Performance Work Statement

For

55th Wing Office of the Staff Judge Advocate
(55 WG/JA)

Confidential Executive Assistant

1 January 2026
Offutt AFB, NE

1. Description of Services: The contractor shall recruit, screen, qualify, place, manage and retain qualified personnel to provide administrative and clerical support to senior leadership staff at the Office of the Staff Judge Advocate (55 WG/JA), Offutt AFB, NE. The contractor shall comply with all applicable federal, state, local laws and regulations, codes, including any supplements or revisions, industry standards, commercial practices, and this Performance Work Statement (PWS).

1.1. Scope of Work: The contractor shall provide all tools, labor and materials required to provide data entry and administrative services supporting 55 WG/JA. The contractor shall provide one (1) full-time administrative executive assistant to perform data entry, administrative functions, and other duties related to the operations at 55 WG/JA. Contractor personnel shall comply with all work center and installation safety procedures, practices, and standards while presenting a professional, conservative, and neat appearance with socially acceptable standards of personal hygiene. Unless otherwise identified, business casual dress attire shall be appropriate. Business casual excludes denim, t-shirts, hoodies, ball caps, shorts, tennis shoes and sandals.

1.1.1 Non-Personal Services: The services under PWS are non-personal services and are not inherently governmental. The Government shall not exercise any supervision or have employer responsibilities or rights over the individual personnel performing under PWS, which includes time and attendance records for corporate use, personnel appraisals, counseling/reprimand, retraining or performance improvement plans. The contractor shall be solely accountable and liable for their employees and shall be obligated to meet all contract terms and conditions and the individual order requirements. Additionally, the prime contractor retains responsibility for any teaming partner or subcontractor and corporate employees and shall be accountable for their actions and performance.

2. Contractor Responsibilities

2.1 The contractor shall be responsible for the performance of the entire scope of operations and shall be required to be self-sufficient in meeting all performance standards. The contractor shall maintain a staffing model, provide training and manage employees to successfully meet the required objectives and standards. The contractor shall be responsible for managing and recording schedules, payroll records, appraisals of employees, and coordinating employee absences with the Government. The contractor shall fulfill these responsibilities without requiring Government employees to engage in the contractor's corporate operational or human resource management processes. Contractor responsibilities:

2.1.1. The contractor shall maintain a clear teaming/organizational structure and business capability to meet performance requirements that ensure the following:

a. Ensures an accurate company key personnel listing is provided to the CO no less than 10 business days from the contract award date with updates provided quarterly or as needed.
b. A strategy to provide the required personnel and services at the performance location and ability to ensure that 90% of requirements are met or exceeded.

2.1.2 The contractor shall recruit, qualify, place, manage and retain personnel.

a. Recruit personnel to work at 55 WG/JA.
b. Screens and qualifies personnel with a thorough verification and validation process to ensure personnel meet Government minimum qualifications and

completes all preplacement requirements; provides qualifying documentation to the Government not less than 10 calendar days before the required start date.

c. Places personnel to work at 55 WG/JA within the initial fill or replacement period no later than 30 calendar days from the (Contract Line Item Number) CLIN period of performance start date or 30 calendar days from the last day of a departing personnel.
d. Manages the employee and ensures currency of qualifying factors (security, certifications) and annual training requirements.
e. Complies with Government security requirements.
f. If ordered, provides substitute/temporary coverage for planned or unplanned absences within the placement requirements of the PWS.

2.1.3. The contractor management staff shall ensure successful performance by:

a. Developing a quality control plan that ensures personnel perform services within productivity, timeliness, completion, and accuracy standards.
b. Establishing an effective method to monitor and report on Government service summary.
c. The contractor shall have a process for resolving issues and concerns, implementing corrective actions, and communicating the resolution to the Contracting Officer by the suspense date issued by the Government. The contractor shall conduct follow-up to ensure corrective actions are successful and the customer is satisfied with performance.

