

Performance Work Statement (PWS)

For

Air Force Security Assistance Training Squadron

Royal Saudi Air Force (RSAF)

English Language Training (ELT)

\*\*\*\*\***DRAFT**\*\*\*\*\*

**1.0. INTRODUCTION/BACKGROUND:** The United States Government (USG) established a letter of offer and agreement (LOA) with Government of Saudi Arabia to provide training and technology transfer in accordance with (IAW) the United States Code, Title 22 - FOREIGN RELATIONS AND INTERCOURSE CHAPTER 32 - FOREIGN ASSISTANCE CHAPTER 39 - ARMS EXPORT CONTROL and the National Defense Authorization Act of 1991, Section 1004 of Public Law 101-510, as amended for the purpose of training Royal Saudi Air Force (RSAF) personnel the English Language. This contract is being used to provide this training and technology transfer.

**2.0. SCOPE:** To provide an English Language Training (ELT) program to support the USG Security Assistance and Security Cooperation goals at the Technical Studies Institute (TSI) facility at King Abdul Aziz AB (KAAB), Dhahran, Saudi Arabia (SA). This program is designed to provide the training pipelines with students meeting the required English Comprehension Level (ECL) qualification. Contractor will use the Defense Language Institute English Language Center (DLIELC) courseware, methodology, and processes. On behalf of the USG, Air Force Security Assistance Training (AFSAT) will provide Training Program Management (TPM) and will identify a Contracting Officer's Representative (COR). The COR will be the Contractor's primary point of contact and will be the vehicle through which issues and decisions are coordinated with the Technical Studies Institute Representative (TSIR). On behalf of the SA Government, TSI will provide TSIR as the point of contact & liaison officer. The location of the TSIR and COR will be at TSI. The COR will coordinate as necessary with the CONUS based DLIELC SME.

**3.0. GENERAL REQUIREMENTS:** This section describes the general requirements for this effort and the following sub-sections provide details of various considerations.

**3.0.1.** The services performed under this contract shall be non-personal in nature. The USG will neither supervise Contractor employees nor control the method by which the Contractor performs the required tasks. Under no circumstances will the USG assign tasks to, or prepare work schedules for individual Contractor employees. It shall be the responsibility of the Contractor to manage its employees and to guard against any actions that are of the nature of personal services, or give the perception of personal services. If the Contractor believes that any actions constitute, or are perceived to constitute personal services, it shall be the Contractor's responsibility to notify the Contracting Officer (CO) immediately.

**3.1. Contract Administration and Management**

**3.1.1.** The following subsections specify requirements for contract, management, and personnel administration.

**3.2. Contract Management**

**3.2.1.** The Contractor shall establish clear organizational lines of authority and responsibility to ensure effective management of the resources assigned to the requirement. The Contractor shall maintain continuity between the support operations at Sheppard AFB, AFSAT and the Contractor's corporate offices.

### 3.2.2. Contract Administration

**3.2.2.2.** The Contractor shall establish processes and assign appropriate resources to effectively administer the requirement. The Contractor shall respond to USG requests for contractual actions within the timeframe defined by the CO. The Contractor shall have a single point of contact (POC) between the USG and Contractor personnel assigned to support the contract and/or task orders. The Contractor shall provide a POC to the CO prior to contract award for all contractual matters during normal hours of operation

**3.3. TESTING INSTRUCTIONS** The Contractor shall use DLIELC courseware, methodology, and processes.

**3.3.1.** The Contractor shall provide and use DLIELC American Language Course (ALC) course material or other DLIELC-produced materials. DLIELC courseware can be ordered by contacting the DLIELC Logistics Branch at (210) 671-4711, or [dlielc.leslwork@us.af.mil](mailto:dlielc.leslwork@us.af.mil), or [www.dlielc.edu](http://www.dlielc.edu). For reference see DLIELC FY17 Catalog pp. 41-59. The Contractor shall submit an American Language Course Placement Test (ALCPT) request form to purchase and administer current ALCPT tests at [DLIELC.Testing@us.af.mil](mailto:DLIELC.Testing@us.af.mil). Request for ALCPT purchase must be pre-approved by the DLIELC Testing Office (LEAT). An ALCPT request that has not been preapproved will DELAY the process of book orders. Request for approval of ALCPT purchase should be submitted using the electronic request form found at [http://www.dlielc.edu/testing/ALCPT\\_Approval\\_Request\\_form.pdf](http://www.dlielc.edu/testing/ALCPT_Approval_Request_form.pdf) or by faxing the request form in the most current DLIELC Catalog: Materials, Courses, and Support. Information on ALCPT orders can be found in the DLIELC Catalog: Materials, Courses, and Support at [www.dlielc.edu](http://www.dlielc.edu) or by calling (210) 671-4889. The Contractor shall designate a Test Control Officer (TCO) and alternate TCO (ATCO) to be responsible for all ALCPT and book quiz testing. The Contractor shall submit the Memorandum for Record (MFR) – TCO APPOINTMENT MFR to DLIELC Test and Measurement Branch (LEAT) at [DLIELC.Testing@us.af.mil](mailto:DLIELC.Testing@us.af.mil). Any questions regarding the TCO shall be directed to DLIELC/LEAT at (210) 671-4889 or by email to [DLIELC.Testing@us.af.mil](mailto:DLIELC.Testing@us.af.mil). Guidance on ALCPT testing procedures can be found in the *ALCPT Handbook* at [www.dlielc.edu/Testing/ALCPT\\_test.html](http://www.dlielc.edu/Testing/ALCPT_test.html).

**3.3.1.2** The contractor shall store controlled test materials (i.e. test booklets, audio recordings, scoring keys and used answer sheets) in TSI provided standard safe/locked cabinet.

**3.3.1.3** The Contractor shall not copy or duplicate any portions of the ALCPT test, nor are they to release any ALCPT test materials to host-country or other unauthorized personnel. Discussion of ALCPT test items with host-country and other unauthorized personnel is also prohibited.

**3.3.1.4** The Contractor shall submit ALCPT Testing Plan and TCO/ATCO appointment documentation to DLIELC/LEAT Testing Department, COR and TSIR no later than (NLT) 15 calendar days after contract award or NLT 15 calendar days before any testing plan changes are made.

**3.3.1.5** Once an ALCPT is administered by the Contractor, the IMS shall be placed in an appropriate level/book based on the ALCPT IAW chart below. The Contractor will provide a roster of all entry ALCPT tests to the COR. The ALCPT shall be the testing vehicle to measure IMS progress. The English Comprehension Level (ECL) test shall be the testing vehicle to measure IMS qualification for training at DLIELC, Sheppard and other Follow-On Training (FOT) locations.

# Guidance for Student Placement and Progression in Training

BOOK	PLACEMENT SCORE	ADVANCEMENT SCORE	BOOK	PLACEMENT SCORE	ADVANCEMENT SCORE
1	0*	0*	18	59-63	61
2	0*	0*	19	61-65	63 (SAK)
3	0*	0*	20	63-67	65
4	0*-29	0*	21	65-69	67
5	0*-29	0*	22	67-71	69
6	0*-29	25	23	69-73	71
7	25-33	29	24	71-74	73
8	29-37	33	25	73-75	74 (SAK)
9	33-41	37	26	74-76	75
10	37-45	41	27	75-77	76
11	41-49	45	28	76-78	77
12	45-51	49	29	77-79	78
13	49-53	51 (SAK)	30	78-81	80
14	51-55	53	31	79-82	80+
15	53-57	55	32	80-83	80+
16	55-59	57	33	81-84	80+
17	57-61	59	34	82-85	80+

\*ECL scores are not measurable below 29; placement based on instructor evaluation: yellow highlight indicates 2-week book: SAK=Skills Assessment Kit

**3.3.1.6.** The Contractor shall train IMSs to a 55 ECL for DLI and 45 ECL for Sheppard unless the IMS is removed from training by the RSAF or USG. IMSs that achieve a 50 or higher on the ALCPT will be scheduled for an ECL test. The ECL test is performed by USG TCOs. IMSs that achieve the DLIELC entry requirement may proceed to DLIELC. IMSs that score 45-54 may proceed to English Language Training at Sheppard AFB, TX. In the event an IMS is awaiting transfer to DLIELC or Sheppard ELT for a class date, visa processing, or for another reason determined acceptable by the COR, the Contractor shall continue training the IMS using the DLIELC courseware, methodology and processes until the IMS departs for DLIELC, Sheppard, or when the IMS reaches the designated post-ELT FOT ECL requirement and departs for FOT.

**3.3.1.7.** The USG reserves the right to change testing procedures based on advancements of technology approved and accepted by the Department of Defense (DoD).

**3.3.1.7.1.** If an IMS acquires the ELT DLIELC/Sheppard entry requirement or the FOT ECL requirement and is then further delayed from attending DLIELC, Sheppard or FOT. The COR will coordinate the disposition of the IMS with the TSIR and RSAF/DAT.

