PERFORMANCE WORK STATEMENT

FOR

MILITARY PERSONNEL FLIGHT SUPPORT SERVICES

AT

PATRICK SFB, FL

25 June 2026

Military Personnel Flight Support Services

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SECTION I

1.0 DESCRIPTION OF SERVICES

1.1 **OBJECTIVE:** The mission of the Military Personnel Flight (MPF) is to provide top quality, customer-oriented personnel services to the workforce of Patrick Space Force Base (PSFB), Cape Canaveral Space Force Station (CCSFS), its Associates and Geographically Separated Units (GSUs), and others as specified by directive, as identified in Appendix 4, Workload Data a. Contractors will be required to greet customers, help with the queue, answer questions, research Department of the Air Force (DAF) and Department of War (DoW) guidance for unique situations and circumstances, verify supporting documentation, created command access cards (CAC) and U.S. Identification (USID) cards, update Defense Enrollment Eligibility Reporting System (DEERS), and troubleshoot CAC issues, and unlock CACs. The objective of the PERFORMANCE WORK STATEMENT (PWS) is to provide efficient and effective personnel services that enhance the personal state of readiness for all personnel assigned to PSFB, CCSFS, or GSU. The Service Provider (SP) shall ensure all work, services, and operations are in compliance with local, state, and federal laws and regulations. The SP shall provide redundancy to all service functions defined in the PWS. The contractor shall not perform inherently governmental functions as defined in FAR Subpart 7.5 in relationship to this PWS all services shall be performed at PSFB or CCSFS.

1.2 SCOPE OF WORK AND RESPONSIBILITIES:
For each scope of work, the SP contractor shall provide all management, personnel, transportation, supervision, and other items and non-personal services necessary to perform, establish, and maintain customer service capability within the MPF as defined in this Performance Work Statement (PWS) except for those items specified as Base Support and service. Respond to all customer inquiries and complaints within three-business days, if unable to provide an immediate response. Follow-up on all inquiries and complaints until resolved. Ensure customer satisfaction surveys provided by the Government are readily available to all customers. Advise and/or direct customers to other appropriate agencies within the MPF and base-wide, as required. Provide assistance with all inquiries regarding the functions and tasks identified in this PWS. The MPF Commander or superintendent can request the SP to provide this training on an as needed basis. Contractor must have a security clearance to perform under this contract.

1.2.1 **Duty Hours:** Normal duty hours for all customer service functions are defined as 0730 to 1630, Monday through Friday, except federal holidays and Goal Days associated with the following holidays: New Year's Day, Memorial Day, Juneteenth Day, Independence Day, Thanksgiving Day, and Christmas Day. Days off awarded to some Government personnel such as Goal Days or any other days off are considered normal duty days for contracted personnel. Some mission situations and performance objectives shall require the SP to demonstrate the flexibility to work earlier or beyond these hours as long as hours do not exceed nine (9) hours per day and/or 45 hours per week. The SP shall, at the direction of the Contracting Officer (CO), adjust the working hours to meet all requirements of the contract.

1.2.2 **RAPIDS/DEERS/CAC/USID:** Work in Customer Service DEERS/CAC/ID Section and maintain 0730-1630 customer service hours. Process Defense Enrollment Eligibility System (DEERS) requests, Common Access Cards (CAC), and Uniformed Services Identification (USID) in accordance with (IAW) Department of the Air Force Instruction (DAFI) 36-3026, Volume 1; Army Regulation 600-8-14; BUPERS instruction 1750.10D; Marine Corps Order 512.11E; Commandant Instruction M5512.1B; NOAA Corps Directive, Chapter 1, Part 5; Commissioned Corps Manual 29.2; Instructions 1 and 2, *Identification Cards for Members of the Uniformed Services, Their Eligible Family Members, and Other Eligible Personnel.* Ensure verifying officials place the required remarks on the DD Form 1172 or DD Form 1172-2 Application for Uniformed Services Identification Card – DEERS Enrollment. Maintain a copy of the Privacy Act statement prominently displaced and available for the ID card applicant to read prior to signing applicable DD Forms. Return recovered CACs to Defense Manpower Data Center

(DMDC) via FedEx. During contingency operations maintain extended hours or 0730 to 1800 or as required by the mission. Overtime shall not be authorized.

