

**Federal Aviation Administration**  
**Automated Flight Service Station**  
**Section C: Performance Work Statement**



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## SECTION 1: INTRODUCTION

### 1.1 Purpose

This Performance Work Statement (PWS) identifies the scope of the Automated Flight Service Station (AFSS) services to be provided as a result of a public-private competition conducted in accordance with (IAW) Office of Management and Budget (OMB) Circular A-76 (Revised May 2003). This PWS is a performance-based document that describes the performance requirements and expectations to be achieved as a result of this competition. Specific methods for meeting these requirements are not specified in the PWS; however, this document identifies the administrative and technical responsibilities, performance requirements, and workload that will form the basis for this contract.

The term “Service Provider” (SP) is used herein to represent either Contractor or Most Efficient Organization (MEO). “Contract” herein represents either award decision to a contractor or Letter of Obligation (LOO) to the MEO. The SP shall exercise management and operational control over and assume full responsibility for performance requirements set forth in this PWS.

### 1.2 Goals of Competition

The performance goals of this A-76 competition are to:

- Deliver timely and accurate information to support safe and efficient flight;
- Ensure quality services are delivered while carrying out the mission of the AFSS;
- Ensure customer needs are met; and
- Achieve significant process improvements to lower costs and maximize operational efficiency of the AFSS.

### 1.3 PWS Structure

This PWS is comprised of the following sections:

- Section 1 – Introduction – This section provides a broad overview of this PWS;
- Section 2 – Background – This section provides an organizational description and current services provided by AFSS;
- Section 3 – Scope of Work – This section describes the specific AFSS requirements of this PWS;
- Section 4 – General Requirements – This section describes the general requirements of this PWS, including safety, security, and quality control requirements;
- Section 5 – Government Furnished Property (GFP) – This section describes GFP furnished to the SP;
- Section 6 – Service Provider Furnished Property – This section describes the property required by this contract that are not furnished to the SP; and
- Section 7 – Phases of Performance – This section describes the requirements the SP must address when developing the Phase-In Plan, Transition Plan, and Phase-Out Plan.

Technical Exhibits – This section contains attachments to supplement various sections of the PWS, including facility information, workload information, AFSS architecture, and the Performance Requirements Summary (PRS). The Technical Exhibit (TE) Index describes the contents and source(s) of information for each TE.

## 1.4 Workload Information

Historical and forecasted workload data is provided to assist the SP in projecting an adequate workforce and other resources necessary to fulfill the requirements of this Screening Information Request (SIR). Historical workload data is included in TEs # A-1 through A-4 and forecasted workload data is included in TEs # B-1 through B-5.

### 1.4.1 Historical Workload

Workload data included in the TEs is a representation of the type and approximate quantity of workload historically performed based on routine reporting and a workload survey.

### 1.4.2 Workload Projections

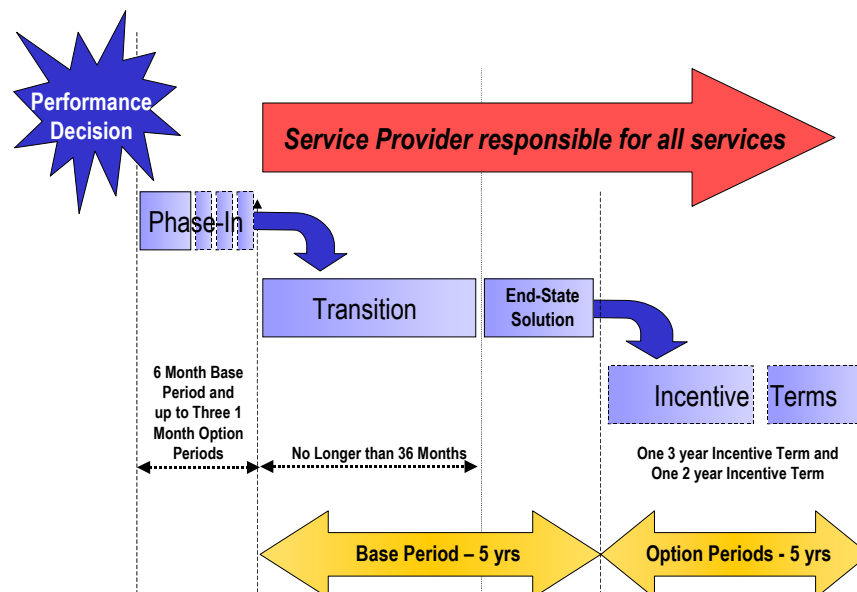
Workload data projections are agency forecasts based on aviation activity at Federal Aviation Administration (FAA) facilities. These forecasts were prepared to meet the budget and planning needs of the FAA and are not a guaranteed projection of future work.