2.1.4. Contractor Point of Contact. The contractor shall provide a point of contact and alternate that shall have full authority to act on all matters relating to the daily operation of this PWS. The contractor shall designate these individuals, in writing, to the Contracting Officer prior to the contract performance start date.

2.1.5 Operational Hours. The contractor shall be responsible for ensuring personnel performance on days and hours specified by 55 WG/JA except when the performance location is shut down for planned or unplanned closures as applicable.

2.1.6 Listing of Personnel. The contractor shall maintain a current listing of personnel. The list shall include the employee's name, social security number, and security investigation details. The list shall be validated and signed by the company's Facility Security Officer (FSO) and provided to the sponsoring agency's Security Manager, the Contracting Officer Representative (COR), and the Contracting Officer (CO). An updated listing shall be provided when an employee's status or information changes.

2.1.7 Replacement Staff. 55 WG/JA will determine if temporary/substitute work force is required and can be supported at the performance location for short-term vacancies when the permanent worker will be unavailable during a planned or unplanned absence. If the contractor substitutes the permanent 55 WG/JA personnel for a temporary period of time, the substitute worker shall meet the same qualifications as stated in the PWS.

2.1.8 Scheduled Absences. All scheduled absences shall be coordinated no less than six (6) weeks in advance with the assigned COR. Upon receiving notification of scheduled absences, the COR will notify the contractor at least five (5) weeks in advance whether replacement staff will be required during that absence. When replacement staff are required, the contractor

shall provide replacement information and notify the COR no less than four (4) weeks in advance.

2.1.9 Unscheduled Absences. Unscheduled absences are those absences not coordinated at least six (6) weeks in advance. The contractor shall ensure notification of any unplanned personnel absences, such as sick days are coordinated with the COR. These do not include unscheduled absences as a result of extenuating circumstances approved by the COR.

2.1.10 Continuity of Services. If routine services are disrupted for more than ten (10) consecutive scheduled shifts, the Government reserves the right to procure such services from another source until administrative services are restored by the contractor, or adequate consideration for acceptance of nonconforming services shall be negotiated in accordance with the inspection and acceptance clause in the contract.

2.1.11 Planned Closures/Other Non-Duty Days. 55 WG/JA may have other non-duty days where contractor personnel will not be able to perform their duties on-site (i.e. family/down days or planned closures). The Government will inform the contractor of any non-duty days. Contractor personnel shall have the choice of teleworking those days, depending on the workload and supervision capabilities, or to schedule/coordinate absence. Time off shall be coordinated with both the contractor and immediate supervisor at 55 WG/JA.

2.1.12 Unplanned Closures. There will be incidents of unplanned closures impacting full or partial duty days. In the event of an unplanned closure of the facility due to natural disasters, severe weather, military emergency, unexpected performance location closure, or family/down days added after award but not identified by the Government in the original order, the contractor shall be allowed to bill the Government for performance only if (1) Local base policy and base access procedures prevent personnel from performing duties at55 WG/JA, and (2) the personnel were scheduled to work but unable to work because of the unplanned closure. The contractor shall not bill the Government for hours during the unplanned closure unless both conditions above are met. Therefore, if personnel are on leave (planned or unplanned) during a local base closure, the time is not billable. Base exercises are not considered unplanned closures. Since service is productivity-based, no consideration for unplanned closures is given because the workload will be completed on another duty day; however, consideration may be taken when assessing performance compliance with standards.