1.2.3 **Performance of Service During Crisis Declared By The National Command Authority and Special Situations:** Participate in emergency/disaster exercises IAW AFI 10-204, Exercise Guidelines,

1.2.3.1 Exercise participation, support inspections or real world crisis when required. Inspection may include Unit Effectiveness Inspections (UEIs). Special situations (i.e., weather-related situations, base closures, reduced activity around Christmas/New Year) may necessitate the SP operating on a reduced basis. The Contracting Officer (CO) will notify the SP of any reduced hours or additional requirements. The SP shall submit any request for equitable adjustment to the CO.

1.2.4 **Contract Services during Crisis**. MPF services are identified as mission-essential services that must not be interrupted during a crisis, because they provide necessary support to a wide variety of mission essential functions at PSFB. This is IAW with DoDI 1100.22, Guidance for Determining Workforce Mix.

1.2.5 **Contingency Plan.** Participate and support all contingencies, emergencies, and exercises.

1.3. CONTRACTOR KEY PERSONNEL REQUIREMENTS:

1.3.1. **Contract Manager.** Provide a contract manager who will be responsible for work performance and have authority to make decisions on all contract matters. These may be either full-time or additional duty positions. The Government must be able to contact a contract manager or appointed designee as needed. The contract manager or appointed designee shall be available during normal duty hours within 60 minutes after notification.

1.3.2. Furnish in writing, to the CO the name and telephone number of contractor key personnel no later than ten (10) days after contract award. The CO shall be notified immediately whenever changes are made.

1.3.3 Do not employ persons identified as a potential threat to the health, safety, security, general well-being, or operational mission of the installation or its population.

1.3.4 Employees shall be able to speak, read, and understand English at an appropriate level of competence and shall do so in the performance of duties outlined in the PWS. They must be fully fluent and easily able to converse in English without assistance. They do not require assistance to understand others or be understood.

1.3.5 SP personnel shall present a professional appearance and be easily recognized as SP employees. Furnish identifying badges, name tags, or patches, which shall include as a minimum the company and employee name and the office responsibility. Each employee shall wear the badge, name tag or patch on the front outer clothing to remain visible during business hours.

1.3.6 The SP 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 or the appearance of a conflict of interest.

1.4 **HOUSEKEEPING:** Ensure office areas are maintained in a neat and orderly fashion that promotes a positive appearance and poses no safety concerns to customers and employees.

1.5 **EMPLOYEE TRAINING.** The SP shall be responsible for all employees' training necessary to perform the tasks outlined in this PWS. The Government will provide the training listed below. The SP shall ensure that employees stay current and proficient in their areas of responsibility. The SP shall ensure

employees filling the positions indicated receive the following mandatory training listed below. Unless otherwise indicated, training must be completed within 30 days after contract start date. All provided personnel must be competent and capable to complete prescribed trainings to remain eligible for contract performance.

TYPE OF TRAINING:	ATTENDED BY:
CAC/DEERS	CAC/DEERS staff or additional duty CAC/DEERS
Defense Message System (DMS) Training	Optional for individuals preparing messages
Fire Extinguisher	All Personnel
Privacy Act (PA)	PA Systems Managers and PA Monitors
Security Awareness Training & Education (SATE)	Employees requiring access to Government computers/systems
Security Manager	Point of contact for security matters
OSHA	All Personnel
TFAT-Total Force Awareness Training	All Personnel

At the discretion of the COR, formal training may be provided when programs and/or new requirements are instituted or when formal follow-on training is deemed essential to the execution of the requirements in this PWS. All training events will be local.

