

Performance-based Work Statement (PWS)
Information and Referral Specialist Services
Lajes Field Airman & Family Readiness Center (A&FRC)

Attachment 1

1. Description of Services: Contractor shall have the English and Portuguese language skills, experience in military lifestyle and computer-related experience necessary to provide information and referral assistance to the clients at Lajes Airman & Family Readiness Center (A&FRC), bldg T-126. Services required are listed at but not limited to the scope of work , tasks and requirements listed below.

2. Scope of Work: The contractor shall implement and administer comprehensive information, referral and follow-up service in the A&FRC. As the I&R program specialist, the contractor will provide the initial screening of customers to identify issues and/or concerns to ensure appropriate referrals within the A&FRC or to other base agencies or local community partners. The contractor will use A&FRC web based tracking & reporting system (AFFIRST) to maintain records associated with client visits. Note: It generally takes about one month to learn to use the AFFIRST system.

SPECIFIC TASKS

2.1. Customer Service:

- 2.1.1.** Contractor shall provide accurate referrals and/or information using A&FRC reference guides and materials to include programs and services offered by the Integrated Delivery System (IDS) or other base information listings.
- 2.1.2.** Ensure all customers are registered into the Airman & Family Readiness Center web based tracking & reporting system (AFFIRST).
- 2.1.3.** Use AFFIRST to enroll customers in all classes, briefings & workshops offered by the A&FRC staff.
- 2.1.4.** Verify eligibility, issue & track customers' vouchers for programs as determined by the A&FRC Chief (i.e. Give Parents a Break, Car Care Because We Care, etc.)
- 2.1.5.** Provide assistance & additional information to customers participating in A&FRC tours. Additionally, contractor will maintain close contact with tour providers to ensure A&FRC customer needs are met. Contractor will ensure tour providers are provided number of customers to expect and any special needs 12 hours prior to tour start.
- 2.1.6.** Contractor shall reproduce sponsor packages. The contractor shall maintain 25 sponsor packets on hand at all times. The contractor shall issue packet so appropriate unit monitors following procedures established by the A&FRC. Contractor will work closely with A&FRC relocations POC to verify information accuracy & update packets as required.
- 2.1.7.** Contractor will provide each customer an evaluation form with names of staff members on it to evaluate individual customer service.
- 2.1.8.** Contactor will provide computer sign-in service for customers wanting to utilize computers in the A&FRC, this service will consist of checking I.D.'s to ensure they are authorized users, having them read and correctly fill out the sign-in sheet, and

logging them on to a computer, and then ensuring the computer is logged off after the customer is done using the computer.

2.1.9. Contractor will provide customer assistance and direction for the use of the “800” line, DSN phone and fax machine. Contractor will ensure authorized members correctly fill out the sign-in ledger.

2.1.10. Contractor will coordinate and reserve customers requesting the use of the A&FRC classroom, kitchen or Internet café according to the A&FRC policy and facility checklist. For after hours usage an AF IMT 1297 is completed prior to the issuance of the facility keys.

2.2 A&FRC Official File System: contractor shall maintain the A&FRC information and referral system and keep all documentation updated and/or current. Training will be available to ensure records are maintained properly.

2.2.1. Contractor shall be responsible for both automated and written directories/documentation within the Information & Referral Center.

2.2.2. The contractor shall maintain the A&FRC Official File system that includes updating all I & R Continuity Binders, generating, filing, retrieving files/folders as requested (including Air Force Records Management System Records Management or AFRIMS). Note: It takes an average of one month to learn AFRIMS.

2.2.3. Contractor shall maintain the confidentiality of all concerns and issues of A&FRC customers; shall ensure all individual and family identification data containing sensitive, personal, or private information, is accessed by A&FRC personnel only.

2.2.4. Privacy Act Information AF Form 3227 must be placed on top of all customers’ personal information to ensure privacy.

2.2.5. All documents and folders must be filed as soon as possible to ensure current information is in filing cabinets for retrieval.

2.3. Marketing & Publicity: Contractor will use A&FRC marketing & publicity program and the Force Support Squadron marketing section to ensure all promotional products meet Squadron standards and eliminate printing duplication.

2.3.1. Contractor shall provide information to the American Forces Network (AFN) the third Friday of each month publicizing all A&FRC activities and programs for the upcoming month. Contractor will publish monthly calendar including all A&FRC activities for the month; calendar must be completed and distributed to all media sources by the first of each month.

2.3.2.. In support of marketing and I & R outreach, contractor shall maintain Spouse’s e-mail address listing. Contractor must ensure the list is current and revisions will be made as soon as possible or at least on a monthly basis. Contractor will send publicity of programs and services to spouses via the Spouse e-mail system.

2.3.3. Prior to publication all publicity and marketing documentation shall be reviewed by one of the following POC’s: the Chief, A&FRC or FSS Marketing Section Director to ensure relevant, current and accurate information will be distributed.

2.3.4. Contractor shall monitor supplies of marketing/publicity materials, and shall notify the A&FRC Chief when supplies are low.

2.3.5. Contractor will be responsible for updating the indoor & outdoor electronic signs. Contractor will remove all outdated material immediately and verify information accuracy weekly. Training on updating information to signs will be provided.

2.4. Loan Closet

2.4.1. Contractor will check-in and check-out all loan closet items. Contractor will provide applicable documentation for borrowed items and suspense according to A&FRC policy. Contractor will ensure a complete inventory is completed prior to checking-in and checking-out all items. Contractor will refer customers to Chief, A&FRC to determine actions to replace any missing or broken items

2.5. Emergency Family Assistance Center (EFAC)

2.5.1. Contractor will assist with setup, sustainment and tear down of the EFAC as directed by the Chief, A&FRC. During real world emergencies contractor may be required to work a flexible schedule (evenings, nights, or weekends). Contractor will be required to work no more than eight consecutive hours.

