Contractor shall coordinate with the COR a minimum of 15 days prior to all scheduled absences to ensure proper coverage.

**b.** Unscheduled Absences: Shall be reported to the COR no later than two (2) hours prior to the start of the shift by the contractor.

**c.** In the event of an emergency base closure due to weather or other contingency situation the COR will notify the contractor of any changes in performance requirements. Under no circumstances will the contractor be paid for services not delivered.

5.3. **Recognized Holidays:** A minimum of ten paid holidays per year are recognized by the Government. See below Table and Notes for further information:

**HOLIDAY PROJECTED DATE**

New Year's Day January 1

Martin Luther King Jr's Birthday 3rd Monday in January

President’s Day 3rd Monday in February

Memorial Day Last Monday in May

Independence Day July 4

Labor Day 1st Monday in September

Columbus Day 2nd Monday in October

Veterans' Day November 11

Thanksgiving Day 4th Thursday in November

Christmas Day December 25

***Note 1****: Should the official holiday fall on Saturday then the observed holiday is the previous Friday. Should the official holiday fall on Sunday then the observed holiday is the following Monday.*

***Note 2:*** *Training Holidays: Installation commands have historically granted military personnel (enlisted and officers) training holidays (i.e. Friday after Thanksgiving) in addition to the ten federal holidays listed above. Training holidays are not considered a day of excused absence for contractor employees.*

***Note 3:*** *Performance of Services during Crisis Declared by the National Command Authority or Overseas Combatant Commander: services under this contract have been determined not to be essential for performance during crisis.*

**6. Required Qualifications**

6.1. **Qualifications for FLP Lead Educators** shall meet the following qualification requirements:

**a.** Education: Family Life Program Lead Educators shall possess, at a minimum, a bachelor’s degree in a social science field from an accredited college or university.

**b.** Experience: Lead Educators shall possess, two years of experience teaching/instructing in a group setting, curriculum development and two years of experience with the identification and reporting of abuse. (Note: A formal teaching certification is not required).

6.2. **Qualifications for FLP Educators** shall meet the following qualification requirements:

**a.** Education: Family Life Program Educators shall possess, at a minimum, a bachelor’s degree in a social science field from an accredited college or university.

**b.** Experience: Educators shall possess, two years of experience teaching/instructing in a group setting, curriculum development and two years of experience with the identification and reporting of abuse. (Note: A formal teaching certification is not required).

6.3. **Qualifications FLP Administrative Assistant** shall meet the following qualification requirements:

**a.** Education: Family Life Program Administrative Assistant: shall possess at a minimum a high school diploma and an associate’s degree from an accredited college or university.

**b.** Experience: Administrative Assistant shall have a minimum of two (2) years of administrative support experience, be an effective communicator (oral and written), and have the ability to work professionally with individuals, diverse groups, and the public.

**7. Conduct Requirements.**

7.1. The Government reserves the right to restrict the performance on this contract by any individual who is identified as a potential threat to the health, safety, security, general well-being, or operational mission of the FLP and its population.

7.2. The contractor shall not advise, recommend, or suggest to persons eligible to receive medical care at Government expense that such person should receive care at an outside agency or provider at any place other than as designated under this contract.

7.3. The contractor shall not use Government facilities or other Government property for personal or other business not related to this contract.

7.4. Contractor shall not respond to any media inquiries nor provide interviews, comments, or any other responses to the media regarding any subject related to this contract. All inquiries or complaints from the media or other sources shall be immediately relayed to the COR.

7.5. Weapons, Firearms, and Ammunition. Contractor employees are prohibited from possessing weapons, firearms, or ammunition, on themselves or within their privately-owned vehicle while on any JBSA installations.

7.6. The contractor shall ensure that its employees conduct themselves in a professional manner while on the installation and refrain from disruptive, offensive, or otherwise improper behavior that undermines order and discipline. The CO may direct the removal of a contractor from performance of this contract, if any contractor engages in such misconduct. Removal under other circumstances will be subsequent to and at the direction of the CO only. If a situation meriting removal occurs as outlined in the previous paragraph, the COR will contact the CO and the contractor’s representative within twenty-four (24) hours. A meeting may be required with the CO, COR and Contractor representative to discuss further action.