2.1.13 Ad-Hoc or Situational Telework. In accordance with 41 U.S.C. 3306(f), an agency shall generally not discourage a contractor from allowing its employees to telecommute in the performance of Government contracts. While telework is not prohibited, the Government reserves the right to exercise its sovereign authority, if determined to be in the best interest of the Government. Such determinations will be made on the basis that the requirements of the agency, including security requirements, which may be adversely impacted in accordance with FAR 7.108(b). Teleworkers shall use Government-Furnished Equipment (GFE) that has been properly configured for security by Information Technology Services Office (ITSO). The Government's inability to provide GFE for telework shall preclude the use of telework but shall not constitute an excusable delay. The equipment assigned may be tracked via hand receipt records (DAF 1297) in accordance with DoDI 5000.64_DAFI 23-111. The Government shall provide maintenance and technical support for GFE used by teleworkers. A teleworker's use of GFE and Government information shall be for contractual performance

only, and shall be protected from unauthorized access, disclosure, sharing, transmission, or loss. The Government reserves the right for a contractor to allow Ad-Hoc telework as long as it does not adversely affect the assigned work and deadlines. Telework arrangements for contractor employeeshall be negotiated with both the contractor and with the COR and CO to ensure policies and procedures are in agreement with all parties.

2.2 Qualifying Documentation. The contractor shall provide qualifying documentation to the CO no less than 10 calendar days prior to the performance start date. . The contractor shall provide a complete personnel folder, which contains:

a. Contractor point of contact for the worker (supervisor, manager, etc.).
b. Emergency contact information.
c. Resume. The resume shall not be more than two pages in length and include the full name and telephone number, chronological work experience substantiating skills and services, and a signed and dated statement certifying the information is accurate.
d. Validation that a minimum of three professional references were contacted to verify qualifications and experience.
e. Contractor's internal verification that the candidate meets the education, experience, skills, and training listed in the "Education and Training Requirements" section of the PWS (Paragraph 3.1).
f. Results of company criminal history background check.

The contractor shall have an electronic qualifying documentation package; however, it shall be a single scanned file that the Government can easily view, recognize and store and comply with Privacy Act markings and distribution mandates.

2.3 Orientation. Contractor personnel shall complete all Government orientation programs, initial and annual training. The training may include emergency preparedness training including, active shooter, tornado, and fire drills. The Government will outline the required training upon performance start at location. Personnel shall complete all facility and installation in-processing requirements.

2.4 Privacy Confidentiality of Information. Unless otherwise specified, all financial, statistical, personnel, and/or technical data which is furnished, produced or otherwise available to the contractor management staff or contractor personnel during the performance of PWS are considered Government confidential business information and shall not be used for purposes other than performance of work underPWS. The contractor and/or the contractor personnel shall not release any of the above information without prior written consent of the Government. All records, data and reports remain the property of the Government.

2.4.1 Privacy Act and HIPAA Training. The contractor shall ensure that its entire staff, including subcontractors and consultants that perform work on the contract receive training on the Privacy Act, HIPAA, and the federal regulations on confidentiality of alcohol and drug abuse patient records, 42 CFR Part 2. Refer to FAR 52.224-3 regarding specific requirements for Privacy Training appropriate to the contractor's scope of involvement with Protected Health Information (PHI) and its regulatory responsibilities as either a Covered Entity, or Business Associate. The contractor shall ensure all employees and subcontractors supply a certificate of all training completion to the COR within 30 calendar days of being assigned and on an annual basis based on the trainee's birth month thereafter.

2.5 Communication. The contractor shall ensure all personnel maintain open, professional communication with members of 55 WG/JA. Complaints validated by the COR and 55 WG/JA supervision shall be reported in writing to the COand the contractor for action. Failure of the contractor to correct validated complaints shall be considered a failure to perform therefore allowing the Government to impose its rights under the inspection and acceptance clause.

2.6 Contractor Manpower Reporting. The contractor shall report all contractor labor hours (including sub-contractor labor hours) required for performance of services provided under the contract for "U.S. Air Force" via a secure data collection site. The contractor shall completely fill in all required data fields using the following web address http://www.ecmra.mil. Reporting inputs shall be for the labor executed during the period of performance during each Government fiscal year (FY), which runs October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year. Contractors shall direct questions to the electronic Contractor Manpower Reporting Application (eCMRA) help desk.

