

## **STATEMENT OF WORK**

### **Non-Personal Services Contract for Assistant Education Technician/Office Automation**

**1. DESCRIPTION OF SERVICES:** Non-personal services in support of U.S. Air Force voluntary off-duty education program to include providing academic advisement, information, guidance and preparation of documents associated with the services provided and administrative duties as assigned.

**2. QUALIFICATIONS:** A 2 year college degree and 15-30 semester hours in counseling, secondary education or a related discipline is preferred. Excellent customer service skills and verbal communication skills are essential. The contractor shall have a minimum of one year remaining at the current duty station. Resumes and transcripts shall be submitted with proposal packages to the base contracting office.

**WORK HOURS/DAYS:** The contractor will work a full 8-hour workday during the period of 0800-1700, Monday–Friday and may be required to work outside of the normal work hours for special functions/briefings. Comp time will be given for any time worked outside of normal duty hours. Contractor will not work on U.S. federal holidays or when the office is closed. Occasionally, at the request of the ESO, the contractor may be required to work more or less hours to meet customer needs. Work schedules and times may be modified by mutual agreement according to changing program needs. The contractor will not work on American government holidays. Work hours will be determined by the ESO.

**3. GUIDELINES:** All tasks shall be accomplished in accordance with AFI 36-2306 and all other pertinent Air Force, DANTES and local command policies and publications. Contractor must read AFI 36-2306, Education Services Program, AFI 36-2013, OTS and Airman Commissioning Programs and become thoroughly familiar with the CCAF Handbook and Counselors Guide, as well as all on base schools and degree programs within the first week of employment. The AFIs will be made available upon request (available through online reference material). The handbook, guide and school catalogs are available in the Education office.

**4. BASE NETWORK ACCESS:** Access to military base network and e-mail accounts may be necessary in the performance of duties. If required, the government shall initiate the necessary security clearance paperwork and assume the cost of the background clearance check

### **5. SECURITY REQUIREMENTS**

- a. For Official Use Only (FOUO). The contractor shall comply with DoD 5400-7-R, DoD Freedom of Information Act (FOIA) Program, requirements. This regulation sets policy and procedures for the disclosure of records to the public and for marking, handling, transmitting, and safeguarding FOUO material.
- b. Reporting Requirements. Contractor personnel shall report to the Education Services Officer (ESO) or security police any information or circumstances of which they are aware may pose a threat to the security of DOD personnel, contractor personnel or resources.
- c. Physical Security. The contractor shall be responsible for safeguarding all government property and controlled forms provided for contractor use. At the end of each work period, all government facilities, equipment, and materials shall be secured.
- d. Key Control. (IF APPLICABLE) The contractor shall establish and implement methods of making sure all keys issued to the contractor by the government are not lost or misplaced and are

not used by unauthorized persons. The contractor shall not duplicate any keys issued by the government.

- i. The contractor shall immediately report to the Education Services Officer any occurrences of lost key(s).
  - ii. In the event the contractor loses the key(s), the government reserves the right to replace the lock(s) and or key(s) at the contractor's expense.
  - iii. The contractor shall not issue key(s) to unauthorized personnel.
- e. Lock Combinations. (IF APPLICABLE) The contractor shall control access to all government provided lock combinations to preclude unauthorized entry. The contractor is not authorized to record lock combinations without written approval by the ESO. Records with written combinations to authorized secure storage containers, secure storage rooms, or certified vaults, shall be marked and safeguarded.

**6. SPECIAL REQUIREMENT:** Contractor must inform the Education Officer of anticipated absence from a scheduled unit at least 24 hours prior to scheduled unit except in emergency situations. Non-emergency leave of 1 week or more must be scheduled with the Education Officer at least 2 weeks in advance and may not exceed two weeks at a time with a maximum of 4 weeks in one fiscal year. Leave will not be scheduled 2 weeks prior to the end of college registration periods or while an education counselor is on leave or TDY.

