PERFORMANCE WORK STATEMENT

FOR

POSTAL SERVICE CENTER (PSC)

Luke Air Force Base, Arizona

1 OCTOBER 2026

PERFORMANCE WORK STATEMENT

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1. DESCRIPTION OF SERVICES.

1.1. Scope of Work. Except for items and services specified in this Performance Work Statement (PWS) as Government furnished property or services, the contractor shall provide all personnel, equipment, tools, materials, supervision, and other items and services necessary to provide and maintain the Postal Service Center (PSC) for authorized personnel at Luke Air Force Base (AFB), Arizona in a manner that will ensure mail is received and dispatched in accordance with the Department of Defense (DoD) and United States Postal Service (USPS) standards and other applicable instructions and directives identified in this PWS. Contractor tasks include, but are not limited to the following: Postal Service Center Management, receiving mail, inspecting mail, distributing mail, provide general delivery service, provide mail directory service, and provide customer window service.

1.2. Program Overview. The Luke AFB Postal service center consists of 1,800 mail receptacles and 138 package/parcel receptacles. The primary customers are dormitory residents, transient personnel, persons on temporary duty, newly assigned military personnel and Fam Camp Residents. The service required is to receive, inspect, distribute and maintain accountability for personal mail received for authorized personnel as defined in DoD guidelines and any supplements/changes thereto to include, but not limited to, letters, periodicals, properly addressed bulk mailing material and parcels. The appointed installation Official Postal Manager (OPM) has authority to make determinations on whether items properly addressed meet the requirements of DoD/Air Force (AF) guidelines for delivery through the Postal Service Center.

1.3. Operational Requirements and Specific Tasks:

a. Receive Mail. Receive personal mail (either from the dock or which is directly delivered) to the PSC from the United States Postal Service and other carriers (i.e. United Parcel Service (UPS), Federal Express (FEDEX) etc.), that have items for authorized customers of the Postal Service Center. Official Postal Center personnel may also deliver personal mail received in official channels to the PSC for processing as personal mail. Sign for and scan all items in the automated tracking system maintained by the Installation Official Postal Manager that are accountable mail items, such as UPS/FEDEX/USPS and any item where a signature must be received to show proof of delivery/ tracking. The government may waive this requirement, and authorize manual record keeping meeting the tracking requirement/proof of delivery requirement.

b. Inspect Mail. Inspect mail received into the Postal Service Center for damaged articles and annotate as required by DoD instructions and USPS regulations. Utilize the government supplied equipment to inspect mail items for explosives, chemicals, suspicious items etc. in accordance with guidance provided by the Installation Official Postal Manager. Make proper notifications as required to first responders in accordance with training provided by the installation Official Postal Manager or a designated representative.

c. Distribute Mail. Process and deliver mail for all authorized mail receptacle customers and General Delivery customers no later than 1500 hours each day. Process packages, parcels, and items that need to be placed in the parcel mail lockers or stored on the shelves before processing letters/flats. Operate customer service window hours during normal operating hours. Place PS Form 3907, Office Box/Mail Pickup Notice, from USPS within mail receptacles for items individuals must receive directly from the USPS retail window.

d. General Delivery Service. Process and distribute mail for individuals who have not been assigned a receptacle utilizing "General Delivery" guidelines contained in applicable DoD/USPS guidelines. In general, individuals who are in a temporary/transient status and not in a permanent residence for receiving USPS delivery service are authorized general delivery service. Comply with applicable DoD/AF guidelines when determining eligibility for General Delivery Service. Time frames specified in 3c above also apply to General Delivery Service.

e. Customer Window Service. Provide customer window service Monday thru Friday from: 0900-1600.

f. Preventive and Required Maintenance. Perform scheduled maintenance and combination lock changes as required.

1.4. Preventive and Required Maintenance. The contractor shall perform preventative maintenance and combination lock exchange as required within five duty days of the receptacle closeout date. The government will provide replacement locks and doors (as needed) to the contractor.

a. In the event that maintenance is required, the Contractor will report the situation to the Contracting Officer's Representative (COR), and the COR will determine if a maintenance call is warranted. If the COR determines maintenance is required, the contractor will provide the COR with a report detailing all lockers that require repair, a detailed scope of the required work, and an itemized cost estimate (including time to repair, all required parts and a breakdown of labor hours) from at least two vendors. Repairs will be paid for using a separate CLIN and funds can be added, if required.