3. Contractor Personnel Qualifications

3.1 Education and Training Requirements. Contractor personnel shall perform duties and comply with all policies and instructions and meet required performance standards as defined by 55 WG/JA, Air Force, and Department of War (DoW) regulations. Contractor personnel shall be proficientin general data entry tasks, administration, telephone etiquette, office management methods, have professional communication and customer service skills, possess a strong organizational background, and understand the importance of deadlines. Below are the minimum qualification requirements. The contractor shall::

a. Associate's Degree in any field.
b. Be proficient in Microsoft Office Suites (Microsoft Word, Excel, PowerPoint).
c. Have at least one-year experience in clerical or data entry, obtained in an office setting.
d. One year experience working in a military environment required.
e. Read, understand, speak, and write English fluentlyto effectively communicate with customers and staff, both in person and via telephone.

3.2 Security Investigation Requirements. Personnel shall be subject to security and fingerprint requirements for criminal and financial background investigations according to agency regulations and instructions. The contractor personnel shall complete an SF-86 Questionnaire for National Security Positions or AF Form 2583, Request for Personnel Security Action (or equivalent Office of Personnel Management (OPM) investigative product), as well as other applicable forms. Personnel shall be United States (U.S.) citizens and may be required to submit an original Birth or Naturalization Certificate.

3.2.1 On-Boarding Process. The contractor shall advise personnel that a favorable investigation shall be requiredas a condition of employment under the contract. If a security or background investigation results in an unfavorable finding, the CO will notify the contractor and the contractor personnel shall not be granted access to the performance location, and/or Government computer systems. Contractor personnel shall begin full physical performance at the location one week after job acceptance to perform work limited in scope until the required forms have been completed, accepted by the Government and

forwarded to the office of primary responsibility AND the fingerprints have cleared the initial review OR full adjudication of the security investigation is complete. Billable hours shall not be initiated until the worker's first day at the performance location. While the unit commander may allow contractor personnel temporary or interim access to the base and Government computer systems pending the outcome of the investigation, PWS requires the immediate removal of contractor personnel if the fingerprint check is returned with unfavorable findings and/or investigation results are unfavorable. In addition, the Government will immediately suspend contractor personnel's computer access if the investigation is returned with an adjudication of "no determination made." Contractor personnel receiving unfavorable National Agency Check shall not be utilized as the executive assistant..

4. Safety and Security

4.1 Security Requirements. The contractor shall be responsible for maintaining satisfactory standards of employee competency, conduct, appearance, and integrity and shall be responsible for taking such disciplinary action if necessary. Work under the contract shall require the issuance of a Common Access Card (CAC) and access to Air Force Information Networks. The contractor shall comply with all Installation and Agency security requirements.

4.1.1 Suitability Determination. All contract employees requiring routine access to federally controlled facilities and/or information systems shall be required to undergo a suitability determination before a contractor badge and/or facility identification card is issued. Prior to the time that an identification card is issued, such employees shall be required to comply with normal facility access control procedures, including sign-in, temporary badging, and escorted entry, as applicable. The COR, or designee, shall provide the contractor with required forms for obtaining necessary clearances, base, and facility access to accomplish a suitability determination. This includes contract employees being required to complete a DD Form 1172-2, Application for Identification Card/DEERS Enrollment, prior to issuance of an identification credential. The contractor shall be required to ensure all forms are returned to the Government for processing no later than 30 calendar days following Government issuance.