**7. MATERIALS AND EQUIPMENT:** The government will provide all necessary equipment, supplies and materials to include workstations, computer (with internet access), telephone and other materials and equipment.

**8. SPECIFIC TASKS:**

- a. Provides a full range of technical assistance to the Education Services Officer (ESO). Assists with TA verifications, monthly metrics, publicity materials, survey collection and compilation, filing, and other program related administrative work as needed.
- b. Advises eligible personnel on all programs available through voluntary off-duty education, the Community College of the Air Force (CCAF), Defense Activity for Non-Traditional Education Support (DANTES), AF Institute of Advanced Distributed Learning (AFIADL), officer accession programs and other educational support programs as required by the ESO.
- c. Advises eligible personnel of Professional Military Education (SNCOA, SOS, AFIT, ACSC, and AWC) programs available for enlisted personnel and officers by correspondence or in seminar format and assists them in registering for appropriate programs.
- d. Provides information and required forms to prospective applicants of specialized AF programs to include (but not necessarily limited to): ELA, AECP, LEAD, SOAR, AFROTC/ASCP, and OTS. Performs preliminary check for accuracy and completion of application package. The contractor will assist applicants with determination of their grade point average (GPA) requirement according to specific program guidelines. Refers applicants to education counselor for final check of package prior to mailing.
- e. Provides information regarding Air Force Tuition Assistance (TA), VA education benefits, federal financial assistance programs, local scholarships, and Air Force Aid Society grants to all

eligible personnel. Assists students with completion of all applicable forms/applications. Processes AF TA forms via the AFAEMS software program.

- f. Refers students to the appropriate academic institution representative for registration and enrollment in courses or programs that pertain to their education goals.
- g. Advises students on DANTES tests that are applicable to their programs of study. Administers and interprets pre-tests and non-timed interest and placement tests as appropriate to the individual counseling process.
- h. Assists AF students in changing education level codes on review of appropriate documentation by preparing appropriate correspondence, forms, and academic documentation required to update individual AF personnel records in MILPDS with their current educational status.
- i. Conducts follow-up and outreach activities (phone calls, mail-outs, emails) at the direction of the ESO, to encourage individual students in meeting their educational objectives.
- j. Prepares all necessary correspondence and forms and maintains related records and logs required to support all aspects of job tasks. Also maintains statistical data as required by the ESO and assists with reports and other administrative tasks as requested.
- k. Assists in planning and executing CCAF graduation ceremonies. Provides ESO with detailed timeline of graduation-related activities at least 3 months in advance of graduation dates. Provides weekly updates via email up to the day of the ceremony. Performs administrative follow-up including thank you letters and provides the ESO with a report of lessons learned within 2 weeks following the ceremony.
- l. Maintains a log of all of customer interaction, advisement, or counseling sessions conducted and submits in person to the ESO at the Education Center, along with the invoice at the end of each month.
- m. Uses the Air Force Automated Education Management System (AFAEMS) to maintain individual student records and to issue members TA request (as required).
- n. Provides front desk coverage on a full time basis, unless otherwise approved by the ESO. Assists walk-in and phone customers.
- o. Publishes an education newsletter, updates education marketing materials and brochures, and maintains the local Air Force Virtual Education Center web site weekly.
- p. Provides briefings on education services programs to FTAC, Right Start, ALS, Informed Decision, and others as needed. Provides education services information on radio and TV as well as interview for AFN as requested by ESO.
- q. Performs other administrative and customer service related tasks as required by ESO.