## 4.0. TRAINING

**4.0.1.** Contractor-provided instructors shall have an 8-hour duty day five days a week based on the TSI's training week. The Contractor shall provide IMSs with a total ELT immersion (English language in the classroom) in the American English language.

**4.0.2.** All academic days shall consist of six (6) 50 minute class periods followed by a ten-minute break. An instructional week shall consist of five consecutive days. The remaining instructor work hours shall be used for lesson planning, professional development, remedial, and ELT administrative duties. Lunch will be for one hour. If the RSAF requires extended breaks, the instructors will reduce the remaining class time periods so that an 8-hour duty day is not exceeded.

**4.0.2.1.** Contractor shall maintain a TSI provided Library to support and enhance ELT (The required English Language Training Library Resource items are list below). The library shall be staffed and open ten hours a day during the duty week. The Contractor may use best practices to determine the most effective hours of operation and shall coordinate them with the COR and TSI.

## **5.0 ENGLISH LANGUAGE TRAINING LIBRARY RESOURCE LIST**

### **5.0.1 ESL Materials (required)**

#### **5.0.1.2. American Language Course Student Books 1-34 (minimum 3 copies of each book)**

**5.0.1.2.1. American Language Course Language Laboratory Activities Student Text Books 1-30 (minimum of 8 copies of each book = 240 books)**

**5.0.1.2.1.1 8. sets of CDs to accompany Books 1-30 ALC Language Laboratory Activities (8 CDs per book x 30 x 8 sets = 1920 CDs total)**

#### **5.0.1.2.2. Grammar Books (required)**

**5.0.1.2.2.1. Azar Grammar series – 10 to 30 sets of 3 based on student and instructor demand  
\* Murphy Grammar series – 10 to 20 sets of 2 based on student and instructor demand**

#### **5.0.1.2.3. Reference (required)**

**5.0.1.2.3.1. Oxford Picture Dictionary – English version – minimum 10 copies**

**5.0.1.2.3.2. Oxford Picture Dictionary – Bilingual English-Arabic (for low-level learners) version – minimum 5 copies**

#### **5.0.1.2.4. Graded Readers – Mix of topics Levels 1-6 (recommended)**

**5.0.1.2.4.1. Variety of Graded Readers with CDs and Study Guides – Saddleback Educational Publishing is an excellent resource.**

**5.0.1.2.4.2. Variety of Graded Readers Levels 1-6 – Penguin Publishing is a good resource of American English books.**

#### **5.0.1.2.5. Kits – Learning English as a Second Language (recommended)**

**5.0.1.2.5.1. Commercial Textbooks promoting skills growth: beginner to advance**

**5.0.1.2.5.2. Listening and Speaking books and CDs**

**5.0.1.2.5.3. Pronunciation books and CDs**

**5.0.1.2.5.4. Grammar**

**5.0.1.2.5.5. Life in America – Culture and Idioms books and CDs**

#### **5.0.1.2.6. Topic: Military (recommended)**

**5.0.1.2.6.1. Variety of books on military topics (e.g. The Art of War - Sun Tzu, The Book of Military Quotations, military specialty books at grades 9-12 reading level)**

**5.0.1.2.7. DVDs (recommended)**

**5.0.1.2.7.1.** Documentaries

**5.0.1.2.7.2.** Military topics

**5.0.1.2.7.3.** Accent Correction for Arabic Speakers (and other languages if applicable)

**5.0.2.2.** Contractor shall maintain the TSI provided Learning Center that provides additional practice of language skills through additional software and media (see the minimum requirements list of material below). The learning center shall be staffed and open during normal class hours and after hours. The Contractor may use best practices to determine the most effective hours of operation to assist IMSs and coordinate with the COR and TSI. The Contractor may use best practices to determine the staff required in the Learning Center as IMSs fluctuate. To ensure the availability of a sufficient number of computer stations the Contractor shall maintain a 1:10 ratio of computers to IMSs. The Contractor shall maintain DVD/VCR players or other media systems that are able to play movies or other English-based media (five systems are recommended per Learning Center). The Learning Center Facility may be combined/co-located with the Library.

**5.0.2.2.0. Learning Center Resource List Minimum Requirements**

**5.0.2.2.1.** American Language Course Computer Based Training Books 1-30 – must load on all computers

**5.0.2.2.2.** English Discoveries

**5.0.2.2.3.**  English Tutor

**5.0.2.2.4.**  Excel @ Middle School      KEY

**5.0.2.2.5.**  Grammar Mastery CD-ROM

**5.0.2.2.6.**  Pronunciation Power– Idioms Videotape

**5.0.2.2.7.**  North American Idioms      Audiotape

**5.0.2.2.8.**  SRA Reading Program

**5.0.2.2.9.**  American Accent Training

**5.0.2.2.10.**  Communicate

**5.0.2.2.11.**  ClearSpeech

**5.0.2.3.** Contractor shall maintain the TSI provided Computer Based Training (CBT) Lab. The Contractor shall staff labs during normal hours to support CBT delivery. To ensure the availability of a sufficient number of computer stations during CBT instruction, the Contractor shall maintain a 1:5 ratio of computers to IMSs (see below for the minimum computer requirements list).

<b>CBT Systems Requirements</b>	
<b>Minimum Operating System and Software Requirements</b>	
CBT courseware is compatible with the following Microsoft Windows operating systems:	
MS Windows 7 and above MS Windows Vista SP2	
NOTE: CBT is NOT compatible with Windows 8 RT, the mobile OS from Microsoft.	
1.5 Ghz processor or faster processor (2 Ghz recommended)	
4 GB RAM	
500 GB ATA 7200 RPM hard drive (1 TB recommended)	
Graphics card supporting DirectX 9 with 256 MB of RAM (DirectX 10 with 1 GB of RAM recommended)	
CD-ROM/DVD-ROM drive – for installation only	
Audio input/output	
Headphones or speakers; microphones	
Keyboard and mouse	
15-inch or larger monitor with resolution capability of 1024 x 768 (17-inch monitor recommended)	

**5.0.2.4.** The CBT (formerly referred to as Interactive Multimedia Instruction [IMI]) reinforces lesson learning objectives and provides additional practice of language skills through graphics, audio, video, text, and animation. It is an integral part of the ALC and helps promote independent, self-paced learning.

**5.0.2.5.** For routine computer system upgrades to support DLIELC Courseware requirements/DLIELC CBT procedures, the Contractor shall complete system upgrades within 90 days. For External Computer Security Threats identified by the computer/computer software manufacturer or the USG, the Contractor shall have 72 hours to comply with the system/computer upgrades unless specified by the computer/computer software manufacturer or the USG.

**5.0.2.6.** The IMS-Instructor ratio is 8:1. All deviations must be approved by the CO in writing. The COR will coordinate with the CO, SME, and the TSIR.

**5.0.3. GENERAL TASKS**

**5.0.3.1.** The Contractor shall conduct General English classes to facilitate successful accomplishment of IMS' entry into technical/professional training. A weekly update brief shall be provided to the TSIR on students with substandard progress, disciplinary concerns, facility problems and any other issues that may be considered detrimental to meeting objectives and required training numbers. The COR should be present.

**5.0.3.2.** The Contractor shall maintain a comprehensive electronic IMS file that documents IMS performance, any other issues and shall be the basis of all IMS performance measurements.

**5.0.3.3.** The Contractor shall evaluate, advise, and assist IMSs by assigning and correcting homework, diagnosing academic problems, planning and providing remedial training classes, and counseling IMSs on their academic progress. This shall be documented in the electronic IMS file.

**5.0.3.3.1.** If IMSs are not progressing IAW the guidelines, Contractor shall place IMSs on academic probation, assign supplemental language training (SLT), provide individual training program (ITP) classes (based on instructor availability), and convene academic boards (AB) as needed. See list below for remedial academic processes and elimination procedures. This shall be documented in the IMS file. The contractor is responsible for conducting additional remedial instruction after normal academic hours for IMS requiring additional instruction.

#### **5.0.4. Academic Progress Review, Counseling, Academic Probation, and Academic Boards**

**5.0.4.1.** The Contractor supervisor/instructor personnel shall:

**5.0.4.1.1.** Review all student records weekly to identify students who are not maintaining normal academic progress.

**5.0.4.1.2.** Ensure students who are not maintaining normal academic progress are counseled by the supervisor/instructor. The supervisor/instructor shall document the counseling and identify, as specifically as possible, the academic problems IAW the DLIELC Student Counseling Record or comparable contractor-designed document.

**5.0.4.1.3.** The Contractor supervisor/instructor shall place students on academic probation when;

**5.0.4.1.4.** A student's ALCPT growth is not adequate to achieve the required ALCPT score within the programmed time in training. A student who fails to show minimal growth after two or three consecutive ALCPT tests is typically placed on academic probation. In general, expected ALCPT growth is 2 points per each book completed.