### 1.4.3 Workload Fluctuations and Variance

Workload is not constant from hour to hour, day to day, month to month, or year to year. Demand for flight services is affected by a number of external drivers, and workload fluctuations will exist throughout the performance of this contract.

## 1.5 Performance Timeline

Following the Performance Decision, the Phase-In Base Period will last six months and may include up to three one-month Phase-In Option Periods. The Base Period consists of a Transition Period, which will be no longer than 36 months, and at least a two year End-State Solution Period. Following the Base Period, there will be one three-year Incentive Term Option Period and one two-year Incentive Term Option Period. The SP is responsible for the performance of all services described in this contract from day one of the Transition Period to the last day of the last Option Period award.



## SECTION 2: BACKGROUND

### 2.1 Purpose of A-76

As part of the President's Management Agenda (PMA) strategy for improving performance of the federal Government, the FAA has identified the services performed at AFSSs as commercial in nature under the Federal Activities Inventory Reform (FAIR) Act. The PMA requires each agency to subject a portion of activities declared commercial in nature to public-private competition under OMB Circular A-76.

The intent of the AFSS OMB A-76 public-private competition is to solicit the most efficient and effective manner to accomplish the requirements set forth in this contract. Private, public reimbursable, and public sector (i.e. incumbent FAA) proposals are subject to a comparison to determine the future SP.

### 2.2 AFSS Service History

Personnel at AFSS facilities provide meteorological and aeronautical information to a wide variety of customers to facilitate safe and efficient use of the National Airspace System (NAS). Throughout the 1970's and 1980's a combination of greater demand for services and the limitations of antiquated systems drove the need for modernization of Flight Service Stations (FSS). Through automation and standardization, the FAA was able to more efficiently provide services, ultimately resulting in the consolidation of over 300 FSSs into the current 61 AFSSs.

### 2.3 Current Operations

Meteorological and aeronautical conditions continue to have a significant impact in aviation accidents. As a result, the modern day AFSS continues to provide a variety of meteorological and aeronautical based services that contribute to AFSS customers' safe and efficient use of the NAS.

There are currently a total of 61 AFSS facilities, 58 of which are included in this competition, across the continental U.S., including Hawaii and Puerto Rico.

#### 2.3.1 AFSS Mission Statement

The mission of AFSS is to provide customer oriented, value-added services through the collection, processing and delivery of aeronautical and meteorological related information to promote safe and expeditious flight.

#### 2.3.2 Customers

AFSSs provide a range of flight services to a diverse group of customers and internal users including:

- Airline transport, commercial, private, student, and recreational pilots;
- Military, air taxi, and on-demand charter Part 135 operators;
- Domestic and international aviation interests;
- FAA organizations;
- Federal, state, and local governments; and
- Public safety and law enforcement agencies

### **2.3.3 Services**

The services identified under this contract were derived from a functional review of the services provided by the 58 AFSSs under competition, air traffic control procedures, and other applicable FAA guidance. The services as they are currently performed are shown in TE # G-1: Activity Dictionary to Scope of Work Comparison. These services are presented in a format to help the SP better understand the current AFSS operating environment and associated workload. This format is not intended to influence the SP's proposed approach to delivering services within this contract.



## SECTION 3: SCOPE OF WORK

This section describes the services that shall be performed by the SP. The SP will be expected to achieve the outcomes described in this section and meet the performance standards defined in TE # D-1: Performance Requirements Summary (PRS). The SP shall provide all personnel, equipment, materials, supervision, and other items and services necessary to perform all tasks and functions as defined in this contract, except for those items furnished by the Government.