7.7. Contractors shall comply with Air Education and Training Command Instruction (AETCI) 36-2909, Recruiting, Education, Accessions, and Training Standards of Conduct, and shall take immediate action to resolve violations of the prohibition on unprofessional relationships. Specifically, the following:

7.7.1. Unprofessional relationships include relationships involving recruiters, instructors, staff, applicants, recruits, trainees, cadets, students (to include international military students), and Airmen who participate in the Recruiter Assistance Program (RAP). Whether pursued on-duty or off-duty, relationships are unprofessional when they detract from the authority of superiors or result in (or reasonably create the appearance of) favoritism, misuse of office or position, or the abandonment of organizational goals for personal interests. Unprofessional relationships include relationships between officers; between enlisted members; between officers and enlisted members; between recruiters and recruits, applicants, or RAP participants; between RAP participants and recruits or applicants; and between military personnel and civilian employees or contractor.

7.7.2. Violations shall be communicated to the COR and forwarded to the CO within 48 hours, and shall include the corrective actions that will be taken.

7.8. Smoking in AF Facilities. Contractors are advised that the Air Force has placed restrictions on the smoking of tobacco products in AF facilities. AFI 40-102, *Tobacco Free Living*, outlines the procedures used by the commander to control smoking in our facilities. Contractors and visitors are subject to the same restrictions as government personnel. Smoking is permitted only in designated smoking areas.

**8. Healthcare*.*** Healthcare provided at the local military treatment facility is available on an emergency reimbursable basis only.

**9. Identification of Contractor Employees:** All contractor(s) attending meetings, answering government telephones, and working in other situations where their contractor status is not obvious to third parties are required to identify themselves as such, to avoid creating an impression in the minds of members of the public that they are government officials. The contractor shall ensure that all documents or reports produced by contractor employees are suitably marked as contractor products or that contractor participation is appropriately disclosed.

9.1. **Name Tags.** The government will provide name tags for contractor(s) identifying them as contractors’, providing services at government facilities under this contract. Contractors shall wear the name tag in a visible area at all times during work performance.

**10. Security**

10.1. **Reporting Requirements.** The contractor shall comply with AFI 71-101, Volume 1, *Criminal Investigations* (section 2.7) and Volume-2, *Protective Service Matters*, (section 1.2). Contractor shall report to Security Forces any information or circumstances which may pose a threat to DOD or contractor, resources, or DOD information. Contractor shall be briefed by the COR or immediate supervisor upon initial on-base assignment and as required thereafter.

10.2. **Government Computer Access Requirements.** This contract requires access to government computers. Therefore, contractor shall successfully complete, a National Agency Check with Inquiries (T1) request, before obtaining access to the computer. These investigations shall be submitted by the government at no additional cost to the contractor. All contractors affected by this requirement must have completed an acceptable submission that complies with all directions for completion of the investigation request through the government security office within 30 calendar days of Contract Award or Notice of Award. To begin this process, all affected contractors must complete within 15 calendar days or after Contract Award or Notice of Award Standard Form 85 worksheet that can be downloaded from the following website: http://www.opm.gov/forms/pdf\_fill/SF85.pdf. The contractor shall notify the Contracting Officer Representative (COR) when the worksheet is complete. The affected employee will then be scheduled by the government for two or more appointments to complete the security package. If at any point after submission of the security worksheet, disqualifying information is discovered or developed, the government reserves the right to deny computer access. In this instance the Contracting Officer will notify the contractor of the denial. That individual will no longer be allowed to perform duties requiring computer access. After submission of the complete security package through the security office and completion of an adjudicated T1, contractor employees may obtain their “Common Access Card” (CAC) for the duration of their contract, unless disqualifying information is subsequently discovered. In this instance access will be revoked. The T1 adjudication process normally takes 2 to 5 months after submission of the package. The contractor shall comply with DODD 5200.08R Physical Security Program, (Chapter 3, Section C.3) requirements.

