PERFORMANCE WORK STATEMENT

FOR

TRANSITION ASSISTANCE PROGRAM ADMINISTRATIVE ASSISTANT

MILITARY & FAMILY READINESS CENTER HILL AFB, UTAH

MAY 2026

SECTION 1.
DESCRIPTION OF SERVICES

1.1. SCOPE OF WORK:
This is a non-personal services contract in support of the United States Air Force Military & Family Readiness Center (M&FRC) at Hill Air Force Base, Utah. The contractor shall provide Transition Assistance Program (TAP) data entry, scheduling of TAP courses for all separating/retiring service members, tracking of completion, and front desk customer service functions.

This project requires basic knowledge of military family support programming and extensive knowledge, skills, and abilities associated with this performance work statement. All labor and transportation necessary to provide this non-personal service is the responsibility of the contractor. While routine telework is not authorized due to the nature of the position, the Contractor must be capable of executing mission-essential duties remotely in the event of directed base closures, elevated Health Protection Conditions (HPCON), or severe inclement weather, subject to M&FRFC Flight Chief approval.

1.2 PERIOD OF PERFORMANCE:
The overall period of performance (PoP) for this contract is five years, which includes one base year and four option years.

- Base Year: 1 Sep 2026 – 31 Aug 2027
- Option Year 1: 1 Sep 2027 – 31 Aug 2028
- Option Year 2: 1 Sep 2028 – 31 Aug 2029
- Option Year 3: 1 Sep 2029 – 31 Aug 2030
- Option Year 4: 1 Sep 2030 – 31 Aug 2031

1.3. PLACE OF PERFORMANCE:

Military & Family Readiness Center
5837 D Avenue
Building 150
Hill AFB, UT 84056

1.4. SPECIAL QUALIFICATIONS:
The Contractor's personnel must possess the following qualifications:
- A minimum of six months of administrative, scheduling, or data entry experience, preferably within a military, federal, or equivalent corporate environment.
- Proficient in utilizing standard computer programs (Word, Excel, Outlook) to accurately produce and manage professional correspondence, update spreadsheets, and calendar schedules.
- Demonstrated ability to produce written products with accurate grammar, spelling, and punctuation in accordance with Air Force writing and formatting standards.
- Technical ability to navigate the setup of virtual classroom environments through Microsoft Teams.
- A basic understanding of military protocol and Air Force/Department of the Air Force (DAF) terminology.

- Possess excellent customer service skills and the demonstrated ability to work effectively with a diverse clientele. Personnel must maintain cognizance of military hierarchy and protocol, including military customs and courtesies.
- Strong oral and written communication skills, with the ability to convey TAP information clearly and concisely.
- As a condition of employment and continued performance the Contractor must successfully pass and maintain a favorable federal background investigation to obtain and retain a Common Access Card (CAC) for unescorted installation and government network access.

1.5. CONTRACTOR SPECIFIC TASKS:

All tasks shall be accomplished in accordance with DAFI-36-3009, M&FRC program desk guides, AFFIRST training guides, and all other pertinent Air Force and local command policies and publications.

Customer Contact and Scheduling:

- Ensure 100% contact is made to service members identified as being within 24-18 months of separation or retirement. The Contractor shall utilize approved M&FRC tracking products to schedule these members for Public Law TAP requirements, providing documentation of contact attempts in AFFIRST.
- Serve as the primary scheduler for TAP appointments, executing all entries into the AFFIRST system and the Outlook customer appointment calendar.
- Provide continuous telephone coverage during standard operating hours to ensure calls are answered live, minimizing reliance on voicemail. Any voicemails received shall be checked, actioned, or distributed to the appropriate M&FRC staff within 2 hours of receipt.
- Maintain continuous monitoring of the TAP organizational inbox, ensuring that all inquiries receive a response or status updated within one business day of receipt. Complex inquiries will be forwarded to the appropriate M&FRC subject matter expert for resolution.
- Up channel inappropriate/abnormal customer behavior within two hours of observing.

Workshop and Data Management:

- Manage the lifecycle of all TAP-related workshops within the AFFIRST and TAP Events systems. This includes the creation of new workshop sessions, performing data updates, and assigning service members to required appointments.
- Assemble and maintain an inventory of TAP Tier-specific folders containing the approved materials of the TAP Manager.
- Distribute email reminders to registered service members no later than (5) business days prior to their scheduled TAP class or track.
- Access the milConnect database to provide service members with a digital or printed copy of their vMET, DD Form 2648, or other TAP related documents upon request.
- Ensures the classroom is setup at least 30 minutes prior to start time and include the distribution of appropriate student materials, staging of instructional tools, and verification that all audiovisual or IT assets are functional and ready for use.
- Manages the daily issuance and recovery of government-provided computer assets for TAP students. Utilize a standardized tracking log to ensure 100% end-of-day accountability. Any missing, damaged, or unaccounted-for assets must be reported to the M&FRC Flight Chief immediately upon discovery.

- Verify student attendance twice daily for all TAP workshops-once at the start of the day and again immediately following the scheduled lunch break. Final verified attendance rosters must be recorded in AFFIRST no later than three (3) business days following the conclusion of the workshop.
- In the event of a student's unexcused absence, the Contractor shall initiate notification to the member's leadership within 60 minutes of the workshop start time or the post-lunch roll call. All notification attempts must be documented as instructed by the TAP manager.
- Organizes TAP-related material inside the classroom in a professional, mission-ready state at all times.

