Performance Work Statement
T-38A VRPTT
Whiteman AFB
23 April 2026

I. General Description

The work covered by this Performance Work Statement (PWS) consists of, but is not limited to, the furnishing of all labor, services, tools, materials, equipment, transportation, supervision and miscellaneous resources needed to fulfil the requirement.

1.0 Scope

The contractor shall perform routine equipment and software sustainment maintenance as well as troubleshooting and repair of T-38A VRPTT to include replacing faulty parts and equipment on necessary systems to return the system to full operational capability and support pilot training. The contractor must also be able to make semi-permanent or permanent changes to the device and software as required to match actual aircraft characteristics and upgrades.

Maintenance and sustainment will be documented on AF form 781

1.1 Period of Performance

The period of performance is for a base year of 12 months and four option years of 12 months each. The 13th Bomb Squadron (13BS) requests a weekly sustainment check of the device and a monthly calibration with maintenance logged on the AF Form 781.

Work will be completed at Whiteman AFB, Missouri, 13th Bomb Squadron.

1.2 Location and Work Schedule

The primary place of performance is Whiteman AFB, MO. The normal work schedule shall be based upon a 40 hour week, but must be flexible to meet the needs of the Air Force and mission requirements.

Normal workdays are Monday through Friday, except US Federal Holidays. US Federal Holidays include New Year's Day, Martin Luther King Jr. Day, Presidents Day, Memorial Day, Juneteenth National Independence Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving, and Christmas Day.

2.0 Specific Tasks

2.1 Preventative Maintenance (PM)

2.1.1 PM Schedule: The Contractor shall perform quarterly PM on the T-38 VRPTT. PM events shall be scheduled with the Government Point of Contact (POC) at least 10 business days in

advance and must be performed during the first two weeks of each fiscal quarter (October, January, April, and July).

2.1.2. PM Checklist: At a minimum, each PM event shall include the following documented tasks:

Hardware Inspection: Visually and physically inspect all hardware components, including the VR headset, flight controls (stick, throttle, rudder pedals), computer chassis, and cabling for signs of wear, damage, or loose connections.

System Cleaning: Clean all external surfaces, air vents, and optical lenses on the VR headset using Original Equipment Manufacturer (OEM) approved materials and procedures.

Diagnostic Software Execution: Run all OEM-provided system-level diagnostic software. The contractor shall record all results and address any discrepancies documented on AF Form 781.

System Calibration: Calibrate the VR headset eye-tracking and display systems, as well as all flight control axes, per -1 specifications.

Software & Driver Verification: Verify that all operating systems, graphics driver, and VRPTT-specific software versions are current and match the approved system baseline. Document all versions in the PM report.

Functional Check: Perform a full system startup and execute a 15-minute simulated profile (provided by the Government POC) to verify full system functionality.

2.2 Corrective Maintenance (CM)

2.2.1. Service Call Response: The Contractor shall provide a telephonic or email address for service requests. The Contractor must acknowledge receipt of any Government service request within 24 business hours.

2.2.2. On-Site Response Time: For any issue not resolvable remotely, the Contractor shall provide a qualified technician on-site within 24 business hours of the initial service request.

2.2.3. Return to Operations: The Contractor shall restore the system to a fully operational state, meeting all performance specifications, within 48 business hours of the initial service request. This 48-hour clock is paused only while the contractor is awaiting the delivery of Government Furnished Equipment or during a period of government-caused delay.

2.3 Software Maintenance

2.3.1 The Contractor shall be responsible for installing all OEM-provided software updates, patches, and security updates within 10 business days of release and confirmation of compatibility. The Contractor shall perform a full system functional check after any software modification to ensure continued stability and performance. The Government is responsible for

providing any required DoD-specific security patches (e.g., STIGs); the contractor is responsible for their installation and testing upon receipt.

3.0 Contractor Personnel

3.1 Manning

The contractor shall provide engineers and maintenance personnel trained and capable of providing support and sustainment for the T-38 VRPTT

4.0 Performance Objectives

The overall objective is to create a training environment to emulate real aircraft performance as accurately as practical.

To do this and ensure quality training, the contractor shall:

1. Replace broken, and corroded parts as necessary.
2. Calibrate all systems to ensure synchronization during use.
3. Ensure full VRPTT Capability in alignment with intended behaviors being simulated.
4. Update the VRPTT within 180 days of an aircraft upgrade/modification to match accordingly.

The contractor shall inspect for potential design defects and, upon discovery, shall report them to the COR with a recommended corrective action plan for Government approval. The contractor shall not implement corrections for design defects without explicit direction from the Contracting Officer.

The contractor shall implement modifications as directed by the Government to ensure the training environment emulates real aircraft performance. The Government will be the final authority for accepting that all modifications accurately match aircraft upgrades.

