

AIR NATIONAL GUARD
103 FIGHTER WING FAMILY READINESS & SUPPORT SERVICES CONTRACT

PERFORMANCE WORK STATEMENT
(PWS)

16 October 2002

1.0 INTRODUCTION

1.1 Organization

1.1.1 Identification. Connecticut Air National Guard, 103rd Fighter Wing, 100 Nicholson Road, East Granby, CT and 103rd Air Control Squadron which is a Geographically Separated Unit, Orange Air National Guard Station, Orange CT (henceforth referred to as Wing and GSU)

1.1.2 Mission. The mission of the Air National Guard is to provide ready units to the state and nation in three roles:

- Our Federal Role: To support National Security objectives
- Our State Role: To protect life and property and to preserve peace, order, and public safety
- Our Community Role: To participate in local, state, and national programs that add value to America

1.2 Background and Objective.

1.2.1 Background. As the Air National Guard becomes a total force partner, we are finding an increasing need for viable and sustainable Family Readiness and Support programs. Every 15 months, 25,000 members of the ANG deploy with their active duty counterparts on Aerospace Expeditionary Force (AEFs) contingency operations. As a result, nearly half the ANG will, over a 30-month period or two complete cycles of the AEF, know first hand what it means to be expeditionary airmen. The events of September 11th have resulted in about 200 members being activated and deployed to home station and other bases on 12 month tours. ANG participation levels are 1000% greater today than 10 years ago with sustained levels over 1/2 million days a year more than our Desert Storm peak. Beyond the deployments, hundreds of Connecticut Air Guardsmen leave their families on temporary duty to attend training schools. The ANG must have fulltime, dedicated Family Readiness and Support capability comparable to the Air Force and AFRC. As the U. S. Air Force is making family readiness a priority as a Total Force imperative, the Air Force has recognized the Air National Guard's Family Readiness and Support needs and for the first time, has documented this requirement in the Air Force Quality of Life Issue Paper and the USAF Community Action Information Board (CAIB) minutes.

The Wing contractor will coordinate with the Wing Community Manager who is the Contracting Officer Representative (COR).

1.2.2 Objective. This new ANG family initiative provides an ongoing effort to focus extensively on family readiness and support efforts that directly impacts military recruiting, retention and readiness capabilities. This initiative will increase and enhance support to the unit family readiness and support program in maintaining a sense of community at our unit and by achieving standards to promote personal readiness, economic viability, and overall satisfaction with life in the Air National Guard by members and their families.

1.3 Performance. Work to be accomplished for the 103rd Fighter Wing and its Geographic Separated Unit (GSU), the 103rd Air Control Squadron, Orange CT. Certification by the Government of satisfactory services provided is contingent upon the contractor performing in accordance with the terms and conditions of the referenced contract, this document, the approved Technical and Firm Fixed Price Cost proposal, and all amendments (See 2.0). Normally the Contracting Officer's Representative (COR) and the contractor will meet at least once a month to review performance and inspect work. The COR, and the contractor may meet at the place of performance as determined by the COR.

2.0 TECHNICAL REQUIREMENTS

2.1 Scope of Work. This task will support the Wing and GSU's ever increasing need for a viable and sustainable Family Readiness and Support program as the Air National Guard becomes a more total "expeditionary" partner. It is extremely important to foster family support and readiness for the activities of our ANG members. Fostering such support by communicating with and involving families, advocating family readiness and support will provide positive partnerships between the ANG and the members' families. With tasks performed under this contract by the contractor, the COR will be able to ensure the Wing's family readiness and support program is initiated, established, and maintained. The contractor shall provide to the COR, unit family readiness and support tasks as defined in this PWS at Bradley Air National Guard Base.

2.2 Task Description

2.2.1 Strategic Direction. The contractor shall provide support to the Wing leadership and COR in the development and implementation of a family readiness and support program at the Wing and GSU.

2.2.1.1 Provide consultation and assistance to the COR in identifying and addressing family issues and demographic trends which impact mission readiness and retention

2.2.1.2 Contractor will become knowledgeable on National Guard Bureau (NGB), Air National Guard and US Air Force family readiness and support policies and priorities, and the provisions and intent of new and emerging programs.

2.2.1.3 The contractor will identify wing family needs and concerns to the COR and present appropriate plans, and recommendations to facilitate family readiness and support decisions.

2.2.1.3.1 Contractor will ensure all recommendations are in accordance with applicable guidelines, policies, and regulations of the Wing and superior commands.