1.5. Contractor Personnel.

a. Management. The contractor shall provide a contract manager who shall be responsible for the performance of the work. The name of this person, and an alternate or alternates who shall act for the primary manager when the manager is absent, shall be designated in writing to the Contracting Officer (CO). The contract manager or alternate shall have full authority to act for the contractor on all contract matters relating to daily operation of this contract. The contract manager or alternate shall be available at all times during duty hours to meet with government personnel designated by the CO to discuss problem areas. The contract manager or alternate(s) must be able to read, write, speak and understand English. If vacated, the contract manager's position shall be filled immediately. The Contract manager will provide a listing of Employees with local address and contact numbers to the Chief Military Personnel Officer/Installation Official Postal Manager, and *56* Force Support Squadron. Updates will be provided as they occur. All such listings will be protected under the Privacy Act of 1974.

b. Contractor Employees. The contractor shall employ persons for work on this contract. If such employee is identified to the contractor by the Contracting Officer as being a potential threat to the safety, security or general well-being of the installation or its population, the employee will be removed from the installation. The contractor is cautioned that off-duty active military personnel hired under this contract may be subject to permanent change of station (PCS), change in duty hours, or deployment. The abrupt absence of these personnel could affect the contractor's ability to perform.

c. Contractor employees shall present a neat appearance and be easily recognized. This will be accomplished by wearing distinctive clothing bearing the name of the company and individual name embossed or with a name tag/badge with the employee(s) name or by wearing appropriate badges, which contain the company name and employee(s) name. The contractor will purchase these items. Shorts, cutoffs, tank tops, T-shirts normally worn as an under garment are not authorized. Employees will maintain a professional appearance at all times. Government standards of what constitutes "professional" will be adhered to.

d. The contractor shall ensure that employees have the following current and valid professional certifications before starting work. The contractor shall prepare DD Form 285, Appointment of Military Postal Clerk or Mail Orderly, in three (3) copies for all personnel receiving mail from the United States Postal Service (USPS). Prepare the form for signature of Director, Operations Flight. All copies shall be validated by the serving Postal facility. One copy shall be provided to the individual, one for the contractor's files and one for the Installation Official Postal Manager or Chief Military Personnel Officer. When personnel are relieved from their duties, the DD Form 285 shall be retrieved from the employee and provided to the Installation Official Postal Manager (OPM) or Chief, Military Personnel Officer.

e. The contractor shall not employ any person who is an employee of the United States Government if the employment of that person would create a conflict of interest nor shall the contractor employ any person who is an employee of the Department of the Air Force, either military or civilian, unless such person seeks and receives approval in accordance with Department of Defense Directive (DODD) 5500.07, para 2.2.4.1.

f. Security Requirements. The contactor shall obtain the following pass and identification items: Application personnel identification will be obtained through the Official Postal Manager. When employees are relieved of their duties, the contactor shall ensure these passes and personnel identification are turned in to the contracting officer. All applicable installation requirements must be met prior to issuance of these credentials. Access to the Air Force computer network will be in accordance with established DoD/AF guidelines. Government may authorize access based on an as needed basis when all security requirements have been met by the contractor employees.

1.6. PHYSICAL SECURITY

a. Work Area. The contractor shall be responsible for safeguarding all government property provided to the contractor for use. At the end of each work period, all government facilities, equipment and materials shall be secured.

b. Key Control. The contractor shall establish and implement methods of making sure all keys issued to the contractor by the government are not lost or misplaced and are not used by unauthorized persons. The contractor shall establish procedures covering key control that will be include key control check-out procedures. The contractor shall immediately report to the contracting officer with any occurrences of lost or duplicated keys. In the event keys are lost or duplicated, the contractor may be required, upon written direction of the contracting officer to re-key the affected lock or locks without cost to the government. The government may, however, at its option replace the affected lock or locks or perform re-keying and deduct the cost of such from the monthly payment of the contractor. The contractor shall prohibit the use of keys issued by the government by any persons other than contractor's employees and the opening of locked areas by contractor employees to permit entrance of persons other than contractor employees engaged in performance of contract work requirements in those areas.