**5.0.4.1.5.** A student fails two three consecutive book quizzes shall meet an Academic Board and possible elimination.

**5.0.4.1.6.** Students on academic probation are provided the opportunity to receive a minimum of two periods of SLT in the Learning Center each week. Attendance is mandatory and shall be tracked. Students on academic probation who are absent from SLT shall be reported as such.

**5.0.4.1.7.** Students shall be removed from probation when they:

**5.0.4.1.8.** Have maintained a 70 book quiz average for four consecutive weeks.

**5.0.4.1.9.** Have attained an ALCPT score which qualifies them for ECL testing.

**5.0.4.1.10.** The contractor shall identify students who are not meeting or maintaining academic standards and provide all reasonable academic assistance, such as supplementary language training, individualized training program classes, etc., so that students can achieve academic standards. When students fail to achieve academic standards in spite of extra assistance, an Academic Board is convened.

**5.0.4.1.11.** The Contractor shall include the COR and TSIR in all Academic Boards. The Contractor shall document any and all comments as part of the Academic Board Package.

**5.0.4.1.12.** The TSI commander is the final authority of removing a student from training. The Contractor shall notify the COR of IMS removed from training.

**5.0.4.2.** Contractor-provided instructors shall plan and conduct classroom instruction of English as a Second Language/English as a Foreign Language (ESL/EFL), evaluate IMS performance, advise on the placement and training needs of IMSs, adapt and develop instructional materials, and make professional recommendations for improvement of curriculum design, training materials, IMS administration and training program management. The Contractor shall work with the COR, who will coordinate disciplinary processes with the TSIR that allow clear guidance to the IMS with regard to the IMS's academic environment. All IMSs are expected to maintain professional bearing. If a student fails to meet academic requirements, an Academic Board must be held IAW the Academic Progress Review, Counseling, Academic Probation, and Academic Boards requirements.

**5.0.4.3.** The Contractor shall report to the COR, US Military Training Mission (USMTM), and TSIR as soon as it is determined that an IMS has achieved a 45 or higher on the ALCPT for scheduling of an ECL test for entry into DLIELC, [Sheppard](#) or FOT. USMTM in coordination with the AFSAT Program Manager will determine if the IMS can be scheduled for an earlier DLIELC or [Sheppard](#) start date or FOT class, or if the IMS should remain in Contractor-provided ELT until the originally scheduled departure date.

## **5.0.5. CLASSROOM AND LAB INSTRUCTION**

**5.0.5.1.** Typical tasks to be performed by a Contractor-provided instructor include the following:

**5.0.5.1.1.** Develop weekly lesson plans ensuring that approach, emphasis, sequencing, and techniques are compatible with lesson objectives as outlined in the ALC and tailored to the language skill proficiency needs of the IMSs. Instructor lesson plans need to include the objectives for the course; strategies for achieving the objectives; and instructional materials. Any supplementary materials used shall be annotated on the lesson plan and annotate if it was effective. Supplementary materials should be compiled and made available for all of the staff to use and demonstrated in professional development workshops.

**5.0.5.1.2.** Conduct classes applying sound ESL/EFL methodology to ensure IMS practice in reading, writing, speaking, and listening to provide opportunities for authentic use of the language, and to establish an IMS-centered learning environment conducive to language learning. Conduct and monitor CBT laboratory sessions (computer/multimedia).

**5.0.5.2.3.** Maintain a neat and orderly classroom, office, library, learning center, and laboratory.

**5.0.5.2.4.** Annotate and close out IMS academic records weekly, assigning IMS effort assessment (both academic and disciplinary), entering instructor narrative on IMS progress, test scores, IMS counseling records, and documentation that certifies the accuracy and completeness of the record.

**5.0.5.2.5.** Annotate the IMS attendance record at the beginning of each class period using AETC Form 325, appropriate DLIELC equivalent or Contractor-generated/COR-approved equivalent. Report late arrivals and absences to TSIR within the first 15 minutes of each class period.

**5.0.5.2.6.** Contractor shall conduct book quizzes at the completion of every book IAW DLIELC procedures.

**5.0.5.2.7.** The COR and Contractor shall coordinate to administer the ALCPT and ensure IMS are not over-exposed to evaluations. The Contractor, in coordination with the COR may change this testing schedule as required to facilitate IMS progression.

**5.0.5.2.8.** Upon receipt of ALCPT scores, annotate IMS academic records with the test number, the ALCPT form number, date, and results. If necessary, counsel IMSs.

**5.0.5.2.9.** Provide results of all tests to the IMSs upon RCAF's approval for release.

**5.0.5.2.10.** Conduct IMS counseling sessions for failures to achieve passing book quiz scores, for lack of ALCPT growth, and for lack of motivation or discipline. This shall be documented in the IMS file which will be made available to the TSIR upon request.

**5.0.5.2.10.1.** Forward a copy of ALCPT test scores to the COR and TSIR within two (2) working days after test completion.

## **5.0.6. IMS TRAINING OVERSIGHT**

**5.0.6.1.** Weekly Schedule. The Contractor is responsible for the weekly schedule designed to maximize IMS advancement opportunities. The Contractor shall assign IMSs to appropriate classes based on IMS supervisory/instructor input, programmed number of training weeks, ALCPT scores, and IMS scheduling criteria.

Contractor shall prepare and distribute/post the schedules by noon on the day following the exam for the following week.

**5.0.6.2. IMS Advancement Testing.** The TCO will administer DLIELC language tests, complying with all required test administration procedures to ensure the integrity of the tests. Additionally, the Contractor and Contractor-provided instructors shall take appropriate measures to prevent test compromise, to include not revealing the content of tests to IMSs. The Contractor shall include scores in the weekly reports once received from the TCO.

**5.0.6.3. IMS Load.**

**5.0.6.3.1.** For planning purposes, the starting IMS load may be as low as 240 IMSs per day with a rapid expansion to 480 students a day. The contractor will have the capability to expand to a maximum of 1,500 IMSs daily through task order modification.

**5.0.6.3.2.** The Contractor shall describe services provided to the level of detail regarding IMSs instructed, the number of personnel and the amount of labor hours applied to each person in each category working against this program in Weekly and Monthly Reports.

**5.0.6.3.3.** This Monthly Report information shall be posted in the Wide Area Workflow e-business suite. The Contractor shall provide clarifications and responses to the TPM/COR based on international customer request(s) derived from PMR and other meetings. The Contractor shall document status of any action items and/or taskers not properly resolved. The Contractor shall document travel request(s), including AFSAT TPM approval. Failure to provide this information may result in invoice rejection.

**5.0.6.3.4.** The Contractor shall detail training progression of each RSAF ELT IMS and the current progress and how it relates to the DLIELC training standard in the weekly status report. The Contractor shall detail significant events (positive and negative), projected deviations, delays, and back-up training plans to include a mitigation plan for any projected deviations or delays. The Contractor shall provide weekly status reports to the IMSO, TPM/COR and the AFSAT Country Manager by Monday close of business.

**5.0.6.3.5.** IMS load is inclusive of students who have achieved a DLIELC entry requirement ECL and receive continued ELT IAW 5.0.4.3 until transfer. When necessary, during performance execution, the contractor shall negotiate, in good faith, contract modifications to increase or decrease the actual IMS load requirements. Negotiations will start at rates used at the time of award. IMS load may be accelerated, depending on FMS customer demands and IMS scheduling constraints, when the Contractor is capable of accepting increased IMS load.

**5.0.6.3.6.** The RSAF will ensure all IMS are issued student ID numbers prior to enrollment in the ELT program. The Contractor shall identify any and all safety issues with the facilities to the COR and the CO so it can be addressed with the TSIR. If the facilities cannot support the projected IMS enrollment, the Contractor will notify the COR to allow smooth flow of IMS enrollment to a level the facilities can support or for the RSAF to provide additional facilities.

**5.0.6.4. Course Scheduling.** The contractor will coordinate with COR who will liaise with the TSIR to develop a training schedule that takes into account Saudi Arabian holidays and IMS down days (IMS down days are subject to change based on TSIR). The Contractor shall contact the COR regarding student progression repercussions and impact. Instructing on down days, while not normally planned, may be authorized if coordinated in advance to make up for lost days due to circumstances beyond the control of the Contractor (weather, maintenance, IMS sickness, etc.). IMS down days require contractor coordination for staff requirements.

**5.0.6.5. General.** All IMS training records are the property of the RSAF who have full ownership authority of the data involving IMS records. The Contractor shall provide authorized USG and RSAF personnel access to all IMS electronic records produced in support of this contract, upon request during the life of the contract. The Contractor shall, without exception, turn over an IMS's record to RSAF NLT one week after the IMS departs training. The COR and TSIR will receive a copy of all records at the end of the contract in electronic format. Any electronic records shall be provided in a Microsoft Office Format or a COR approved format.

**5.0.6.6.** Protection of Information. The privacy of all personal IMS information (such as IMS class rosters and the comprehensive IMS record) shall be protected. No Contractor employee shall disseminate personal IMS information outside of Contractor, USG, or RSAF personnel designated by the COR channels. Nothing in this section shall be construed to conflict with the Contractor's duty to fully cooperate with any cognizant state or federal agency investigation.