4.1.2 Identification Credential. Upon receipt of favorable suitability determination, the contract employee will be issued an identification credential. Contract employees shall be in possession of the issued Government identification credential. The CO, COR, Government law enforcement, or security personnel may periodically inspect contractor personnel to verify credentials and personnel identification. Contractor employees shall comply with security verification procedures at all times. The contractor shall be responsible for controlling and accounting for all identification credentials. The contractor shall be responsible for ensuring that all identification credentials are returned to the COor COR upon expiration or as necessary when employee(s) are terminated or resign. The contractor shall be responsible for recovering the identification badges and all other entry/security documents from the employee and immediately (within one duty day) deliver these items to the COR. The contractor shall immediately notify the COR and local Installation authorities (Security Forces) of any lost and/or stolen credentials. The contractor shall be responsible for paying the Government for replacement credentials at the current cost per badge.

4.2 Physical Security and Training. The contractor shall be responsible for safeguarding all Government property covered under this contract. Contractor shall ensure all employees receive initial and recurring security education training from the Government security manager. Contractor personnel who work in Air Force installation shall comply with the requirements of DoDM 5200.2, *Procedures for the DoD Personnel Security Program (PSP)*.

4.2.1 Key Control. The contractor shall follow the Installation's key control program. Keys issued to the contractor or the contractor's personnel shall be signed for and not transferred to other personnel unless authorized by the Government. The contractor shall establish and implement methods to ensure no keys issued by the Government to contractor personnel are lost or misplaced and are not used by unauthorized individuals. The contractor shall be prohibited from duplicating any Government issued key. The contractor shall immediately report to the sponsoring agency, the loss, misplacement, or knowledge of duplication of Government keys. The contractor shall be financially liable for the cost of rekeying if keys are lost and/or not recovered from terminated employees and/or subcontractors. In the event of a loss or unauthorized duplication, the Contractor shall be required, upon written direction from the CO, to re-key or replace the affected lock(s). In the event a master key is lost or duplicated, the Government shall replace all locks and keys for that system, the costs incurred by such replacements shall be reduced from any payments due to the contractor.

4.2.2 Lock Combinations (If Applicable). The contractor shall control access to all Government-provided lock combinations to preclude unauthorized entry. The contractor shall not record lock combinations without written approval by the Government. Records with written combinations to authorized secure storage containers, secure storage rooms, or certified vaults, shall be marked and safeguarded inside the approved containers.

4.3 Safety

4.3.1 Emergency Procedures. Contractor employees shall follow the direction of Government employees in regard to emergency procedures. Examples include fire, tornado, active shooter, bomb threats, etc. It shall be the contractor's responsibility to provide clear guidance and establish procedures for emergency response and accountability practices for employees. The contractor shall participate in fire and other emergency drills (e.g., tornado, active shooter drills, etc.) as necessary. The contractor shall be required to perform the services required by the contract and as identified by the CO or COR to the extent possible during all emergency situations including, , fires, accident and rescue operations, contractor personnel strikes, civil disturbances, natural disasters, and utility service outages.

4.3.2 Potential Threat. The CO or a designated representative will require the contractor to remove any employee(s) from federally controlled buildings or other real property should it be determined that the individual(s) is/are either unsuitable for security reasons or otherwise unfit to work on federally controlled property. This shall include, , instances where an employee is determined, in the Government's sole discretion, to be incompetent, careless, insubordinate, unsuitable, or otherwise objectionable.

4.3.3 Weapons, Firearms and Ammunition. Contractor personnel shall comply with Title 18, U.S.C., Section 930, which prohibits the knowing possession or the causing to be present of firearms or other dangerous weapons in federal facilities and court facilities.

4.3.4 Cell Phone Usage. Use of handheld wireless communication devices while driving on Offutt AFB is prohibited. The use of handheld wireless communication devices, including, cellular telephones and smart phones (including text messaging), is prohibited while operating a car or other moving vehicle unless a hands-free device is used. Bluetooth, camera, or recording devices are prohibited while in controlled or restricted areas. Taking pictures on Offutt AFB is prohibited without prior authorization from 55th Wing Public Affairs and Airfield Management.

4.4 Reporting Requirements. Contractor personnel shall report to an appropriate authority any information or circumstances of which they are aware that may pose a threat to the security of DoW personnel, contractor personnel, resources, and classified or unclassified defense information.