1.6 **PRIVACY ACT:** All Privacy Act information shall be safeguarded IAW AFI 33-332, Air Force Privacy and Civil Liberties Program and DoD 5400.7, *DoD Freedom of Information Act Program (FOIA)* which contain information protected by the Privacy Act. As such, the SP shall be subject to the Privacy Act of 1974 and Federal Acquisition Regulation (FAR) 52.224

1.7 **QUALITY ASSURANCE/CONTROL**

1.7.1 **Contracting Officer Representative (COR).** CORs are representatives of the CO and will participate in the administration of this contract except where stated. After contract award, a description of their authority and duties will be furnished to the SP. The COR will notify the contract officer when discrepancies occur and the CO will request corrective action. The COR will make written records of discrepancies and will ask the contract manager (or authorized representative) to initial the record. Any matter concerning a change in scope, price, terms, or conditions of this contract shall be referred to the CO and not to the COR.

1.7.2 **Quality Control Plan (QCP).** The SP shall provide a pro-active QCP to the CO for approval no later than 30 workdays before the performance start date. The CO will notify the SP of approval or required modifications no later than 10 workdays before the performance start date. The SP shall make appropriate modifications and obtain CO approval of the QCP before the performance start date. The QCP shall include, as a minimum, the following:

• Description of the inspection system to cover the services listed on the Service Summary (SS). The description shall include specifics as to the areas to be inspected on a scheduled and unscheduled basis, frequency of inspections, and the title and organizational placement of the SP's inspectors. Include the SP's quality control and assurance methodology for services not included in the SS.

• Description of the methods to be used for identifying and preventing nonconformance in the quality of services.

• Description of the records to be maintained to document inspections, to include deficiencies, corrective actions (including estimated dates of completion), and preventive actions.

• Records of inspections shall be kept by the SP and made available to the Government throughout the contract performance period, and for the period after contract completion until final settlement of any claims under this contract have been made.

• Control procedures for any Government provided keys or lock combinations.

1.7.3 **Performance Evaluation Meetings.** The SP Contract Manager shall meet at least quarterly with the COR, and CO. The SP will prepare written minutes of performance evaluation meetings. The minutes shall be signed by the SP Contract Manager, CO, and COR. If the Government does not concur with the minutes, all areas of non-concurrence shall be provided to the CO in writing within 10 calendar days.

1.7.4 **Management Plan.** The SP shall provide a streamlined, mission-oriented, management plan to include: a methodology for providing services in the event of a labor dispute. The SP shall submit the management plan to the CO within 30 days after contract start date. The SP shall notify the CO in writing of plan changes as they occur.

1.8 **SECURITY REQUIREMENTS.**

1.8.1 **Work Area Security.** Ensure all doors and windows in SP area are secured.

1.8.2 **Entry Control.** Control access to all Government provided lock/keypad combinations, to preclude unauthorized entry.

1.8.3 **Key Control.** Ensure positive key control of any personally assigned facility keys. The SP shall not duplicate any master keys issued by the Government and establish methods of making sure all keys to include lock-box keys issued by the Government are not lost, stolen, or misplaced and are not used by unauthorized persons. The SP shall immediately report lost or stolen keys to the COR/ Building Manager. Key and lock replacement shall be at the expense of the SP.

1.8.4 **Computer Systems Security.** The SP shall comply with Command, Control, Communications, and Computer (C4) Systems, and the Security Awareness Training and Education (SATE) program; to integrate security education, training, and awareness covering Computer Security (COMPUSEC) and Emissions Security (EMSEC) disciplines. Ensure all employees comply with the DAFMAN 17-1302, *Communications Security (COMSEC) Operations.*

1.8.5 **Department of Defense Common Access Card (CAC).** Access to certain facilities and to the Patrick SFB computer network will require the Department of Defense CAC. The issuance of CACs will be at Government expense. Access to classified or restricted areas may include additional requirements. The SP shall maintain familiarity with local procedures for allowing access to Patrick SFB and must comply with all access requirements. CACs must be returned upon completion of services, for example, due to termination of an employee. The Government will not be responsible or liable for a SP's employee being denied issuance of a CAC or access to Patrick SFB.