10.3. **Access to systems containing PII**. The contractor shall comply with the Privacy Act and all applicable agency regulations on individual privacy, to include DoD Directive 5400.11 "Department of Defense Privacy Program" and DoD 5400.11-R, Department of Defense Privacy Program. Failure to safeguard information which may involve the contractor or the contractor's personnel or to which they may have access may subject the contractor and/or the contractor's employees to criminal liability under Title 18, section 793 and 7908 of the United States Code (USC).

10.4. **Data Security:** Contractor, unless otherwise authorized by the government, shall limit access to Personally Identifiable Information (PII) to those personnel/agencies who require the information in order to perform their official duties under this contract. Contractor shall physically or electronically protect PII when not in use and/or under the control of an authorized individual. During the course of contract performance, when PII is no longer needed or required to be retained under applicable government records retention policies, the Contractor shall coordinate with the COR to either turn over the PII to the government, or destroy it through means that will make the PII irretrievable (i.e., permanently unavailable for access by any person). Contractor shall only use PII obtained under this contract for its intended purposes and shall not collect or use such information for any other purpose without the prior written approval of the COR and Contracting Officer. At expiration or termination of this contract, Contractor shall coordinate with the COR to either tum over all PII managed under the contract that is in their possession to the government or successor contractor, or if the government so directs, destroy the PII.

**11. Installation/Facility Access and General Protection.** As prescribed by the AFFAR 5352.242-9000, *Contractor access to Air Force installations*.

11.1. The contractor shall comply with the following requirements:

**a)** The contractor shall obtain installation access passes for all contractor who make frequent visits to or perform work on the Air Force installation(s) cited in the contract. Contractor are required to present the installation access pass while visiting or performing work on the installation.

**b)** No later than ten (10) working days prior to contract commencement, the contractor shall submit a written request on company letterhead to the program manager listing the following:

1) Contract number.

2) Location of work site.

3) Start and stop dates.

4) Name(s), date(s) of birth, driver’s license number and state of issue for the contractor employees needing access to the base.

5) The COR (authorized program manager) will endorse the request and forward it to the issuing installation pass and registration office or security forces (SF) for processing.

**c)** Contractors will present government (state or federal) issued ID, prior to obtaining a pass to access the installation. A criminal history check will be conducted for individual(s) requesting a pass. Personnel employed by the contractor planning on operating a motor vehicle on the installation must possess proof of the following:

1) Liability Insurance

2) Current License Plates

3) Current State Inspection Sticker (If Required)

4) Valid State Driver License

5) A phone number for sponsor on base

**d)** Vehicles owned by the contractor with the company name permanently printed on them are not required to obtain a pass as long as a current work order is presented at the time of entry. However, current liability insurance, state inspection sticker, and registration is required. The person driving the vehicle must have a valid operator license for the type of vehicle.

**e)** Upon completion or termination of the contract or expiration of the identification passes, the contractor shall ensure that all base identification credentials issued to contractor employees are returned to the issuing office. If a contractor employee has been terminated, the credentials will need to be retrieved and returned to the issuing activity so that employee does not have base access. If the credential is not retrieved, then SF will need to be notified so base access is not allowed. NOTE: In addition to turn-in of Base Access credentials, any Contractor individual terminated for any reason, or upon contract termination, shall turn in their DoD Common Access Card (CAC), facility keys and any other documents issued by the government to the COR.

**f)** Failure to comply with these requirements may result in withholding of final payment to the contractor.

11.2. **Traffic Laws.** The contractor and their employees shall comply with base traffic regulations.

11.3. **Joint Base San Antonio (JBSA) Traffic Code**. All applicable Traffic Codes will be enforced and apply to all personnel operating vehicles on a JBSA installation. The governing instruction for all Traffic Codes is AFI 31- 218(I) and AFMAN 31-116.

11.4. **Cell Phone Usage**. Contractors are advised that DoD Instruction (DoDI) 6055.04 prohibits cellular telephone usage when approaching, entering or exiting any installation gate. Cell phone usage by drivers on installations is prohibited in moving vehicles unless used with a hands-free device. The installation Security Forces Squadron (SFS) is strictly enforcing this regulation. Those found in violation of this regulation are subject to be ticketed.