5. On-Site Contractor Access to Government Property and Services

5.1 Unless specified otherwise, the Government will provide the use of all available support services, materials, publications and forms, and equipment required in performance of administrative support services under thecontract. Contractor personnel shall abide by all 55 WG/JA and agency level requirements for physical security of Government property and equipment. Contractor personnel who are issued Government property (keys, codes, badges, cell phones, pagers, etc.) shall safeguard Government property from loss, theft, damage or destruction. The contractor may be required to reimburse the Government for lost or damaged equipment. Contractor personnel shall present, for accountability purposes, all Government property signed for at scheduled or unscheduled Government property inspections. In accordance with FAR 52.204-9, *Personal Identity Verification of Contractor Personnel*, the contractor shall account for all forms of Government-provided identification used by the contractor employees in connection with performance under thecontract. The contractor and personnel shall not use Government facilities, supplies or equipment for personal purposes and/or for any reason other than providing administrative support services procured. The Government will provide the equipment, supplies, and services listed below.

5.2 Facilities. All contract personnel shall have joint use of the facilities and equipment in performance of thecontract. The government will furnish electricity, water and sewage services as necessary.

5.2.1 Smoking Areas. Contractors are advised that the Major Command Commander has placed restrictions on the use of tobacco products in Air Combat Command facilities. DAFI 48-104, *Tobacco Free Living*, outlines the procedures used by the commander to control the use of tobacco on the installation. Contractor personnel and visitors shall be subject to the same restrictions as government personnel. Tobacco use is prohibited except in designated tobacco use areas.

5.3 Office/Work Areas. Office areas provided for use by contract personnel shall present a clean and orderly appearance. Personnel shall ensure any decorative items present a professional, modest appearance in keeping with accepted community standards as office space shall be shared with other members of 55 WG/JA. The government will not be responsible for loss or damage of personal items brought into 55 WG/JA. It shall be the responsibility of contractor personnel to transfer refuse from their work area to the pre-determined pickup locations.

5.4 Supplies. 55 WG/JA will provide supplies (office supplies, forms, computer, paper, pens) commonly used in the facility for the operation of 55 WG/JA. Those supplies will remain the property of the Government and be used exclusively for services rendered at 55 WG/JA.

5.5 Government Systems. The Government will provide access to contractor personnel for the host base's unclassified computer network, including: internet access, electronic mail, file and print services and saving/archiving as deemed appropriate for the services and, once the system access requests have been authorized by the appropriate COR, Systems Office and security. Contractor personnel shall complete Government computer system training at the requesting location as required for system access.

5.5.1 Information Assurance (IA)/Information Technology (IT). All contractor employees and associated subcontractor employees shall complete the DoW IA awareness training before issuance of network access and annually thereafter. All contractor employees working IA/IT functions shall comply with DoD and service training requirements in DoDD 5144.02, *DoD Chief Information Officer (DoD CIO),* and DoDM 8140.03, *Cyberspace Workforce Qualification and Management Program*.

5.5.2 Maintenance of Records. The contractor shall comply with AFI 33-322, *Records Management and Information Governance Program*, and AFI 33-332, *Air Force Privacy and Civil Liberties Program.* Disposition of records shall be in accordance with Air Force Records Information Management System (AFRIMS) schedule. The 55 WG/JA Point of Contact (POC) will review all records, paper and electronic, to ensure requirements of the Records Management Program, Freedom of Information Act Program, and Privacy Act Program, are met. All records and files created and maintained shall remain the property of the Government and shall be returned to the Government upon completion or termination and under conditions of the contract.

5.6 Administrative Support. Contract personnel shall be authorized to use all administrative support services and equipment available to Government employees, to be used only in the performance of their respective duties. This includes the use of copy machines, fax machines, telephones, including Defense Switching Network (DSN) lines and long distance if required for work-related purposes. The same restrictions limit use of these items for official Government business applies.