3.0 MISCELLANEOUS REQUIREMENTS

3.1. Contractor shall ensure that the workstation is clean and orderly at all times to include the reception area. At the end of each day, all booklets, binders, magazines and the children's area must be straightened and kept orderly. Contractor shall consult with flight chief to approve any changes in the display of information.

3.2. Contractor shall wear appropriate business casual attire Monday-Friday.

3.3. Contractor must attend a mandatory contractor orientation provided by the A&FRC director on or about the first workday of the contract.

3.4. Contractor shall attend US Government training classes and/or Computer Based Training (CBT) in operations security (OPSEC) and communications security (COMSEC), AFFIRST, and AFRIMS and shall pass an end of course test to verify understanding. This training will be conducted after the award of the contract, and shall be of no cost to the contractor. Within one month of contract award, contractor will complete all necessary forms and test to receive a Network account for computer access and this will be provided at no cost to the contractor.

3.5. Contractor shall attend A&FRC staff and program planning meetings.

3.6. Contractor will be responsible for performing kitchen cleaning duties for the A&FRC on an as scheduled basis. This duty rotates on a monthly basis for all personnel working in the A&FRC and includes ensuring the dishes in the kitchen are put away at the end of the day, watering the plants throughout the A&FRC, ensuring the refrigerator is stocked (authorized personnel will go to the commissary for the contractor if they don't have commissary privileges) and ensuring cleanliness of the general kitchen area.

- 3.7.** All work must be accomplished in a professional, timely, and caring manner. Invoices for work completed must be submitted at the end of each month to the A&FRC director, who will certify the accuracy of the subject invoice before it is submitted for payment to the COR. Contractor may not invoice in WAWF earlier than 30 days.

4. SERVICES SUMMARY

4.1. Services Summary Table:

Performance Objective	PWS Para.	Performance Threshold
Contractor Performance Criteria: (Language skills, computer experience, performance of tasks per PWS)	1.0, 2.0	Able to communicate with customers in English/Portuguese, possess/use computer skills, friendly service use to perform various work tasks
Customer Service: Deliver customer service as identified in PWS	Section 2. para 2.1.1-2.1.10	No more than 8 negative customer complaints per month
Marketing & Publicity: Ensure A&FRC monthly events calendar is created and distributed to base populace	Section 2.3. para 2.3.1-2.3.5	Post A&FRC calendar to base populace no later than the first of each month
Loan Closet: 100% asset accountability	Section 2.4. para 2.4.1	Conduct loaner kit inventory when checking out and receiving return loan kits

5. GENERAL INFORMATION

5.1 GOVERNMENT FURNISHED PROPERTY:

- 5.1.1.** Desk space at Building T-126 on Lajes Field Air Force Base and keys for access to Building T-126. Contractor shall be issued a facility key to T-126 and adhere to local lock-up procedures for building security at close of business when necessary.
- 5.1.2.** Access to a Government computer on the Lajes domain.
- 5.1.3.** Duplication/ordering of forms and publications necessary for the operation of A&FRC information and referral programs and services.
- 5.1.4.** The electronic security code to the supply room will be provided to contractor for access to office supplies necessary for the operation of the A&FRC information and referral program.

5.1.5. Access to copy machine/reproduction services for materials directly related to A&FRC information and referral.

5.1.6. Access to Defense Switched Network (DSN) phone lines to be used for official use only in direct support of A&FRC information and referral.

5.2 Duty hours. Normal duty hours at Lajes Air Field are Monday through Friday from 0800 hours to 1700 hours. Contractor shall work 8 hours per day between the hours of 0800-1700, Monday through Friday and on American Federal holidays that take place during the work week. The contractor may occasionally be required to work after duty hours or on a Saturday for special projects. These non-normal duty hours will be compensated with compensatory time off as mutually agreed upon by both the contractor and the A&FRC Chief or designee prior to the time to be worked. Contractor is authorized a daily lunch break, not to exceed one hour, which shall be coordinated with the A&FRC Chief. Contractor shall not work on the following Portuguese holidays

New Years Day, Jan 1st;
Mardi Gras – Variable Tuesday in Feb;
Good Friday; Day of Liberty, Apr 25th;
Day of the Worker (Labor Day), May 1st;
Espirito Santo (Holy Ghost) Variable Monday in May;
Day of Portugal, June 10th;
Corpus Christi , Variable Thursday in June;
Praia da Vitoria Municipal Holiday, Aug 11th;
Assumption Day, Aug 15th;
Founding of the Republic, Oct 5th;
All Saints Day, Nov 1st;
Restoration of Independence, Dec 1st;
Immaculate Conception, Dec 8th;
Christmas Day, Dec 25th.

5.3 Leave of Absence. In the event the contractor takes a leave of absence, contractor is responsible to ensuring that the services are provided in their absence. At least one week before the Contractor's absence, Contractor shall notify the Contracting Officer or designated representative, and provide the name of their replacement, as well as their subcontractor's qualifications and experience for approval to the contracting officer and any other designated representative. Contractor must inform the A&FRC Chief of anticipated absence from at 7 days (1 week) prior to anticipated leave except in emergency situations. Non-emergency leave of 1 week or more must be scheduled with the A&FRC Chief or designee at least 2 weeks in advance and may not exceed two weeks at a time with a maximum of 4 weeks in one fiscal year.