2.2.2 Specific Tasks.

2.2.2.1 The contractor will provide to the COR recommendations for an efficient resource management program.

2.2.2.1.1 The recommendations will include supported projections of long-term family readiness resource plan based on Wing/GSU trends and directives.

2.2.2.2 Analyze wing family readiness budget.

2.2.2.2.1 Prepare prioritized budget detail listing impacts of potential shortfalls.

2.2.2.2.2 Submit quarterly budget analysis to COR.

2.2.2.2.3 Report expenditures and additional monthly unprogrammed requirements.

2.2.2.2.4 Identify high priority shortfalls and unprogrammed requirements to the COR immediately

2.2.2.2.5 Ensure commodities addressed in plan include the programmed events, awards and operating expenditures.

2.2.2.3 The contractor will provide to the COR, plans that maximize readiness and support resources for unit family assistance during day to day operations, Aerospace Expeditionary Force (AEF) deployments, full or partial unit mobilizations, and extended school tours, with the goal to alleviate concerns of unit members about family welfare in the event of mobilization.

2.2.2.4 The contractor will identify available community resources and coordinate support for the Wing/GSU family program.

2.2.2.4.1 When formal agreements are/have been established, the contractor will maintain a list of representative agencies and points of contacts who have agreed to deliver and promote family support and readiness programs to the wing.

2.2.2.4.1 When formal agreements are not established, but the agencies can still assist the program, the contractor will maintain a list of the representative agencies and points of contacts.

2.2.2.4.2 Contractor will be familiar with programs and services available through outside support agencies (USO, VFW, Red Cross, etc.) available to the wing/GSU family support program and individuals.

2.2.2.4.3 Contractor will be familiar with programs and services available through State Military department, Wing Ombudsmen, available Emergency Assistance Program resources, Transition Assistance Program(TAPS), and area base family support organizations.

2.2.2.5 Contractor will be familiar with and coordinate attendance for conferences, workshops, and meetings on family readiness and support issues for the purpose of receiving information as directed by the COR.

2.2.2.6 Administer volunteer program

2.2.2.6.1 Analyze the function of volunteer activities

2.2.2.6.2 Create and maintain database to track volunteers

2.2.2.6.2.1 Include hours of service, individual volunteer capabilities, contact information, training received/required

2.2.2.6.3 Identify and develop training options for the unit family volunteers.

2.2.2.6.4 Conduct and/or develop training for the unit family volunteers

2.2.2.6.5 Solicit needs and interest in training from volunteers

2.2.2.6.6 Plan viable annual training schedule.

2.2.2.6.7 Tabulate volunteer hours and other volunteer related data for trend analysis and recognition purposes.

2.2.2.6.8 Identify and maintain current listings of professional volunteer literature and training materials for the orientation of current and new volunteers.

2.2.2.7 The contractor will compare the unit family readiness and support policies and practices with U.S. Air Force and National Guard Bureau family readiness and support directives/regulations and instructions and report results to the COR.

2.2.2.8 Attend staff meetings as required by COR to report on family readiness and support program status and concerns, as well as special upcoming programs and events.

2.2.2.9 Plan annual and deployment related activities, briefings and events that focus on fostering a sense of community and the communication of information.

2.2.2.10 Develop and distribute quarterly unit Family Readiness newsletter.

2.2.2.10.1 At a minimum the newsletter should include family readiness points of contact, upcoming events, resource listings and information on how to and the benefits of volunteering.

2.2.2.11 Develop articles for the wing, state, and national family newsletters/newspapers for submittal to the COR for approval and release at least quarterly.

2.2.2.12 Develop flyers for all unit related family events and submit to the COR for approval.

2.2.2.13 Develop (and maintain) content for Wing/GSU family website following Air Force and Air National Guard Communications/Public Affairs guidelines for websites.

2.2.2.13.1 Website should contain the same information as the newsletter (para 2.2.2.10), plus updates, information on events, electronic mail contact information, and links to other family resources available.

2.2.2.13.2 Developed content will be provided to the COR for review and forwarding to website manager.

2.2.2.13.3 The developed content will be reviewed by the contractor at least monthly for continued currency and applicability.

2.2.3 Issue Analysis. The contractor will assess, identify and determine Wing and GSU family issues, trends, needs, program priorities, and program effectiveness through utilization of appropriate research methods. Identifies family issues that require exploration, development, and resolutions, and determines appropriate methods and resources. Uses formal and informal needs assessment to ensure long-term proactive/reactive programs are available. Products developed by the contractor through analyses and assessments will be used to support and sustain ANG Family Readiness and Support to US Air Force Family Matter and Office of Secretary of Defense (OSD) taskers. Analytical products (paragraph 2.3) will be delivered in the format determined by the sponsor or COR

2.2.3.1 Strategy. The contractor is responsible for assessing and analyzing Wing and GSU Family Readiness and Support needs through survey tools, interviews, and research of similar programs. Develop program goals and objectives based on needs assessment and feedback. Researches and develops position papers and recommended instructions based on this analysis and assessment related to Wing and GSU family readiness and support.