**9. GLOSSARY OF TERMS:** Commonly used military and education-related acronyms, abbreviations and definitions with which contractor must be familiar:

ACSC	Air Command and Staff College (required PME for AF Majors)
ACT	ACT (undergraduate entrance exam)
AD	Active Duty
AEA	Assistant Education Advisor
AECp	Airman Enlisted Commissioning Program
AFA	Air Force Academy (usually USAFA) <i>or</i> Air Force Association
AFAEMS	Air Force Automated Education Management System
AFIADL	AF Institute of Advanced Distributed Learning
AFIT	Air Force Institute of Technology
AFROTC	Air Force Reserve Officer Training Corps
ALS	Airman Leadership School
ATCO	Alternate Test Control Officer
AWC	Air War College (required PME for AF Lt Colonels)
BEPAC	Base Education Plan and Advisory Committee
BESC/BESP	Base Education Services Center/Base Education Services Program
BPA#	Blanket Purchase Agreement Number
BTES	Base Training and Education Services
CCAF	Community College of the Air Force
CLEP	College Level Examination Program (test for credit)
Course 1	Airman Leadership School by correspondence
Course 12	SNCOA by computer assisted distance-learning program
Course 14	SNCOA by computer assisted distance-learning program
Course 8	SNCOA by correspondence
CTC	Central Texas College (on-base college program)
D&B#	Dunn and Bradstreet Number ( <u>must obtain prior to registering as gov contractor</u> )
DANTES	Defense Activity for Non-Traditional Education Support
DE	Distance Education
DL	Distance Learning
DSST	DANTES Subject Standardized Test (test for credit)
ECE	Excelsior College Exams (formerly New York Regents exam program)
ECI	Extension Course Institute (former name for AFIADL)
ELA	Educational Leave of Absence (CONUS-only program)
ERAU	Embry Riddle Aeronautical University (on-base program)
ESC	Education Services Center
ESS	Education Services Specialist
ET	Education Technician
FTAC	First Term Airman Center
GED	Tests of General Education Development (high school equivalency exam)
GMAT	Graduate Management Admissions Test (specialized graduate entrance exam)
GRE	Graduate Record Exam (only subject tests can be given on base)
LEAD	Leaders Encouraging Airman Development (for USAFA or AFA Prep School)
MAJCOM	Major Command (major divisions within the Air Force)
ACC	Air Combat Command (HQ at Langley AFB, VA)
AETC	Air Education and Training Command (HQ at Randolph AFB, TX)
AFMC	Air Force Material Command
AFRC	Air Force Reserve Command
AFSOC	Air Force Special Operations Command
AFSPC	Air Force Space Command (HQ at Peterson AFB, CO)
AMC	Air Mobility Command
ANG	Air National Guard
PACAF	Pacific Air Forces (HQ at Hickam AFB, HA)

USAFE	United States Air Forces Europe (HQ at Ramstein AFB, GE)
MAT	Miller Analogies Test (graduate entrance exam)
MGIB	Montgomery GI Bill (covers most AD personnel unless they declined it)
NCOA	Noncommissioned Officers Academy
NPSC	Non-Personal Services Contract (covers each contract position)
OTS	Officer Training School (requires completed 4 year degree)
OU	University of Oklahoma (on-base graduate program)
PCA	Permanent Change of Assignment (changing jobs but remaining at current base)
PCS	Permanent Change of Station (leaving current base)
PME	Professional Military Education
POC-ERP	Professional Officer Course-Early Release Program
PRAXIS	National Teacher Certification Exam (Includes general and subject tests)
QH	Quarter Hours
SAT	Scholastic Aptitude Test (undergraduate entrance exam)
SH	Semester Hours
SII	Strong Interest Inventory
SNCOA	Senior Noncommissioned Officers Academy
SOAR	Scholarships for Outstanding Airmen to ROTC
SOC	Servicemen's' Opportunity College (All on base schools are SOC members)
SOS	Squadron Officers School (required PME for AF Captains)
SOW	Statement of Work (position description and responsibilities)
TA Cap	Annual per person limit of \$4500 (set by Congress for all Services)
TA	Tuition Assistance (military)
TCO	Test Control Officer
TDY	Temporary Duty (involves official orders sending the person elsewhere)
TE	Test Examiner
TTT	Troops to Teachers program (see DANTES web site)
UMUC	University of Maryland University College (on-base program)
UoP	University of Phoenix (on-base graduate program)
USAFA	United States Air Force Academy
VA	Veterans Administration
VEAP	Veterans Educational Assistance Program (no longer open to new depositors)