

**PERFORMANCE WORK STATEMENT (PWS)
PURCHASE AGENT SERVICES
FOR
AFJROTC ACCOUTREMENT ITEMS**

1.0 OVERVIEW

1.1 The mission of the Air Force Junior Reserve Officer Training Corps (AFJROTC) is to develop citizens of character dedicated to serving their nation and community. AFJROTC supports more than 800 units worldwide and over 100,000 cadets throughout the United States, U.S. territories, and overseas locations.

1.2 AFJROTC units require recurring access to authorized accoutrement items to support cadet uniform wear, awards and recognition, inspections, ceremonies, competitions, leadership development activities, and other authorized program requirements.

1.3 The purpose of this requirement is to provide centralized purchase agent and payment management services for authorized AFJROTC accoutrement purchases submitted through the Web-Based Information and Notification Guidance System (WINGS). The Contractor shall function as the payment/purchase agent for compliant requests and shall not function as the manufacturer, exclusive supplier, or source-selection authority for accoutrement items.

2.0 SCOPE

2.1 The Contractor shall provide purchase agent services for AFJROTC accoutrement requests on an on-demand basis. AFJROTC instructors/units are responsible for identifying the commercial vendor and submitting the required request and supporting documentation in WINGS. The Contractor shall review each submitted request for completeness and compliance with the Government-provided Authorized AFJROTC Accoutrement Item List and the requirements of this PWS.

2.2 For compliant requests, the Contractor shall arrange and make payment to the vendor identified by the AFJROTC instructor/unit, document applicable transaction information in WINGS, track the transaction through completion, reconcile required records, and submit consolidated invoicing and reporting to the Government.

2.3 The Contractor shall not select a vendor on behalf of an AFJROTC unit, determine unit requirements, interpret AFJROTC uniform policy to determine item authorization, or purchase items outside the current Authorized AFJROTC Accoutrement Item List unless specifically authorized in writing by the Contracting Officer.

3.0 PERFORMANCE REQUIREMENTS

3.1 The Contractor shall utilize WINGS for performance of required contract tasks and transaction documentation. The Contractor shall maintain accurate and timely status information, as applicable, including vendor contacted, payment status, receipt/invoice documentation, shipment/tracking information, backorder or cancellation status, order completion, and transaction reconciliation.

3.2 The Contractor shall review 100 percent of submitted accoutrement requests prior to payment. At a minimum, the Contractor shall verify that the request contains the information and documentation required to process the transaction.

3.2.1 AFJROTC unit identification;

3.2.2 Vendor name and available vendor contact/payment information;

3.2.3 Itemized quote, estimate, invoice, or other acceptable supporting pricing documentation;

3.2.4 Item description and quantity;

3.2.5 Requested amount, including shipping/handling when applicable; and

3.2.6 Any other documentation specifically required by the Government for the transaction.

3.3 The Contractor shall verify that each requested item appears on the current Government-provided Authorized AFJROTC Accoutrement Item List. The Contractor's review is an administrative compliance review and does not require the Contractor to interpret AFJROTC uniform policy.

3.4 Incomplete or noncompliant requests shall not be processed for payment. The Contractor shall return the request in WINGS with a clear explanation identifying the missing documentation, discrepancy, or unauthorized item so the AFJROTC instructor/unit can correct and resubmit the request.

4.0 PAYMENT PROCESSING

4.1 Upon receipt of a complete and compliant request, the Contractor shall arrange and make payment to the vendor identified in WINGS within five (5) business days. The Contractor shall not make payment in an amount that exceeds the documented amount in the WINGS request and supporting quote, estimate, or invoice.

4.2 If the vendor price changes, an item becomes unavailable or backordered, a substitution is proposed, shipping costs materially change, or another discrepancy would cause the transaction to differ from the submitted request, the Contractor shall stop processing the affected transaction and return or otherwise identify the request in WINGS for correction or Government direction, as applicable. The Contractor shall not independently substitute items or increase the transaction amount.

4.3 The Contractor shall maintain documentation sufficient to support each payment and subsequent Government reimbursement.