2.2.4 Position Requirements. The contractor will coordinate information for seminars, conferences, and orientation workshops as appropriate for family members and volunteers. Conducts briefings and training for family members and volunteers. Develops and maintains local information, referral, and follow-up programs. Provide awareness for family program, family readiness care plans, and quality of life issues. Identify unit Quality of Life and family readiness and support issues to the COR for reporting to higher headquarters.

2.3 Deliverables. All deliverables must meet professional standards and meet the requirements set forth in contractual documentation. The contractor will be responsible for delivering all end items specified. All deliverables developed under this firm fixed-priced contract become the property of the US Government. In that the contractor will only provide deliverables to the COR, no information, analysis or reports will be delivered outside of the Air National Guard except by permission of the Director, Air National Guard. The following items are deliverables which fall within the scope of this task and which are illustrative of the type of work the Government expects:

2.3.1 Reports.

2.3.1.1 Prepare and submit monthly budget expenditures report.

2.3.1.2 Submit monthly status of volunteers and volunteer program

2.3.1.3 Provide to the Contracting Officer's Representative monthly schedule of contractors contract related activities.

2.3.1.4 Submit quarterly summary of changes to AF and NGB family program guidance.

2.3.1.5 Submit quarterly summary of family contact, referrals made, information and services requested.

2.3.1.6 Prepare and submit travel report within seven days of travel detailing lessons learned, purpose and success at meeting purpose of trip.

2.3.1.7 Prepare and submit event report within seven days of event detailing resource expenditures, results, attendance, lessons learned from event.

2.3.1.8 Provide to the Contracting Officer's Representative written quarterly, and annual summaries with statistics and descriptive narratives of the Wing and GSU Family Readiness and Support program activities.

2.3.2 Delivery Instructions. Specific delivery instructions will be as follows: The contractor shall submit electronic copies of each report/deliverable (hard copies and disk copies will be supplied only if requested or stated otherwise). If provided, the disk copy shall be compatible with the Government's current operating system. Quarterly and Annual reports are due NLT 30 days after the end of the period covered. Monthly reports are due seven days after the month ends.

2.4 Coordination and Communication. The contractor will provide a written schedule of activities on a monthly basis to the COR. Will keep a written schedule of his/her specific contract related daily activities. The contractor will coordinate on technical issues at all times to the COR. The contractor must identify problems and bring them to the attention of the COR.

2.5 Record. The contractor shall be responsible for creating, and maintaining all government required records that are specifically cited in Section (2.2). All such records shall remain Government property. The contractor shall adhere to the Privacy Act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations.

2.6 Applicable Publications and Forms. Publications and forms applicable to this Performance Work Statement are listed below. The publications and forms have been coded as mandatory to the extent (that is, a specific procedure in a paragraph, section, chapter, volume) specified in the Performance Work Statement. The contractor shall be guided by those forms coded advisory to the extent necessary to accomplish requirements in the Performance Work Statement. All publications and forms listed shall be provided by the government at the start of the contract. The government shall maintain all listed publications. Supplements or amendments to listed publications from any organization level may be issued during the life of the contract. Upon completion of the contract, the contractor shall return to the government all government issued property. The contractor shall immediately implement any changes resulting from new regulations or publications, which result in an increase/decrease or no change in the contract price. Changes in the contract price due to supplement/amendments/new regulations shall be considered for negotiation under the “changes” clause.

- a. ANGR 211-1/NGR 600-12, National Guard Family Program
- b. AFI 36-3009, Family Support Center Program
- c. ACC or AMC Supplement or MAJCOM Policy Letters to AFI 36-3009
- d. AFI 90-500, Community Action Information Board (CAIB) and Integrated Delivery System

2.7 Materials. All Wing Family Readiness and Support material, referral listings, contact listings, briefings, presentations, research papers, etc. that are produced and maintained by the Wing Family Readiness and Support Office are sole property of the Government and once delivered must remain with the Wing Family Readiness and Support Office.

