

STATEMENT OF WORK

ISO 9001 Quality Registrar Services, Federal Aviation Administration (FAA), Aeronautical Information Services (AIS)

1.0 BACKGROUND

The Office of Aeronautical Information Services (AIS) is the authoritative Government source for collecting, validating, storing, maintaining and disseminating aeronautical data concerning the United States and its territories. AIS products and services are used to navigate the National Airspace System (NAS). Air transportation providers' demand accurate, efficient and defensible information, while ensuring statutory and regulatory requirements are satisfied.

The AIS organization interfaces regularly with customers internal and external to the FAA. Products and services are provided daily to customers and stakeholders of the NAS. The FAA is directed by Title 14 of the Code of Federal Regulation (CFR) and must comply with the International Civil Aviation Organization (ICAO) standards and practice. ICAO Annex 15 requires AIS to establish a Quality Management System (QMS) and maintain it. Evidence of an effective QMS must be provided to ICAO upon request. AIS built its initial QMS in the year 2000 to comply with the requirements defined in the International Standard Organization's ISO 9001 standard. ICAO recommends using the ISO 9001 standard due to its adaptability and standardization across all international providers of aeronautical information.

The AIS organization is comprised of the Office of the Director, Deputy Director, Aeronautical Charting Group, Aeronautical Information Group, Instrument Flight Procedures Group, and Obstruction Evaluation Group. These groups share information that becomes part of their individual and collective products. Together they provide safe and quality information to users and stakeholders of the NAS.

2.0 PURPOSE

AIS chooses to demonstrate its compliance to ISO 9001, and its regulatory and statutory requirements by obtaining an ISO Certificate of Registration. A Certificate is the easiest and most acceptable means of demonstrating compliance to ICAO and regulators. Registrars are third party auditors who are authorized to issue Certificates. These Registrars must meet strict standards and are approved to perform registration audits by the ANSI National Accreditation Board (ANAB). ANSI defines themselves as a private, non-profit organization that administers and coordinates the U.S. voluntary standards and conformity assessment system. Founded in 1918, the Institute works in close collaboration with stakeholders from industry and government to identify and develop standards and conformance-based solutions to national and global priorities. AIS requires a contractor to perform Registrar services in order to maintain its QMS Certificate of Registration to ISO 9001.

3.0 SCOPE OF WORK

The contractor must provide registration services to include but not be limited to: recertification audits, surveillance audits, and other Registrar services as needed. Registration services must be coordinated and ordered as one task. The contractor must work closely with AIS to ensure its Certification of Registration does not lapse. Risks to a lapse include: a transfer of certificates

between certification bodies in event an incumbent contractor does not receive a follow-on contract, and providing auditor services in a timely manner that accommodate AIS production schedules.

4.0 APPLICABLE DOCUMENTS

The latest version of standards referenced in this Statement of Work must be used. The following documents form a part of this specification to the extent specified herein:

- ISO 9000 Quality Management Systems – Fundamentals and Vocabulary
- ISO 9001 Quality Management Systems – Requirements
- ISO 19011 Guidelines for auditing management systems
- ISO/IEC 17021 Requirements for bodies providing audit and certification of management systems.

5.0 PERIOD OF PERFORMANCE

The contractor period of performance is a one-year base period, and up to four one-year option periods. The audits must be performed during normal AIS working hours and must be coordinated with the Contracting Officer's Representative (COR) and the AIS management representative.

6.0 LOCATION OF WORK PERFORMANCE

The contractor must have the ability to perform 100% of its audits virtually. AIS demonstrated its ability to host virtual audits for calendar years 2020 and 2021. AIS has small satellite offices across the United States that perform similar work. Over 90% of AIS employees report to managers in two duty locations, Oklahoma City, Oklahoma and Silver Spring, MD. AIS may request the contractor to perform an on-site audit of one or more locations. Over 99% of AIS employees have worked virtually since March, 2020 due to the pandemic without a degradation in customer performance and service. AIS does not expect to return to its pre-pandemic work posture. Additionally, the federal government is expected to institutionalize and make permanent a maximum telework environment that was successfully exercised during the first 18 months of the pandemic. Additional audit time by duty location must be reduced, reconsidered, and potentially eliminated due to duty locations' loss of meaning and significance in an expanded virtual work posture.