**5.0.6.5.7.** The Contractor shall update the records weekly or more often as needed to address IMS performance or lack of performance.

**5.0.6.7.1.** If an IMS is not progressing or is involved in an incident that may prevent completion of training, the Contractor shall immediately notify the COR and TSIR and provide a progress report. The report will include: name, assigned instructor, IMS experiencing difficulties, and late/no-show/unprepared information as required.

**5.0.6.7.2** The Contractor shall maintain complete accountability of IMS status.

**5.0.6.7.3.** If the RSAF approves the IMS for leave, the contractor should be notified of an IMS going on leave and the expected return date. IMS disposition is obtained through the designated TSIR. All absences (authorized/unauthorized) shall be documented on the IMS record.

## **5.0.7. DOCUMENTATION**

**5.0.7.1.** Contractor shall provide the documentation identified below, to the AFSAT/Mission Support Requirements Division (MSR) and the COR. The COR will make the documentation available to the TSIR upon request.

**5.0.7.2.** Contractor shall send documentation via email to: [xxxx.xxxx@us.af.mil](mailto:xxxx.xxxx@us.af.mil) as well as data disk to the following address:

AFSAT/MSR  
Attn: 100 H Street East, Suite 5  
JBSA Randolph AFB, TX 78150-4418  
Phone: 210-652-8198

**5.0.7.3.** The Course Evaluation Report will be in Contractor format. The Contractor should work with the COR who will consult with the TSIR on an acceptable format for the Course Evaluation Report. The report shall include all problems encountered during the conduct of the course, such as deficiencies in subject coverage, documentation, and equipment failures in the report and within five (5) working days after task order completion.

**5.0.7.4.** The Contractor shall produce an IMS Evaluation of Training form in DLIELC format. This form will be language-level appropriate and understandable by an IMS at the ALCPT level of the student. If this is not possible, the Contractor will contact the COR to coordinate with the TSIR for a translator for the IMS. The Contractor shall forward this evaluation to the COR NLT five (5) working days after an IMS departs training. If a student leaves before completing at least one level, the performance will not be measured.

**5.0.7.5.** One copy of a completed AETC Form 325, IMS Accounting Report or contractor equivalent, shall be forwarded to the COR NLT five (5) working days after completion of training or when an IMS departs the course.

## **5.0.8. COURSE COMPLETION/CONCERNS**

**5.0.8.1.** Contractor shall contact the COR, who will coordinate with TSIR to determine the course of action for the following situations:

**5.0.8.1.1.** If course objective(s) cannot be met.

**5.0.8.1.2.** If the Contractor believes that an IMS should be released from training for any reason, he shall immediately contact the COR stating the reasons for request for release and requesting disposition instructions. The COR will forward an information copy to the TSIR.

## **5.0.9 QUALITY CONTROL**

**5.0.9.1** The Contractor shall apply its Quality Control Plan (QCP) to meet contract objectives. Contractor shall submit a QCP (applicable to this requirement) to the CO and COR, for acceptance, 10 calendar days after task order award. The QCP shall address instructor evaluation processes to include the methodology of evaluation by an ESL qualified individual. Changes to the QCP contract performance shall be submitted to the CO and COR for acceptance NLT 10 calendar days prior to any changes being affected by the Contractor.

**5.0.9.2.** Upon request, the Contractor's quality inspection documentation (i.e., metrics, reports, etc.) shall be made available to the COR. The reports shall provide information on the methods of inspection, what was inspected, discrepancies found, and actions taken to correct and preclude recurrence.

**5.0.9.3.** Customer and COR's feedback will also be used to verify the Contractor's quality control. The Contractor will be provided feedback on performance evaluations and the observations of Government personnel as well as IMS evaluations and comments.

## **5.0.10. FACILITY COORDINATION (facilities provided by the RSAF)**

**5.0.10.1.** Contractor shall contact the COR who will coordinate with the TSIR if there are issues with properly lighted and ventilated facilities free of outside noise for IMS classrooms. The IMS Records room shall be secured to control access to IMS records, tests, and measurements. Safety measures shall be briefed to all incoming IMSs and shall be observed and enforced. Facilities shall be clean and meet applicable environmental standards and not impact the completion of training objectives.

**5.0.10.2.** Contractor shall contact the COR who will coordinate with the TSIR if there are issues ensuring all classrooms comfortably seat IMSs and instructors with room for all equipment and training aids.

**5.0.9.3.** The Contractor shall maintain computers and required peripherals (i.e. printers, projectors, Smart Boards, and head phones), operating supplies and consumables, and any other necessary equipment to effectively teach DLI language materials. Should any equipment become inadequate the contractor shall provide request for approval of the replacement equipment to the CO and COR.

**5.0.10.4.** The contractor shall provide information technology (IT), Tier 1 or 2 level support for all computers, systems, and software used within classrooms, CBT Lab, Learning Center and Library that supports ELT Training. This will normally consist of very basic functions, such as connection of monitor to computers and installation of approved software. The Contractor shall ensure no unauthorized software is installed on ELT computers. The Contractor will be required to obtain internet connectivity. The contractor shall ensure ELT computers or commercial wireless network cannot be used to compromise the security of tests.

## **5.0.11. CONTRACTOR PERSONNEL MANAGEMENT**

**5.0.11.1.** Contractor Employees. The Contractor shall be responsible for complete staffing and ensure that all employees are qualified, trained, and certified to perform the requirements of this PWS at TO start after initial 120 day mobilization. All training and certification shall be documented and available for USG review. The Contractor shall not employ a person for work on this contract if such employee is a potential threat to the health, safety, security, or general well-being of any personnel and/or the operational mission. The Contractor shall maintain individual training records on each employee. Training records shall be made available to the COR upon request. At a minimum, these training records shall contain all individual qualifications, the name of the individual that provided the training (USG or Contractor), the date training was conducted or completed, and the due date for any recurring training.

**5.0.11.2.** Language of Employees. All employees shall speak, read, write, and understand the English language to the degree necessary for comprehension of the terms, conditions, and daily responsibilities for fulfillment of the requirements under this contract, excluding the speaking skill of hearing-impaired employees.

**5.0.11.3. Employee Dress.** Contractor personnel shall present a neat appearance and, for security reasons, be easily recognized as Contractor employees. The Contractor may outfit its employees with distinctive uniforms or enforce business dress. Instructors shall not wear shorts or sandals. Contractor employees shall display their first and last name, along with their company name and section where the employee works. Pin-on nametags are allowed. All clothing shall be maintained in a professional and serviceable condition. Contractor personnel may not wear clothing which is offensive nor which is derogatory toward USG, any military service, Saudi Arabia, or any religion.

**5.0.11.4.** The Contractor shall comply with AETCI 36-2909, Professional and Unprofessional Relationships, and will take immediate action to resolve violations of the prohibition on unprofessional relationships. Specifically, the contractor should understand the following:

**5.0.11.4.1.** Unprofessional relationships include relationships involving faculty, staff, trainees, cadets, students, recruiters, recruits, or applicants. Whether pursued on or off duty, relationships are unprofessional when they detract from the authority of superiors or result in (or reasonably create the appearance of) favoritism, misuse of office or position, or the abandonment of organizational goals for personal interests. Unprofessional relationships include relationships between recruits or applicants, students, or trainees, and civilian employees or contractor personnel.

**5.0.11.4.2.** If practices, techniques, personal appearance, or conduct of Contractor personnel becomes detrimental to the accomplishment of the mission as determined by the COR. The COR will notify the CO with proper documentation. The COR will liaise with the TSIR to document any noted concerns. The CO will provide written notification of such conditions to the Contractor. Following such notification, the Contractor shall remedy the situation. In addition, the USG reserves the right to pursue other remedies available under the provisions of this contract as necessary.

**5.0.11.4.3.** Instructors shall develop and maintain a positive and professional instructor-IMS relationship at all times. Unacceptable techniques may include, but are not limited to: fear, sarcasm, ridicule, use of inappropriate or offensive language, or any other verbal or nonverbal communication intended to demean or harass the IMS or any demographic group.

**5.0.11.5.** Substance Abuse Testing. Contractor employees shall be subject to substance abuse testing during an accident investigation when an individual's actions or inactions are suspected as factors in a mishap. The Contractor shall require the employee(s) to submit to substance abuse testing by a certified medical substance abuse testing facility. The results of all tests shall be provided to the COR upon request.

**5.0.11.6.** Smoke-Free Environment. The Contractor shall provide IMSs with an instructional environment free of tobacco smoke. The Contractor may designate area(s) for smoking that are separate from IMS classrooms and briefing areas. If it is not possible to keep smoke from entering classrooms, smoking area(s) shall be outside of briefing areas, hallways, or conference rooms.