c. Lock Cylinders. The contractor shall control access to all government provided lock combinations to preclude unauthorized access. When a box holder closes the receptacle, the contractor will remove the cylinder within five (5) duty days of closure and replace it with a new cylinder provided by the government.

d. Postal Offenses and Losses. The contractor shall immediately report the occurrence of all suspected or known postal offenses or losses to the contracting officer, in accordance with DOD 4525.6-M.

1.7. DEFINITIONS

OPC: Official Postal Center

OPM: Official Mail Manager

General Delivery: Mail delivered at a PSC intended primarily for transients and customers who are not permanently located or who prefer not to use mail delivery receptacles.

Postal Service Center (PSC): A facility through which mail is delivered to authorized PSC users by delivery receptacle or general delivery without regard to unit of assignment.

Receptacle: No fees lock box/unit used for delivery of mail in a PSC. A combination lock is used to control delivery to the proper addressee.

2. SERVICES SUMMARY.

NIA.

3. GOVERNMENT FURNISHED PROPERTY, SUPPLIES AND SERVICES.

3.1. Property

a. Facilities. The government shall furnish an office in Building 545, approximately 930 square feet as identified on the map in Appendix B. No alterations to the facility shall be made without written permission from the Contracting Officer.

b. Equipment. The government shall provide to the contractor the following:

DESCRIPTION	QUANTITY
HEWLETTIPACKARD	
COMPUTER, MODEL	
MICROC HARDWARE WIN 97	
OFF 97 DESKTOP	
MONITOR, SONY, 17"	
MONITOR MICRO SCAN 5 17"	
PRINTER, Epson LQ-570+	
FIRE EXTINGUISHER, TYPE A	1
Office Stand, Brown w/1 Middle Drawer	1
Office Stand, Gray w/l Middle Drawer	
Mail Sorter, 6 vertical racks w/cabinet	1
Base with 2 sliding doors	
Office Chairs, w/arms	2
Computer Print Stand	
Mail Dump Table, Light Beige w/wooden sideboards	
Desk w/3 sections with 2 overhead storage bins	1
Key Storage Cabinet, metal	1
Kroy Lettering Machine, electric	

Utility Cart, Plastic, Beige, w/caster	1
Utility Cart, Plastic, Gray, w/casters	1
Two Wheel Dolly	1
Artificial Plants (1 pink desk/table plant)	1
Artificial Plant (Green Tree 7')Step Stool	1
Telephone Answering Machine, AT&T Mfg., White	

4. GENERAL INFORMATION.

4.1. Services

a. Utilities. The government shall provide gas, electricity, sewage and water.

b. Telephone. Contractor shall provide telephone/fax service and provide the number to the government for publication for authorized customers.

c. Government: Building Maintenance and Repairs.

d. Government: Refuse Collection

e. Government: Recyclable Materials Collection

f. Government: Security Forces and Fire Protection. Phone Number- 911

g. Government: Insect and Rodent Control.

4.2. Supplies. The government will furnish all operational supplies needed to perform this PWS.

4.3. Housekeeping Services. The contractor will maintain the areas within the Postal Service Center and the lobby area from the PSC Customer Service Window to the front entrance door in front of the USPS service window in a clean, neat order. Contractor is responsible for light dusting of furniture and mail receptacles and any other light housekeeping duties (i.e. cleaning up spills and picking up trash) required to maintain a professional appearance.

4.4. Waste Management. The contractor shall comply with the base recycling program. This may require segregating reusable/recyclable waste materials by type. Non-reusable waste materials (trash and garbage) shall be stored and disposed of separately from recyclable material. Recyclable material will be placed in the nearest recyclable container.