1.8.6 **Background Checks.** The Government will provide and incur the costs of processing a National Agency Check with Local and Credit (NACLC) investigation for all SP employees, as they will require access to unclassified Government computer systems in a public trust capacity.

1.8.7 **Physical Security.** At the close of each work period, Government facilities, property, and materials

shall be secured. The SP shall conform to the provisions of DAFI 31-101, *Integrated Defense*, for safeguarding the Government-furnished facilities, property, and material contained therein.

1.8.8 **Listing of Employees.** The SP shall maintain a current listing of employees. The list shall include the employee's name and social security number. The list shall be provided to the Program Manager at the beginning of the agreement and when an employee's information changes (within 5 duty days). Employee information shall be maintained IAW with Department of Defense Manual (DoDM) 5200.02_DAFMAN 16-1405, *Air Force Personnel Security Program* and AFI 33-332, *Air Force Privacy and Civil Liberties Program.*

1.8.9 **MISCELLANEOUS PARAGRAPHS:**

1.8.9.2 Freedom of Information Act (FOIA). All official government records affected by this contract are subject to the provisions of the FOIA (5 U.S.C. 552/DoDM 5400.07_DAFMAN33-302). Any request received by the contractor for access/release of information from these records to the public (including government/contractor employees acting as private citizens), whether oral or in writing, shall be immediately brought to the attention of the CO for forwarding to the Base FOIA Manager to ensure proper processing and compliance with the Act.

1.8.9.3. Controlled Unclassified Information (CUI).

(1) The contractor shall comply with DoD Instruction 5200.48_DAFI 16-1403 Controlled Unclassified Information (CUI), and the CUI requirements in this contract. The CUI regulation cited in this paragraph sets policy, assigns responsibilities, and prescribes procedures for CUI in the identification, creation, sharing, marking, safeguarding, storage, dissemination, decontrol, disposition, destruction, and records management of CUI documents and materials and establishes training required.

(2) Any Contractor employee CUI training required under DoDI 5200.48_DAFI 16-1403 Controlled Unclassified Information including initial and annual CUI training shall be accomplished following coordination with the COR/cognizant local CUI authority.

1.8.9.4 Operations Security (OPSEC). The Contractor shall comply with DOD, USAF, and locally established Operations Security (OPSEC) policies and procedures to protect classified, sensitive, and unclassified information and/or equipment, which is furnished to and operated by the Contractor. Contractor shall maintain Operations Security (OPSEC) IAW DOD Directive 5205.02, DOD Operations Security (OPSEC) Program, AFI 10-701, *Operations Security* (OPSEC), and Patrick SFB OPSEC policies and procedures. Operation Security (training) AFI 10-701, 4.2.3. - DoD Contractors with OPSEC requirements within a contract must ensure employees receive OPSEC training as specified in the contract. Accomplishment of training must not exceed 90 days from initial assignment to a contract with OPSEC requirements. Access to mission critical information will not be allowed until OPSEC education has been completed and documented.

SECTION II

SERVICE SUMMARY (SS)

The service requirements are summarized into performance objectives that relate directly to mission essential items. The performance thresholds briefly describe the minimum acceptable level of service required. These thresholds are critical to mission success.

Service Summary

Table 1

SS#	Performance Objective	PWS Paragraph	Performance Threshold
1	Provide effective and responsive customer service meeting all of the objectives of the PWS	1.2	Survey results include less than 5% substantiated customer complaints monthly
2	Process DEERS requests, CACs & USIDs, etc.	1.2	98% accuracy of issuing ID cards and enrollments. Manning section during all operational hours of business

Contract Manager will be responsible for work performance and have authority to make decisions on all contract managers. The contract manager or appointed designee shall be available during normal duty hours within 60 minutes after notification.

2.1 Government Quality Assurance. The government shall inspect and evaluate the contractors' performance to ensure services are received IAW requirements set forth in this contract. The COR will use the contractor's work schedule, or modified version thereof, to record validation results. Results of the validation then becomes the official Air Force record of the contractor's performance. Government surveillance of tasks not listed in the PWS or by methods other than those listed in the PWS (such as provided for by the Inspection of Services clause) may occur during the performance period of this contract. Such surveillance will be done according to standard inspection procedures or other contract provisions. Any action taken by the CO as a result of surveillance will be according to the terms of this contract.