7.0 LABOR CATEGORIES

The positions and the minimum qualifications considered necessary for successful performance of the work are:

LEAD AUDITOR - is a key person and must be registered with the Registrar Accreditation Board (RAB) or other similar body, be certified in the ISO 9001 standard, and have at least four years of experience performing audits to the ISO 9001 standard. Lead auditors must have experience and ability to audit organizations with 400 plus employees. Lead auditors must have at least one year of experience performing audits for government agencies. The lead auditor must have, at a minimum, a bachelor's degree in the field of work governed by the position they are assigned to (if applicable to the position) or certification of formal training in the field of work governed by the position. Resumes must be submitted to validate certification and experience. The FAA will have final approval of auditors assigned to perform work in this Statement of Work (SOW).

8.0 REQUIRED TASKS

The contractor must provide all personnel and services in order to meet the requirements and

deliverables as specified in this SOW. All auditing services must maximize the use of offsite planning time allowed by ISO guidance and ANAB. Days designated for auditing must allow time for auditors to compile and prepare their audit notes and draft a report during these assigned audit and planning days. It is important to reiterate that additional audit time by duty location must be reduced, reconsidered, and potentially eliminated due to duty locations' loss of meaning and significance in an expanded virtual work posture.

The contractor must contact the AIS management representative immediately after a task order is awarded in order to review schedules and availability. The management representative and the contractor will negotiate an acceptable audit schedule and audit plan. The schedule must be provided by the contractor 90 days before the audit start date. The contractor must provide a detailed audit plan (i.e., dates, events, times, locations, team members) no later than forty-five (45) calendar days prior to the audit start date.

The contractor must conduct an opening meeting on the first day of an audit with the AIS management team to outline the audit objectives. The contractor must conduct a closing meeting on the last day of the audit with the AIS management team to summarize audit results and identify any issues. The contractor must deliver a formal audit report to the AIS management representative within ten business days after the closing meeting, which details the results of the audit, specifies the type of recommendation for certification made by the lead auditor, itemizes any nonconformance, and any requests for corrective action. The contractor must allow AIS to review the formal audit report before requesting a response to any nonconformities. The contractor will allow AIS 60-90 days after providing an audit report to prepare and submit a corrective action plan for any nonconformities found. AIS will be given an additional 30 days to begin implementing the corrective action. After implementation, AIS will be given an additional 30 days to verify the effectiveness of a major corrective action taken. A minor corrective action does not require verification by the contractor until the next recertification or surveillance audit. No additional expenses will be paid to the contractor to verify the effectiveness of a major or minor corrective action taken.

The contractor must have a multi-layered appeals system through which AIS may appeal any ruling, determination or action of the contractor relating to the auditing and registration processes.

The contractor must respond to all requests from the Contracting Officer (CO)/COR within 5 calendar days from the date of receipt of all communications. Due dates, travel and tentative audit schedules will be coordinated with the COR prior to the issuance of individual task orders.

The contractor must carry out all tasks in accordance with the latest revision of the applicable documents referenced in this SOW. The contractor must provide all normally provided Registrar services that may include applying for certificates, report generation, phone calls, travel, conference calls, mailings, and other administrative functions.

8.1 TASK 1- RECERTIFICATION AUDIT REQUIREMENTS

The contractor must perform a recertification audit every three years or per the AIS current recertification cycle. A recertification audit will NOT be required if an AIS Certificate is transferred from one Registrar to another, e.g., in the case of an unused or unfulfilled task order. The contractor must be able to provide detailed plans, tools, and timelines to facilitate audits in order to maximize operations and reduce duplication of efforts where practical. Such plans must address actions to preclude the lapse of certification during business reorganizations. The contractor must debrief site management of the area audited at the end of each audit day or as subsequently

agreed to.

The Certificate will be valid for a period of 3 years from the date of issuance. The contractor must make determinations in accordance with its Registrar credentials. A successful determination of full compliance will result in registration and certification of the AIS QMS. This must include:

- The award and presentation of a Certificate of Registration to ISO 9001:2015 and seal of Certification
- Presentations of camera ready artwork of the Contractor's quality mark and those of the Contractor's accreditations for use on AIS publications and stationery.
- Completion of the recertification prior to expiration.

