

FA4890-18-R-5004 PWS

Headquarters Air Combat Command (HQ ACC)

Performance Work Statement (PWS)

for

Tactical Air Control Party (TACP)/Guardian Angel (GA)

Preservation of the Force and Family (POTFF)

FA4890-18-R-5004

29 Dec 2017

Table of Contents

<u>Paragraph</u>	<u>Title</u>	<u>Page</u>
1.0	Description of Services	
2.0	Task Order Objective	
3.0	Reference	
4.0	Task Requirements	
4.4	Task: Exercise Physiologist	
4.5	Task: Licensed Clinical Social Worker	
4.6	Task: Physical Therapist	
4.7	Task: Athletic Trainer	
4.8	Task: Certified Strength and Conditioning Specialist	
5.0	CDRL and Deliverables	
6.0	Government Furnished Property	
7.0	Data	
8.0	Other Direct Costs	
9.0	Security	
10.0	Transition Plan	
11.0	Administration Considerations	
12.0	COR Designation	
13.0	Environmental Safety and Health	
14.0	Human Resource Management	
Attachment A	Services Summary	
Attachment B	Level of Effort Requirements	
Attachment C	CDRL and Deliverables	
Attachment D	Acronyms	
Attachment E	Additional References	

1.0 DESCRIPTION OF SERVICES.

1.1 Introduction. This is a non-personal services contract. The Government shall neither supervise contractor employees nor control the method by which the contractor performs the required tasks. The contractor shall manage its employees and guard against any actions that are of the nature of personal services, or give the perception of personal services. The contractor shall notify the Contracting Officer (CO) immediately if they perceive any actions that constitute personal services. These services shall not be used to perform any Inherently Governmental Functions.

1.2 Background. The Tactical Air Control Party (TACP) and Guardian Angel (GA) Preservation of the Force and Family (POTFF) initiative has highlighted the need for increased focus on preserving the current TACP (13L - Air Liaison Officer (ALO) and 1C4 - TACP Specialist) and Guardian Angel (13D - Combat Rescue Officer (CRO) and 1T2 - Pararescuemen) Operators' combat capability. The TACP POTFF Concept of Operations (CONOPS) identified three specific job specialties: a board-certified Exercise Physiologist (EP), a board-certified Physical Therapist (PT) and a Licensed Clinical Social Worker (LCSW). The GA POTFF CONOPS identified two specific job specialties: a certified Strength and Conditioning Coach (CSCS) and an Athletic Trainer (AT). These specialties help to improve readiness and rehabilitation for both POTFF CONOPS.

1.3 Scope. The mission is accomplished by increasing the physical capacity of both TACP & GA, by decreasing the rate of injuries and accelerating return to duty times. The EP, will work with individual operators to optimize physical performance while collecting, analyzing, and resolving physical readiness level concerns. The baseline requirement supports 14 ACC active duty locations.

1.3.1 Locations. The Contractor will use available Government facilities at each location.

Table 1 - Locations

ACC Tactical Air Control Party Units	
Locations:	Approximate Personnel Numbers:
Ft Bliss, TX	100 operators and 30 Support Personnel
Ft Bragg, NC	120 operators and 30 Support Personnel
Ft Campbell, KY	110 operators and 30 Support Personnel
Ft Carson, CO	115 operators and 30 Support Personnel
Ft Drum, NY	70 operators and 30 Support Personnel
Ft Hood, TX	150 operators and 30 Support Personnel
Ft Polk, LA	35 operators and 30 Support Personnel
Ft Riley, KS	80 operators and 30 Support Personnel
Ft Stewart, GA	90 operators and 30 Support Personnel
ACC Guardian Angel	
Locations:	Approximate Personnel Numbers:
Nellis AFB, NV	70 operators and 30 Support Personnel
Moody, AFB, GA	70 operators and 30 Support Personnel
Davis-Monthan AFB, AZ	70 operators and 30 Support Personnel
Davis-Monthan AFB, AZ	18 operators, 24 Support Personnel, and up to 250 students annually

1.3.2 Full Time Equivalents (FTEs). The contractor shall provide 43 FTE personnel; FTE's at each location listed in Table 1. Additionally, the contractor shall provide up to 1 optional FTE at each Guardian Angel location bringing the total to 46. Optional FTEs may be exercised, at any time during contract performance and in any quantity, at the Government's discretion. The Government will specify the required location for optional FTEs when each is exercised.

1.4 Period of Performance. The period of performance shall be for one (1) Base Year of 12-months and four (4) 12-month option years.

2.0 TASK ORDER OBJECTIVE. The overall purpose is to provide strength and conditioning services necessary to accomplish the aforementioned mission and associated tasks as required herein. The contract services must, at a minimum, deliver the services identified below while operating from within the organization and use available facilities so personnel will have convenient access to the specialist. The contractor shall reduce injury rates and rapidly return injured personnel to optimal physical performance standards, Combat Mission Ready (CMR) status, and optimal performance thresholds. The contract shall enhance and maintain optimal physical performance and readiness of Rescue Squadrons (RQS), Air Support Operations Group (ASOG) and Air Support Operations Squadron (ASOS) operations personnel assigned to TACP & GA Unit Type Codes (UTC). Support personnel and Air Ground Operations Wing (AGOW) staff personnel will be provided support as applicable but will not require any deliverables.

3.0 REFERENCE. N/A

4.0 TASK REQUIREMENTS.

4.1 The Contractor shall provide the functional support required to fulfill this PWS as described in the following tasks. The Period of Performance (PoP) will start on or about 1 May 2019. The level of effort required is detailed in [Attachment B](#). The government reserves the unilateral right to exercise optional FTE's, as needed, in any given quantity, at any time during the performance period.

4.2 The contractor shall identify a single point of contact who has full authority to act for the Contractor on all matters relating to daily operation of the contract; has full authority to remove/replace personnel at the request of the Contracting Officer at ACC AMIC; complete all in-processing and indoctrination actions prior to the start of all newly-hired personnel; ensure all personnel receive and maintain documentation of their duties and responsibilities and orientation in these duties and responsibilities prior to performance start. This individual will communicate directly with the CO/COR on matters pertaining to the execution of this PWS.

4.3 The contractor shall provide all human performance and a broad range of behavioral health services to both TACP/GA individuals and/or units and supporting staff. The contractor shall ensure all health care professionals (HCPs) and other personnel are certified and/or licensed by the appropriate professional level organizations and maintain professional competence through required continuing education courses as outlined within the PWS task requirements. The contractor shall collect, analyze, resolve, disseminate, and archive information resulting from products created under this support as follows:

4.3.1 Collect. The contractor shall execute active collection of information through direct observations, interviews, surveys, and strength and conditioning testing for individuals in the unit. The contractor shall then perform the initial analysis of the collected data and provide direct feedback to A3J TACP & GA Functional Area Manager (FAMs) (Primary CORs). This requires strength and conditioning testing, evaluating, identifying physical performance trends, and providing feedback for physical performance improvement, injury avoidance, and injury recovery.

4.3.2 Analyze. The contractor shall analyze collected information and research current professional references in order to facilitate in-depth analyses to determine trends, additional materiel or support requirements, future performance concerns, and other information. Data collection and analyses shall be conducted on an ongoing basis with quarterly reporting to the A3J TACP & GA FAMs (Primary CORs). Analysis and reporting will be performed during the training cycle and during pre and post deployment training evolutions. Where applicable, the results of these analyses should identify and prioritize physical training and rehabilitation gaps across the unit with recommendations so that the final product will be able to be disseminated to the correct audience for resolution in accordance with the Government's guidance. This includes providing any recommended performance training guidance necessary to enhance the operators' capabilities.

4.3.3 Resolve. The contractor shall recommend corrective actions and report findings characterized as issues or deficiencies that negatively impact the unit's performance, readiness, training or procedures to the unit commander in weekly or quarterly report as appropriate. The report will include recommendations on future mitigation techniques and preventative measures for each deficiency.

4.3.4 Disseminate. The contractor shall release findings based on approved recommendations in the form of reports, summaries, publications, entries into systems of record. The contractor shall prepare a weekly report to be included in the staff meeting highlighting the status and progress of each operator assigned to the unit; the specific content of can be tailored at the site COR request. Additionally, findings will be packaged for use incorporated into training, exercises, and operational planning.

4.3.5 Archive. The contractor shall perform updates to office suite application software (i.e. Microsoft Excel, Word, etc.) for trends analysis and historical reference. All work products, whether electronic, hard copy, or notes, including any information, reports, and products, are the property of the Government. All equipment that is Government furnished will be accounted for using Government procedures.

