PERFORMANCE WORK STATEMENT (PWS)

FOR

COMMUNITY COLLEGE OF THE AIR FORCE ADVISOR
CUSTOMER SERVICE SUPPORT

FOR

NELLIS AFB, NV

11 Mar 2026

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DESCRIPTION OF SERVICES

In direct support of the Nellis AFB Voluntary Education Program the contractor shall provide all management and labor necessary to deliver high-quality Community College of the Air Force (CCAF) advisement for members seeking guidance on CCAF academic, educational, and degree completions requirements at Nellis AFB, NV, 89191.

BASIC SERVICES

1. Primary Community College of the Air Force (CCAF) Academic Advisor
2. Understands the advisement process to provide sound guidance to students so as to facilitate CCAF degree progression and completion. This understanding will include force development requirements for education, and the impact on the individual student's situation.
3. Provides general information on CCAF admission and registration. Evaluate and interpret the CCAF student degree plan Degree Audit.
4. Understands CCAF degree graduation requirements and how the degree requires a specific number of hours including 25% from CCAF institutional credit-bearing courses.
5. Understands how the total number of degree program hours are broken out as specific categories of credit requirements (i.e., general education, technical core, technical elective, program elective, etc.). Able to explain to students the differing ways for completing CCAF degree requirements, to include traditional testing and assessment as well as credit by examination through DSST and CLEP.
6. Understands CCAF resources, such as CCAF Online Services, Degree, CCAF Student Action Request (AF Form 968), Candidate and Graduate tools, AirForce Virtual Education Center (AFVEC), Air Force Credentialing Opportunities On-Line (AF COOL), etc. Be aware of limits these web resources due to IT outages or changes in technology affecting these services.
7. Understands the process timeline and milestones for submitting a student's intent to graduate.
8. Advises local bases and/or base organizations in conducting appropriate graduation/recognition ceremonies.
9. May perform testing duties when the preponderance of testing duties supports voluntary testing programs.

EDUCATIONAL PROGRAM SUPPORT

Supports the Education Chief and designees with education fairs, and (CCAF) graduations, diploma distribution. Primary representative for the base Right Start Program which provides education information. Conducts follow-up education briefings ONLY.

EDUCATION CENTER CUSTOMER SUPPORT

Greets and directs telephone and in-person inquiries, providing routine and non-technical information while referring customers to an Education Services for detailed advisement or counseling. Offers guidance on ordering college transcripts and advice on procedures and

requirements for CCAF degree completion. Directs customers with appropriate resources. Supports the education center and designees in all aspects of customer service.

ADMINSTRATIVE AND DATA MANAGEMENT SUPPORT

Utilizes the Air Force Automated Education Management System (AFAEMS) and CCAF software programs in direct support of the CCAF degree programs. Clears and updates out-processing members via AFAEMS and vMPF.

TESTING SUPPORT

May perform testing duties when the preponderance of testing duties supports voluntary testing programs.

REQUIREMENTS

1. Must hold minimum an associate's degree.
2. Provides office coverage as scheduled.
3. Absences must be requested at least 5 business days in advance, unless under emergency conditions such as illness, national emergencies or natural disasters.
4. Any unexpected vacancies are required to be filled within two weeks by a qualified replacement.
5. There will be no payout if a qualified replacement is not provided.

GENERAL INFORMATION

QUALITY CONTROL

The Contractor is required to control the quality-of-service delivered and offered to the Government and its members which conform to contract requirements.

SECURITY REQUIREMENTS

Security and base access requirements are contained in clause 5352.242-9000 "Contractor Access to Air Force Installations." Anticipate delays in getting commercial vehicles on base and allow time for commercial vehicles to reach their destination by driving designated routes at posted speed limits throughout the base. Procedures for commercial vehicle access to the base are subject to change without prior notice.

CAC and Base passes: CAC or base passes are required for employees to enter military installations prior to the start of work. Base pass requests should be initiated 7 days in advance of base access requirements. Applications shall be coordinated through the Contracting Officer Representative (COR). At the time of application, Security Forces may conduct a background

check on employees. Upon termination of employment, the contractor shall be responsible for returning identification cards or base passes to Security Forces or COR within 24 hours.

PHYSICAL & OPSEC SECURITY

The contractor shall be responsible for safeguarding all government property provided for contractor use. At the close of each work period, government facilities, property, and materials shall be secured.

KEY CONTROL

1) The contractor must follow security requirements for all keys and key cards issued by the government to ensure they are not lost or misplaced and are not used by unauthorized people. NO KEYS ISSUED TO THE CONTRACTOR BY THE GOVERNMENT SHALL BE DUPLICATED.

Turn in all issued keys for all personnel who no longer require access to secure or locked areas. The contractor shall immediately report the occurrences of any lost or duplicate key to the COR.

2) In the event keys, other than master keys, are lost or duplicated, the contractor shall, upon written direction of the contracting officer, re-key or replace the affected lock or locks; however, the Government, at its discretion, may replace the affected lock or locks or perform re-keying. When the replacement of locks or re-keying is performed by the Government, the total cost of re-keying or the replacement of lock or locks shall be deducted from the monthly payment due to the contractor. In the event a master key is lost or duplicated, all locks and keys for the respective system shall be replaced by the Government and the total cost deducted from the monthly payment due the contractor.

3) OPSEC: Must train & remain current with all Operation Security & Force Protection measures.

HOURS OF OPERATION

Normal Hours of Operation. The contractor shall perform the services required under this contract during the following hours: Monday – Friday 0730 – 1630 hours, no exceptions. Contractor will not be scheduled on federal holidays.