**5.0.11.7.** Performance of Services during Crisis Declared by the National Command Authority or Overseas Combatant Commander. IAW DoD Instruction 1100.22, Policy and Procedures for Determining Workforce Mix, unless otherwise directed by an authorized USG representative, all services and Contractor personnel identified in this PWS have been determined non-essential during such a crisis.

## **5.0.12. STAFFING**

**5.0.12.1.** Instructors Requirements:

**5.0.12.1.1.** Command over the American English language. Contract instructors must be able to communicate with and instruct IMSs in English language articulations, fluency, and pitch/quality of sound that will communicate course requirements, objectives, theory and content.

**5.0.12.1.2.** Library and Media Lab Personnel Requirements

**5.0.12.1.3.** Library Technician: Must possess an Associate's degree in Library Science or have at least 3 years of library experience. Have knowledge of a body of standardized library rules, procedures, and operations related to

one or more library functions, such as those used to maintain the collection, locate information, process library materials, or assist clientele with unusual or complex inquiries; and library operating policies, circulation procedures, ready reference sources, and basic operation of user-access equipment. Have knowledge of several interlibrary loan sources and standard verification and request procedures to locate and borrow items where requests are frequently incomplete or contain incorrect citations; and programs in a general library to conduct special events, locate materials for exhibits on a given theme, and prepare announcements of events and programs for bulletin boards and employee newsletters. Possess knowledge of word processing automation software functions to support office operations and produce a variety of textual documents, such as letters, reports, memos, and form letters; and one or more automated databases associated with a specific library function.

**5.0.12.1.4. Learning Center Specialist:** Must have a professional knowledge of ESL/EFL principles, approaches, and methodology. Possess expertise of the English language to include grammar, phonology, linguistic functions, etc. Have mastery of ESL/EFL/ESP pedagogy and ESL/EFL program management principles. Possess a professional knowledge of ESL/EFL assessment techniques and test/measurement principles. Have knowledge of the American culture and its relationship to the English language. Have knowledge of the principles of instructional material design and development. Possess skill in the operation of various multimedia equipment: microcomputers, printers, video players/recorders, CD-ROMs, and audio /CD players, etc. so that orientation, instruction, and assistance on an individual basis as needed is given to students with questions, problems, or conflicts when using multimedia equipment. This skill is also required to input and produce various administrative documents (statistical data, reports. Etc.). Have skill in uploading software and minor maintenance of LRC's equipment in order to maintain it in working condition (ensure cables are connected, power on, etc.); reporting any major equipment repairs to the appropriate technical personnel.

**5.0.12.2.2.1. Academic requirements will include ONE of the following as a minimum:**

**5.0.12.1.2.1** A 4-year degree that included or was supplemented by a major study in English as a Second Language (ESL), English as a Foreign Language (EFL), Linguistics, Foreign Languages, or Teaching English to Speakers of Other Languages (TESOL). Contractor shall submit official copies of transcripts that contain the university's official seal.

**5.0.12.1.2.1.2.** A combination of education and experience with courses equivalent to a major in English as a Second Language (ESL), English as a Foreign Language (EFL), Linguistics, Foreign Languages, or Teaching English to Speakers of Other Languages (TESOL); plus appropriate experience or additional course work that provided knowledge comparable to that normally acquired through the successful completion of the 4-year course of study described in paragraph 4.0.11.1.2.1 above.

**5.0.12.1.3.** In addition to the academic requirements above, the candidates must have ONE of the following:

**5.0.12.1.3.1.** At least one year of specialized experience in English language or foreign language instruction. Specialized experience includes: providing instruction to a diverse student body using the principles, practices and techniques of English as a Second Language (ESL) and English as a Foreign Language (EFL); teaching ESL/EFL to adults from basic elementary to advanced English; planning, preparing and coordinating instructional activities for adult students; creating and managing student assessment techniques and objectives to include test and measurement principles; assisting in the development and improvement of curriculum design, training materials, instructional delivery, and student administration; preparing lesson plans by selecting and adapting instructor texts and guides, or developing a plan of instruction for class-specific exercises.

**5.0.12.1.3.2.** Completed 3 full academic years of progressively higher level graduate education OR a Master's Degree, Ph.D., or equivalent doctoral degree in one of following disciplines: English as a Second Language (ESL), English as a Foreign Language (EFL), Linguistics, Foreign Languages, or Teaching English to Speakers of Other Languages (TESOL). Contractor shall submit official copies of transcripts that contain the university's official seal.

**5.0.12.1.4.** The US Contractor Qualification and Currency Verification (Attachment F) sheet is intended for the USG to certify the qualifications and currency of US Contractors for the jobs required. This verification sheet is non-tailor able and can only be changed through contract modification.

**5.0.12.1.5.** Contractor shall complete the column titled “US Contractor Qualifications”, attach supporting documents (i.e. transcripts, certification, proof of training, resumes), and submit the package to only the COR appointed by the CO who will work with the SME in verifying their qualifications.

**5.0.12.1.6.** The COR will have five (5) business days to review and certify, by indorsing the Verification or request additional support information or return to the contractor for action.

**5.0.12.1.7.** As a courtesy, the verification sheet without the support documents will be provided to the TSI Commander, through the COR, in order to show proof that the USG has verified the US Contractor has met the requirements of the PWS.

**5.0.13.** Political and Military; Because of the high level political and military implications of this program, Contractor instructors shall possess a great deal of tact, discretion, and diplomacy. Personality, appearance, and general bearing shall be such as to reflect credit upon the USG.

**5.0.14.** Four (4) Contractor-provided instructors shall attend American Language Course (ALC) familiarization training at DLIELC in San Antonio, TX. Those four instructors will be responsible for providing ALC familiarization training to all other instructors. A minimum 30-day notice for scheduling is required by may need longer during peak student training. Tuition cost is available from DLIELC Sales Team at 210-671-3181 or 4711 or www.dlielc.edu, and does not include the cost of airfare, lodging, meals, etc. The Contractor shall develop an ALC familiarization training course and may use the DLIELC ALC training course as a baseline. The contractor shall submit the ALC familiarization training course to the COR no later than 30-days prior to training any instructors.

**5.0.15.** The Contractor shall perform to a satisfactory or better level using DLIELC Instructor Performance Evaluation form. As a minimum, the contractor shall perform quality control evaluations twice a year and maintain in instructor folder. The Contractor shall submit the Instructor Performance Evaluation form to the COR upon request.

**5.0.16. Replacement/Substitution:**

**5.0.16.1.** The contractor shall make every effort to obtain employee commitment to the full contract duration of the position for which hired. However, the minimum tour of duty for contractor employees shall be two years, or termination of the position/contract, whichever occurs first. The contractor shall provide qualified personnel to fill designated positions on the established date during the transition period prior to contract start date and all other task orders. There should be no mission impact due to position vacancies or unqualified personnel; the Contractor shall fill vacancies with qualified personnel within 120 days after vacancy, unless approved in writing or otherwise directed in advanced by the CO.

**5.0.16.2.** The contractor shall ensure coverage of instructors when on leave, illness, or due to a no notice departure from the company. The Contractor will notify the COR of any no notice departures within 48 hours. The COR will inform the CO, TSIR, RSAF Director of Programs (DOP), and RSAF Directorate of Air Force Training, (DAT).

**5.1 Deliverable(s).** The Contractor shall provide task order deliverable(s) in a format mutually agreed upon by the USG and the Contractor.

**5.1.1 General Guidance.** Only the COR has the authority to inspect, accept, or reject all deliverables. Any observation or comment by TSIR shall be taken into consideration immediately.

**5.1.2. Deliverables:**

Table 1 - Deliverables
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Deliverables	PWS Reference	Deliver To	Due Date
ALCPT Testing Plan and TCO/ATCO Appointment Documentation	PWS Paragraph 3.3.1.4	DLIELC/LEAT Testing Department, COR and TSIR	No Later Than (NLT) 15 calendar days after contract award or NLT 15 calendar day before any testing plan changes are made.
IMS Records	PWS Paragraph 5.0.6.5.	COR and TSIR	IMS Records NLT one week after the IMS departs training.
IMS Progress Reports	PWS Paragraph 5.0.5.2.4	COR and TSIR	As required for lack of progression or an incident that may prevent completion of training.
Course Evaluation Report	PWS Paragraph 5.0.7.3.	COR	Within 5 working days after task order completion.
IMS Evaluation of Training	PWS Paragraph 5.0.7.4.	COR and SME	NLT 5 working days after an IMS departs training or completes ALC Level.
AETC Form 325, IMS Accounting Report	PWS Paragraph 5.0.7.5.	COR	NLT 5 working days after completion of training or when an IMS departs the course.
Quality Control Plan	PWS Paragraph 5.0.9. and all sub paragraphs	CO and COR	Acceptance 10 calendar days after task order award OR Changes to the QCP submitted for acceptance NLT 10 calendar days prior to any changes being affected by the Contractor.
Instructor Performance Evaluation Form, DLIELC Form 1025.58 (A)	PWS Paragraph 5.0.15.	CO, COR, and SME	<u>Upon request or at least twice per year</u>
Weekly Status Report	PWS Paragraph 5.0.5.2.5.	COR, SME and TSIR	<u>Once a week</u>
Hiring Status Report (HSR)	PWS Paragraph 5.2.	CO	Within 120 days after contract award, requested by the CO; or as changes to staffing occur.
Name of the Program Manager (PM) and an alternate, or alternates, who shall act for the Contractor when the PM is absent	PWS Paragraph 5.3.1	CO	Prior to contract start date and as changes occur.
Daily Attendance	PWS Paragraph 5.0.5.3.3	TSIR	Within the first 15 minutes of each class period
Weekly Update Brief	PWS Paragraph 5.0.3.1	COR and TSIR	Once a week

**5.2. Hiring Status Report (HSR):** The Contractor shall provide an HSR to the CO initially within 120 days after contract award; as requested by the CO; or as changes to staffing occur. The HSR shall contain, as a minimum, the name, work visa and IQAMA status for each new hire. The last HSR provided shall also contain the number of incumbent offers and acceptances.