Administrative and Clerical Duties:

- Provide front-desk reception coverage as requested by the M&FRC Flight Chief. The Contractor shall manage incoming telephone calls, greet all visitors with a high degree of tact and professionalism, and accurately direct customers to the appropriate personnel or office.
- Ensure customers complete the Statement of Understanding (SOU) or other forms as required.
- Accurately documents daily mission-support activities within the AFFIRST system of record in accordance with the Transition and AFFIRST Operation Guides.
- In the event of an Emergency Family Assistance Center (EFAC) activation, the Contractor will support EFAC operations by providing reception support during standard duty hours.

Confidentiality and Support:

- Maintain strict confidentiality of all individual and family data concerning sensitive, personal, or private information in accordance with the Privacy Act of 1974 and Controlled Unclassified Information (CUI) handling protocols.
- The Contractor will be required to complete initial and refresher mission-essential computer-based training upon 5 days of reporting for duty. Annual refresher training must be completed to maintain uninterrupted access.
- All records, files, and documents, regardless of media, are the property of the Government and shall remain so upon termination or completion of the contract.

SECTION 2
QUALITY CONTROL

2.1 Quality Assurance

The government will periodically evaluate the contractor's performance by appointing a representative(s) to monitor performance to ensure services are received. The government representative will evaluate the contractor's performance through intermittent on-site inspections of the contractor's quality control program and receipt of complaints from base personnel. The government may inspect each task as completed or increase the number of quality control inspections if deemed appropriate because of repeated failures discovered during quality control inspections or because of repeated customer complaints. Likewise, the government may decrease the number of quality control inspections if merited by performance. The government will also investigate complaints received from various customers located on the installation. The contractor shall be responsible for initially validating customer complaints. However, the government

representative shall make final determination of the validity of customer complaint(s) in cases of disagreement with customer(s).

2.2 Contracting Officer Representative (COR)
The COR is the authorized government representative(s) who will perform assessments of the contractor's performance. Subsequent to contract award, the identity of the COR(s), with a letter defining their duties and authority will be promptly furnished to the successful bidder/offeror. The COR(s) or alternate(s) will inform the contract manager in person when discrepancies occur and will request corrective action. The COR(s) or alternate(s) will make a notation of the discrepancy on their assessment checklist with the date and time the discrepancy was noted and will request the contract manager (or authorized representative) to initial the entry on the checklist. Any matter concerning a change to the scope, prices, terms or conditions of this contract shall be referred to the CO and not to the COR(s). The services to be performed by the contractor during the period of this contract shall at all times and places are subject to review by the CO or authorized representative(s).

SECTION 3
GENERAL INFORMATION

3.1 Hours of Operation:
The contractor will work Monday-Friday, 0730-1630, except on days the M&FRC is closed for holidays, installation down days or inclement weather. The contractor will take a one-hour lunch break between the hours of 1100 and 1300.

3.2 Recognized Federal Holidays:
The contractor is not required to provide service on the following days:

- New Year's Day (1 January)
- Martin Luther King Jr.'s Birthday (Third Monday in January)
- President's Day (Third Monday in February)
- Memorial Day (Last Monday in May)
- Juneteenth (19 June)
- Independence Day (4 July)
- Labor Day (First Monday in September)
- Columbus Day (Second Monday in October)
- Veterans' Day (11 November)
- Thanksgiving Day (Fourth Thursday in November)
- Christmas Day (25 December)

3.3 Overtime:
Overtime is not authorized.

3.4 Leave Policy:
Contractor is required to notify the M&FRC Flight Chief at least 5 working days prior to any planned absence. If the position becomes vacant, the Contractor must fill the position with a qualified candidate within 14 days. A replacement is required for any absence of 15 days or more.

3.5 Dress Code:
The employee shall maintain good personal hygiene and present a well-groomed and professional appearance. Business Casual attire is required (i.e., no tennis shoes, flip-flops, shorts/mini skirts, sweat suits, or t-shirts). If authorized by current policy, modest jeans in good condition (no holes, tears, or worn areas) may be authorized on Fridays.

3.6 Safety:
The Contractor shall comply with all Safety Regulations and shall not require any worker to work under conditions that are unsanitary, hazardous, or dangerous to health or safety.

- Physical Security: The contractor shall be responsible for safeguarding all government property provided for contractor use.
- Background Checks: The Contractor and any subcontractor personnel must consent to Law Enforcement Agency Data System (LEADS) background checks.

3.7 Security Training:
All contractor employees must complete initial and recurring OPSEC Awareness Training within 30 calendar days of their reporting for duty and annually thereafter to ensure access to government network.

3.8 Key Control:
The contractor shall establish and implement methods to ensure all keys issued by the Government are not lost, misplaced, or used by unauthorized persons.

SECTION 4
GOVERNMENT-FURNISHED PROPERTY AND SERVICES

4.1 Facilities:
The government will provide a workspace. The contractor is responsible for keeping the area in a clean and orderly condition.

4.2 Equipment:
The government will provide all necessary equipment, supplies, and materials to include a workstation, computer (with internet access), telephone, general office supplies, monitor, desk, chairs, software, and printer.

4.3 Services/Utilities:
All reasonable quantities of utilities shall be made available to the contractor without cost.

4.4 Access to the Government Network
Access to the network is required and will be gained via the TASS system. A background check will be initiated/completed as part of this requirement.

SECTION 5
POINTS OF CONTACT
Points of contact for this project is the Hill AFB M&FRC Flight Chief, Ms. Kimberly Taylor, (801) 777-4681 or by email kimberly.taylor.3@us.af.mil