8.2 TASK 2 - SURVEILLANCE AUDIT REQUIREMENTS

The contractor must conduct surveillance audits annually between recertification audit years. These audits verify the AIS QMS continues to comply with its requirements and those of ISO 9001 (current version). The contractor must provide all normal services including but not be limited to: applying for certificates, report generation, phone calls, travel, conference calls, mailings, and other administrative functions.

9.0 REPORTS AND WRITTEN DELIVERABLES

All written reports and/or publications, certificates or other hardcopy items specific to the performance of this contract after award must be delivered to the AIS management representative by either electronic mail, certified, registered mail, or by an express mail service. (Federal Express, UPS or other)

All deliverables that are provided electronically must be compatible with existing FAA software/hardware.

Deliverable	Due Date	Acceptance Criteria
Recertification Audit Documents	As specified in each task order	Government approval
Surveillance Audit Documents	As specified in each task order	Government approval

All documents, including records, schedules, charts, drafts, diagrams, etc., developed by the contractor during the performance of the contract must become the property of the FAA/Aeronautical Information Services with the exception of documents needed for submittal to the ISO registering body. Such documentation and records must be released to the FAA at the end of the performance period or upon the request of the COR.

Deliverables, must be provided to the COR and AIS management representative as required by each task order.

10.0 GOVERNMENT FURNISHED EQUIPMENT (GFE) AND SECURITY

The FAA will provide copies of the current Quality Plans, processes, measures, access to the websites and other documents as well as copies of the current certification as

necessary.

The FAA will provide access to meeting sharing software and technical expertise through the management representative offices, as applicable, to facilitate remote audits of geographically displaced employees.

When on-site audits are requested, AIS will provide a suitable working environment and general use of office equipment for contract personnel, e.g. desk space, chair, local telephone service, and access to the internet. A Government escort will be accompanying the contractor's employee(s) at all times while they are in performance of their duties. The contract employees will be issued a daily escort required visitor pass. Contractor personnel visiting any government facility in conjunction with this contract must be subject to the Standards of Conduct applicable to government employees. Site-specific regulations regarding access to classified or sensitive materials, computer facility access, issue of security badges, etc. will be provided as required. The contractor personnel must coordinate all visiting activities with the CO or COR.

11.0 CONTRACTOR RESPONSIBILITIES

The contractor must provide qualified personnel, and when required all space, facilities, materials, and equipment necessary for the successful performance of the requirements in this Statement of Work. The contractor must comply with existing and evolving FAA, AIS office/service/staff guidance policies and procedures.

The contractor must not work at an FAA facility during Federal Holidays – New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Juneteenth, Fourth of July, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, and Christmas Day.

12.0 PERSONNEL SUPERVISION

This SOW was not formed as nor is it to be administered or performed as personal services. Accordingly, the contractor must designate appropriate and sufficient supervisory personnel to meet task outcomes. Contractor supervisors will provide day-to-day supervision of all contract personnel including, but not limited to, work assignments and performance monitoring, payroll records, leave approval and monitoring, etc. At no time will any Government employee either by appearance or action be considered the supervisor for the contractor's personnel. The FAA will provide, as needed by the contractor and its employees, limited assistance in the form of technical and policy guidance through the assigned COR.

13.0 TRAVEL

Travel may be required to Oklahoma City, OK, the DC Metro Area including Silver Spring, MD and Virginia and other CONUS locations to meet contract requirements. Travel will be defined and approved, in advance of actual travel by the CO or COR. The contractor is expected to participate in meetings, audits, on-site reviews, and working groups in the performance of this contract. Travel is cost-reimbursable under this contract. All travel must comply with the Federal Travel Regulations (www.gsa.gov), AMS contract cost principles for travel costs, the terms and conditions of the contract and AMS clause 3.3.2-2 Reimbursement for Travel and Subsistence (April 2010), as well as established Federal Government per diem rates. The contractor must provide an estimate of travel expenses to the COR and receive approval prior to making reservations.