5.0 PURCHASE AGENT CAPABILITY AND PAYMENT METHODS

5.1 The Contractor shall maintain a minimum purchasing capability of \$250,000.00 USD to support enterprise-wide AFJROTC accoutrement requirements. This threshold is based on historical FY25 accoutrement ordering activity in which individual purchasing actions approached \$250,000. The Contractor shall maintain sufficient available purchasing capacity to process compliant transactions without delay attributable solely to Contractor financial capacity.

5.2 The Contractor shall provide and use commercially reasonable payment methods necessary to pay the instructor-selected vendor, including credit card, electronic payment, ACH, check, and online vendor payment systems, as applicable. The Contractor shall not require an AFJROTC instructor or unit to personally advance funds as a condition of processing a compliant request.

6.0 AUTHORIZED ACCOUTREMENT ITEMS

6.1 The Contractor shall process purchases only for items included on the current Authorized AFJROTC Accoutrement Item List, provided by the Government as Appendix A. The authorized list establishes the items eligible for purchase under this requirement.

6.2 The Government may revise the Authorized AFJROTC Accoutrement Item List during the period of performance to reflect changes in authorized uniform, insignia, awards, recognition, ceremonial, competition, and program requirements, provided the changes remain within the scope of the contract. The Contracting Officer will provide or authorize contractual revisions to the list when required. The Contractor shall use the most current Government-provided version.

7.0 ORDER STATUS, SHIPPING, CANCELLATIONS, AND BACKORDERS

7.1 The Contractor shall maintain visibility of transactions after payment and update WINGS with available order status and shipment information. When tracking information is provided by the vendor, the Contractor shall record the information in WINGS. The Contractor shall document known backorders, cancellations, discontinued items, refunds, and other transaction issues and take the action required by this PWS and Government direction.

7.2 The Contractor is not responsible for a commercial vendor's manufacturing, inventory availability, carrier performance, or delivery delays that are outside the Contractor's control; however, the Contractor remains responsible for timely documentation, follow-up, status updates, and resolution actions within the Contractor's control.

8.0 TRANSACTION RECONCILIATION AND RECORDS

8.1 The Contractor shall reconcile each processed transaction using available vendor invoices, receipts, payment records, refund/credit documentation, and shipment or completion information. The Contractor shall maintain records sufficient to support Government review, invoice validation, financial reconciliation, and audit requirements.

8.3 Credits, refunds, canceled orders, duplicate payments, or other financial adjustments shall be identified and reflected in the Contractor's records and Government invoicing in accordance with contract terms.

9.0 MONTHLY STATUS REPORT

9.1 The Contractor shall provide a Monthly Status Report no later than the fifth (5th) workday following the end of each month, or as otherwise directed by the Contracting Officer or Contracting Officer's Representative (COR). At a minimum, the report shall include:

- 9.1.1 Total funds expended during the reporting period;
- 9.1.2 AFJROTC unit number supported;
- 9.1.3 Vendor utilized;
- 9.1.4 Category/item information sufficient to identify the purchase;
- 9.1.5 Transaction amount;
- 9.1.6 Payment status;
- 9.1.7 Shipment/tracking status when available;
- 9.1.8 Backorders and cancellations;
- 9.1.9 Outstanding/unresolved transactions;
- 9.1.10 Completed transactions; and
- 9.1.11 Credits, refunds, or other financial adjustments, when applicable.

9.2 The Contractor shall ensure report data is consistent with supporting transaction records and WINGS information. All deliverables will be reviewed for timeliness, accuracy, completeness, and required format.

10.0 CUSTOMER SUPPORT

10.1 The Contractor shall provide transaction-related customer support for payment status, vendor payment issues, shipment tracking, documentation deficiencies, and transaction resolution. The Contractor shall respond to Government inquiries within two (2) business days. Communications with AFJROTC instructors/units shall be limited to matters necessary to process or resolve requests under this PWS and shall not be construed as authority to change Government policy or contract requirements.

11.0 QUALITY CONTROL PLAN (QCP)

11.1 The Contractor shall develop, maintain, and implement an effective Quality Control Plan (QCP) to ensure services required by this PWS are performed in accordance with contract requirements. The QCP shall be submitted to the Contracting Officer for acceptance no later than ten (10) calendar days after contract award, unless otherwise specified.