4.4 Task: Exercise Physiologist (EP). The contractor is to establish and administer effective strength and conditioning protocols to maximize the physical performance of individual TACP (13L/1C4). These protocols will ensure tactical conditioning by monitoring and resolving performance trends while addressing individual needs. The contractor shall provide routine fitness reports to the appointed commander or representative and maintain a professional relationship with the operators' medical support staff to resolve problem areas.

4.4.1 Subtasks. The contractor shall:

4.4.1.1 Perform initial evaluation, design individualized training program, and establish records for all TACP Operators, see Table 1, within 90 days of contract start.

4.4.1.2 Coordinate individualized exercise programs for all TACP Operators within the unit, see table 1, to ensure a safe and expeditious return to training of individuals recovering from injury.

4.4.1.3 Design and implement physical training programs to ensure proper functional movement fitness routines to increase energy system development, strength training, endurance, mobility, and power development

4.4.1.4 Design and monitor physical training programs for all TACP Operators who are on temporary duty (TDY) or deployed.

4.4.1.5 Design squadron-wide group physical training sessions geared towards the operations personnel. Support personnel should be permitted to join operator physical training sessions on a non-interference basis.

4.4.1.6 Perform TACP Operator performance testing that includes the following minimum (these tests are in addition to any mandated Air Force testing):

4.4.1.6.1 TACP Fitness Test (1x per year)

4.4.1.6.2 Functional Movement Screening (2x per year); only required 1x per year if individual scores greater than 14 with no pain and no asymmetries.

4.4.1.7 Provide instruction and guidance to individuals on physical conditioning and injury prevention.

4.4.1.8 Collaborate with registered dietician to provide nutrition education and evaluation for TACP operators to increase performance and transform body compositions.

4.4.1.9 The EP and AT at each location shall work in conjunction to analyze individuals who are injured. Additionally, shall refer all personnel under his/her purview with an apparent new or undiagnosed medical condition (beyond the scope of the contractors ability) to seek medical attention for evaluation and treatment. This needs to be included in the weekly report to the Contracting Officer's Representative (COR).

4.4.1.10 Contact the COR in writing with any issues related to operator scheduling, training and deployment cycles.

4.4.1.11 Attend squadron commander staff meetings to review and evaluate physical training programs and identify opportunity for improvement.

4.4.1.12 Perform administrative duties such as maintaining records of workload.

4.4.1.13 Assist with physical conditioning/rehabilitation supply inventories. Provide input to organization regarding supply needs and optimal equipment.

4.4.1.14 Ensure equipment and facilities are properly organized and utilized, and are inspected and in safe working condition. Report to unit commander any equipment not in safe working order.

4.4.1.15 Perform work on site during normal duty day and support occasional surge operations, typically 10 hours a month. The contractor is not required to work on federal holidays. Federal holidays are listed in paragraph 10.4

4.4.1.16 Advise the Government on layout of the squadron inherent human performance facilities.

4.4.1.17 Assist in developing facility standard operating procedures, guidelines, and exercise protocols including the safe use of strength and conditioning equipment.

4.4.2 Knowledge Skills and Abilities (KSA).

4.4.2.1 Possess a Master's degree in an accredited exercise physiology

4.4.2.2 Demonstrate sustained experience by working with elite athlete populations, with a minimum of five years aggregate experience. Creditable specialized experience includes: coordination of Special Operation Personnel (SOP) specific performance programs, or work with other elite athletes (i.e. Division I collegiate, Olympic, professional level athletes or SOP-specific tactical professionals).

4.4.2.3 Possess and maintain current certification by the National Strength and Conditioning Association (NSCA) as a Certified Strength and Conditioning Specialist (CSCS), USAW Sports Performance Coach (SPC) level 1, Functional Movement Screen (FMS) Level 1, Collegiate Strength & Conditioning Coaches Association Strength and Conditioning Coach Certified (SCCC) and Cardiopulmonary Resuscitation (CPR) to include Automated External Defibrillator (AED) training. Maintenance of certifications shall be an enduring commitment of the requirement and shall be at the contractor's expense.

4.4.2.4 Ability to meet physical demands of training with TACP/GA personnel including the ability to hike over rough terrain and function in austere environments to observe training evolutions and the ability to assist with strength and conditioning testing and training protocols, and lift and manipulate loads or weights up to 25 kilograms.

4.5 Task: Licensed Clinical Social Worker (LCSW). The contractor shall function within an operational unit, as a Behavioral Health Care Provider. The contractor shall attend and participate in meetings during normal duty hours, professional staff conferences and other appropriate professional activities such as, but not limited to the following: quality improvement meetings, professional staff meetings, commander's staff meetings, and other meetings required by applicable regulations or as directed by the unit Commander of his/her designee. The contractor shall conduct applied research and clinical investigations in clinical/behavioral health/organizational social work. The contractor is responsible for the application of social work procedures and techniques, including interviewing, behavioral assessment, and evidenced-based therapies, in the evaluation, diagnosis, and treatment of psychological and neuropsychological disorders using the following skills: individual, family and group psychotherapy, couples therapy, alcohol and drug treatment evaluations. The contractor consults with medical personnel, legal authorities, military commanders and school districts as required. The contractor shall maintain accurate and current notes in the paper medical records (if created) and electronic medical records of all patients seen, as appropriate, and produces reports of evaluation and/or treatment as required. The contractor shall participate in military specific training/activities (e.g., security clearances, use of the DoD or service specific clinical practice guidelines, pre-post deployment screening, PTSD, and combat stress) and others as directed by the unit Commander or his/her designee. This position may include clinical supervision of unlicensed providers or trainees.

4.5.1 Subtasks. The contractor shall:

4.5.1.1 Participate in and successfully complete required DoD or service required training.

- 4.5.1.2 Contact referred patients to assess treatment adherence.
- 4.5.1.3 Use validated symptom inventories to assess current symptom severity.
- 4.5.1.4 Assess barriers to treatment adherence and help patient problem-solve solutions to barriers.
- 4.5.1.5 Provide patients with education regarding their mental health condition and treatment regimen.
- 4.5.1.6 Maintain patient information in a patient registry.
- 4.5.1.7 Maintain accurate and current notes in the electronic medical records of all patients contacted for review by the managing physician.
- 4.5.1.8 Routinely staffs difficult cases with the referring provider, behavioral health consultant and/or psychiatry consultant.
- 4.5.1.9 Performs case management functions.
- 4.5.2 KSAs.
 - 4.5.2.1 Possess a Master of Social Work (M.S.W.) or equivalent (MSSW, MSSA) degree from a graduate school of social work fully accredited by the Council on Social Work Education (CSWE).
 - 4.5.2.2 Maintain a current, unrestricted clinical license to independently practice social work in any one of the 50 states, the District of Columbia, Puerto Rico, or the U.S. Virgin Islands.
 - 4.5.2.3 Possess a minimum of two (2) years within the past five (5) years in the independent practice of clinical social work in a mental health setting. Experience working in a Government setting such a DoD or Department of Veterans Affairs (VA) MTF is preferable.
 - 4.5.2.4 Demonstrate a working knowledge of professional standards and ethics regarding the delivery of clinical social work services. Must have experience in brief behavioral interventions. Contractor may be required to receive and maintain clinical practice privileges.
- 4.6 **Task: Physical Therapist (PT).** PTs provide evaluation, treatment, and rehabilitation of musculoskeletal conditions. They are licensed independent practitioners and credentialed as direct care providers in specific military. As such, the contractor shall evaluate and treat patients with or without referrals. This shall include the referral of patients to other staff members that fall within their scope of care.
 - 4.6.1 Subtasks. The contractor shall:
 - 4.6.1.1 Provide musculoskeletal injury care, utilizing approved supplemental clinical privileges including the ordering of imaging studies, laboratory tests, basic pharmaceuticals, and referrals to specialty providers
 - 4.6.1.2 Participate in periodic meetings to review the care provided to patients. Identify opportunities for improvement.
 - 4.6.1.3 Advise unit commanders on matters related to injury prevention and rehabilitation.
 - 4.6.1.4 Advise unit commander of administrative matters, purchasing of supplies and equipment, and supplemental fiscal requests.
 - 4.6.1.5 Conduct equipment, product, and literature reviews to ensure that human performance stay current with the provision of care.