5.7 Utilities and Conservation Practices. All utilities available within Government facilities shall be accessible for contractor use during the performance of contractual duties. The contractor shall promote and instruct employees to follow utility conservation practices. The contractor shall be responsible for operating under conditions that prevent the waste of utilities. The contractor shall follow the normal conservation actions stipulated by Offutt AFB, which include the following: a) lights shall be used only in areas where and when work is being performed and b) water faucets or valves shall be turned off when not in use.

5.8 Fire and Medical Emergency Services. The Government will provide emergency services (Police and Fire protection) for contractor personnel on Offutt AFB.. To access the base emergency services, call 911 and inform dispatch that your location is on Offutt AFB. In the event of a medical emergency requiring ambulance services, the cost of ambulance services shall be solely the responsibility of the contractor. The contractor shall comply with fire prevention rules and regulations as outlined and enforced by the Offutt AFB Fire Prevention Branch. For

routine inquiries regarding fire prevention matters, contact the Fire Prevention Branch at (402) 294-3778.

5.9 Security Police Services. Security Police services on Offutt AFB are provided and enforced by the Security Forces Squadron. For emergency services, call 911. Non-emergency services can be requested by contacting Security Forces at (402) 294-4302. To report a crime in progress, contact (402) 294-5677.

6. Quality Control Program

6.1 Quality Control. The contractor shall develop and maintain an effective Quality Control Program (QCP) to ensure services are performed in accordance with this PWS. The contractor shall develop and implement procedures to identify, prevent and ensure non-recurrence of defective services. The contractor's quality control program is the means by which assurance of work is in compliance with the requirements of the contract. A QCP shall be developed and submitted for approval to the CO or his/her designee within 90 calendar days after performance start date. Upon approval, the contractor shall implement the QCP to ensure contract compliance.

6.2 Government Quality Assurance Surveillance Program. The Government shall evaluate the contractor's performance under the contract in accordance with the Quality Assurance Surveillance Plan (QASP). This plan is primarily focused on what the Government must do to ensure the contractor has performed in accordance with performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable Performance Thresholds. The Government may inspect the contractor using a QASP through random inspections, scheduled inspections, or any other method of inspection that the Government determines reflects the actual successful performance of the contract. As part of the Government's Quality Assurance Program, the Government may:

a. Review and, if warranted, reject any reports or other submittals required from the contractor.
b. Review performance and service records, including, any computerized or hardcopy records maintained by the contractor documenting performance under the contract, and require correction of any unsatisfactory conditions noted.
c. Determine the adequacy of the contractor's QCP, documentation, and the overall success of this program. The Government may order improvements if it determines the programs are insufficient and/or ineffective.
d. Obtain tenant satisfaction survey information and require improvements in service on the basis of such information to the extent such results correlate with deficiencies in contract requirements.
e. Conduct random and routine physical inspections of work products and systems, to include programs and files maintained on computers and contractor's onsite offices and work areas, and require correction of deficiencies noted.
f. Perform inspections with Government personnel or independent third-party inspectors.

6.2.1 Services Summary. The Services Summary encapsulates the performance objectives that relate directly to standards of performance required to meet mission needs. The performance threshold briefly describes the minimum acceptable overall levels of service required for each performance objective. These thresholds are critical to mission success.