11.2 At a minimum, the QCP shall address:

- 11.2.1 Request and documentation review;
- 11.2.2 Authorized-item verification;
- 11.2.3 Payment verification and prevention of duplicate or excess payments;
- 11.2.4 WINGS documentation and transaction reconciliation;
- 11.2.5 Monthly reporting and invoice quality control;
- 11.2.6 Handling of cancellations, refunds, credits, and backorders;
- 11.2.7 Protection and maintenance of transaction records; and
- 11.2.8 Identification and correction of performance deficiencies.

12.0 GOVERNMENT RESPONSIBILITIES

12.1 The Government shall:

- 12.1.1 Establish and maintain the Authorized AFJROTC Accoutrement Item List;
- 12.1.2 Provide the Contractor the current authorized-item list and Contracting Officer-authorized revisions;
- 12.1.3 Establish applicable program purchasing requirements and limitations;

- 12.1.4 Provide WINGS access and applicable system guidance necessary for contract performance;
- 12.1.5 Provide contract funding in accordance with fiscal law and contract requirements;
- 12.1.6 Perform contract administration and quality assurance surveillance;
- 12.1.7 Provide Contracting Officer direction when a matter requires contractual interpretation or authorization; and
- 12.1.8 Review and process properly submitted Contractor invoices in accordance with contract requirements.

12.2 AFJROTC instructors/units are responsible for identifying the vendor, selecting needed items from the authorized list, and submitting complete and accurate supporting documentation in WINGS. These unit responsibilities do not transfer source-selection authority or policy interpretation responsibilities to the Contractor.

13.0 DELIVERABLES

Deliverable	Description	Frequency	Due Date
A001 Monthly Status Report	Transaction, expenditure, status, vendor, unit, and reconciliation information required by PWS 3.8.	Monthly	5th workday following end of month
A002 Consolidated Invoice	Itemized invoice and supporting information required by the contract for reimbursement of authorized purchases and payment of applicable service fees.	Monthly	As specified by contract invoicing terms
A003 Quality Control Plan	Contractor QCP addressing the controls identified in PWS 3.10.	One-time; update as required	10 calendar days after award
A004 Corrective Action Response	Written response addressing identified performance deficiency and corrective action.	As required	As directed by CO/COR

14.0 WORKLOAD PROJECTION

14.1 Historical workload information is provided for planning, capacity, and pricing purposes. FY25 records for the former accoutrements purchasing vehicle reflect approximately \$1,875,192.92 in recorded purchasing activity, including approximately \$1,852,811.97 processed under four BPA contracts and approximately \$22,380.95 processed by GPC. Individual historical contract purchasing actions ranged up to approximately \$249,319.00

14.2 Current WINGS records provided for this requirement show continuing accoutrement-related purchasing activity after discontinuation of the former contract. These records demonstrate recurring demand being processed through multiple payment methods, including HQ Card, check, and electronic payment methods. The current WINGS data is provided as evidence of continuing demand and shall not be interpreted as the full annual requirement or as a guaranteed ordering level.

14.3 Historical and current workload data are informational estimates only. They do not represent a guarantee, minimum quantity, or contractual obligation by the Government unless expressly stated elsewhere in the resulting contract. Actual workload may fluctuate based on funding availability, cadet enrollment, unit participation, uniform and award requirements, competition schedules, supply availability, and other program needs.

14.4 Offerors shall structure their service approach and purchasing capacity to accommodate normal workload fluctuations. The Contractor shall maintain the minimum purchasing capability specified in paragraph 3.4 throughout contract performance.

15.0 PLACE OF PERFORMANCE AND HOURS OF SUPPORT

15.1 Work shall be performed primarily at the Contractor's place of business. Services shall support AFJROTC units throughout the United States, U.S. territories, and overseas locations.

15.2 The Contractor shall maintain business-hour availability sufficient to support the Government's normal operating window of 7:30 a.m. to 4:30 p.m. Central Time, Monday through Friday, excluding Federal holidays, unless otherwise approved by the COR. Some communication outside this window may be necessary to support geographically dispersed vendors or units.