4.6.1.6 Provide input for the development and utilization of relevant databases.

4.6.1.7 Conduct peer (record) reviews as directed.

4.6.1.8 Conduct collection and reporting workload data as requested in developing and updating criteria-based job descriptions and performance standards.

4.6.1.9 Develop and maintain clinical practice guidelines to ensure consistency of care.

4.6.1.10 Develop and promulgate training opportunities to enhance career development potential for advancement and to further professional expertise.

4.6.1.11 Ensure safe and effective operation of equipment used for patient care and contribute to a safe working environment.

4.6.1.12 Attend annual required training in accordance with guiding instructions. Commands will allow for attendance at necessary conferences or courses to complete continuing education units required to maintain certification.

4.6.1.13 Assist in documenting care in the Military's Electronic Health Record, AHLTA.

4.6.2 KSAs.

4.6.2.1 Possess a master's degree in physical therapy

4.6.2.2 Possess certification through the American Board of Physical Therapy Specialties (ABPTS) as either an OCS or SCS, or certification through the National Athletic Trainers Association (NATA) as a certified athletic trainer (ATC) is required. Additional credentials such as a Certified Strength and Conditioning Specialist (CSCS) through the National Strength and Conditioning Association, is also required.

4.6.2.3 Demonstrate a history of performing manual therapy and experience in the sports medicine field working with elite athletes is recommended.

4.6.2.4 Contractor may be required to receive and maintain clinical practice privileges.

4.6.2.5 Ability to meet physical demands of training with TACP/GA personnel including the ability to hike over rough terrain and function in austere environments to observe training evolutions and the ability to assist with strength and conditioning testing and training protocols, and lift and manipulate loads or weights up to 25 kilograms.

4.7 Task: Athletic Trainer (AT). The ATC provides and facilitates injury prevention, basic acute care, effective rehabilitative care and performance enhancement (pre-habilitation). As such, the contractor shall evaluate and treat patients with or without referrals. The ATC functions across the spectrum of human performance and may perform duties within the Performance or Rehabilitation domains.

4.7.1 Subtasks. The contractor shall:

4.7.1.1 Provide services for SOF Tactical Athletes within the ATC's scope of practice as defined by the National Athletic Trainers Association (NATA).

4.7.1.2 Design and fabricate protective pads, equipment, and braces to help prevent and treat injuries, including the use of taping techniques within the ATC's scope of practice.

4.7.1.3 Provide instruction and guidance to help prevent injuries and maximize SOF Tactical Athlete physical conditioning and performance.

4.7.1.4 Participate in periodic meetings to review the care provided to patients and identifies opportunities for

improvement. Should a meeting occur outside of regular working hours, the ATC is responsible for reviewing the information disseminated in the meeting.

4.7.1.5 Advise unit commander on matters related to injury prevention, sports medicine, and rehabilitation.

4.7.1.6 Advise unit commander on administrative matters, purchasing of supplies and equipment, and supplemental fiscal requests.

4.7.1.7 Conduct equipment, product, and literature reviews to ensure the patient care stays current with the provision of care.

4.7.1.8 Participate in quarterly peer (record) reviews for non-privileged healthcare providers.

4.7.1.9 Participate in the collection and reporting of workload data as requested.

4.7.1.10 Develop and promulgate training opportunities to enhance career development potential for advancement and to further professional expertise.

4.7.1.11 Ensure safe and effective operations equipment used for patient care and contribute to a safe working environment.

4.7.1.12 Attends annual required training in accordance with guiding instructions. Commands will allow for attendance at necessary conferences or courses to complete continuing education units required to maintain certification.

4.7.2 KSAs.

4.7.2.1 Possess a master degree in Athletic Training

4.7.2.2 Possess at least five years of demonstrated experience

4.7.2.3 Possess a NATABOC certification

4.7.2.4 Demonstrate experience with elite level athlete

4.7.2.5 Possess experience and certification in the field of strength and conditioning through the National Strength and Conditioning Association (or equivalent) is strongly recommended, but not required.

4.7.2.6 Possess and maintain current certification by the National Strength and Conditioning Association (NSCA) as a Certified Strength and Conditioning Specialist (CSCS), or shall obtain the certification within the first year of employment.

4.7.2.7 Ability to meet physical demands of training with TACP/GA personnel including the ability to hike over rough terrain and function in austere environments to observe training evolutions and the ability to assist with strength and conditioning testing and training protocols, and lift and manipulate loads or weights up to 25 kilograms.

4.7.2.8 Possess oral and written communication skills in order to meaningfully interact with peers, outside agencies, vendors, providers, and Military Health System (MHS) stakeholders to exchange information, provide briefings, presentations, research, and metrics to demonstrate or advance effective, efficient case management practice, outcomes, and organizational/MHS value.

4.7.2.9 Skill in team coordination, facilitation, and communication in order to facilitate the exchange of information/ education, enhance goal achievement; augment abilities of client support network, and effect change in system or policy at any level.

4.7.2.10 Knowledge of local, state, and federal laws and regulations, professional code of ethics, and practice standards in order to ensure adherence within legal and professional parameters.

4.7.2.11 Knowledge and skill in using pre-established utilization review criteria recognize and report actual or potential quality and risk management issues in order to improve practice, and ensure compliance.

4.7.2.12 Knowledge and skills in the use of VA/DOD Clinical Practice Guidelines in order to insure an evidence-based standardized process of care to military beneficiaries.

4.7.2.13 Knowledge of the healthcare financial environment and the fiscal dimension of population health in order to ensure optimal stewardship of resources.

4.7.2.14 Skill in use of research tools in order to critically evaluate existing practices, opportunities, and outcomes.

4.7.2.15 Skill in management of information systems and technology in order to manage individual or population health, continuously improve practice, and effectively communicate practice outcomes to involved stakeholders.

4.7.2.16 Knowledge of computers and software applications in order to conduct data collection, tracking, rendering, and analysis.

4.7.2.17 Ability to design and present computer-generated outcome analysis information in order to provide timely, effective peer and higher level educational programs or project briefings.

4.7.2.18 Knowledge of community resources, patient entitlement/benefit eligibility, and ability to access these resources in order to assist patients in optimizing their level of function and self-care.

4.7.2.19 Knowledge of current third party regulations and policies, with special emphasis on TRICARE and Medicare benefits and services, in order to identify alternative financing sources to which DOD beneficiaries may be entitled.

4.8 Task: Certified Strength and Conditioning Specialist (CSCS). The contractor is to establish and administer effective strength and conditioning protocols to maximize the physical performance of individual Rescue Operators. These protocols will ensure tactical conditioning by monitoring and resolving performance trends while addressing individual needs. The contractor will provide routine fitness reports to the appointed commander/representative and maintain a professional relationship with the operators' medical support staff to resolve problem areas outside their scope.

4.8.1 Subtasks. The contractor shall:

4.8.1.1 Perform initial evaluation, design individual training program, and establish records for all CROs/PJs within 90 days of contract start.

4.8.1.2 Coordinate individualized exercise programs with the organization to ensure a safe and expeditious return to training of individuals recovering from injury.

4.8.1.3 Design and implement physical training programs to ensure proper functional movement fitness routines for each individual CRO/PJ to increase energy systems development, strength training, and power development.

4.8.1.4 Design and monitor physical training programs for personnel who are temporary duty (TDY) or deployed.

4.8.1.5 Perform routine (at least monthly) pre- and post- evaluations that will determine arm/leg/abdomen/hip girth measurements and functional movement screening that will determine CROs/PJs ability to move efficiently.

4.8.1.6 Perform routine (once a quarter) performance testing that includes the following minimum (these tests are in addition to any mandated Air Force testing):

4.8.1.6.1 Energy System Development/VO2 max testing (Government-owned equipment), Vertical Jump, Grip Strength, 90 Degree Static back extension test

4.8.1.6.2 Rescue Operator Fitness Test

4.8.1.6.3 Rescue Operator Functional movement max performance Fitness Assessments

4.8.1.7 Provide instruction and guidance to individuals on physical conditioning and injury prevention.

4.8.1.8 Collaborate with registered dietician to provide routine (once a month) nutrition education and evaluation for each individual CRO/PJ to increase performance and transform body compositions.

4.8.1.9 Refer all personnel (in writing) with a new or undiagnosed medical condition to the squadron flight doctor for evaluation and treatment.

4.8.1.10 Contact the contracting officer representative (COR) in writing with any issues related to operator scheduling, training and deployment cycles.

