Performance-based Work Statement (PWS)
Lajes Cultural Adaptation Program & Lajes Airman and Family Readiness (A&FRC) Program Liaison
Revised 8 Nov 2017

1. Description of Services: The purpose of this contract is to manage the Lajes Cultural Adaptation Program ("Bem Vindos Lajes"), which includes "Right Start, Island familiarization Tour, introduction to basic Portuguese phrases and terms, and Portuguese Cultural familiarization. Serves as A&FRC Program Liaison and Point of Contact (POC) for Right Start, Smooth Move, Federal Voting Assistance Program (FVAP), Resiliency Program Monitor and Transition Assistance Program (TAP) Presentations. Manages Loan Closet and other house-hold items to in-coming and out-going personnel.

2. Scope of Work: The contractor shall administer the Lajes Cultural Adaptation Program "Bem Vindos Lajes," serve as Program Liaison for FVAP and Resiliency Training. Additionally, POC for Right Start, Smooth Move Briefings, TAP Workshops and manage A&FRC Loan Closet.

SPECIFIC TASKS

2.1. Customer Service:

2.1.1. Contractor shall provide professional, courteous and prompt service for newcomers, answering questions about the local traditions, customs and culture during Right Start orientation. When necessary, refer clients to appropriate staff members.

2.1.2. Provide professional courteous and prompt service for those requesting assistance with authorized verbal translations.

2.1.3. Assist newcomers with basic language skills associated with life in the Azores and Portugal. Lead Right Start Bemvindos Cultural Adaptation classes.

2.1.4. Create, assemble and maintain currency of the Bemvindos information program folders.

2.1.4.1 Bemvindos program will consist of 2 days base/island familiarization:
First day will consist of agency from around the group highlighting assistance they can offer to the newcomers. Day 2 will be an island integration which will serve as a newcomers safety orientation around the island.

2.1.5. Coordinate, schedule, and attend the Lajes Bem Vindos Right Start tours, to maintain safety, accountability, administer critiques and facilitate conversations between newcomers and local merchants.

2.1.6. The contractor is responsible for but not limited to:

- coordinating with the organizations prior to the date and confirm who will be available for presentation.

- developing slides for presentation, prepares handouts, develop and maintain attendance rosters and set-up for Right Start, Smooth Move Briefings, and TAP Workshops.
- contacting places to be toured, as well as organizing transportation

2.1.7. Coordinates with Force Support Flight Leadership and Ramstein AB A&FRC personnel on Right Start, Smooth Move, FVAP and TAP Workshops.

2.1.8. Maintain accountability, Inventories contents of dish kits before issuing and upon return. Also, safeguard and monitor dish kit items and other household issue items in Loan Closet.

2.2. Installation Voting Assistance Officer:

2.2.1. The IVAO will establish a voting assistance program and ensure compliance with AFI 36-3107, the current AF VAP, and the Federal Voting Assistance Program (FVAP). The AF VAP and the Voting Action Guide is available on the FVAP website. The IVAOs is responsible for management of the IVA Office.

2.2.2 Assist personnel (military and civilian) assigned to 65 ABG with voting matters. IVAO is responsible for providing voting materials. Military Personnel Section will provide the IVAO with a list of personnel.

2.2.3 Provide all armed forces personnel at least one briefing, training period, or information period of instruction devoted to absentee registration and voting, annually. Special emphasis should be given to providing training to junior enlisted personnel and those who have not previously used an absentee ballot to vote. UVAOs should keep written documentation to reflect the briefing/training period and track attendance numbers. Use internal information media to emphasize the availability of voting information, supporting materials, personal assistance, and the importance of voting.

2.2.4 Provide registration materials and a briefing on the absentee voting process at all Individualized, Newcomer, Treatment, and Orientation (INTRO) programs (newcomer's orientation).

2.2.5. Obtain paper copies of the SF 76 and SF 186 through the IVAO. A minimum number of 25 each should be maintained per unit in case computer access to PDF and digital forms is lost.

2.2.6 Provide individuals with absentee voting information for their home states, including (but not limited to) election dates, absentee registration, and voting rules.

2.2.7 Assist IVAO with Armed Forces Voters Week and Absentee Voters Week. Publicize the importance of early action to obtain ballots for elections well in advance of election deadlines.