**12. Additional Security Requirements*.*** In accordance with DoDM 5200.01, *Information Security Program* and AFI 16-1404, the contractor shall comply with AFSSI 7700, *Emission Security* (EMSEC) Program; applicable AFKAGs, AFIs, and AFSSIs for Communication Security (COMSEC); and AFI 10701, *Operations Security (OPSEC) Instructions*. The contractor will comply with DoD Standard 22/Force Protection Condition Measures, DoD Standard 25/Level I- AT Awareness Training, and associated tasking contained in *DoDI O-2000.16 Vol 1, DoD Antiterrorism (AT) Program Implementation: DoD AT Standards*. Level I AT Awareness training is available to the contractor and can be requested by calling the local installation AT Office.

12.1. **Freedom of Information Act Program (FOIA)*.*** The contractor shall comply with DoD Regulation 5400.7- R/Air Force Supplement, *DoD Freedom of Information Act Program,* requirements. The 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. The contractor shall comply with AFI 33-332, *Privacy Act Program*, when collecting and maintaining information protected by the Privacy Act of 1974 authorized by Title 10, United States Code, Section 8013. The contractor shall remove or destroy official records only in accordance with AFI 33-322 *Records Management,* or other directives authorized in AFI 33-364, *Records Disposition—Procedures and Responsibilities*.

12.2. **Physical Security*.*** Areas controlled by contractor employees shall comply with base Operations Plans/instructions for FPCON procedures, Random Antiterrorism Measures (RAMS) and local search/identification requirements. The contractor shall safeguard all government property provided for contractor use. At the close of each work period, government equipment, vehicles, facilities, support equipment, and other valuable materials shall be secured. During increased FPCONs, contractors may have limited access to the installation and should expect entrance delays.

12.3. **Key Control*.*** The contractor shall establish and implement key control procedures to ensure keys issued to the contractor by the government are properly safeguarded and not used by unauthorized personnel. The contractor shall not duplicate keys issued by the government. Lost keys shall be reported immediately to the COR. The government replaces lost keys or performs re-keying. The total cost of lost keys, re-keying or lock replacement shall be paid by the contractor. The contractor shall ensure its employees do not allow government issued keys to be used by personnel other than current authorized contractor employees. Contractor employees shall not use keys to open work areas for personnel other than contractor employees engaged in performance of duties, unless authorized by the government functional area chief.

**13. Phase-In /Phase-Out Period**. The contractor shall develop comprehensive phasing procedures as specified:

13.1. **Phase-In**. The contractor shall have a phase-in period prior to contract start date. The phase-in period shall be 14 days or the period of time between contract award date and contract start date, whichever is the lesser amount of time. During the phase-in period, the contractor shall prepare to assume full responsibility for all areas of operation in accordance with the terms and conditions of this contract. The contractor shall take all actions necessary for a smooth transition of contracted operations. During the phase-in period, the contractor shall as a minimum provide the following:

1. Recruit, hire and train necessary personnel.

2. Obtain all required certifications and clearances, including personnel security clearances (if applicable). 3. Develop and submit any required deliverables.

4. Initiate staffing requirements, i.e. NACI, CACs, and other activities IAW this PWS and the Terms and conditions of this contract.

13.2. **Phase-Out**. The contractor shall provide a phase-out plan to the CO and COR for review no later than 30 days before contract completion. The plan shall describe how the contractor plans to approach the following issues:

1. Employee notification,

2. Turn-over of work-in progress,

3. Transfer of data and information and any other actions required to ensure continuity of operations without interruption.

The contractor shall provide a certified list of all service employees on the contractor's and/or subcontractor's payroll together with employment start date(s) to the COR and CO. During the phase-out period, the incumbent shall be fully responsible for performance of all contract services.

The incumbent contractor shall cooperate to the maximum extent to permit an orderly personal change to the successor contractor. With regard to the successor contractor access to current employees, the incumbent contractor shall permit a recruitment contact with in-place employees.