4.8.1.11 Attend weekly staff meeting with squadron commander to review and evaluate physical training programs and identify opportunity for improvement.

4.8.1.12 Assist with physical conditioning/rehabilitation supply inventories.

4.8.1.13 Perform administrative duties such as maintaining records of workload, conducting or participating in education programs, and participating in clinical staff quality assurance functions.

4.8.1.14 Provide input to organization regarding supply needs and optimal equipment.

4.8.1.15 Ensure equipment and facilities are properly organized, utilized, and are in safe working condition.

4.8.2 KSAs.

4.8.2.1 Possess a Master's degree in an accredited exercise science, health science, or physical education-related discipline

4.8.2.2 Possess a minimum of five years of experience.

4.8.2.3 Demonstrate sustained experience working with elite athlete populations is highly desired. Creditable specialized experience includes: coordination of Special Operation Personnel (SOP) specific performance programs and developing long and short-range planning and coordination of sport/mission specific performance programs resulting in attributable results with elite athletes (i.e. Division I collegiate, Olympic, professional level athletes or SOF-specific tactical professionals).

4.8.2.4 Possess and maintain current certification by the National Strength and Conditioning Association (NSCA) as a Certified Strength and Conditioning Specialist (CSCS) or be a licensed AT. Maintenance of this certification shall be an enduring element of the requirement.

4.8.2.5 Possess current certification in basic Cardiopulmonary Resuscitation (CPR) to include Automated External Defibrillator (AED) training.

4.8.2.6 Ability to meet physical demands of training with TACP/GA personnel including the ability to hike over rough terrain and function in austere environments to observe training evolutions and the ability to assist with strength and conditioning testing and training protocols, and lift and manipulate loads or weights up to 25 kilograms.

5.0 Contract Data Requirements Lists (CDRL) and Other Deliverables.

5.1 General Deliverables. The Contractor shall provide PWS deliverable(s) in a format mutually agreed upon by the Government and the Contractor. The ACC AMIC Advisory and Assistance Services Division (AMIC/PKA) does not require copies of listed deliverables. All deliverables will be reviewed for timeliness, accuracy and format. If a deliverable due date falls on a weekend or holiday, the Contractor shall submit the deliverable on the last work day prior to the due date. See [Attachment C](#) for CDRL and Deliverable examples.

Table 2 – General Deliverables

Deliverables	PWS Reference	Deliver To	Due Date
CDRL A01	<u>Atch C</u>	<u>accamicquality@us.af.mil;</u>	See Atch C, DD Form 1423-1
Organizational Conflict of Interest Mitigation Plan	5.1.1	COR	Within 30 calendar days of award
Hiring Status Report/ Personnel Roster	5.1.2	COR	1 st Friday after award then every Friday until all positions are filled, or as requested by the OCO
Monthly Progress Reports	5.1.3	COR	First work day after the 10 th day of each month
Trip Reports	5.1.4	COR or designated representative	As requested within 5 days of trip return, when tasked.
Technical Issues Papers/Point Papers/Briefings	5.1.5	COR or designated representative	As requested within timeline set depending on details of requirement.
Quality Control Plan	5.1.5	COR	Within 30 calendar days of award
Continuity Folder	5.1.7	COR	Upon COR request; Final version 10 calendar days prior to contract end date
Meeting Reports	5.1.7	COR or designated representative	Within 5 days of meeting conclusion when tasked

5.1.1 Organizational Conflict of Interest (OCI) Mitigation Plan. The Contractor shall provide a plan that describes the processes and procedures they will implement to avoid or mitigate any actual or perceived OCI. The plan shall outline how the Contractor evaluates, mitigates (where necessary), and reevaluates any potential or perceived conflicts between this TO and other work performed by the Contractor or team members.

5.1.2 Hiring Status Report (HSR)/Personnel Roster. The Contractor shall provide an HSR every Friday, starting with the first Friday after contract award, until all positions are filled, or as requested by the Ordering Contracting Officer (OCO). The HSR shall contain, as a minimum, the name, security clearance and adjudication date, for each new hire. The Contractor shall provide a Hiring Status Report (HSR) until all positions are filled. The last HSR provided shall also contain the number of incumbent offers and acceptances. After TO start the HSR will become the Personnel Roster.

5.1.2.1 Personnel Roster. The contractor shall maintain a current listing of employees. The list shall include the employee's name and level of security clearance. The list shall be validated and signed by the company Facility Security Officer (FSO) and provided to the Sponsoring Agency's Security Manager. An updated listing shall be provided when an employee's status or information changes. Note: the government may require a contractor's DoD Electronic Data Interchange (EDI) number or social security number for some transactions, i.e., verifying clearances in JPAS, processing visitor requests, etc.

5.1.2.2 The contractor shall utilize encrypted email or password protected files protect Personally Identifiable Information (PII) in accordance with the Privacy Act.

5.1.3 Monthly Status Report (MSR). The contractor shall provide status reports for the duration of the effort.

The report shall summarize accomplishments during the reporting period. The report shall also include planned versus actual task completion, anticipated activity (including anticipated Contract Data Requirements List (CDRL) deliveries) for the next reporting period, lessons learned, risks, significant accomplishments, training completed, certifications or security clearances expiring, pending or lapsed and mitigation plan, and outstanding issues and recommendations.

5.1.4 Trip Report. Following official travel, the contractor shall prepare a trip report detailing the purpose of the trip, the individuals contacted, any agreements that were reached during the trip or any other significant issues that were identified during the travel. The contractor shall provide this trip report to the COR within five (5) days after the completion of travel.

5.1.5 Technical Issues Papers/Point Papers/Briefings. The Contractor shall prepare, coordinate and distribute Technical Issue Papers, Point Papers and/or Briefings as tasked by the COR (or his designated representative) in support of this Performance Work Statement. These products will be completed in accordance with government guidelines and formats which will be provided upon award of the PWS.

5.1.6 Quality Control Plan (QCP). The contractor shall develop and maintain an effective quality control program to ensure the services of this PWS are being met. The contractor shall develop a QCP that includes quality control processes and procedures and apply them to meet this requirement. The QCP shall be submitted to the Ordering Contracting Officer (OCO) for acceptance no later than 30 calendar days after award. Updated versions of QCP shall be submitted to the OCO for acceptance no later than 10 calendar days of implementation by the Contractor.

5.1.7 Continuity Folders. The contractor shall develop and maintain continuity folders IAW task requirements defined in this PWS (Section 2.0). Continuity folders will be made available to CORs upon request. Final versions of continuity folders shall be submitted to the COR for acceptance no later than 10 calendar days before the contract end date.

5.1.8 Meeting Reports. Meeting Reports (Contractor format) shall be submitted within five (5) working days of the meeting when tasked by the COR (or his designated representative) in support of this Performance Work Statement. These reports must include, at a minimum, the purpose of the meeting, attendees, date, issues discussed, decisions/recommendations made and a list of action items with associated assignments.

5.2 Key Positions/Personnel: The Contractor shall not willingly remove any personnel performing under this contract without coordination of the assigned CO and COR. All FTEs in this PWS are considered key personnel and therefore the Government will coordinate on Qualification Summaries prior to replacement.

5.3 Exercise Physiologist Deliverables.

Table 3 - EP Deliverables

Deliverables	PWS	Deliver To	Due Date
Individualized Physical Training Program	5.7.1	13L/1C4	Within 5 business days of request
Individualized Physical Training Program	5.7.1	13L/1C4	TDY or deployment
Evaluation and Treatment Referral	5.7.2	13L/1C4	Apparent new or undiagnosed medical condition
Data Collection and Analyses Report	5.7.3	Unit COR and ACC/A3J TACP (Primary COR)	Quarterly
Weekly Staff Report	5.7.4	Unit CC	Weekly

5.4 Licensed Clinical Social Worker Deliverables.

Table 4 – LCSW Deliverables

Deliverables	PWS	Deliver To	Due Date
Provide Individual/Group/Couples Counseling	5.7.5	13L/1C4	Within 5 business days of request

FA4890-18-R-5004 PWS

Unit Mental Health Status Report	5.7.6	Unit CC	Monthly
Pre/Post Deployment Mental Health Assessment	5.7.7	13L/1C4	TDY or deployment
Evaluation and Treatment Referral	5.7.2	13L/1C4	Apparent new or undiagnosed medical condition
Data Collection and Analyses Report	5.7.3	Unit COR and ACC/A3J TACP (Primary COR)	Quarterly
Weekly Staff Report	5.7.4	Unit CC	Weekly