The contractor shall also inspect for, correct, and document on AF form 781 the following:

1. Deterioration
2. Electrical defect
3. Failure (signs of or evidence of electrical, structural, or mechanical failure)
4. Severed items
5. Missing hardware
6. Loose hardware
7. Other discrepancies

4.1 Technical Expertise Requirements

All contractors shall be capable to perform the required tasks on T-38A VRPTT. The contractor will be required to always maintain cleanliness of all work areas during progression of work.

Contractor personnel shall present a professional, conservative and neat appearance and be easily

recognizable as a contractor employee while on the installation, through the use of distinctive clothing or overcoats, bearing the company name or logo. The coloring or design of the items selected should be such that identifies personnel easily and quickly for reasons of safety and personal protection.

The Government will provide police and fire protection. In the event of a medical emergency, base ambulance services for transporting an injured employee to a local hospital is available on a cost reimbursement basis.

Definition: OPSEC is a methodical process to identify Critical Information (CI), identify threats to that CI and the related vulnerabilities and risks of exploitation to that CI, and identify, develop, and implement countermeasures to protect that CI. CI is specific facts about friendly intentions, capabilities, and activities vitally needed by adversaries for them to plan and act effectively to guarantee failure or unacceptable consequences for friendly mission accomplishment. CI includes those facts, which individually, or in the aggregate, reveal sensitive details about US Government, i.e. Whiteman AFB or the contractor's security or operations related to the support or performance of the Statement of Work (SOW)/Performance Work Statement (PWS), and thus require a level of protection from adversarial collection or exploitation not normally afforded to unclassified information. OPSEC supplements but does not replace traditional security practices such as Physical Security and Information Security. OPSEC is essential to ensure the initial and continued success of our mission, operations, systems, and procedures.

OPSEC Applicability: The 509 OSS OPSEC Program Manager has determined that additional safeguards are essential for this contract and imposes OPSEC as a requirement in the responsibilities of this contract. During this contract, in addition to those restrictions, instructions and guidelines defined in the contract Statement of Work and/or other references provided the contractor will adhere to the following minimum requirements in support of the 509 OSS OPSEC Program. Introduction of personnel electronic devices into government spaces, laptops, tablet PCs, cellular phones, cameras, recording devices, and data recording/storage devices is STRICTLY controlled and forbidden in some areas of Whiteman AFB. Photography and recording are not allowed except for official use and by permit only. (Unless otherwise stipulated in the contract). Contractor personnel shall not discuss government operations in public or over unprotected or unencrypted communications. Official business controlled unclassified information may only be transmitted as directed in the SOW/PWS. The Contractor shall not post to company websites, publications, newsletters or other media any images, data or information that reveal sensitive government operations, personnel, equipment, and/or classified or controlled unclassified information, refer to paragraph (d) below. When in doubt, company press releases related to this contract should be coordinated through the 509th Contracting Office. Because observation of events, operations, physical changes, etc. may reveal National Security information, specific restrictions are needed to preclude unintentional release of this information to unauthorized parties. (Unauthorized disclosure and transfer of National Security Information is punishable under 18 USC § 793.) Therefore, contractor personnel shall not disclose to unauthorized third parties, post to unofficial sites (including Social Networking sites) any images, data or information, or observed events that reveal sensitive government operations, personnel, or equipment. Government issued badges, identification shall be removed and/or

concealed from plain sight when off station and shall not be left in vehicles or unprotected. Badges and passes may not be duplicated or copied or loaned to others. Lost or stolen identification badges, vehicle passes etc. will be immediately reported to the 509th Security Forces LE Desk at (660) 687-3700. Practice OPSEC and implement countermeasures to protect CI and other sensitive unclassified information and execution of military operations performed or supported by the contractor in support of the mission. Protection of CI will include the adherence to and execution of countermeasures which has been provided by the 509 OSS. It is strongly recommended the contractor mark and protect related internal production schedules, deliverables, inventories and shortages and identified vulnerabilities related to production of government material. Internal company markings e.g., Business Sensitive, etc., are appropriate for identifying the as sensitive information. Specific Government-provided information, drawings etc., will be protected in accordance with guidance in applicable paragraphs of the SOW. Destroy (burn, shred, etc.) critical and/or sensitive unclassified information no longer needed to prevent the inadvertent disclosure and/or reconstruction of this material. Critical information identified by 509 OSS will be marked and handled appropriately as FOR OFFICIAL USE ONLY (FOUO). Government CI includes but is not limited to known or probable vulnerabilities to any U.S. system and their direct support systems, details of information about military operations, unit, vessel, aircraft movements/arrivals, missions and exercises, etc.