### 3.1 Summary of Expectations

#### 3.1.1 Adherence to Directives

The SP shall perform the duties of this contract and meet the contract requirements IAW existing governing policies, orders, methodologies, procedures and regulations regarding the delivery of flight services herein referred to as directives—Please Refer to the ~~Technical Library~~ TE # G-2 Technical Library for a list of ~~existing-existing~~ governing policies, orders, methodologies, procedures and regulations. There are numerous mandatory directives including FAA Order 7110.10, Flight Service.

#### 3.1.2 Provision of Flight Services

The SP shall provide flight services, specified in this contract, on a continual, 24 hours a day and seven day per week basis, unless otherwise specified.

### 3.2 Specific Tasks

Services included in this section are delineated into one of four categories: Preflight Services, Inflight Services, Operational Services and Special Services. The SP shall provide services as needed, regardless of categorization. The categorization of the requirements is not intended to imply any structure or staffing concept for the proposed organization and architecture. All services are currently performed at the existing AFSS facilities.

#### 3.2.1 Preflight Services

The SP shall provide preflight services to customers prior to aircraft departure. These services provide customers with meteorological, aeronautical and other coordination information for planning a safe and efficient flight. Delivery of these services includes consideration of type of aircraft, type of flight, pilot qualifications and special needs.

##### 3.2.1.1 Preflight Information Services

The SP shall provide meteorological and aeronautical information to assist customers in making informed decisions regarding their intended flight.

##### 3.2.1.1.1 Standard Meteorological Information Services

The SP shall provide general meteorological information to customers.

Examples include the dissemination of:

- Current weather conditions
- Forecasted weather conditions
- Adverse weather conditions

### 3.2.1.1.2 Standard Aeronautical Information Services

The SP shall provide general aeronautical information to customers.

Examples include the dissemination of:

- Customs information
- High density traffic warnings
- Gateway information
- Special event information
- Overdue aircraft announcements
- National Security information
- Notices to Airmen (NOTAM)
- Air Traffic Control (ATC) Delays/Flow control
- International flight information

### 3.2.1.1.3 Customized Meteorological Information Services

The SP shall provide customers with directly-usable, flight specific, meteorological information incorporating individual aircraft performance characteristics, pilot qualifications, and planned/alternate routes of flight.

Examples include the dissemination of:

- Adverse weather conditions
- Synoptic weather conditions
- Weather observations and forecasts
- Interpretation of Radio Detection and Ranging (RADAR) and satellite imagery
- Weather observations and forecasts
- Winds aloft information
- Pilot Weather Reports (PIREPs)

### 3.2.1.1.4 Customized Aeronautical Information Services

The SP shall provide customers with directly usable, flight-specific, aeronautical information incorporating individual aircraft performance characteristics, pilot qualifications and planned/alternate routes of flight.

Examples include the dissemination of:

- Customs information
- NOTAMs
- Metric, temperature, and time conversions
- National Security information
- ATC Delays/Flow control
- Waiver requirements
- International Flight Information

### 3.2.1.1.5 Special Use Airspace Services

The SP shall assist the customer in the coordination of flight involving special use airspace.

Examples of special use airspace are:

- Air Defense Identification Zone (ADIZ)
- Washington D.C. Metropolitan ADIZ
- Flight Restriction Zone (FRZ)
- Temporary Flight Restrictions (TFR)
- Military Operations Area (MOA)
- Military Training Route (MTR)
- Prohibited Area
- Restricted Area

### 3.2.1.2 Flight Planning Services

The SP shall provide flight planning services.

Examples of flight planning services include:

- Coordinate flight plans
- Obtain clearances, authorizations, and airport reservations
- Notify customer of traffic management programs

### 3.2.1.3 Flight Plan Filing Services

The SP shall receive, accept, modify and file flight plans. This service may include correcting, formatting and modifying a flight plan to conform to preferred, weather avoidance, flow control or other special routings.

#### 3.2.1.3.1 Instrument Flight Rules Flight Services

The SP shall receive, accept, modify and file Instrument Flight Rules (IFR) flight plans into the appropriate ATC system.

Examples of services associated with IFR flight plans include:

- Align preferred routing requests
- Process FRZ operation waivers
- Provide International Civil Aviation Organization (ICAO) information
- Process other operational waivers
- Coordinate diplomatic clearances

#### 3.2.1.3.2 Visual Flight Rules Flight Services

The SP shall receive, accept, format and process Visual Flight Rules (VFR) flight plans.