5.5 Physical Therapist Deliverables.

Table 5 – PT Deliverables

Deliverables	PWS	Deliver To	Due Date
Provide Care Plan/Treatment for Musculoskeletal Injury	5.7.8	13L/1C4	Within 5 business days of request
Evaluation and Treatment Referral	5.7.2	13L/1C4	Apparent new or undiagnosed medical condition
Data Collection and Analyses Report	5.7.3	Unit COR and ACC/A3J TACP (Primary COR)	Quarterly
Weekly Staff Report	5.7.4	Unit CC	Weekly

5.6 Athletic Trainer Deliverables.

Table 6 – AT Deliverables

Deliverables	PWS	Deliver To	Due Date
Individualized Pre-Habilitation/Re-Habilitation Program	5.7.9	13D/1T2	Within 5 business days of request
Individualized Pre-Habilitation/Re-Habilitation Program	5.7.9	13D/1T2	TDY or deployment
Evaluation and Treatment Referral	5.7.2	13D/1T2	Apparent new or undiagnosed medical condition
Data Collection and Analyses Report	5.7.3	Unit COR and ACC/A3J GA (Primary COR)	Quarterly
Weekly Staff Report	5.7.4	Unit CC	Weekly

5.7 Certified Strength and Conditioning Specialist Deliverables.

Table 7 – CSCS Deliverables

Deliverables	PWS	Deliver To	Due Date
Individualized Physical Training Program	5.7.1	Individual Rescue Operator 13D/1T2	As needed
Individualized Physical Training Program	5.7.1	Individual Rescue Operator 13D/1T2	TDY or deployment
Evaluation and Treatment Referral	5.7.2	Individual Rescue Operator and Squadron Flight Doctor 13D/1T2	Apparent new or undiagnosed medical condition
Data Collection and Analyses report	5.7.3	ACC/A3J GA FAM (Primary COR)	Quarterly
Training Cycle/Evolution Analysis Report	5.7.10	Squadron CC and ACC/A3J Guardian Angel FAM	Quarterly
Weekly Staff Report	5.7.4	Unit CC	Weekly

5.8 Task/FTE Deliverable Descriptions.

5.8.1 Individualized Physical Training Program. TBD

5.8.2 Evaluation and Treatment Referral. TBD

5.8.3 Data Collection and Analyses Report. TBD

5.8.4 Weekly Staff Report. TBD

5.8.5 Provide Individual/Group/Couples Counseling. TBD

5.8.6 Unit Mental Health Status Report. TBD

5.8.7 Pre/Post Deployment Mental Health Assessment. TBD

5.8.8 Provide Care Plan/Treatment for Musculoskeletal Injury. TBD

5.8.9 Individualized Pre-Habilitation/Re-Habilitation Program. TBD

5.8.10 Training Cycle/Evolution Analysis Report. TBD

5.9 Services Summary. See Attachment A.

6.0 GOVERNMENT FURNISHED PROPERTY.

6.1 Government Provided Documentation. The Government will provide access to relevant Government organizations', information, documentation, manuals, texts, briefs and other materials as required and available.

6.2 Government Provided Equipment / Office. The Government shall provide office space, LAN connections, computer (hardware and software), unclassified and classified e-mail and internet access and other standard office equipment necessary to support the Contractor. Laptops may be issued via hand receipt and will be returned to the government following completion of requirements for their use.

7.0 DATA. The Government has unlimited rights to all deliverables of this PWS to include intellectual property rights.

8.0 OTHER DIRECT COSTS (ODC).

8.1 Travel. Personnel in support of the tasks in this PWS are authorized to travel. All trips will be in accordance with regulatory requirements and actual travel shall be coordinated and pre-approved by the COR in writing. The Government estimates that each FTE will be required to travel twice annually for 5 business days per trip. Travel projections are subject to change based on Government requirements. Travel cost is estimated not to exceed (NTE) \$230,000 annually. Local travel to attend meetings within the local city or base of assignment commuting vicinity shall be considered a cost of doing business and shall not be separately reimbursed.

8.2 Defense Base Act Insurance. N/A.

8.3 Materials. N/A.

9.0 SECURITY. The Contractor and all Contractor personnel shall abide by all AF and local rules, procedures and standards of conduct. A Department of Defense Contract Security Classification Specification (DD Fm 254) is required for access to classified material. The Contractor shall also perform in accordance with the Compliance with National Industrial Security Program Operating Manual (NISPOM--DoD 5220.22M).

9.1 Visitor Group Security Agreement (VGSA). The contractor shall enter into a long term visitor group security agreement with the host base Information Protection Office if contract performance is on base for 90 days or more. This agreement shall outline how the contractor integrates security requirements for contract operations with the Air Force to ensure effective and economical operation on the installation. The agreement should address:

9.1.1 Security support provided by the Air Force to the contractor to include storage containers for classified information/material, use of base destruction facilities, classified reproduction facilities, use of base classified mail services, security badging, base visitor control, investigation of security incidents, base traffic regulations, the use of security forms, and conducting inspections required by DoD 5220.22-R, Industrial Security Regulation, and Air Force Instruction 16-1406, Air Force Industrial Security Program.

9.1.2 Security support requiring joint Air Force and contractor coordination includes packaging classified information, mailing and receiving classified materials, implementing emergency procedures for protection of classified information, security checks, and internal security controls for protection of classified material and high value pilferable property.

9.1.3 On base, the long term visitor group security agreement may take the place of a Standard Practice Procedure (SPP).

9.2 Security Clearances. All tasks in this PWS will be conducted at the UNCLASSIFIED level. The COR may request security clearances for personnel performing various tasks described in this PWS. The contractor shall submit clearance paperwork through DSS to the Office of Personnel Management. Due to costs involved with security investigations, requests for contractor security clearances shall be kept to an absolute minimum necessary to perform contract requirements. Contractor personnel shall have appropriate clearances prior to commencing work on any task unless otherwise approved in writing by the OCO. The Contractor shall also complete visit requests for each individual that will be performing work on this PWS in the Defense Manpower Data Center (DMDC) Joint Personnel Adjudication System (JPAS) prior to performance start unless otherwise approved in writing by the OCO. The Prime Contractor shall ensure that any teaming partners or subcontractors have the appropriate clearances prior to beginning performance.

9.2.1 Investigation. As a minimum, contractor personnel shall successfully complete a T1 Investigation before being issued a CAC and before operating government-furnished computers that have access to Air Force networks. Requests for personnel hired at the beginning of the contract shall be submitted to the government not later than (15) working days from the contract start date. Requests for contractor personnel found acceptable at the time of contract award shall be submitted to the government not later than five (5) workdays from date of contract award notification. Contractor personnel receiving unfavorable T1 Investigations shall not be employed. The government will submit requests for investigations on AF Form 2583, Request for Personnel Security Action, at no additional cost to the contractor. The contractor shall comply with the requirements of DoD 5200.2-R, *Personnel Security Program*, and Air Force Instruction (AFI) 33-119, *Electronic Mail (E-Mail) Management and Use*.

9.2.2 Clearance Requirement. If access to classified information is a requirement at the Contractor's facility, a SF 312 Non-Disclosure Agreement (NDA) initiated by the company's Facility Security Officer (FSO) is required. The Contractor must possess or obtain a facility security clearance at the appropriate classification level for the work prior to performing contract work.

9.2.3 Clearance Documentation. Prior to contract start, and as changes occur, the Contractor shall provide the Primary COR a list of all company employees assigned to this PWS. The list shall include the employees' Names, Location of Performance, and Security Clearance.

9.3 Listing Of Employees. The contractor shall maintain a current listing of employees. The list shall include the employee's name, position, and level of security clearance. The list shall be validated and signed by the company Facility Security Officer (FSO) and provided to the Sponsoring Agencies Security Manager. An updated listing shall be provided when an employee's status or information changes. The HSR/Personnel Roster may be used to satisfy this requirement.

9.4 Notification. The contractor shall notify the Servicing Security Activity (SSA) at each location (s) and the

local unit through the Joint Personnel Adjudicative System (JPAS), 30 days prior to contract performance on base. In the remarks section in the JPAS visit request add the contract number and the company Facility Security Officer's (FSO) name and contact number.

9.5 Security Manager Appointment. The contractor shall appoint a security manager for the on base Visitor Group. The security manager may be a full time position or an additional duty position. The security manager shall provide employees with training required by DoD 5200.1-R, Information Security Program Regulation, and AFI 16-1404, Air Force Information Security Program. The contractor will also provide initial and follow-on training to contractor personnel who work in Air Force controlled/restricted areas. Air Force restricted areas and controlled areas are explained in AFI 31-101, The Air Force Installation Security Program.