4.5. Hours of Operation.

a. Normal Hours of Operation. The contractor shall perform the services required under this contract during the following hours: Monday thru Friday 0900-1600 hours.

b. Holidays. Contractor performance will not be required on the following holidays: New Year’s Day, Martin Luther King Day, President's day, Memorial Day, Junetenth Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day and Christmas Day.

c. Schedule. Contractor shall provide a minimum of 55 man-hours Monday thru Friday for a total of 55 contractor furnished man-hours per week.

a. 1 each part time employee – 15 hours per week. Total of 60 hours a month.
b. 1 each full time employee -40 hours per week. Total of 160 hours a month.

5. APPENDICIES.

A. Applicable Publications and Forms

B. Work Area Floor Plan

C. Workload Estimates - Pieces of Mail

D. Workload Estimates - Directory Mail

Appendix A

APPLICABLE PUBLICATIONS AND FORMS

Publications and forms applicable to this Performance Work Statement (PWS) are listed below. The government has coded publications as mandatory (M) or advisory (A). The contractor shall follow those publications coded as mandatory to the extent (that is, the specific procedure in a paragraph, section, chapter or volume) specified in the PWS. The Contractor shall be guided by those coded advisory to the extent necessary to meet requirements in this PWS. At the start of the contract, the Government provides all publications and forms listed. The Government may issue supplements or amendments to listed publications from any organizational level during the life of the contract. The contractor shall keep all issued publications up-to-date. The contractor shall immediately implement those changes in publications that result in a decrease or change in the contract price and request a verbal notice of acceptance from the CO. Before implementing any such revision, supplement or amendment that shall result in an increase in contract price, the contractor shall submit to the Contracting Officer (CO) a price proposal for approval. Price proposals shall be submitted within 30 calendar days from the date the contractor receives notice of the revision, supplement or amendment, giving rise to the increase in cost of performance. The Government shall consider changes in the contract price due to supplements and amendments and shall be considered under the "Contract Terms and Conditions-Commercial Item" clause. The Government shall continue to supply the Government forms needed for daily operations. Upon completion of the contract, the contractor shall return to the Government all issued publications and unused forms.

Publications Code:

AFI-Air Force Instruction

AFMAN-Air Force Manual

AFP-Air Force Pamphlet

AF Form-Air Force Form

DD Form-Department of Defense Form

PUBLICATION	TITLE	MANDATORY/ADVISORY
AFMAN 33-363	Management of Records	M
AFI 33-332	Air Force Privacy Act Program	M
AFI 36-2201	Air Force Training Program	M
DODM4525.8	Official Mail Manual	M
AFMAN 33-306 (AETC Supplement)		
DoD 5400.7-R (AF Supplement)	DoD Freedom of Information Act Program	M

DoD 4525.6-M	DoD Official Postal Manual	M
(AETC Supplement)		
USPS DMM	Domestic Mail Manual	M
AETCI33-302	Operation of the lonscan Scanner	M
FORMS	TITLE	MANDATORY/ADVISORY
DD Form 285	Appointment of Military Postal Clerk, Unit Mail Clerk or Mail Orderly	M
DD Form 2258	Mail Disposition Instructions, Temporary	M
DD Form 2262	Receptacle Record	M
DD Form 2263	Mailing Address/Combination Record	M
AF Form 624	Base/Unit Locator & PSC Directory	M
PS Form 3546	Notice to Change Forwarding Order	M
PS Form 3575	Change of Address Order	M
PS Form 3576	Change of Address Requests for Correspondents, Publishers and Businesses	M
PS Form 3801	Standing Delivery Order	M
PS Form 3579	Undeliverable Standard A, B and Special Standard Mail (B)	M

NOTES: The contractor shall be bound to accomplish the tasks set forth in the Performance Work Statement (PWS) and the references set forth in the PWS provided that:

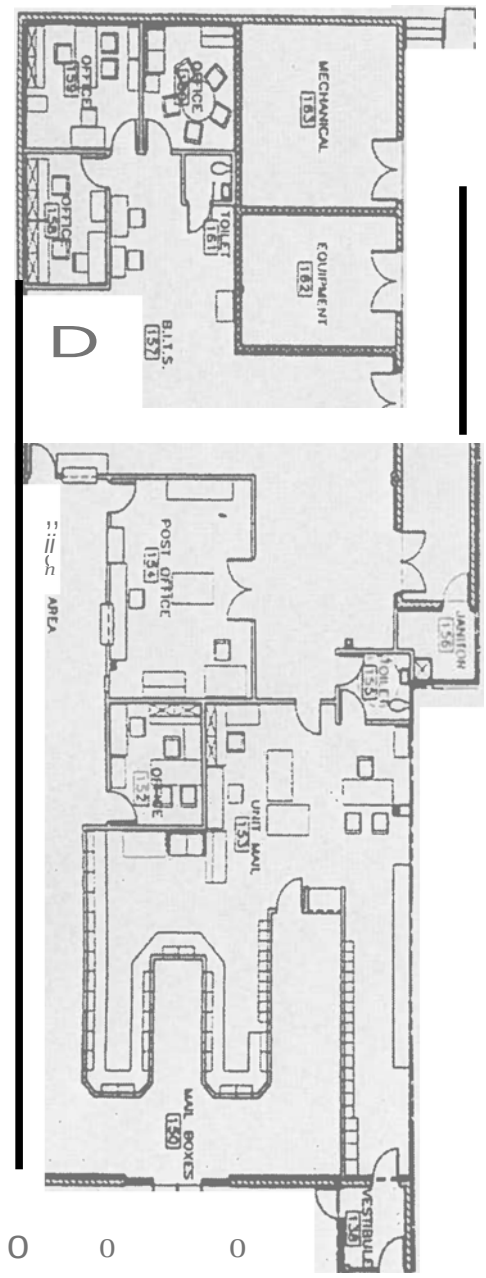
1. If there is one or more conflicts between the PWS and references, those will be discussed with the contractor and contracting office.

2. Any task set forth in any such reference, which shall call for the exercise of non-delegable discretionary Government authority, shall be subject to the final approval of the Government official having such authority.

3. Publications and forms available via the base LAN are acceptable as being available in lieu of paper copies.

Appendix B

WORK AREA FLOOR PLAN



Appendix C

WORKLOAD ESTIMATES

Item	Estimated Amount			Frequency
Pieces of Mail•	JAN 58,000	FEB 58,000	MAR 56,000	Monthly
	APR 57,000	MAY 58,000	JUN 55,000	Monthly
	JUL 56,000	AUG 57,000	SEP 55,000	Monthly
	OCT 55,000	NOV 55,000	DEC 100,000	Monthly *Christmas Season
Receptacles:				
Number Available for Issue	1800			
Number in Use	1200 (Varies from month to month)			
Population:				
Total Base Population	6500			
Total Population Eligible For Receptacle Assignment	1700			
Customer Service Briefings:	Brief incoming and departing personnel on PSC entitlements. Personnel will be briefed individually upon assignment and departure.			
Customer Window Service Hours:				
Normal	0900-1600 Monday thru Friday			

Appendix D

WORKLOAD ESTIMATES

Item	Estimated Amount	Frequency
Directory Mail	15,000	MONTHLY
Trips to USPS	None	
Training	Initial orientation,	AS REQUIRED
	Postal Training and PSC.	
	Approximately two days	
Workload Variations••	Distribute personal mail daily to approximately five to eight groups of TDY personnel participating in exercises, deployments and etc. The quantities of output to be furnished by the contractor as stated herein are estimates and as such are subject to variations. The prices of Section B, Supplies/services and prices, are firm within a net variation of plus or minus 15% from the estimates stated in Technical Exhibit 2. If at the end of each three-month period (Quarter) the total work, considering complexity, difficulty, and cost of the various outputs in Technical Exhibit 2 varies above or below 15 percent from the total estimated workload, negotiations for an equitable price adjustment may be initiated by either party. Any increase or decrease in price shall be based on the net of all increases or decreases in this workload. Adjustment to the contract price shall be made only for that portion of the total net increase in excess of 15 percent.	
Mail Processing Profile	MONTHLY	

Complete the following mail profile:

Type	Daily Average Volumes
First Class Letters	2650
First Class Flats	200
Priority Parcels	50
Non USPS Parcels	50