Ombudsman

1. An ombudsman has been appointed to hear and facilitate the resolution of concerns from offerors, potential offerors, and others for this acquisition. When requested, the ombudsman will maintain strict confidentiality as to the source of the concern. The existence of the ombudsman does not affect the authority of the program manager, contracting officer, or source selection official. Further, the ombudsman does not participate in the evaluation of proposals, the source selection process, or the adjudication of protests or formal contract disputes. The ombudsman may refer the interested party to another official who can resolve the concern.
2. Before consulting with an ombudsman, interested parties must first address their concerns, issues, disagreements, and/or recommendations to the contracting officer for resolution. Consulting an ombudsman does not alter or postpone the timelines for any other processes (e.g., agency level bid protests, GAO bid protests, requests for debriefings, employee-employer actions, contests of OMB Circular A-76 competition performance decisions).
3. If resolution cannot be made by the contracting officer, the interested party may contact the ombudsman. For AFGSC (Air Force Global Strike Command) acquisitions please contact the Director of Contracts, Air Force Installation Contracting Center, Operating Location -Global Strike (AFICC/KG OL-GSC) via the following e-mail workflow address: ig.afica_kg.workflow@us.af.mil . Concerns, issues, disagreements, and recommendations that cannot be resolved at the Center/MAJCOM/FLDCOM/DRU ombudsman level, may be brought by the interested party for further consideration to the Department of the Air Force ombudsman, Associate Deputy Assistant Secretary (ADAS) (Contracting), SAF/AQC, 1060 Air Force Pentagon, Washington DC 20330-1060, phone number (571) 256-2395, facsimile number (571) 256-2431.
4. The ombudsman has no authority to render a decision that binds the agency.

5. Do not contact the ombudsman to request copies of the solicitation, verify offer due date, or clarify technical requirements. Such inquiries shall be directed to the contracting officer.

HEALTH AND SAFETY ON GOVERNMENT INSTALLATIONS

In performing work under this contract on a Government installation, the contractor shall:

1. Take all reasonable steps and precautions to prevent accidents and preserve the health and safety of contractor and Government personnel performing or in any way coming in contact with the performance of this contract; and
    1. Take such additional immediate precautions as the contracting officer may reasonably require for health and safety purposes.
2. The contracting officer may, by written order, direct Department of the Air Force Occupational Safety and Health (AFOSH) Standards and/or health/safety standards as may be required in the performance of this contract and any adjustments resulting from such direction will be in accordance with the Changes clause of this contract.
3. Any violation of these health and safety rules and requirements, unless promptly corrected as directed by the contracting officer, shall be grounds for termination of this contract in accordance with the Default clause of this contract.

Contractor Access to Department of the Air Force Installations

- The contractor shall obtain base identification and vehicle passes, if required, for all contractor personnel who make frequent visits to or perform work on the Department of the Air Force installation(s) cited in the contract. Contractor personnel are required to wear or prominently display installation identification badges or contractor-furnished, contractor identification badges while visiting or performing work on the installation.
- The contractor shall submit a written request on company letterhead to the contracting officer listing the following: contract number, location of work site, start and stop dates, and names of employees and subcontractor employees needing access to the base. The letter will also specify the individual(s) authorized to sign for a request for base identification credentials or vehicle passes. The contracting officer will endorse the request and forward it to the issuing base pass and registration office or Security Forces for processing. When reporting to the registration office, the authorized contractor individual(s) should provide a valid driver's license, current vehicle registration, valid vehicle insurance certificate, and [*insert any additional requirements to comply with local security procedures*] to obtain a vehicle pass.
- During performance of the contract, the contractor shall be responsible for obtaining required identification for newly assigned personnel and for prompt return of credentials and vehicle passes for any employee who no longer requires access to the work site.
- When work under this contract requires unescorted entry to controlled or restricted areas, the contractor shall comply with *[insert any additional requirements to comply with DAFI 31-101, Integrated Defense, and DODMAN5200.02_DAFMAN 16-1405 , Air Force Personnel Security Program]* citing the appropriate paragraphs as applicable.

- Upon completion or termination of the contract or expiration of the identification passes, the prime contractor shall ensure that all base identification passes issued to employees and subcontractor employees are returned to the issuing office.
- The contractor shall provide an after-hours contact number or after-hours email in the Emergency Mass Notification System (EMNS) for each of their personnel, whose normal place of duty is on a DoD installation or within a DoD facility. The contractor shall comply with any additional requirements in DAFMAN 10-206 for emergency operational reporting. Foreign Nationals may participate and may remove themselves from the Emergency Mass Notification System at any time. To update information, personnel can access the globe icon on their system desktop screens and choose the “Access Self-Service” option.
- Failure to comply with these requirements may result in withholding of final payment.