9.6 Pass and Identification Items. The contractor shall ensure the pass and identification items required for contract performance are obtained for employees and non-government owned vehicles.

9.7 Retrieving Identification Media. The contractor shall retrieve all identification media, including vehicle passes from employees who depart for any reason before the contract expires; e.g. terminated for cause, retirement, etc.

9.8 Traffic Laws. The contractor and its employees shall comply with base traffic regulations.

9.9 Weapons, Firearms, and Ammunition. Contractor employees are prohibited from possessing weapons, firearms, or ammunition, on themselves or within their contractor-owned vehicle or privately-owned vehicle while on any Government installation.

9.10 For Official Use Only (FOUO). The contractor shall comply with DoD 5400.7-R, Chapter 4, DoD Freedom of Information Act (FOIA) Program, requirements. This regulation sets policy and procedures for the disclosure of records to the public and for marking, handling, transmitting, and safeguarding FOUO material.

9.11 Reporting Requirements. Contractor personnel shall report to an appropriate authority any information or circumstances of which they are aware 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.

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

9.13 Controlled/Restricted Areas. The contractor shall implement local base procedures for entry to Air Force controlled/restricted areas where contractor personnel will work. An AF Form 2586, Unescorted Entry Authorization Certificate, must be completed and signed by the sponsoring agencies Security Manager before a Restricted Area Badge will be issued.

9.14 Key Control/Access Badge Control. The contractor shall establish and implement methods of making sure all keys/badges issued to the contractor by the Government are not lost or misplaced and are not used by unauthorized persons. The contractor shall not duplicate any keys issued by the government.

9.14.1 Lost Keys. The contractor shall immediately report to the Quality Assurance Evaluator (QAE) or Program Manager any occurrences of lost or duplicated keys. In the event keys, other than master keys, are lost or duplicated, the contractor may be required, upon written direction of the contracting officer, to re-key or replace the affected lock or locks without cost to the government. The government may, however, at its option, replace the affected lock or locks or perform re-keying and deduct the cost of such from the monthly payment due the contractor. In the event a master key is lost or duplicated, all locks and keys for that system shall be replaced by the government and the total cost deducted from the monthly payment due the contractor.

9.14.2 Prohibited Use. The contractor shall prohibit the use of keys, issued by the government, by any persons other than the contractor's employees and the opening of locked areas by contractor employees to permit entrance of

persons other than contractor employees engaged in performance of contract work requirements in those areas.

9.15 Lock Combinations. The contractor shall control access to all government provided lock combinations to preclude unauthorized entry. The contractor is not authorized to record lock combinations without written approval by the government Program Manager. Records with written combinations to authorized secure storage containers, secure storage rooms, or certified vaults, shall be marked and safeguarded at the highest classification level as the classified material maintained inside the approved containers.

9.16 Automatic Data Processing Equipment (ADPE). The Contractor shall establish and implement procedures to ensure all ADPE, to include laptops and other data processing devices, issued to the Contractor by the Government are not lost or misplaced, are not used by unauthorized persons or are not subject to unauthorized external devices. The Contractor shall immediately report to the OCO or PM any occurrences of lost ADPE within two (2) hours of discovery of occurrence. In the event that ADPE is lost, the Contractor may be required, upon written direction of the CO, to replace the equipment at no additional cost to the Government. The Government may replace the equipment and deduct the cost of such from the monthly payment due the Contractor.

9.17 Communications Security (COMSEC). Contractors may require access to COMSEC information. The DD FM 254 will give further instructions on safeguarding and managing COMSEC material.

10.0 TRANSITION PLAN. The transition plan does not apply for incumbent personnel, currently in place, being hired under this contract. The incumbent employee will not be paid twice by the outgoing and incoming companies.

10.1 Transition In. The transition period will be thirty (30) calendar days for Project Lead (reference 4.2 of this PWS) and one assistant to process and obtain required, security badges, ID/CAC cards, computer system access requests, and receive workplace orientation for all contracted employees to receive required documents and are in place for PoP start.

10.1.1 Contractor personnel must be in place 10 business days prior to PoP start date. This allows the Project Lead to process and obtain required security badges, ID/CAC cards, computer system access requests and receive workplace orientation for all contracted employees receive required documents and are in place for PoP start. Any remaining days of the transition period can be spent receiving briefings on specific duties and responsibilities Contractor personnel will be expected to accomplish.

10.2 Transition Out. Prior to the end of the PoP, the incumbent Contractor shall support a 10 business days transition period with the in-coming Contractor. During this period, all programs, information, data, etc., will be passed from the incumbent Contractor to the incoming Contractor so that there is no break in Customer or mission support. The Contractor shall maintain continuity folders for each contract position. Folders shall detail the routine duties performed, status of current projects, and a point of contact list for both routine duties and project coordination. Folders shall be maintained, and be available, for government review throughout the performance of the contract and be provided to the in-coming Contractor during the transition period.

11.0 ADMINISTRATION CONSIDERATIONS.

11.1 Performance Schedule. The Contractor shall perform this task as detailed below

Table 8 – Period of Performance

Base Period	1 May 18	30 Apr 19
Option Period 1	1 May 19	30 Apr 20
Option Period 2	1 May 20	30 Apr 21
Option Period 3	1 May 21	30 Apr 22
Option Period 4	1 May 22	30 Apr 23
6-Month Extension	1 May 23	31 Oct 23

11.2 Place of Performance. See Attachment B.

11.3 Contractor Identification. Each Contractor employee shall, while on duty, wear in plain view on the upper portion of his outer garment a metal or plastic identification badge to be furnished by the Contractor, containing the company name, employee name, and the section where the employee works. Contractor employees shall clearly identify themselves as "Contractors" at all times, in all communications and representations, including in the workplace, at meetings, in conversations, telecommunications, mail, electronic mail (e-mail), and faxes, whether with Government personnel, other Contractor personnel, or with the public. Contractors with access to the base Local Area Network (LAN) or with an official Government e-mail address shall include their company name in the signature block and the designation "CTR" in the global address. The Contractor shall notify the Government if the "CTR" designation is not included in the global address.

11.4 Alternate Work Location. Alternate work locations shall not be permitted for this PWS. If primary duty location is not available to the contractor (i.e. office closed) then the contractor may be directed to telecommute or work from an alternate location. Working from an alternate location **shall not** involve working with or transporting classified information.

11.5 Duty Hours. Normal duty hours are 0800-1700, Monday through Friday, hours may be flexible to meet mission requirements as pre-approved by COR. Federal Holidays will be observed as listed below. When hiring personnel, the contractor shall keep in mind that the stability and continuity of the work force are essential. The contract must at all times maintain an adequate work force for the uninterrupted performance of all tasks defined within this PWS when the Government facility is not closed for recognized holidays, inclement weather, or other unexpected reasons.

Table 9 – Federal Holidays

Holiday	Date
New Year's Day	1 January
Martin Luther King's Birthday	Third Monday in January
President's Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	4 July
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Veteran's Day	11 November
Thanksgiving Day	Fourth Thursday in November
Christmas Day	25 December

11.6 Base Shutdown/Inclement Weather. The Contractor will follow guidance of the installation containing their place of performance to determine reporting schedules whether due to a base closure or inclement weather.

11.7 Kickoff Meeting. Contractor shall attend a kickoff meeting specific to this requirement with the COR and the OCO within thirty (30) days of contract award. The Contractor shall provide concurrence with the date, time and location for the meeting via email notification to ACC AMIC/PKA, accamic.dra@us.af.mil and to ACC AMIC/DRQQ Staff, accamicquality@us.af.mil at least three (3) business days prior to the scheduled meeting.

11.8 Contractor Inventory. In accordance with Section 8108 of Public Law 112-10 of the Department of Defense and Full-Year Continuing Appropriations Action, 2011.

11.8.1 Reporting. The Contractor shall report ALL labor hours required for performance of services provided under this PWS via the secure Contractor Manpower Reporting Application (CMRA) data collection site. The Contractor is required to completely fill in all required data fields at: <http://www.ecmra.mil>. Reporting inputs shall be for the labor executed during the period of performance for each Government fiscal year (FY), which runs 1 October through 30 September. While inputs may be reported anytime during the FY, all data shall be reported not later than 31 October of each calendar year. The Contractor may direct questions to the CMRA help desk. The prime Contractor is responsible to ensure all subcontractor data is reported.