15.3 No routine access to a military installation is anticipated for performance of this requirement.

16.0 PERIOD OF PERFORMANCE

16.1 The anticipated period of performance shall consist of one (1) base period and four (4) one-year option periods. The final period of performance will be established in the solicitation and resulting contract.

17.0 SECURITY AND GOVERNMENT SYSTEM ACCESS

17.1 The Contractor shall comply with applicable Department of Defense, Department of the Air Force, and AFJROTC requirements associated with access to Government systems, records, and information. Contractor personnel shall use Government systems only for authorized contract performance and shall protect Government information in accordance with applicable contract terms.

18.0 INVOICING

18.1 The Contractor shall submit consolidated invoices in accordance with the payment instructions, Contract Line Item Number (CLIN) structure, and invoicing requirements established in the resulting contract. Invoices shall distinguish reimbursable authorized accoutrement purchase costs and any separately priced Contractor service fee, as applicable.

18.2 Invoices shall be supported by records sufficient for the Government to validate the charges. Refunds, credits, canceled transactions, and other adjustments shall be clearly identified and applied in accordance with contract requirements.

19.0 PERFORMANCE STANDARDS AND SURVEILLANCE

19.1 Contractor performance will be assessed in accordance with the Quality Assurance Surveillance Plan (QASP). The QASP will identify critical performance objectives, performance thresholds, and Government surveillance methods. The Contractor remains responsible for all requirements of this PWS regardless of whether a requirement is specifically identified as a critical surveillance item in the QASP.

APPENDIX A

AUTHORIZED AFJROTC ACCOUTREMENT ITEM LIST

A.1 Purpose and Use

This appendix establishes the Government-approved accoutrement items eligible for processing under this contract. The Contractor shall use the current Government-provided version of this list as an objective transaction-control document. Inclusion on this list establishes eligibility for processing; it does not authorize the Contractor to determine unit need, select the vendor, or interpret AFJROTC uniform policy.

A.2 List Maintenance

HQ AFJROTC will maintain the authorized item list. The Contracting Officer will provide or authorize revisions when required. Revisions may add, remove, rename, or clarify authorized items to reflect changes in AFJROTC/SFJROTC uniform, award, recognition, ceremonial, competition, or program requirements, provided the changes remain within the scope of the contract. The Contractor shall not process an item that is not on the current list unless authorized in writing by the Contracting Officer.

A.3 Authorized Items

Ribbons and Medal/Ribbon Awards

- Gold Valor Award (Medal/Ribbon)
- Silver Valor Award (Medal/Ribbon)
- Cadet Humanitarian Award (Ribbon)
- Silver Star Community Service with Excellence Ribbon
- Community Service with Excellence Ribbon
- Air Force Association Award (Ribbon)
- Daedalian Award (Ribbon)
- Daedalian Award (Medal/Ribbon)
- Distinguished Unit Award with Merit (Ribbon)
- Distinguished Unit Award (Ribbon)
- Outstanding Organization Award (Ribbon)
- Achievement Ribbon
- All Services National Competition (Ribbon)
- All Services National Competition (Medal/Ribbon)
- Air Force Nationals Competition (Ribbon)
- Air Force Nationals Competition (Medal/Ribbon)
- Marksmanship Ribbon
- Joint Service Academic Bowl (JLAB) Team Ribbon

- Cyber Patriot Team Ribbon
- StellarXplorers Team Ribbon
- Raider Team Ribbon
- Military Model Building Team Ribbon
- Unmanned Aircraft Systems (UAS) Ribbon
- Robotic Club/Team Ribbon
- Activities Ribbon
- Attendance Ribbon
- Bataan Death March Memorial Hike Ribbon
- Patriotic Flag Ribbon 63
- Resiliency Ribbon

Ribbon Racks / Mounts

- Ribbon Rack
- Ribbon Rack (Mount), sizes 4 through 32

Badges and Pins

- Flight Solo Badge
- Unmanned Aircraft Badge
- Aviation Ground School Badge
- Flight Certificate Badge
- Awareness Presentation Team Badge
- Distinguished Cadet Badge
- Aerospace Education Foundation (AEF) Academic Cadet Badge
- Model Rocketry Badge
- Basic Marksmanship Badge
- Sharpshooter Badge
- Expert Badge
- Space Force Lapel Pin