**5.3. Key Positions/Personnel:** The positions within this requirement designated as 'key' for the overall successes of the task order are the Contractor on-site ELT Program Manager (PM) and ELT Instructors. ELT Instructor Knowledge Skills, Abilities are listed in PWS 4.0.11.

**5.3.1. Program Manager.** The Contractor shall provide a Program Manager (PM) who shall be responsible for the performance of this contract. The name of the PM and an alternate, or alternates, who shall act for the Contractor

when the PM is absent shall be designated, in writing, to the CO prior to the contract start date and as changes occur. The PM, or alternate(s), shall have full authority to act for the Contractor on all contract matters relating to daily operation of this contract. The PM or alternate(s) shall be available during normal hours of operation at the training location and available on call 24 hours a day for emergencies.

**5.3.2.** The PM or designated representative is expected to participate in Program Management Reviews (PMR)s in Saudi Arabia annually and at designated CONUS/OCONUS locations annually or more often as determined by the Security Assistance Program Manager (SAPM). In addition, the Contractor shall support any and all USG led meetings leading up to the PMRs, as requested by the COR.

#### **5.4 SAUDI ARABIA FURNISHED PROPERTY (All goods):**

##### **5.4.1. FACILITIES**

**5.4.2.** The RSAF will provide an English Language Facility, and it will be lighted, ventilated, and free of outside noise for IMS classrooms. The facility will have a room capable of being secured to control access to IMS records, tests, and measurements. The facility will meet applicable environmental standards and not impact the completion of training objectives. The RSAF will provide custodial services and building maintenance.

**5.4.3.** The facility shall have classrooms available to comfortably seat IMSs and instructors with room for all equipment and training aids. Each classroom shall have desks, chairs, a computer, an overhead projector, and a whiteboard. If IMS student load is planned and approved to increase beyond 480 daily, the additional classrooms for IMSs will be made available.

**5.4.4.** The English Language Facility will accommodate the following:

**5.4.5.** Laboratories to support CBT delivery and classroom or laboratory space to support paper and pencil ALCPT tests and book quizzes.

**5.4.6.** A library to support and enhance ELT.

**5.4.7.** A learning center to accommodate computer stations. This may be combined/co-located with the Library.

**5.4.8.** The RSAF does not provide phone or internet connectivity.

##### **5.4.9. Purchase and Management of RSAF Provided Contractor Acquired Property**

**5.4.9.1.** The Contractor shall provide management of items listed in Appendix I. If replacement is required due to normal wear and tear or the TPM/COR identifies a requirement for additional property due to change in facilities, the Contractor shall contact the TPM/COR with a purchase proposal. Purchase proposal shall include final cost including any delivery and/or installation fees. The CO will approve or deny itemized purchases based on best value to USG. Contractor shall only purchase those items approved by CO. All property purchased by Contractor becomes RSAF furnished Contractor managed property once purchased and delivered, and shall be maintained and tracked by the Contractor throughout the contract period of performance. GFE becomes Contractor managed property once delivered, and shall be maintained and tracked by the Contractor throughout the contract period of performance.

**6.0. DATA.** The US Government has unlimited rights to all deliverables of this contract to include intellectual property rights.

#### **6.1. COPYRIGHT CONSIDERATIONS**

**6.1.1.** In conducting the training under this PWS, course materials, texts, audio and video training aids, materials, and equipment are developed.

**6.1.2.** The Contractor, in the normal course of contract performance, contributes and/or assists in this effort. Since these original materials are produced specifically for the USG and are produced using USG materials and

equipment, all rights to these materials belong to DLIELC. The Contractor waives all right to and claims for compensation against these materials, other than the normal compensation for performance of the contract. Accordingly, USG will acknowledge the effort, authorship, participation, or assistance of the Contractor in the preparation of these materials and will recognize individual significant and/or extraordinary effort on the part of the Contractor, as appropriate.

**6.1.3.** Reproduction of DLIELC-produced training materials. DLIELC courseware may be cited, referenced, or reproduced in part by the Contractor for professional, educational, or other noncommercial purposes with the concurrence of the DLIELC Commander (CC), and on the condition that such citation, reference, or reproduction acknowledges DLIELC as the source and that the Contractor does not use Government time, equipment, or supplies for such reproduction of materials.

## **7.0. COST REIMBURSABLE (CR)**

**7.0.1 Travel.** Contractor personnel are entitled to travel cost reimbursement in performance of assigned functions consistent with the scope of this PWS and this section. The Contractor shall submit a request to the CO or COR, a minimum of 2 weeks prior to travel, identifying the purpose, location, dates, personnel (name and title) needed, and cost estimates for the travel cost reimbursement prior to travel or incurred cost. After the COR provides written validation for all travel, the CO will review the estimated costs and verification of funds availability and will notify, in writing, the COR and the contractor when travel cost have been authorized. After completion of travel, the contractor shall submit an invoice via WAWF with a detailed breakdown of reimbursable travel costs incurred and receipts for all expenses of \$75.00 or more. Invoices containing travel costs in excess of authorized amounts must be reviewed and authorized by the CO prior to acceptance by the acceptor in WAWF. Travel shall be conducted IAW FAR 31.205-46 and Joint Travel Regulation Vol. II, Appendix E, Part III. Costs in excess of maximum per diem rates or the lowest customary standard coach or equivalent airfare must include written justification for use of the higher amounts approved by an officer of the contractor's organization and are subject to advance approval by the CO. Travel conducted that does not follow the above procedures and regulations will not be reimbursable to the contractor.

**7.1.** For task orders with training in SA. The Contractor is entitled to foreign and home transfer travel per employee. The contractor will authorize personnel one rest and recuperation leave trip to their home of residence, on/after the employee anniversary month, per 12-month period during their assignment OCONUS. The contractor shall ensure continuity of services during personnel leave and voluntary or involuntary termination from employment that such disruption to mission accomplishment is minimal.

**7.2.** For task orders with training in SA. The Contractor is entitled to travel costs for deployment travel to OCONUS and redeployment at the conclusion of the contract. Contractor shall incur any and all costs associated with the removal of any employee voluntary or involuntary terminated prior to a 12-month period of assignment within the OCONUS. Contractor shall incur any and all costs associated with the deployment travel for the replacement of the employee termination prior to a 12-month period of assignment within the OCONUS (The next employee to deploy will not be authorized under the cost reimbursement).

**7.3.** For task orders with training in SA, Saudia Airlines shall be used to the maximum extent possible to transport all contractor/subcontractor personnel, their dependents, and air freight on routes being served by Saudia. Reasonable efforts shall be made to coincide or adjust travel and cargo shipments with Saudis schedules. This provision applies to all contractor/subcontractor personnel travel (including leave) and air freight, into or departing the Kingdom, using FMS case funds. For travel originating in the Kingdom, to the maximum extent possible, all tickets shall be purchased from a Saudia Airlines ticket office. For travel/air freight originating outside the Kingdom, contractor shall purchase tickets from a Saudia Airlines ticket office or agent to the maximum extent possible. The only exceptions to the above requirements are instances of bonafide emergency travel when space on Saudia is not available.

**7.4.** Contractor is entitled to DBA insurance cost reimbursement for employees performing in SA. DBA insurance is required by the USG for contract employees working on bases outside the United States. The DBA premium varies with payroll and the nature of services. Contractor shall clearly justify the cost under this CLIN either

through competitive quotes from multiple providers or by any other reasonable means as determined by the CO. After costs have been incurred, the contractor shall submit an invoice via WAWF with supporting documentation.