Examples of services associated with VFR flight plans include:

- Providing ICAO information
- Disseminating Defense Visual Flight Rules (DVFR) information
- Transmitting flight plans to the appropriate departure and/or destination tie-in facility
- Assisting with route planning
- Assisting with weather avoidance
- Coordinating assumed departures
- Processing FRZ operation waivers
- Processing U.S.-CAN-U.S. round-robin flight plan waivers
- Processing other operational waivers
- Coordinating diplomatic clearances

#### 3.2.1.4 Solicit and Process Pilot Weather Reports

The SP shall solicit, classify, format, and disseminate PIREPs.

## 3.2.2 Inflight Services

The SP shall provide inflight services to customers during flight. These services provide customers with meteorological, aeronautical and other coordination services, such as relay of ATC clearances, advisories,

or requests, for conducting a safe and efficient flight. Providing these services requires consideration of type of aircraft, type of flight, pilot qualifications, and special needs and conditions.

### 3.2.2.1 Inflight Information Services

The SP shall provide meteorological and aeronautical information to pilots during flight to assist them in making informed decisions regarding their flight. Information provided will enable pilots to maintain an awareness of current and forecasted conditions, as well as the status of the NAS.

#### 3.2.2.1.1 Standard Meteorological Information Services

The SP shall provide general meteorological information to pilots.

Examples include the dissemination of:

- Current weather conditions
- Forecasted weather conditions
- Adverse weather conditions

#### 3.2.2.1.2 Standard Aeronautical Information Services

The SP shall provide general aeronautical information to pilots.

Examples include the dissemination of:

- Customs information
- High density traffic warnings
- Gateway information
- Special event information
- Overdue aircraft announcements
- National Security information
- NOTAMs
- ATC Delays/Flow control
- International flight information

#### 3.2.2.1.3 Customized Meteorological Information Services

The SP shall provide pilots with directly usable, flight specific, meteorological information incorporating individual aircraft performance characteristics, pilot qualifications and planned/alternate routes of flight.

Examples include the dissemination of:

- Adverse weather conditions
- Synoptic weather conditions
- Weather observations and forecasts
- RADAR and satellite imagery interpretation
- Winds aloft information
- PIREPs

#### 3.2.2.1.4 Customized Aeronautical Information Services

The SP shall provide pilots with directly-usable, flight-specific, aeronautical information incorporating individual aircraft performance characteristics, pilot qualifications and planned/alternate routes of flight.

Examples include the dissemination of:

- Customs information
- NOTAMs
- Metric, temperature, and time conversions
- ATC system information
- National Security information
- ATC Delays/Flow control
- Waiver requirements
- International Flight Information

#### 3.2.2.1.5 Special Use Airspace Services

The SP shall assist the pilot in the coordination of flight involving special use airspace.

Examples of special use airspace are:

- ADIZ
- Washington D.C. Metropolitan ADIZ
- FRZ
- TFR
- MOA
- MTR
- Prohibited Area
- Restricted Area

#### 3.2.2.2 Flight Planning Services

The SP shall provide flight planning services.

Examples of flight planning services include:

- Coordinating flight plans
- Obtaining clearances, authorizations and airport reservations
- Providing awareness of traffic management programs

#### 3.2.2.3 Flight Plan Filing Services

The SP shall receive, accept, modify and file flight plans as necessary. This service may include correcting, formatting and modifying the flight plan to conform to preferred, weather avoidance, flow control or other special routings.

##### 3.2.2.3.1 Instrument Flight Rules Flight Services

The SP shall receive, accept, modify and file IFR flight plans into the appropriate ATC system.

Examples of services associated with IFR flight plans include:

- Disseminating flight plan information
- Formatting flight plans
- Providing flight plan remarks
- Aligning preferred routing requests
- Disseminating ICAO information
- Issuing FRZ operation waivers
- Issuing other operational waivers
- Coordinating diplomatic clearances

##### 3.2.2.3.2 Visual Flight Rules Flight Services

The SP shall receive, accept, format and process VFR flight plans.