2.8 Security Requirements. If contract employees wish to drive on base, they must first register their vehicle with the Wing Security Forces, Pass and Registration Section, (base location). The following are necessary to obtain vehicles’ registration: (1) Show proof of insurance coverage in their name. (2) Show proof of ownership by car registration or title. (3) Show current valid driver’s license.

2.9 Controls Over Work. The Contractor works under broad, administrative oversight of the Contracting Officer/COR. Contractor has substantially full responsibility to independently manage its workload, seeking guidance only for complex issues. Guidelines are in the form of agency policy and regulations concerned with broad program objectives. Work is evaluated in terms of overall program effectiveness, soundness of recommendations and effective use of resources.

2.10 Availability for service. The contractor shall be available to provide service.

2.10.1 During Wing/GSU Federal mobilization or State call-up

2.10.1.1 Support unit deployments/redeployments activities to include send-off events, return events, other Family Readiness and Support events and briefings.

2.10.1.1 Anticipated unit deployments/redeployments activities to include send-off events, return events, other Family Readiness and Support events and briefings are expected to average one per month during the contract period.

2.10.2 When contacted during family emergencies.

2.10.3 During unit training assemblies, family member briefings and events

2.10.4 Available to travel at government expense to attend meetings and conferences as directed by the COR

2.10.5 Available during the standard work schedule of the Wing

2.10.6 Available on call via contractor provided cell phone or pager.

3.0 GOVERNMENT FURNISHED RESOURCES

3.1 Equipment. The following resources will be provided by the Government:

3.1.1 Facilities, Supplies and Services. If needed, adequate office space, supplies, computer hardware and software support, access to telephone, fax and reproduction equipment will be provided. Contractor procured expenses for facilities, supplies and services will not be reimbursed.

3.1.2 Information. The following information will be provided by the Government:

3.1.2.1 Manuals, texts, briefs and other materials associated with the Family Readiness and Support

4.0 ADMINISTRATIVE CONSIDERATIONS

4.1 Points of Contact.

4.1.1 Contracting Officer's Representative: To be designated by separate letter.

4.2 Place of Performance. Work may be performed at the Wing and GSU facilities.

4.3 Duration of Task. The duration of performance is one year starting from contract award.

4.4 Travel and Training Contingency.

4.4.1 Travel Contingency. The possibility of travel is high but unable to be forecasted. Family Readiness and Support travel requirements varies for conference, workshop, and/or training requirements. In the event the government desires the contractor to travel outside the local area, the Government will furnish transportation (i.e. Government air) or make provisions for travel reimbursement to the contractor. Actual travel reimbursement expenses are limited by the Government Travel Regulations and must be pre-approved by the COR. (Note: No Government contract will be used to pay the parking fees of any contractor at their primary work location.)

4.4.2 Training Contingency. Contractor may be required to attend functional training workshops on a case-by-case basis in order to accomplish Wing and GSU family readiness and support requirements.

4.5 Privacy and Security. Work on this project requires contractor personnel to have access to Privacy Information. Contractor personnel shall adhere to the Privacy Act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations. Contractor must demonstrate complete understanding and compliance with Privacy Act requirements.

5.0 SPECIAL INSTRUCTIONS

5.1 General. All documents and deliverables described in this PWS and amendments or modifications, shall be submitted in a timely and professional manner and electronically (in hard copy only if requested).

5.2 Contract Start. The contractor shall start upon the award of this contract.

5.3 Contract Administration Progress Report. The contractor will provide a (monthly) report on the Wing/GSU family readiness and support program to the COR NLT 10 days after the end of each month. Format for this report will be determined by the COR and will include:

5.3.1 A narrative review of work accomplished during the reporting period and/or significant events.

5.3.2 Deliverable process.

5.3.3 Problem areas and recommended solutions.

5.3.4 Anticipated activity for the next reporting period.

5.3.5 Description of any travel provided or anticipated, or other unique services provided.

5.4 Delivery Instructions. All deliverables shall be delivered to the Contracting Officer's Representative no later than the date specified. Deliverables are to be transmitted electronically with a cover letter describing the contents (if requested hard copies will be delivered).

5.5 Inspection and Acceptance. In the absence of other agreements negotiated with respect to time provided for government review, deliverables will be inspected and the contractor notified of the Government's findings within 5 workdays of submittal. The COR and the contractor will meet on a monthly basis after receipt of the progress report to review performance, to inspect work for compliance with the PWS and the associated contractor proposal, and to accept or reject deliverables completed since the previous review. Quarterly reviews will normally be held at the place of task performance. In the event that the contractor is excused from attending the final review, formal acceptance or rejection of deliverables will be accomplished by mail (email acceptable).

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