**7.5.** Contractor is entitled to employment visa(s) cost reimbursement in performance of assigned functions consistent with the scope of this PWS and this section. The following employment visa(s) costs will be authorized: employment visa, visa processing (regular), Enjaz (if used), Saudi consular fee, physical (one per person), IQAMA (medical exam and renewal for each year after on contract), exit/reentry visa. The contractor will submit a request to the CO and the COR identifying the purpose, personnel (name and title) needed, and cost estimates for the employment visa (s) cost reimbursement two weeks prior to incurred cost. After the COR provides written validation for all employment visa(s), the CO will review the estimated costs and verification of funds availability and will notify, in writing, the COR and the contractor when employment visa(s) costs have been authorized. After completion of employment visa(s) costs, the contractor shall submit an invoice via Wide Area Work Flow (WAWF) with a detailed breakdown of reimbursable employment visa(s) costs incurred and receipts. All associated sponsorship and NITIQAT fees are not cost reimbursable.

**7.6.** Contractor is entitled to housing cost reimbursement for employees performing in SA. The contractor housing CAP for Dhahran is a 3 bedroom villa, \$75,000 a year and will house 2 employees per 3 bedroom villa. A written justification for amounts higher than the CAP must be approved by the COR and authorized by the CO. Contractor shall clearly justify the cost under this CLIN either through competitive quotes from multiple providers or by any other reasonable means as determined by the CO. After costs have been incurred, the contractor shall submit an invoice via WAWF with supporting documentation.

**7.7.** Contractor is entitled to DBA insurance cost reimbursement for employees performing in SA. DBA insurance is required by the USG for contract employees working on bases outside the United States. The DBA premium varies with payroll and the nature of services. Contractor shall clearly justify the cost under this CLIN either through competitive quotes from multiple providers or by any other reasonable means as determined by the CO. After costs have been incurred, the contractor shall submit an invoice via WAWF with supporting documentation.

## **8.0. SECURITY.**

**8.1.** USG and/or USG contractor price delivery estimates anticipate that SA will provide adequate security to protect personnel and property associated with this contracting action that is located on OCONUS military bases, installations, or other designated work sites.

**8.2.** Freedom of Information Act Program (FOIA). The Contractor shall comply with DoD Regulation 5400.7-R/Air Force Supplement, DoD Freedom of Information Act Program requirements. The regulation sets policy and procedures for the disclosure of records to the public and for marking, handling, transmitting, and safeguarding For Official Use Only (FOUO) material. The Contractor shall comply with Air Force Instruction (AFI) 33-332, Privacy Act Program, when collecting and maintaining information protected by the Privacy Act of 1974 authorized by Title 10, United States Code, Section 8013. The Contractor shall remove or destroy official records only IAW AFI 33-322, Records Management, or other directives authorized in AFI 33-364, Records Disposition—Procedures and Responsibilities.

**8.3.** Reporting Requirements. The Contractor shall comply with AFI 71-101, Volume- 1, Criminal Investigations and Volume-2, Protective Service Matters requirements. Contractor personnel shall report to an appropriate authority any information or circumstances of which they are aware which may pose a threat to the security of DoD personnel, Contractor personnel, resources, and classified or unclassified defense information. Contractor employees shall be briefed by their immediate supervisor upon initial on-base assignment and as required thereafter.

**8.4.** As instructors are contractors under USG and IMSs are the RSAF personnel, the Contractor shall maintain awareness of internal and external threats to the IMSs and instructors. If a threat is identified, it shall be immediately reported to the COR and TSIR.

**8.5.** Proprietary Information. Performance under this PWS may generate Government proprietary data categorized as FOUO or protected under the Privacy Act of 1974. Contractor personnel, although recognized as Contractor

employees under the complete control of the Contractor, shall be required to comply with the directives and requirements of the TSI commander or authorized representative as to security standards and regulations applicable to the worksite. The Contractor shall not divulge or release data or information developed or obtained under performance of this contract, except to authorized Government personnel or upon written approval of AFSAT. The Contractor shall not use, disclose, or reproduce proprietary data that bears a restrictive legend. Other than is specified in this contract, all generated artifacts shall become the property of the USG and shall be turned over to the COR at the completion of this contract. Contractor personnel involved in crimes and/or other incidents of misconduct may be barred from the base by the TSI commander. The Contractor shall inform the CO and COR, of any information they have relating to crimes committed by the Contractor employee(s).

**8.6. Confidentiality of Information.** Unless otherwise specified, all financial, statistical, personnel, and/or technical data furnished, produced, or made available to the Contractor during the performance of this contract is considered confidential business information and shall not be used for purposes other than performance of work under this contract. The Contractor shall not release any of the above information without prior written consent of AFSAT or specifically directed by this PWS.

**9.0. TRANSITION PLAN** The contractor shall develop and follow a 120-day OCONUS initial transition/mobilization plan submitted as part of the proposal and keep the USG fully informed of status throughout the transition period. The contractor shall begin phase-in after award and IAW the requirements contained in the submitted transition/mobilization plan. The contractor is expected to be at full performance at the completion of the 120-day transition/mobilization period. Throughout the phase-in/phase-out periods, it is essential that attention be given to minimize interruptions or delays to work in progress that would affect the mission. The contractor must plan for the transfer of work control, delineating the method for processing and assigning tasks during the phase-in/phase-out periods.

**9.1. Contractor Transition.** In the event a follow-on contract is awarded to other than the incumbent contractor, the incumbent contractor shall provide all reasonable support to the USG and the new contractor to ensure an orderly changeover and minimize any impact on the overall ELT program. This is defined as 15 days for leadership positions and no more than seven (7) days for instructors. With regard to successor contractor access to incumbent employees, a recruitment notice may be placed in each facility. The incumbent contractor shall provide sufficient numbers of personnel to conduct a joint inventory of all Saudi provided facilities, publications, accounts, records, etc.

**9.1.1.** The contractor shall NOT incorporate a condition in the contractor's employment agreement with its employees of any other condition that disallows an employee of the contractor from seeking and accepting offers of employment from a follow-on contractor. By submitting a proposal, the offeror agrees and will not seek reimbursement from the USG.

## **9.2. Phase-In Period**

**9.2.1.** Complete staffing and ensure that all employees are qualified, trained, and certified to perform the requirements of this PWS. The contractor will provide training to their employees on the cultural and religious sensitivities they may encounter while performing this contract.

**9.2.2.** For task orders with training in SA. The Contractor shall have a Saudi business license or maintain a sponsorship/teaming arrangement effort with a Saudi company. Nitaqat compliance must remain in Green or Blue/VIP status throughout the contract. All associated sponsorship and NITIQTAT fees are not cost reimbursable.

**9.2.3. Passports, Visas and Permits.** The contractor is responsible for timely and complete submittal of the necessary information and forms directly to the appropriate USG or SA agency within the frame work of its laws, for the required passports, visas, licenses, or permits.

**9.2.3.1.** For task orders with training in SA. The Contractor shall complete documentation for the required passports, work (employment) visas, Saudi driver's licenses, residential permits (IQAMA), and medical/immunization clearances. Contract employees living and working in SA shall follow the same entry and residence requirements as

any other foreign national. The contractor shall be responsible for the sponsorship of its employees, without RSAF assistance. Reference PWS paragraph 7.5 for cost reimbursable requirements and authorizations.

**9.2.4.** For task orders with training in SA. The contractor shall be responsible for all required support for their personnel i.e. housing (Reference PWS paragraph 7.6 for cost reimbursable requirements), transportation (Firm Fixed Price), medical, administrative, or personnel support services.

**9.2.5.** The contractor is authorized to use the Army Post Office (APO) postal services as a DoD OCONUS contractor. The contractor shall bear any costs associated for the mail service without any additional cost to the USG. However, the correlating APO has the discretion if the request may be supported.

**9.2.6.** The contractor is responsible for obtaining all necessary approvals and clearances to allow the shipment of equipment to the customer country by either claiming an FMS Exemption under the auspices of the applicable LOA, IAW the International Traffic in Arms Regulations (ITAR), Part 126, General Policies and Provisions, Sub-Part 126.6, Foreign-owned Military Aircraft and Naval Vessels, and the Foreign Military Sales Program, or with an approved Technical Assistance Agreement (TAA), IAW the applicable ITAR, Part 124, Agreements, Off-Shore Procurement and Other Defense Services, Sub-Part 124.1, Manufacturing License Agreements and TAAs through the U.S. Department of State, Directorate of Defense Trade Controls. Also, regarding TAAs reference ITAR, Sub-Part 124.2, Exemptions for Training and Military Services. The contractor shall ensure either of these approaches is successfully completed prior to start of training, to include any subcontractor training required for each individual vendor.

**9.2.7.** The contractor and subcontractors shall adhere to the following exemptions to taxes, duties, and charges for doing business in SA:

**9.2.7.1.** Property, material, equipment, household furniture, appliances, and supplies imported into the country by USG and/or USG contractors exclusively for use in support of the USG and/or USG contractors and its personnel and cosigned and marked as required or approved by the USG will be exempt from import and export duties, taxes, licenses, excises, imposts, and any other identifiable charges. The USG and/or USG contractor will maintain an inventory control and accounting system adequate to reflect the usage and disposition of all USG and/or USG contractor-owned property that has entered the country duty-free under this LOA.