2.1.1 The government will periodically evaluate the contractor's performance IAW the Quality Assurance Surveillance Plan (QASP). The government may inspect each task as completed and increase the number of quality assurance inspections if deemed appropriate because of repeated failures discovered during surveillance inspections or because of repeated customer complaints. Likewise, the government may decrease the number of quality assurance inspections if performance dictates.

2.1.2 When an observation indicates defective performance, the COR will require the contractor's Contract Manager or representative at the site to initial the observation. When a performance threshold has not been met or contractor performance has not been accomplished, the COR will initiate and provide the CO a Corrective Action Report (CAR) for issuance to the contactor. The contractor shall respond to the CAR IAW instructions provided and in the CAR.

2.2 **Performance Assessment**.

2.2.1 **Periodic Surveillance.** This method requires the COR to employ a "spot check" style of evaluation based on the contractor's services. Periodic surveillance will be conducted on a scheduled basis (daily, weekly, monthly, quarterly, semi-annual or annually) and may be adjusted, based on quality trends.

2.2.2 **Customer Complaints.** The COR will receive and investigate all complaints. The COR will be responsible for validating customer complaints. The CO shall make final determination of the validity of customer complaint(s) in cases of disagreement with the COR and the contractor. Validated customer complaints shall be corrected within 2 hours of notification. CO will validate corrective action.

2.2.3 **Review of Audits.** COR reviews results of the contractor's accepted quality management system audits and related quality metrics.

2.2.4 **100 Percent Inspection.** This method requires the COR to do 100 percent inspection on all tasks performed. Appropriate for tasks that occur infrequently. Usually only deals with Safety and/or Security, unless mandated by a Department of the Air Force Instruction (DAFI) or industry standard.

2.3 **Quarterly Progress Meetings.** The CO, Government's Program Manager (PM), /Functional Services Manager (FMS), COR, other government personnel as appropriate, and the contractor shall meet quarterly to discuss the contractor's performance.

The following issues, at a minimum, shall be discussed:

- Opportunities to improve the contract,
- Any modifications required of the contract,
- Unsatisfactory inspections,
- Valid customer complaints against each performance objective observed, and
- Steps taken by the contractor to prevent occurrences in the future.

The contractor shall provide a summation of unsatisfactory inspections and customer complaints and provide insight into any identified trends.

2.3.1 The minutes of these meetings will be recorded in writing, signed by the CO and any other signatures as deemed appropriate, distributed to the functional area and the contractor. Should the Government not concur with the minutes, they will provide a written notification within 5 working days to the CO identifying areas of non-concurrence for resolution.

2.4 **Contracting Officer Representative (COR).** CORs are representatives of the CO and will participate in the administration of this contract. After award of the contract, the contractor will be provided a letter identifying the COR and setting forth their duties and authorities. The COR is not authorized to change any of the terms and conditions of the contract/task order.

2.5 Contractor's Performance. The government assesses a contractor's performance on an on-going basis, both positive and negative, and provides a record on a given contract during a specified period of time.

2.5.1 Past Performance Information (PPI). PPI can be provided to other government agencies, as requested.

2.5.2 Contractor Performance Assessment Report (CPARS). Depending on the estimated value of the contract, formal assessment and reporting of contractor performance is documented using the CPARS system. An assessment usually provided on an annual basis is sent to the contractor's representative for

their comment. The contractor shall have up to 60 days to review and comment on the assessment. Past Performance assessment reports will be protected by all parties and treated by government personnel as marked **"Controlled Unclassified Information (CUI)/Source Selection Sensitive Information IAW FAR 2.101, 3.104 and 42.1503"**.

SECTION III

BASE SUPPORT

3. **BASE SUPPORT AND SERVICES:** The Government will provide to the SP the facilities, equipment, materials and/or services listed in Appendix 2.