2.3 Resiliency Training Monitor:

2.3.1 Serves as the MH representative to the installation CAIB and the IDS.

2.3.2 Provides technical guidance and implementation of training and education, initiatives, programs, and distribution of products.

2.3.3 Identify Master Resilience Trainers (MRT) and Resilience Training Assistants (RTA) as required to meet group needs; MRT and RTA roles are an additional duty.

3.0 MISCELLANEOUS REQUIREMENTS

3.1. Contractor shall ensure that the workstation is clean and orderly at all times

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

3.3. Contractor must attend a mandatory contractor orientation provided by the Force Support Flight Leadership or designee 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.

3.5. Contractor shall attend staff and program planning meetings.

3.6. All work must be accomplished in a professional, timely, and caring manner.

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, possess/use computer skills, friendly service use to perform various work tasks
Customer Service: Deliver customer service as identified in PWS	Section 2. para 2.1.1-2.1.8	No more than 8 negative customer complaints per month
Administers timely and accurate scheduling of Right Start, and Smooth	Section 2. para 2.1.6	All actions must be completed prior to briefings and workshops to facilitate maximum

Move Briefings, and TAP Workshops.		attendance.
Account for all Dish Kit items and related household items in Loan Closet and insure timely return prior to members departure.	Section 2. para 2.1.8	Maintain 100% accountability of all Loan Closet items.

5. GENERAL INFORMATION

5.1 Provided Tools:

5.1.1. Desk space at Building T-126 or other designated location on Lajes Field Air Force Base and keys for access to Building T-126 or designated location. Contractor shall be issued a facility key to place of work 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 Right Start, Smooth Move and TAP Programs.

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 Bemvindos Right Start and TAP Programs.

5.1.5. Access to copy machine/reproduction services for materials directly related to A&FRC Right Start, Smooth Move and TAP Programs.

5.1.6. Access to Defense Switched Network (DSN) phone lines to be used for official use only in direct support of A&FRC Right Start, Smooth Move and TAP Programs.

5.2 DUTY HOURS. Contractor shall perform all work during duty hours. Duty hours at Lajes Field are as follows: 0800 to 1700 (8:00 AM to 5:00 PM). Contractor is not required to work on American holidays or when the office is closed. The following federal holidays are observed:

January 1	New Year’s Day
3rd Monday in January	Martin Luther King, Jr. Day
3rd Monday in February	President’s Day
Last Monday in May	Memorial Day
July 4	Independence Day
1st Monday in September	Labor Day
2nd Monday in October	Columbus Day
November 11	Veterans Day
4th Thursday in November	Thanksgiving Day
December 25	Christmas day

5.3 SPECIAL REQUIREMENT

5.3.1. The contractor shall identify all personnel with distinctive badges, name tags or company shirts, allowing for a clear interpretation that such people are not government employees. Furthermore, all contractor personnel shall identify themselves as such in all contacts with the general public and government employees, such as telephone conversation and emails (contractor signature blocks must identify their status).

5.3.2. Government employees cannot alter the duty hours of the contract personnel without the Contracting Officer modifying of the contract. The stated workhours of the PWS are binding between the Government and Contractor. Such activities include, but are not limited to: sick days, leave days, commander's calls, sports days, family days, physical fitness time, early release days (unless the contractor does not have a building key and the building is being closed and locked for the day). It is the contractor's responsibility to ensure contract employees are performing the duties as per the PWS and should contact the Contracting Officer if government employees are interfering with the performance of those duties.

5.3.3. Prior to starting work, contractor must take the English proficiency exam provided by the 65th Force Support Education Office and meet a minimum score of C.

5.3.4 Installation Passes: Prior to starting work, contractor and vehicles entering the base are required to have a pass.

5.3.5 Installation Pass Requests: Requests for passes will be submitted to the Contract Administrator. These passes will be valid through the pass expiration date. The request letter should state the contract number, names of the personnel, and identification numbers.

The contracting officer may in writing, require that the contractor be removed from the work site, area, or base due to objectionable behavior. Objectionable behavior includes wearing inappropriate attire, using profane language, or abusing or disobeying base/host country rules or regulations.