13.3. **Training Requirements**: The contractor shall maintain a training file for each employee and make it available for inspection upon request from the government.

13.4. **Periodic Progress Meetings**: The CO, COR, and other government personnel, as appropriate, may meet periodically with the contractor to review the contractors performance. Meetings will be conducted at JBSA, Texas and be available via teleconference. At these meetings the COR will apprise the contractor of how the government views the contractor's performance and the contractor shall apprise the government of problems, if any, being experienced. Appropriate action shall be taken to resolve outstanding issues, within five (5) business days. These meetings shall be at no additional cost to the government.

13.5. (PO#2) **Monthly Status Report (MSR):** The contractor shall generate and submit a MSR to the COR NLT than the 15th day of each month. The MSR may be captured on an Excel spreadsheet and shall include the educational workshops/classes that were offered to the community, outreach events, curriculum updates, community information briefings, special events/projects, organizational meetings, and any of the above that were scheduled but cancelled.

13.6. (PO#2) The spreadsheet will capture the following information at a minimum:

(a) Period of performance covered by the report

(b) Describe problems encountered; if none, so state

(c) Actual or recommended corrective actions; if none, so state

13.7. (PO#2) For classes performed during the month; the contractor shall report at a minimum as follows:

(a) Number of educational classes/workshops performed.

(b) Course title

(c) A general description of each course.

(d) Date and duration of class (es).

(e) Number of attendees

(f) Number of curriculums and course materials updated and a brief summary of revisions made (g) Number of outreach events supported and general description of each to include:

i Event title

ii Date and duration of event

iii Approximate number of attendees at event and visiting booth (if applicable)

iv Brief description of support provided (For example: briefings, information booth, distribution of information).

13.8. (PO#2) Number of special events supported and a general description of each to include:

(a) Special Event title

(b) Date and duration of event

(c) Approximate number of attendees

(d) Brief description of support provided (For example: briefings, information booth, distribution of information) 13.9. (PO#2) Number of recommendations/project ideas made and general description of each to include:

(a) Suggested title & type of event

(b) Targeted audience

(c) Cost estimate

(d) Each month, provide a status update of proposed ideas reported in previous MSR's (For example, state if idea was approved or rejected)

(e) Number of VRC/FLP organizational meetings attended

(f) Number of required Military Unit briefings including the date, time, and duration of each (g) Number of walk-ins assisted

(h) Number of phone calls answered

(i) Number of FLP marketing materials developed

13.10. (PO#1) Provide the results from evaluations completed: At a minimum, data shall include:

(a) Copies of evaluations.

(b) The workshop or area of the contract inspected.

(c) Evaluation method (i.e., random sampling. 100% inspection), sampled population, standard, student evaluation.

(d) Provide detailed explanation of corrective measure taken to resolve problem areas or concerns

**14. Manpower Reporting (eCMRA) Application:**

14.1. The contractor shall report ALL labor hours (including contractor, subcontractor labor hours) required for performance of services provided under this contract via a secure data collection site. The contractor is required to completely fill in all required data fields at http://www.ecmra.mil.

14.2. Reporting inputs will be for the labor executed during the period of performance for each Government fiscal year (FY), which runs 1 October through 30 September. While inputs may be reported any time during the FY, all data shall be reported no later than 31 October of each calendar year. Contractors may direct questions to the CMRA help desk.

14.3. **Uses and Safeguarding of Information**: Information from the secure web site is considered to be proprietary in nature when the contract number and Contractor identity are associated with the direct labor hours and direct labor dollars. At no time will any data be released to the public with the Contractor name and contract number associated with the data.

14.4. **User Manual**: Data for Air Force service requirements must be input at the Air Force CMRA link. However, user manuals for Government personnel and contractors are available at the Army CMRA link at http://www.ecmra.mil. Once you get to this site, click the Department of Air Force CMRA link, to log-in or to initially set-up a user account.