Recognized Holidays. The contractor is not required to provide service on the following days: New Year's Day, Martin Luther King Day, Presidents Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus Day, Veterans Days, Thanksgiving Day, and Christmas Day. If the holiday falls on Saturday, it is observed on Friday. If the holiday falls on a Sunday, it is observed on Monday.

RECORDS.

The contractor shall be responsible for creating, maintaining, and disposing of only those government required records associated with assigned duties. If requested by the Government, the contractor shall provide the original record or a reproducible copy of any such record within five working days of receipt of the request.

ENVIRONMENTAL CONTROLS.

Compliance with Laws and Regulations. The contractor shall be knowledgeable of and comply with all applicable requirements regarding environmental protection. In the event environmental laws/regulations change during the term of this contract, the contractor is required to comply as such laws come into effect. If there is an increase or decrease in cost because of the change, the contractor shall inform the Contracting Officer pursuant to notice requirements and negotiate a modification to the contract.

Material Storage and Use. The contractor shall follow manufacturer's guidelines and professional recommendations for control of humidity, temperature, cleanliness, and materials handling. This includes hazardous materials.

GOVERNMENT OBSERVATIONS.

Government personnel, other than contracting officers (COs), may from time to time, with CO coordination, observe contractor operations. However, these personnel may not interfere with contractor performance or make any changes to the contract.

SAFETY REQUIREMENTS.

In performing work under this contract, the contractor shall:

Perform work in a safe manner as required by OSHA 2206, General Industry, Occupational Safety and Health Standards (29 CFR 1910).

Develop and provide at the start of the orientation period or the start of the first operational performance period (if there is no orientation period) a safety plan for the protection of government facilities and property and to provide a safe work environment for contractor personnel.

Record and report promptly (within one hour) to the contracting officer or designated government representative (GR), all available facts relating to each instance of damage to government property or injury to either contractor or government personnel.

SPECIAL QUALIFICATIONS.

Contractor must possess at least an associate's degree. A copy of the transcript or diploma shall be submitted to the Education & Training Section Chief prior to assuming the contract. One to three years of experience in higher education or higher education academic counseling

CONTINUATION OF ESSENTIAL DOD CONTRACTOR SERVICES DURING CRISIS IAW DoDI 3020.37.

IAW AFI 63-124, para 2.7.1, and DODI 3020.37 this requirement is not considered mission essential.

PHASE OUT.

If there is a change in contractor or if the operation reverts to in-house, the incumbent contractor will provide familiarization, to the government or the follow-on contractor. During the phase-out familiarization period, the incumbent will be fully responsible for CCAF and AF COOL programs.

The government reserves the right to conduct site visits in all contractor-operated facilities in conjunction with the solicitation of offers for the follow-on contract. In the event the follow-on contract is awarded to other than the incumbent, the incumbent contractor will cooperate to the extent required to permit an orderly change over to the successful contractor. Regarding the successor contractor's access to incumbent employees, a recruitment notice may be placed in each facility.

Recommendations for modification and/or termination of the contract by an appropriate Air Force representative may be made at any time. Written notification with a 30-day advance notice of proposed modification and/or termination effective date will be provided.

PUBLICATIONS.

Compliance with all publications, regulations and operating instructions provided by the Government is required.

CONTRACTOR PERSONNEL

Contract Manager: the contractor shall provide a contract manager and alternate contract manager (responsible in the absence of the contract manager) who shall be responsible for the performance of the services. The names of the contract manager and alternate(s) shall be provided to the CO in writing prior to the beginning of the first performance period. The contract manager and alternate(s) must be able to read, write, speak, and understand English.

The contract manager and alternate shall have full authority to act for the contractor on all contract matters relating to daily operations of this contract.

The contract manager or alternate shall be available during normal duty hours within two (2) hours to meet with government personnel (designated by the CO) to discuss problems. After normal duty hours the manager or alternate shall be available the following day.

Contractor personnel shall present a business casual appearance appropriate for an office environment.

The contractor shall not employ any person who is an employee of the U.S. Government if employing that person would create a conflict of interest. Additionally, the contractor shall not 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 according to DOD 5500-7-R Joint Ethics Regulation. The contractor shall not employ any person who is an employee of the Department of the Air Force if such employment would be contrary to the policies in AFI 64-106

CONTRACTOR FULL-TIME EQUIVALENT REPORTING

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

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

REPORTING PERIOD: Contractors are required to input data by 31 Oct of each year.

USES AND SAFEGUARDING OF INFORMATION:

Information from the secure website is propriety in nature when contract number and contractor identify are associated with the direct labor hours and direct labor hours. At no time will any data be released to the public with the contractor's name and contractor number associated with the data.

USER MANUALS: 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.

APPENDICES

A. Acronyms & Abbreviations List

B. Estimated Workload Data

APPENDIX A

ACRONYMS AND ABBREVIATIONS LIST

Acronym/Abbreviation	Definition
AF	Air Force
AFAEMS	Air Force Automated Education Management System
AFB	Air Force Base
CCAF	Community College of the Air Force
CMRA	Contractor Manpower Reporting Application
CO	Contracting Officer
DL	Distance Learning
OSHA	Occupational Safety and Health Act
PBSA	Performance Based Service Acquisition
PWS	Performance-Based Work Statement
QA	Quality Assurance
QAP	Quality Assurance Personnel
QCP	Quality Control Program
USAF	United States Air Force

APPENDIX B

ESTIMATED WORKLOAD DATA

ITEM	NAME	ESTIMATED QUANTITY	
A	Duties will be accomplished primarily at Nellis AFB; however, the contractor may be tasked, at the E&TSC's discretion, to provide CCAF advisor assistance at other supported locations.	1960 Hours	Per Year