3.1 Facilities: The Government shall furnish and/or make available the facilities to accomplish the required service. Government facilities have been inspected for compliance with Occupational Safety and Health Administration (OSHA). Compliance with OSHA and other applicable laws and regulations for the protection of employees is exclusively the obligation of the contractor, and the Government will assume no liability or responsibility for the contractor's compliance or noncompliance with such requirements. Prior to any modification of the facilities performed by the contractor at his/her expense, the SP must give the Government documentation describing, in detail, the modification requested. No alterations to the facilities shall be made without specific written permission from the Government through the CO; however, in the case of alterations necessary for OSHA compliance, such approval shall not be unreasonably withheld. The SP shall return the facilities to the Government in the same condition as received, fair wear and tear and approved modifications excepted. These facilities shall only be used for performance of this contract.

3.2 Joint Use Equipment. The Government shall provide the SP the equipment listed in Appendix 2. The SP and the COR shall conduct a joint inventory of all base support equipment listed in Appendix 2 within the orientation period. The SP shall sign a receipt for all equipment provided by the Government. Items of equipment missing or not in working order shall be reported to the COR in writing Upon completion of this contract, the SP shall return the property to the Government in a serviceable condition.

3.3 Automated Data Processing Equipment (ADPE). The Government will provide and maintain ADPE (listed in Appendix 2) in support of the PWS. All ADPE will meet SSC Information Technology policy (SSC/IT Policy Memorandum) on standard desktop operating systems. The SP shall comply with all computer system accountability and security procedures required by the Government.

3.4 Software. The Government will furnish the SP alt currently installed software to accomplish the requirements of this PWS. The Government will update and keep current directed software required by the 45th Force Support Squadron.

3.5 Base Support Utilities: The Government will furnish utility services including water, sewer, gas and electricity for SP use in Government-furnished facilities. SP is responsible for practicing energy conservation.

3.6 Telephone/FAX Services/Electronic Mail and Internet Access: The Government will provide telephone and internet access for official use in the performance of this PWS. The Government reserves the right to monitor telephone calls. If telephone services for purposes not specified in this contract are required, it will be the SP's responsibility to obtain them after approval by the CO. The SP shall comply with minimum clearance requirements prior to being granted electronic mail and Internet access IAW DoDM 5200_DAFI 16-1404. The Government may limit or restrict these services at any time.

3.7 Equipment and Software Problems. Address all DEERS/RAPIDs terminal problems to the COR. Address Windows-based software or other computer related problems to the COR, the COR may direct them to contact the DEERS/RAPIDS help desk. For computer equipment, associated software, network, or internet problems, call the Enterprise Help Desk for resolution, (321) 494-2666.

3.8 Mail Management and Control Services (MMCS). The Government will provide on-base mail distribution and United States Postal Service (USPS) and United Parcel Service (UPS), express mail for, but limited to, official Government mail required to perform this PWS.

3.9 Police and Fire Protection. The Government will provide general police and fire protection. The Government will provide inspection and maintenance of base support fire extinguishers and systems. For emergencies call extension 911, for non-emergencies call (321) 494-7642 for Fire Department or (321) 494-2008 for Security Forces.

3.10 Emergency Medical. The Government will provide emergency medical treatment and emergency patient transportation service for SP personnel who are injured or become critically ill while in performance of this contract. Treated personnel shall be responsible for reimbursing the Government for the cost of medical treatment and patient transportation at the current inpatient or outpatient treatment rate. The telephone number for emergency medical care is 911.

3.11 Pest Management Services. The Government will furnish insect and rodent control for Government provided facilities. The SP shall request entomology service under the current base pest control contract.

3.12 Refuse/Recycle Collection. The Government shall provide refuse service under the current base refuse contract. The SP shall follow procedural guidelines established by the installation regarding proper use of dumpsters. The SP shall not dump prohibited items in dumpsters; to include but not limited to paint, petroleum, hazardous waste, and liquids. The SP shall comply with all base-recycling programs. Mixed paper, which includes all paper with the exception of that generated from ground wood (such as inter-office mail envelopes), cardboard, and aluminum cans shall be segregated from trash and recycled in Government provided recycling receptacles located within designated buildings. Whenever possible, two-sided copying shall be used. Electronic mail shall be encouraged as a means for reducing the total amount of paper waste generated.