**15. Service Summary**

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| **PO#** | **Performance Objective**  **(PO)** | **PWS Paragraph** | **Performance Threshold** | **Method of Surveillance** |
| 1 | Provide participant evaluation forms for all workshops, activities, events, etc. | Paragraph 13.10, PART 4, Paragraph 4.2.6 | No more than 3 discrepancies or issues per month | Customer Complaint and Periodic Surveillance and Review of Student Evaluation Inputs |
| 2 | Maintain satisfactory submission of monthly deliverables. | Paragraph 13.5, 13.6, 13.7, 13.8, 13.9, 13.10, and 14 (eCMRA), PART 4, Paragraph 4.1.2, 4.2.7, and 4.3 | No more than one (1) late deliverable per month | Periodic Surveillance of monthly report submission |
| 3 | Maintain and identify Quality Control and safety industry standards to ensure requirement is met. | Paragraph 5 | No more than 2 discrepancies or issues per month | Periodic Review of industry standards. |
| 4 | Lead Educator develops a quarterly schedule of educational programs such as classes, workshops, support groups, play groups, and special events. | PART 4, Paragraph 4.1 | Submit to the COR for review and approval one month prior to the beginning of the new quarter | Periodic Review of industry standards. |
| 5 | Educators will conduct research to develop curriculum | PART 4, Paragraph 3.2.3 and 3.5 | Submit it to the COR for approval at least two (2) weeks prior to providing a workshop /class to the community | Periodic Review of industry standards. |

**PART 2 – DEFINITIONS & ACRONYMS**

**1. DEFINITIONS**:

CONTRACTOR. A supplier or vendor awarded to provide specific supplies or service to the government. The term used in this contract refers to the prime contractor.

CONTRACTING OFFICER (CO). A person with authority to enter into, administer, and or terminate contracts, and make related determinations and findings on behalf of the government. Note: The only individual who can legally bind the government.

CONTRACTING OFFICER'S REPRESENTATIVE (COR). An employee of the U.S. government appointed by the CO to administer the contract. Such appointment shall be in writing and shall state the scope of authority and limitations. This individual has authority to provide technical direction to the contractor as long as that direction is within the scope of the contract, does not constitute a change, and has no funding implications. This individual does NOT have authority to change the terms and conditions of the contract.

DAY. Unless otherwise specified in this contract, the word day or days refers to calendar day(s).

DEFECTIVE SERVICE. A service output that does not meet the standard of performance associated with the Performance Work Statement.

DELIVERABLE. Anything that can be physically delivered, but may include non- manufactured things such as meeting minutes or reports.

PHYSICAL SECURITY. Actions that prevent the loss or damage of government property.

QUALITY ASSURANCE. The government procedures to verify that services being performed by the contractor are performed according to acceptable standards.

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP). An organized written document specifying the surveillance methodology to be used for surveillance of contractor performance.

QUALITY CONTROL. All necessary measures taken by the contractor to assure that the quality of an end product or service shall meet contract requirements.

SUBCONTRACTOR. One that enters into a contract with a prime contractor. The government does not have privity of contract with the subcontractor.

**2. ACRONYMS**:

AAR After Action Report

AFARS Army Federal Acquisition Regulation Supplement

AFI Air Force Instruction

AQL Acceptable Quality Level

AR Army Regulation

CAC Common Access Card

CMR Contractor Manpower Reporting

COB Close of Business

CO Contracting Officer

CONUS Continental United States (excludes Alaska and Hawaii)

COR Contracting Officer Representative

DA Department of the Army

DFARS Defense Federal Acquisition Regulation Supplement DHS Department of Homeland Security