**9.2.7.2.** The purchaser, its agencies, and political subdivisions will levy no taxes or fees (including taxes on individual or corporate income or property, customs and import duties, or other taxes on employee personal household goods, supplies and personal effects imported into the country for personal use) on the USG and/or USG contractor, its employees, or the dependents of such employees.

**9.2.7.3.** If any charges under 9.2.7.1. or 9.2.7.2. are imposed by the purchaser, costs thereby incurred by the USG and/or USG contractor will be reimbursed to the USG and/or USG contractor at cost, including applicable overhead and General and Administrative, but excluding profit out of the national funds to be provided by the purchaser under this LOA.

**9.2.8.** Security. USG and/or USG contractor price and delivery estimates anticipate that the purchaser will provide adequate security to protect personnel and property associated with this LOA and located on purchaser military bases, installations, or other designated work sites. The Contractor shall submit an Emergency Evacuation Plan NLT 90 Days after award to the CO and COR.

**9.2.9.** Contractor's Emergency and Evacuation Plan

**9.2.9.0** Emergency and Evacuation Plan

**9.2.9.1.** Communications shall include: Contractor Notifications (Contractor Communication with employees) and USG Notifications (Contractor notifications to USG)

**9.2.9.2.** Emergency Preparedness shall include but is not limited to: Documents (ID Card, Passport, Visa, Igama, etc.). Individual Evacuation Bags (Water, food, cash, change of clothes, medications, etc.). A comprehensive Evacuation Plan will have at a minimum: Alert, Assembly, Shelter in Place, Relocation and evacuation information.

**9.2.9.3.** Emergency/Evacuation Scenarios

**9.2.9.3.1.** Shelter in Place. Not initially authorized by CO but must be authorized within reasonable time in order to not be liable for nonperformance of services.

**9.2.9.3.2.** Voluntary Departure: Not Authorized by Contracting Officer Contractor employees leave at their own expense. Contractors are liable for non-performance. Contractors shall notify CO / COR of their Voluntary Departure ASAP.

**9.2.9.3.3.** Authorized Departure: Must be authorized by Contracting Officer.

**9.2.9.3.4.** Ordered Departure: Must be authorized by Contracting Officer.

**9.3.** Phase-Out Period within 30 days after completion of this contract, or as otherwise directed by the CO, the contractor shall remove all employees, contractor furnished equipment (that was not cost-reimbursed but required to perform the requirements of the PWS) from the customer country. The contractor shall obtain all necessary approvals and clearances to allow the shipment of equipment back to the United States. Contractor will abide by PWS paragraph 9. 1. in the event of another follow-on contract.

**10.0. ADMINISTRATION CONSIDERATIONS:**

**10.1. Performance** Schedule. Five Year Ordering Period

**10.2. Place** of Performance. The Contractor shall be located in the TSI at KAAB, Dhahran, Saudia Arabia to perform and accomplish tasks identified in this contract.

**10.3. Kickoff Meeting.** Contractor shall attend a kickoff meeting specific to the requirement with the COR and the CO within thirty (30) days after contract award. The kickoff meeting will be held at the TSI. The Contractor shall provide concurrence with the date, time and location for the meeting via response to the email notification

Attachment A: Services Summary

PERFORMANCE OBJECTIVE (PO)	PWS PARA NUMBER	PERFORMANCE THRESHOLD
SS PO-1 Provide qualified people at TO start.	PWS paragraph 5.0.11.1	Performance is acceptable when: a) Qualified personnel are on the job at TO start after initial 120 day mobilization unless previously negotiated by the CO AND b) The mission is not impacted due to position vacancies or personnel qualifications

SS PO-2 Replacement/substitute personnel.	IAW PWS and paragraph 5.0.16.1	Performance is acceptable when: a) Vacancies are filled with qualified personnel within 120 days after vacancy, unless approved in writing or otherwise directed in advanced by the CO AND b) There is no mission impact due to position vacancies or unqualified personnel.
SS PO-3 Develop and submit all required deliverables.	PWS paragraph 5.0.3.	Performance is acceptable when: a) 90% of deliverable requirements are met and received on time AND b) Critical information is accurate.
SS PO-4 Contractor shall provide an English Language Training program that shall ensure all training candidates successfully achieve their target ECL, or the current required DLIELC entry ECL requirement.	PWS Paragraph 5.0.7.4.	Performance is acceptable when 65% of IMSs ALCPT score (except initial score) fall within the range commensurate (or better) to their training level (book) at the time of the test according to guidance for IMS placement and progress.
S PO-5 Contractor shall provide ELT instructors that can pass evaluation IAW DLIELC INSTRUCTION 1025.58, CHANGE 1 Evaluation of Instructor Performance Enclosure 1 & 3.	PWS Paragraph 5.0.15.	Performance is acceptable when 90% of the Instructors are performing at a “satisfactory or higher” level in accordance with DLIELC INSTRUCTION 1025.58, Evaluation of Instructor Performance.
SS PO-6 Contractor shall provide IMS documentation.	PWS Paragraph 5.0.9 and all sub-paragraphs.	Performance is acceptable when: Documentation shall be on time and in quantity required 90% of the time.
SS PO-7 Contractor shall maintain an electric copy comprehensive IMS file that documents IMS performance and other issues.	PWS Paragraph 4.0.3.2.	Performance is acceptable when: Comprehensive IMS file that documents performance is built and maintained for 90% of IMSs.
SS PO-8 Contractor shall provide quality inspection documentation.	PWS Paragraph 5.0.9 and all sub-paragraphs.	Performance is acceptable when: Documents shall include defined requirements and be furnished on time 95% of the time, upon request.
SS PO-9 Contractor shall maintain a library	PWS Paragraph 4.0.2.1	Performance is acceptable when Library is staffed and opened 10 hours a day, 5 days a week.
SS PO-10 Contractor shall maintain the Learning Center	PWS Paragraph 5.0.2.2	Performance is acceptable when contractor provides 1:10 ratio of computers to IMSs and computers are in compliance with the computer requirements listed in attachment C.
SS PO-11 Contractor shall maintain Computer Based Training (CBT) Labs	PWS Paragraph 5.0.2.3	Performance is acceptable when CBT Labs are staffed and opened during normal hours, 5 days a week. The

		Contractor shall provide 1:5 ratio of computers to IMSs.
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**Note:** The government reserves the right to inspect or test services that have been tendered for acceptance. The government may require performance of any nonconforming services at no increase in contract price. If performance will not correct the performance issue or is not possible, the government may seek an equitable price reduction or contractual processes will begin to terminate the contract. Past performance history will be reported in Contractor Performance Assessment Reporting System to reflect satisfactory or unsatisfactory performance.

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Attachment B  
ACRONYMS AND ABBREVIATIONS

AB	Academic Board
ACC	Air Combat Command
AFSAT	Air Force Security Assistance Training
ALC	American Language Course
ALCPT	American Language Course Placement Test
CC	Commander
CPM	Country Program Manager
CO	Contracting Officer
CONUS	Continental United States
COR	Contracting Officer's Representative
DLIELC	Defense Language Institute English Language Center
DoD	Department of Defense
ECL	English Comprehension Level
EFL	English as a Foreign Language
ELT	English Language Training
ESL	English as a Second Language
ESOL	English for Speakers of Other Languages
FMS	Foreign Military Sales
FOIA	Freedom of Information Act
FOT	Follow-On Training
FOUO	For Official Use Only
GET	General English Training
IAW	In accordance with
CBT	Computer Based Training
IPR	Initial Program Review
ITAR	International Traffic in Arms Regulation
ITP	Individual Training Program
JSCET	Joint Security Cooperation Education and Training
KAAB	King Abdul Aziz Air Base
KSA	Knowledge, Skills & Abilities
LEAT	DLIELC Test and Measurement Branch
LOA	Letter of Offer and Acceptance
MILSVC	Military Service
MILSVC CPM	Military Service Country Program Manager
NACI	National Agency Check with Inquiries
OPI	Oral Proficiency Interview
OCONUS	Outside the Continental United States
PM	Program Manager
PMR	Program Management Review
PO	Performance Objective
PWS	Performance Work Statement
QASP	Quality Assurance Surveillance Plan
QCP	Quality Control Plan
RSAF	Royal Saudi Air Force
RSAF DAT	Royal Saudi Air Force Directorate of Air Force Training
RSAF DOP	Director of Program
SA	Saudi Arabia
SAPM	Security Assistance Program Manager
SET	Specialized English Training
SLT	Supplemental Language Training
SME	Subject Matter Expert
SOP	Standard Operating Procedure
SS	Service Summary

TAA	Technical Assistance Agreement
TCO	Test Control Officer
TESL	Teaching English as a Second Language
TEFL	Teaching English as a Foreign Language
TESOL	Teaching English to Speakers of Other Languages
TSI	Technical Studies Institute
TSIR	Technical Studies Institute Representative
USAF	United States Air Force
USG	United States Government

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