3.13 Custodial Service. The Government will provide custodial services to the extent listed in the current base custodial contract. Each person must take their own trash to the dumpster.

3.14 Copier Usage. The SP shall comply with current copier usage procedures. The Government will provide all necessary equipment and supplies for copying.

3.15 Real Property Maintenance. The Government will provide maintenance and repair of real property facilities. The SP shall request repairs or maintenance through the 45th Force Support Squadron POC.

SECTION IV

4.0 GENERAL INFORMATION

4.1 **Military or Civilian Personnel.** The government retains the option to assign military and civilian representatives on a full or part time basis at all contracted sites as deemed necessary for reasons, such as, to receive training, to assist in contingency efforts at site, or to evaluate site performance (not inclusive). The presence of military personnel shall in no way diminish the contractor's responsibility to provide the operation services specified in this PWS.

4.2 **Identification.** During performance of the contract, the contractor shall be responsible for obtaining required identification for newly assigned personnel.

The contractor shall be responsible for prompt return of credentials and vehicle passes for: 1) any employee who no longer requires access to the work site; 2) upon request by a CO; and 3) upon completion or termination of the contract. The prime contractor shall ensure that all base identification passes issued to employees and subcontractor employees are returned to the issuing office. Failure to comply with these requirements may result in withholding of payment.

Notification Of Government Security Activity And Visitor Group Security Agreements. This contract contains a DD Form 254, DoD Contract Security Classification Specification, and requires performance at a government location in the United States. Prior to beginning operations involving classified information on an installation identified on the DD Form 254, the contractor shall take the following actions:

(1) Within thirty (30) days of contract award, notify the security police activity shown in the distribution block of the DD Form 254 as to:

(a) The name, address, and telephone number of this contract company's representative and designated alternate in the U.S. or overseas area, as appropriate;

(b) The contract number and military contracting command;

(c) The highest classification category of defense information to which Contractor employees will have access;

(d) The Air Force installations in the U.S. (in overseas areas, identify only the APO number(s)) where the contract work will be performed;

(e) The date contractor operations will begin on base in the U.S. or in the overseas area;

(f) The estimated completion date of operations on base in the U.S. or in the overseas area; and

(g) Any changes to information previously provided under this clause.

***This requirement is in addition to visit request procedures contained in DoD 5220.22-M, National Industrial Security Program Operating Manual.*

(2) Prior to beginning operations involving classified information on an installation identified on the DD Form 254 where the contractor is not required to have a facility security clearance, the contractor shall enter into a Visitor Group Security Agreement (or understanding) with the installation commander to ensure that the contractor's security procedures are properly integrated with those of the installation. As a minimum, the agreement shall identify the security actions that will be performed:

(a) By the installation for the contractor, such as providing storage and classified reproduction facilities, guard services, security forms, security inspections under DoD 5220.22-M, classified mail services, security badges, visitor control, and investigating security incidents; and

(b) Jointly by the contractor and the installation, such as packaging and addressing

classified transmittals, security checks, internal security controls, and implementing emergency procedures to protect classified material.