DOD Department of Defense

FAR Federal Acquisition Regulation

FLP Family Life Program

FY Fiscal Year

GFP Government Furnished Property

GFM Government Furnished Material

HUGS Helping Us Grow Securely

IAW In Accordance With

JBSA Joint Base San Antonio

JTR Joint Travel Regulation

MRT Master Resiliency Trainer

NACI National Agency Check with Inquiries NLT No Later Than

ODC Other Direct Costs

PII Personally Identifiable Information PIPO Phase In/Phase Out

POC Point of Contact

PRS Performance Requirements Summary PWS Performance Work Statement

QA Quality Assurance

QC Quality Control

QCP Quality Control Plan

RTA Resiliency Training Assistant

TE Technical Exhibit

VRC Vogel Resiliency Center

**PART 3 – GOVERNMENT FURNISHED PROPERTY,**

**EQUIPMENT, AND SERVICES**

**1. Government Furnished Items And Services:**

1.1. Facilities and Equipment. The government will provide the following facilities and equipment for contractor providing direct educational support outlined in the PWS: the necessary computer workstations to include desk space, telephones, computers, and other items necessary to maintain an office environment; access to required office machines and government network (i.e. landline telephone service, fax machines, and photocopy machines; computer software; and network access). The government will provide the equipment necessary (i.e. laptop computers, projectors, and portable screens) for facilitating FLP educational programs and events.

1.2. Laptop computers will be provided to the contractor as government furnished equipment, and issued via a "hand receipt" through the 502 ABW Computer Account Custodian. Contract employees will sign for keys from the Facility Manager.

1.3. Utilities. The government will provide the use of utilities in government facilities for the contractor performing direct educational support tasks outlined in this PWS. The contractor shall instruct employees in utilities conservation practices. The contractor shall be responsible for operating under conditions that preclude the waste of utilities, which include turning off the water faucets or valves after use.

1.4. Supplies. The government will provide regulatory forms, office supplies and set-up required for contractor(s) in direct educational support of this FLP contract.

**PART 4 – SPECIFIC TASKS**

**GENERAL INFORMATION**: The contractor shall support the JBSA Family Life Program (FLP) in accordance with Army and Air Force directives referenced in Part 5 of this PWS. The contractor shall provide family enrichment educational program support in effort to promote healthy professional/personal relationships and prevent domestic abuse at JBSA.

1. **FLP Lead Educator**: With input of the FLP Educator’s, the Lead Educator develops a quarterly schedule of educational programs such as classes, workshops, support groups, play groups, and special events. The draft schedule will be submitted to the COR for review and approval one month prior to the beginning of the new quarter.

1.1 Inventory government-provided course materials as needed to ensure adequate materials are available for scheduled courses. The Lead Educator shall prepare required government procurement request documents and submit documents to the COR for the replenishment of materials.

1.2 Submit a Weekly Activities Summary report to the COR by close of business (COB) on the first duty day of the following week. At a minimum, the report shall include a list of all classes for the week, number of participants, and customer satisfaction summaries.

1.3 Coordinate at least a bi-monthly or as needed status meeting with the COR. At a minimum, the following topics shall be presented: quality control issues and countermeasures, strengths and weaknesses of the FLP, feedback received about FLP programs, attendance and scheduling of FLP classes, and any suggested changes to curriculum.

1.4 The Lead Educator: will perform all the duties of an FLP Educator. The Lead Educator does not exercise any supervisory control over the Educator or Administrative Assistant positions.

2. **FLP Educator:** The FLP Educator shall create, maintain, present, and update existing curriculum and related course materials. Curriculum and course material revisions shall be submitted to the COR for approval NLT two weeks prior to scheduled presentation/implementation.

2.1 Educators shall coordinate outreach programs. This includes coordinating with on and off base agencies in support of the mission to educate the community on the enhancement and enrichment of family life. The outreach programs are seminars/discussion sessions that relate to the mission and are typically 1 to 4 hours in length. These seminars and discussions shall be provided to clients who attend on a voluntary or mandatory basis and include those classes directed by the COR. The contractor shall provide outreach services in cooperation with the Vogel Resiliency Center, Air Force Family Advocacy Program, Army Family Team Building (3 levels), Armed Forces Action Plan, Employment Readiness, Financial Readiness, Information and Referral, Mobilization and Demobilization Readiness, Outreach, Relocation Readiness Program, Survivor Outreach Services, Military Family Life Counselor, Soldier Family Assistance Center, and the Military and Family Readiness Center. Educators will support JBSA community information briefings and other outreach events by setting up information tables; distributing government-provided information; answering questions; and providing briefings. The government estimates six community/outreach events per year and an average of one to four hours per event. Some examples of the community information briefings and outreach events are health fairs and town hall meetings. The government estimates six community information briefings and outreach events per month and an average of one hour per event. Newcomer orientation will be held four times per month at 30 minutes per event.