Performance Objective	PWS Reference	Performance Threshold
Contract Employee Compliance with Position Requirements: The contract employee compliance with position requirements is a measure of how well the employee performs the requirements in Appendix 2	Paragraph 2.5; Appendix 2	Not to exceed three COR validated complaints/defects per performance period
Documentation: The documentation is a measure of how well the required documentation is accomplished and if it is submitted within the specified timelines.	Paragraphs 2.1.1, 2.1.2, 2.1.6, 2.2, 2.6, 3.2, 4.1, and 6.1	Not to exceed three COR validated complaints/defects per performance period A minimum of 90% of the requirements must be met or exceeded.
Administrative Functions and the use of Administrative Equipment	Paragraph 1.1; Appendix 2	Not to exceed three COR validated complaints/defects per performance period. A minimum of 90% of the requirements must be met or exceeded.
Data Entry	Paragraph 1.1; Appendix 2	Not to exceed three COR validated complaints/defects per performance period. A minimum of 90% of the requirements must be met or exceeded.

7. Special Contract Requirements

7.1 Hours of Operation. Normal hours of operation are 0730-1630 Monday through Friday, excluding federal holidays (New Year's Day, Martin Luther King Jr. Birthday, Presidents' Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, Christmas Day).

7.2. Continuation of Mission Essential Functions. In accordance with Department of Defense Instruction (DoDI) 1100.22, *Policies and Procedures for Determining a Workforce Mix*, and any applicable Air Force implementation, unless otherwise directed by an authorized Government representative, it is determined that services provided under this contract are not mission essential for performance during a crisis.

Appendix 1

Applicable Publications and Forms

The publications listed within this document are incorporated by reference as setting quality, performance, and design standards for work required. Unless a specific date is provided, references are for the current edition published at the time of issue of the solicitation, to include any addenda or errata published by the issuing organization. The contractor shall be responsible for obtaining access to all referenced documents at their own expense. Publications (to include their supplements at any organizational level) and forms that apply to this PWS are listed below. These publications can also be accessed at https://www.e-publishing.af.mil/Product-Index/.

a. AFI 33-322, *Records Management and Information Governance Program,* 22 Mar 20, Incorporating Change 1, 28 Jul 21
b. AFI 33-332, *Air Force Privacy and Civil Liberties Program,* 10 Mar 20, Corrective Actions applied on 12 May 20
c. DoDD 5144.02, *DoD Chief Information Officer (DoD CIO)*, 21 Nov 14, Incorporating Change 1, 19 Sep 17
d. DoDM 5200.02, *Procedures for the DoD Personnel Security Program (PSP)*, 3 Apr 17, Incorporating Change 1, 29 Oct 20
e. DoDM 5400.07, *DoD Freedom of Information Act (FOIA) Program*, 25 Jan 17
f. DoDM 8140.03, *Cyberspace Workforce Qualification and Management Program*, 15 Feb 23
g. DoDI 1100.22, *Policy and Procedures for Determining Workforce Mix*, 12 Apr 10, Incorporating Change 1, 1 Dec 17

Appendix 2

Executive Assistant Workload Data

The following represents a sampling of job requirements/core duties for the Executive Assistant at 55 WG/JA:

- Skill in applying basic principles, concepts, and practices of the occupation to perform administrative tasks in support of the 55th Wing Office of the Staff Judge Advocate.
- Demonstrate proficiency in Office Suite programs (Outlook, Excel, PowerPoint, Word, TEAMS, etc.) to support office operations and produce a variety of documents such as e-mails, letters, reports, and spreadsheets.
- Knowledge of administrative information management office practices, techniques, procedures, and military protocol guidelines.
- Maintain confidentiality regarding sensitive, strategic, and personal information with absolute discretion.
- Ability to communicate effectively, both orally and in writing, to provide information clearly.
- Serve as the primary point of contact between leadership and external agencies.
- Track deadlines, deliverables, and other matters requiring timely completion.
- Manage calendars, scheduling, and meeting coordination.
- Prepare, edit, and maintain e-mails, written correspondence, documents, reports, presentations and briefing materials.
- Answer phone, email, and in-person inquiries.
- Attend meetings and conferences and follow-up/consult with leadership as requested.
- Handle sensitive personnel documents in accordance with applicable laws and guidance.
- Scan, upload, and maintain electronic records.
- Maintain professional partnerships with installation and community agencies.