APPENDIX 1

ACRONYMS/ABBREVIATIONS

Acronym	Definition
ADPE	Automated Data Processing Equipment
AF	Air Force
AFMAN	Air Force Manual
C4	Command, Control, Communications, Computer
CCSFS	Cape Canaveral Space Force Station
CAC	Common Access Card
CC	Commander
CO	Contracting Officer
COR	Contracting Officer Representative
DAF	Department of the Air Force
DAFI	Department of the Air Force Instruction
DAFMAN	Department of the Air Force Manual
DEERS	Defense Enrollment Eligibility Reporting System
DMDC	Defense Manpower Data Center
DoDI	Department of Defense Instruction
DOW	Department of War
EMSEC	Emissions Security
FAR	Federal Acquisition Regulation
FSS	Force Support Squadron
GSU	Geographically Separated Unit
HQ	Headquarters
IAW	In Accordance With
ID	Identification
MPF	Military Personnel Flight
MMCS	Mail Management and Control Services
NACLC	National Agency Check with Local and Credit
NLT	No Later Than
OSHA	Occupational Safety and Health Administration
PA	Privacy Act
POC	Point of Contact
PSDM	Personnel Service Delivery Memorandum
PSFB	Patrick Space Force Base
PWS	Performance Work Statement
QC	Quality Control
QCP	Quality Control Plan
RAPIDS	Real-Time Automated Plan Identification System
SATE	Security Awareness Training and Education
SOP	Standard Operating Procedure
SP	Service Provider
SLD	Space Launch Delta
SSM	Site Security Manager
TFAT	Total Force Awareness Training
UEI	Unit Effectiveness Inspection
UPS	United Parcel Service

USPS	**United States Postal Service**
USAF	**United States Air Force**
USSF	**United States Space Force**
WWW	**World Wide Web**

APPENDIX 2

JOINT USE EQUIPMENT

Monitor
CPU
Symbol Card
Scanner
Card Laminator
Printer
Laptop
Card Reader
Camera
Fingerprint Reader
Document Scanner
Mouse
Keyboard

APPENDIX 3

APPLICABLE FORMS, PUBLICATIONS, AND WEBSITES

1. General Information. Publications, forms, and websites applicable to this PWS are listed below. DoD, DAF, and local publications and forms are generally available from appropriate websites such as, (http://www.af.mil) and (http://www.e-publishing.af.mil). The SP shall insure that they are using the most current version. The Government will provide those documents not available from websites in either paper or electronic form (for example, CD-ROM).

2. Waivers to Mandatory Publications. The SP may change or modify procedures and processes in the interest of innovation and effectiveness; however, such changes or modification shall not be implemented without written approval from the appropriate approval authority obtained through the COR.

3. Publication Changes. Supplements or amendments to listed publications from any organizational level may be issued during the life of the contract. The SP shall obtain future editions, supplements, additions, and changes to publications and forms.

4. Hierarchy of Publications. The service provider shall accomplish the tasks IAW references established in the PWS. If there is a conflict between this PWS and the references established herein, the cited references shall control unless a waiver is obtained from the appropriate approval authority.

5. Publications Code.
AFI - Air Force Instruction
AFMAN - Air Force Manual
AFSSI - Air Force System Security Instruction
DAFI - Department of the Air Force Instruction
DAFMAN - Department of the Air Force Manual
DD - Department of Defense
DoD - Department of Defense
DoDD - Department of Defense Directive

6. Publication and Forms and Websites

6.1 Personnel Service Deliver Guides (PSDM) can be found at https://myfss.us.af.mil/USAFCommunity/s/

6.2 All DAFI, AFI, AFMAN, and DAFMANs can be found at https://www.e-publishing.af.mil/Product-Index/

6.3 DOD forms and regulations can be found at https://www.dtic.mil/home

APPENDIX 4

WORKLOAD DATA

The following workload data represents the government's best estimate of the volume of work shown for each item listed. This appendix is not intended to cover all of the workload items but lists the major categories of work. Information contained in this appendix is based on statistics of the base population and can be used to predict current and future workload.

The customer population includes military members, dependents, civilians, retirees, veterans, and contractors. Defense Manpower Data Center (DMDC) expects 35 dedicated hours per personnel, per week on the DEERS terminal, 20 minutes per CAC and 10 minutes per USID.

APPENDIX 5

CONTRACTOR DELIVERABLES

Deliverables	Reference	Suspense
Employee training completed (monthly)	1.5	Within 30 days after the start of the contract
Quality Control Plan	1.7	NLT 30 workdays before the performance start date
Management Plan	1.7	Within 30 days after the contract start date
List of current employees	1.8	At the beginning of the agreement and/or within 5 duty days a change in the employee's information