2.2 The Educator shall coordinate, assist, and participate with special educational activities. Some examples of participation include: facilitating trainings regarding child safety and character development to children at local schools; facilitating seminars and workshops with Commanders; and educating the military community regarding family life dynamics. Educator’s shall perform coordination tasks which may include, but are not limited to: setting-up and taking down booths/tables; distributing government-provided FLP marketing materials such as tri

folds and information papers; and providing information to attendees visiting booth. Special events may occur during or outside of normal working hours and on weekends.

2.3 Educators will submit new project ideas in written format to the COR NLT the 20th of each month. Examples of projects include a new class, event, discussion group, or activity designed to enrich the lives of families at JBSA. With the submission of each new project idea, the contractor shall include, at a minimum, the following: an estimate of all associated costs to include required training, curriculums, and materials; supporting research used to develop idea (i.e. - focus group, statistical analysis, case studies); targeted audience; estimated participation levels (frequency of class/event and number of participants).

2.4 Educators shall schedule and provide required briefings to military units as part of the outreach program and the most effective responses to incidents of healthy family relationships, domestic abuse, child abuse, and neglect and other similar content areas.

2.5 Distributes government-provided customer evaluation forms to customers and clients who participate in the Family Life Program events/activities. Forms shall be collected and summarized in the weekly activities summary (PO#1).

2.6 Documents all classes, training sessions, and events in an After Action Report (AAR). Each AAR shall be uploaded into the database/spreadsheet within five working days of class, training session, or event. AAR's shall, at a minimum, contain the following: Name of class, date class occurred, location, duration, number of attendees, name of facilitator/instructor, summary of planning activities, summary of issues/concerns, lessons learned, name of person uploading report and date uploaded the shared-drive. In addition to uploading the AAR, the contractor shall submit AAR's containing information about crucial issues to the COR NLT five business days after event. (For example, a crucial issue may include but is not limited to the discovery of reportable abuse.)

3. **Administrative Assistant:** The Administrative Assistant shall provide general administrative and clerical support that includes, but is not limited to the following: assisting walk-in customers; answering telephones and providing assistance to the caller; entering client files into required database/spreadsheet; extracting reports from database(s); developing FLP marketing materials such as tri-folds and information papers; distributing program flyers. The contractor shall maintain accurate FLP statistical data in a centralized shared-drive. The contractor shall provide administrative support necessary to meet accreditation standards as defined in AR 608-1 and AFT 36-3009. (PO#2).

4. **Meetings:** Contractors shall attend and participate in regularly scheduled on-site VRC/FLP organizational meetings that last approximately one and a half hours. (PO#2).

**PART 5 APPLICABLE PUBLICATIONS**

**APPLICABLE PUBLICATIONS (CURRENT EDITIONS)** The following regulations, policies, directives and documents have relevance to this requirement and will be made available to the contractors upon request.

\* AR 608-1, Army Community Service Center

\* AR 608-18, The Family Advocacy Program

\* AFI 36-3009, Airman and Family Readiness Centers

\* AFI 40-301, Family Advocacy

\* DoDl 2000.16, DoD Antiterrorism Standards

\* DoDI 5400.11-R DoD Privacy Program 14 May 2007

\* Memorandum, Office of the Secretary of Defense, Subject: Safeguarding Against and Responding to the Breach of Personally Identifiable Information (PII), June 5, 2009

**PART 6 – EXHIBIT LISTING**

**Exhibit I - Workload**

The government reserves the right to determine which workshops/classes that will be offered to the community. Contractor will conduct research to develop curriculum and submit it the COR for approval at least two (2) weeks prior to providing a workshop/class to the community.

**Exhibit 2 – Contract Employee Hours**

**The contractor shall provide five (5) positions as follow:**

**Number of Positions Position Description Hours**

1 FLP Lead Educator 1920

3 FLP Educator 5760

1 Admin Support 1920