11.8.2 Uses and Safeguarding of Information. Information from the secure web site is considered to be proprietary in nature when the contractor number and the Contractor identity are associated with the direct labor

hours and direct labor dollars. At no time will any data be released to the public with the Contractor name and contract number associated with the data.

11.8.3 User Manual. Data for the AF services requirements must be input at the AF CMRA link. However, user manuals for Government personnel and Contractors are available at the U.S. Army CMRA link at <http://www.ecmra.mil>.

11.8.4 Subcontractor Input in CMRA. Prime Contractors are responsible to ensure all subcontractor data is reported. Contact the AF CMRA helpdesk for further guidance and assistance.

12.0 COR DESIGNATION. The OCO will provide the Contractor with a COR Designation Memorandum to inform the Contractor of the designated COR on the contract.

12.1 Performance Evaluation. Contractor performance is subject to Government COR surveillance to ensure PWS compliance. The Contractor shall comply with the following:

12.1.1 Access. The Contractor shall permit the OCO or authorized representative access to all work areas, records, and data used in the performance of the contracted services. The Contractor shall provide support, and not interfere with the CO, CORs, state, federal, and other designated personnel in the performance of their official duties. Access shall be provided as soon as possible, but not to exceed one (1) workday after the request.

12.1.2 Non-conformances. Identify and control non-conformances through root cause analysis, corrective actions, and preventive actions. Focus on eliminating the cause to prevent reoccurrence. Maintain records of non-conformities and actions taken. Correct and provide response to all Government-identified non-conformances IAW time frames specified by the OCO. This contract identifies two types of non-conformances: Minor and Major.

12.1.3 Minor Non-conformance. A minor non-conformance is a non-conformance, which by itself does not adversely impact mission, safety of personnel and/or equipment, performance (quality), schedule (delivery), or cost. It normally does not increase risk to the Government. Minor non-conformances are typically low risk and are communicated through notices; first notices are issued for any identified non-conformance, second notices are issued for repeat non-conformances or failing to correct issues within a reasonable amount of time. Upon receipt of a non-conformance notification (first or second notice), the Contractor shall complete applicable sections and return it to the OCO within time constraints directed by the OCO in the notice. A formal corrective action plan is not required for notices.

12.1.4 Major Non-conformance. A major non-conformance is a non-conformance that adversely impacts (or has the potential to impact) mission, safety of personnel and/or equipment, performance (quality), schedule (delivery), or cost. This type of nonconformance increases risk to the Government and therefore has a risk assessment rating of moderate or high. An example of increasing risk would be a significant number of recurring non-conformances, which is an indication of inadequate preventive measures/actions and lowers the Government's confidence that the Contractor can provide quality services on time and within costs. The OCO will communicate major non-conformances on a Corrective Action Request (CAR) form with a suspense date for the Contractor's corrective action plan. As a minimum, the Contractor's corrective action plan will address:

- Action taken to fix the immediate problem
- Root cause analysis of the problem to determine cause
- Corrective action on the cause of the problem
- Actions taken to prevent recurrence

13.0 ENVIRONMENTAL SAFETY AND HEALTH.

13.1 Environmental Requirements. The Contractor shall comply with all applicable federal, state and local environmental statutes, instructions, manuals, handbooks, regulations, guidance, policy letters and rules (including all changes and amendments), and all Presidential Executive Orders in effect on the date of issuance of this contract. The Contractor shall comply with the highest degree of environmental protection where any disagreements exist. For OCONUS work, the Contractor shall also comply with all applicable host nation statutes and agreements. In

addition, the Contractor shall comply with the following publications: the DoD Overseas Environmental Baseline Guidance Document (OEBGD) or the Final Governing Standards (FGS), if adopted for a particular location.

13.2 Safety and Health Requirements. The Contractor shall comply with all applicable Occupational Safety and Health Administration (OSHA) and Air Force Occupational Safety and Health (AFOSH) standards, technical orders, regulations and referenced publications both within and outside of the United States. The Contractor shall comply with the highest degree of safety protection where any disagreements exist.

14.0 HUMAN RESOURCE MANAGEMENT.

14.1 Personnel Qualifications. Provide qualified personnel at contract start that meet or exceed the stated Knowledge, Skills, and Abilities (KSA) qualification requirements in the contract, or as stated in the proposal when considered as an evaluation factor relevant to an award decision and incorporated into the resulting contract award. The Contractor shall not remove any personnel performing under this contract without coordination with the OCO and COR.

14.2 Personnel Maintenance. Maintain minimal personnel turnover throughout the life of the contract. Ensure continuation of services during personnel absences due to sickness, leave, and voluntary or involuntary termination from employment such that impact to the Government is minimal. Once a Contractor knows that an employee is leaving and will no longer support a task, the Contractor shall provide written documentation to the OCO and COR within three (3) business days of the employee advising the Contractor of his/her intent to leave. This written notification shall include the date and time the position will be vacant, the reason the employee will no longer work on the task, anticipated replacement date, and what management corrective action will be taken to ensure task mission completion. Position vacancies shall not exceed 14 calendar days unless approved in writing or otherwise directed in advance by the OCO.

14.3 Replacement/Substitution. Prior to replacing/substituting personnel performing on this contract, the Contractor shall provide a sufficiently detailed qualification summary/resume of proposed personnel for Government coordination. This paragraph shall also apply when, at or prior to the start of contract performance, the Contractor provides any personnel for work who were not part of, or who replace any, personnel submitted and evaluated as part of a contract proposal.

14.4 Removal of Personnel at Government Request. The Government may request removal (permanent or temporary) of personnel on this contract for security, safety or health reasons, upon discovery of fraudulent resume documentation, or when Contractor personnel behave in an unprofessional manner that would be considered unacceptable by a reasonable person. The Contractor shall provide a sufficiently detailed qualification summary/resume of proposed personnel for Government coordination prior to replacing/substituting personnel under these circumstances.

Attachment A: Services Summary

The following Services Summary establishes threshold performance requirements in the execution of this contract at the contract level. The Government will utilize a Quality Assurance Surveillance Plan (QASP) in managing, providing oversight, and assessing performance for this PWS. All reported non-conformances will be validated by the COR. Meeting or not meeting the below thresholds will be the basis of that performance evaluation. 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 (CPARS) to reflect satisfactory or unsatisfactory performance.

Table 10 – Services Summary

Service Delivery Summary			
Category	SDS - Objective	Metric – Performance Threshold	Method of Evaluation
Quality of Service	<ul style="list-style-type: none"> Were there any actions that did not meet standards of practice as defined by clinical oversight? Was the Contractors' solution to problems timely and effective? Do the health care providers (HCP) employ evidenced based practices as outlined by DoD/VA clinical practice guidelines? The contractor shall ensure that HCPs are technically competent and fully qualified prior to presenting them to the Government The contractor shall ensure that timely replacement of personnel is ensured to reduce any interruption of the requesting activity's mission. 	<ul style="list-style-type: none"> 100% of treatment services meet or exceed standards of practice when such standards exist. As indicated, the HCPs will use evidence -based interventions 90% of the time, when such evidence standards exist and are relevant to care rendered 100% compliance in recruiting technically qualified personnel 	<ul style="list-style-type: none"> Record reviews and client feedback. Interaction with Contractor Management personnel Review of Monthly Reports
Schedule	<p>Did the contractor successfully implement the transition/recruitment plans/processes as proposed in the contract level Program Management proposal?</p> <ul style="list-style-type: none"> Did the Contractor provide accurate, current and complete data and reports that met the required timeline? 	<ul style="list-style-type: none"> All proposed transition and recruitment plans were realized Reports and other data requested by the PCO is submitted accurately and on time 100% of the time 	<ul style="list-style-type: none"> Reviews of reports as required within PWS.