Shoulder Patches, Cords, and Tabs

- SFJROTC Patch (black, Lamp of Knowledge)
- SFJROTC Patch with Velcro

- American Flag Patch - Flight Suit
- Shoulder Cord (double knot, single cord "infantry" style)
- Shoulder Tab - Drill Team
- Shoulder Tab - Saber Team
- Shoulder Tab - Honor Guard

Specialized AFJROTC/SFJROTC Uniform and Ceremonial Items

- Beret - Black
- Beret - Dark Blue
- Service Cap (wheel and bucket hats; dark Air Force blue only)
- Service Cap Insignia - highly polished/chrome Hap Arnold Wings
- Color Guard and Saber Harnesses - black, dark blue, white, and black/white clarino
- USAF Honor Guard Ceremonial Belt
- Plain dark blue American-made baseball cap

Name Tags and Name Tapes

- Metal Name Tag (Silver)
- Plastic Name Tag (Blue)
- OCP Name Tape
- "AFJROTC" OCP Name Tape
- "SFJROTC" OCP Name Tape

A.4 Contractor Review Rule

For each WINGS request, the Contractor shall verify that the requested item can be matched to an item on the current Authorized AFJROTC Accoutrement Item List. If an item cannot be matched, or if the request is unclear, the Contractor shall not infer authorization. The Contractor shall return the request in WINGS with an explanation or seek direction through the COR/Contracting Officer as appropriate.

A.5 Historical WINGS Descriptions

Historical WINGS descriptions may use broad or inconsistent terms such as "accoutrements," "uniform items," vendor names, or informal item descriptions. Historical transaction descriptions do not independently establish purchase authorization. The current Authorized AFJROTC Accoutrement Item List controls.

APPENDIX B

PUBLICATIONS AND GOVERNMENT GUIDANCE

Publications and Government guidance applicable to this PWS will be identified by the Government. The Contractor shall follow only those provisions specifically made applicable to Contractor performance by the PWS or resulting contract. The Government will provide access to applicable guidance needed for performance.

- DAFI 36-2903, Dress and Personal Appearance of Department of the Air Force Personnel, as applicable to the authorized-item framework;
- Current AFJROTC operational instruction(s) governing uniforms, awards, and related accoutrements, as specifically identified by the Government; and
- Government-provided WINGS procedures applicable to Contractor transaction processing and documentation.

OMBUDSMAN

1. An ombudsman has been appointed to hear and facilitate the resolution of concerns from offerors, potential offerors, and others for this acquisition. When requested, the ombudsman will maintain strict confidentiality as to the source of concern. The existence of the ombudsman does not affect the authority of the program manager, contracting officer, or source selection official. Further, the ombudsman does not participate in the evaluation of proposals, the source selection process, or the adjudication of protests or formal contract disputes. The ombudsman may refer the interested party to another official who can resolve the concern.

2. Before consulting with an ombudsman, interested parties shall first address their concerns, issues, disagreements, and/or recommendations to the contracting officer for resolution. Consulting an ombudsman does not alter or postpone the timelines for any other processes (e.g., agency level bid protests, GAO bid protests, requests for debriefings, employee employer actions, contests of OMB Circular A-76 competition performance decisions).

3. If resolution cannot be made by the contracting officer, the interested party may contact the ombudsman, Mr. Juan Martinez, Deputy Director, AFICC/KT, 2035 First Street West, JBSA Randolph TX 78150-4304, telephone 210-652-1722, juan.martinez.2@us.af.mil. Concerns, issues, disagreements, and recommendations that cannot be resolved at the Center/MAJCOM/FLDCOM/DRU ombudsman level, may be brought by the interested party for further consideration to the Department of the Air Force ombudsman, Associate Deputy Assistant Secretary (ADAS) (Contracting), SAF/AQC, 1060 Air Force Pentagon, Washington DC 20330-1060, phone number (571) 256-2395, facsimile number (571) 256-2431.

4. The ombudsman has no authority to render a decision that binds the agency.

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