FA4890-18-R-5004 PWS

Cost Control	<ul style="list-style-type: none"> • Does the contractor maintain and adequate accounting and purchasing systems? • Were invoices, current, accurate, and complete per contract Section G? 	<ul style="list-style-type: none"> • Maintains approved identified systems • Contractor consistently provided accurate pre and post award cost proposals with limited corrections necessary. • Contractor consistently submitted invoices per contract with minor corrections required <p>Funding allocated for cost reimbursable travel was managed effectively (i.e. no travel occurred without approval, proper funding on PWS, and expiring funds were compared to known travel requirements to ensure all funding would be properly utilized prior to the end of the period of performance.</p>	<ul style="list-style-type: none"> • WAWF • Review of cost proposals • Feedback from COR(s) and other end users. <ul style="list-style-type: none"> • Review of Monthly Reports
Business Relations	<ul style="list-style-type: none"> • Is the Contractor's integration and coordination of all activities needed to execute the contract adequate - specifically the timeliness, completeness and quality of problem identification, corrective action plans, proposal submittals, the Contractor's history of reasonable and cooperative behavior (to include timely identification of issues in controversy), customer satisfaction, timely award and management? • For Example; • Is the Contractor customer oriented? • Is interaction between the Contractor and the Government satisfactory or does it need improvement? <ul style="list-style-type: none"> • Was the quality of problem identification and corrective action plans, if applicable, focused on customer satisfaction? Did the Contractor personnel exhibit reasonable and cooperative behavior? 	<ul style="list-style-type: none"> • No more than 15 formal customer complaints across PWS annually. Formal is defined in the QASP • Contractor successfully resolves any customer complaint within the time specified by the COR(s) 	<ul style="list-style-type: none"> • PCO receives feedback from COR(s) and other end users feedback • Formal Customer Complaints • Review of Monthly Reports

FA4890-18-R-5004 PWS

Management of Personnel	<ul style="list-style-type: none"> • How effective was the Contractor Program Management team in managing all PWS personnel? • The Contractor shall demonstrate understanding of all standards, rules, and procedures including requirements for any licensure, credentialing and quality assurance requirements. • How well did the Contractor recruit, retain, manage, and ensure continuous training of employees, and replace, when necessary, PWS personnel throughout the PWS period of performance as required? For example: • The contractor shall ensure that all personnel have met all pre-employment requirements and are prepared to begin performance at the location, time, and date stated in the PWS. • Did the contractor proactively monitor personnel fill rates and vacancies and ensure timely replacement of personnel to reduce any interruption of the requesting activities mission? • Did the contractor provide an efficient process for Government review of candidate qualification and resume screening? • Did the contractor facilitate efficient and timely coordination for personal interviews of candidates as required by the Government? • Was the contractor aware of any performance related issues and were the appropriate actions taken to ensure quick resolution? 	<ul style="list-style-type: none"> • The Contractor has 100% compliance on all TOs for credentialing and licensure procedures • Candidates are identified and presented for government review and screening within two weeks of an identified vacancy. If market availability prohibits this, a detailed resourcing strategy will be provided within the two week time period. • 100% compliance in Government review of candidate qualifications and resumes • 100% compliance of candidate personal interviews as required by the Government 	<ul style="list-style-type: none"> • Interaction with Contractor Management personnel • PCO receives feedback from COR(s) and other end users feedback. • Formal Customer Complaints • Review of Monthly reports
Other, Meeting Small Business Subcontracting Requirements.	<ul style="list-style-type: none"> • Did the Contractor meet the requirements for subcontracting in Section H? • Were efforts taken to ensure early identification of subcontract problems and the timely application of corporate resources to preclude subcontract problems from impacting overall prime Contractor performance • Were the prime Contractor's demonstrated efforts devoted to developing and managing subcontracts effective? • Were the subcontractors integrated as part of the prime Contractor's team? • Is the prime Contractor growing its small business partners to become more capable (processes, financial capability, etc.)? 	<ul style="list-style-type: none"> • Any subcontracting issues addressed to the prime are handled by the prime and same issues are not recurring • Meets reporting requirements under contract clauses • Subcontracting plans, exclusive agreements, implementation processes, etc., do not impede the Government's ability to obtain critical support 	<ul style="list-style-type: none"> • Review of Monthly Reports

Attachment B: Level of Effort Requirements

Table 11 – Attachment B

Task	Position	Task/FTE Start Date	Core	Optional	Place of Performance
4.4	Task: Exercise Physiologist		2		Ft Bragg, NC
			2		Ft Bliss, TX
			2		Ft Campbell, KY
			2		Ft Carson, CO
			2		Ft Drum, NY
			2		Ft Hood, TX
			1		Ft Polk, LA
			2		Ft Riley, KS
			2		Ft Stewart, GA
4.5	Task: Licensed Clinical Social Worker		1		Ft Bragg, NC
			1		Ft Bliss, TX
			1		Ft Campbell, KY
			1		Ft Carson, CO
			1		Ft Drum, NY
			1		Ft Hood, TX
			1		Ft Polk, LA
			1		Ft Riley, KS
			1		Ft Stewart, GA
4.6	Task: Physical Therapist		1		Ft Bragg, NC
			1		Ft Bliss, TX
			1		Ft Campbell, KY
			1		Ft Carson, CO
			1		Ft Drum, NY
			1		Ft Hood, TX
			1		Ft Polk, LA
			1		Ft Riley, KS
			1		Ft Stewart, GA
4.7	Task: Athletic Trainer		1		Nellis AFB, NV
			1		Moody, AFB, GA
			2		Davis-Monthan AFB, AZ
4.8	Task: Certified Strength and Conditioning Specialist		1	1	Nellis AFB, NV
			1	1	Moody, AFB, GA
			2	1	Davis-Monthan AFB, AZ
			43	3	

Attachment C: Contract Data Requirements Lists (CDRL) and Deliverables

Table 12 – Attachment C

Deliverable Title	Sample Deliverable
CDRL A01: QUARTERLY LAPSE RATE & TURNOVER REPORT	
DD Form 1423-1: Quarterly Lapse Rate	
CDRL A01: Format/Instructions	

Attachment D: Acronyms

Table 13 – Attachment D

Acronym	Definition
ACC	Air Combat Command
ADPE	Automated Data Processing Equipment
AF	Air Force
AFB	Air Force Base
AFI	Air Force Instruction
AFOSH	Air Force Occupational Safety and Health
AMIC	Acquisition Management and Integration Center
AMIC/DRQQ	AMIC/Quality Assurance Division?
AMIC/PKA	AMIC/Advisory and Assistance Services Division
CAC	Common Access Card
CAR	Corrective Action Request
CDRL	Contract Data Requirements List
CM	Contract Manager
CMRA	Contract Manpower Reporting Application
COMSEC	Communications Security
CONUS	Continental United States
COR	Contracting Officer's Representative
CPARS	Contractor Performance Assessment Reporting System
CTR	Contractor
DISCO	Defense industrial Security Clearance Office
DMDC	Defense Manpower Data Center
DOB	Date of Birth
DoD	Department of Defense
DoS	Department of State
DSS	Defense Security Service
DSSR	DoS Standardized Regulations
FAR	Federal Acquisition Regulation
FFP	Firm Fixed Price
FGS	Final Governing Standards
FM	Financial Management
FOIA	Freedom of Information Act
FOUO	For Official Use Only
FSO	Facility Security Officer
FTE	Full Time Equivalent
FY	Fiscal Year
GSA	General Services Administration
HQ	Headquarters
HQ ACC	Headquarters Air Combat Command
HSR	Hiring Status Report
IAW	In Accordance With
ID	Identification
IDIQ	Indefinite Delivery/Indefinite Quantity
JBLE	Joint Base Langley-Eustis
JPAS	Joint Personnel Adjudication System
KSA	Knowledge Skills and Abilities
LAN	Local Area Network
NAC	National Agency Check
NACI	National Agency Check with Inquiries
NDA	Non-Disclosure Agreement
NISPOM	National Industrial Security Program Operating Manual

FA4890-18-R-5004 PWS

OASIS	One Acquisition Solution for Integrated Services
OCI	Organizational Conflict of Interest
OCO	Ordering Contracting Officer
OCONUS	Outside the Continental United States
ODC	Other Direct Costs
OEBGD	Overseas Environmental Baseline Guidance Document
OSHA	Occupational Safety and Health Administration
PM	Program Manager
PWS	Performance Work Statement
QAE	Quality Assurance Evaluator
QCP	Quality Control Plan
SAP	Special Access Program
SAR	Special Access Required
SB	Small Business
SCI	Sensitive Compartmented Information
SF	Standard Form
SPP	Standard Practice Procedure
SSN	Social Security Number
TDY	Temporary Duty
TO	Task Order
TV	Television
VGSA	Visitor Group Security Agreement
WAN	Wide Area Network
WAWF	Wide Area Work Flow

This image shows a blank sheet of white paper with horizontal grey ruling lines. A single vertical grey margin line runs down the left side of the page. The paper is oriented vertically, and there are no markings or text on it.