Examples of services associated with VFR flight plans include:

- Disseminating ICAO information
- Disseminating DVFR information
- Transmitting flight plans to the appropriate departure and/or destination tie-in facility
- Assisting with route planning
- Assisting with weather avoidance
- Coordinating assumed departures
- Processing FRZ operation waivers
- Processing U.S.-CAN-U.S. round-robin flight plan waivers
- Processing other operational waivers
- Coordinating diplomatic clearances

#### 3.2.2.4 En Route Flight Advisory Services

The SP shall provide En Route Flight Advisory Services (EFAS) from the hours of 6:00 AM to 10:00 PM local delivery time, seven days a week. EFAS services provide timely meteorological information with consideration given to the type of flight and the intended route of flight and altitude. The SP shall provide current and forecast weather for the route of flight and a terminal forecast at the airport of first intended landing and/or the alternate airport. When conditions dictate, the SP shall provide weather information for alternate routes and/or altitudes to assist the pilot in the avoidance of hazardous flight conditions.

Examples of EFAS Services include:

- Weather observations and forecasts
- Adverse weather conditions
- Suggested route or destination changes to avoid areas of adverse weather
- Interpretation of RADAR and satellite imagery
- PIREPs

#### 3.2.2.5 Emergency Services

The SP shall identify and respond to distress and urgency conditions and provide assistance until resolution of the situation.

Examples of services performed during an emergency include:

- Determining type of emergency
- Delivering pertinent aeronautical and meteorological information
- Coordinating assistance with impacted entities
- Assisting other Air Traffic (AT) facilities

##### 3.2.2.5.1 Pilot Orientation Services

The SP shall provide orientation services to lost aircraft, using a variety of methods, until they become re-oriented or until the aircraft no longer requires flight services.

Examples of the methods used include:

- Utilizing ATC RADAR information
- Sighting by other aircraft(s)
- Navigational Aids (NAVAIDS)
- Direction Finder (DF)
- Pilotage
- Time and Distance

### 3.2.2.6 Solicit and Process Pilot Weather Reports

The SP shall solicit, classify, format and disseminate PIREPs.

### 3.2.2.7 Search and Rescue Services

The SP shall collect and disseminate information on overdue or missing aircraft that are not on an IFR flight plan or aircraft that have lost contact while crossing a hazardous area. For other aircraft the SP shall assist other Government agencies that are primarily responsible for search and rescue, such as the U.S. Coast Guard and the U.S. Air Force.

Examples of services associated with search and rescue (SAR) include:

- Coordinate communications and physical search to locate an overdue or missing aircraft
- Alert SAR personnel regarding overdue aircraft using Hazardous Area Reporting Service

### 3.2.2.8 Airport Advisory Services

The SP shall provide airport advisory services for airports designated by the Government in TE # G-5.

Examples of information disseminated include:

- Altimeter readings
- Traffic
- Density Altitude
- NOTAMs
- Runway friction
- Favored or designated runway
- Weather
- Wake turbulence
- Braking action
- Weather Advisory Alert

## 3.2.3 Operational Services

The SP shall provide operational services including the development, translation, processing and coordination of aeronautical, meteorological and aviation information to advise, notify and/or educate customers. Operational services ensure the dissemination of aviation information to achieve continuity of operations within the NAS and protect national security.

### 3.2.3.1 NOTAM Services

The SP shall process NOTAM information and manage NOTAM elements for which the U.S. NOTAM Office (USNOF) and/or the National Flight Data Center (NFDC) do not have issuing authority.

Examples of services associated with processing and managing NOTAMs include:

- Accept, classify, format, disseminate and monitor the currency of NOTAMs
- Acknowledge, post and record FDC 91.141 TFR Presidential NOTAMs
- Maintain NOTAM authority lists and accountability logs

### 3.2.3.2 Aeronautical and Meteorological Information Processing and Dissemination

The SP shall process, modify and relay aeronautical and meteorological information to impacted parties.

Examples of this information include:

- Service A messages
- Service B messages
- Discrete transponder codes
- Change of destination messages
- IFR slot reservations
- Movement and control messages
- Customs information
- Severe weather notifications
- Operationally significant weather reports
- Special Traffic Management Program (STMP) reservation numbers
- IFR/VFR position reports
- National Weather Service (NWS)/ Central Weather Service Unit (CWSU) advisories
- Urgent Pilot Report (UUA)
- Military and air ambulance arrival notifications

### 3.2.3.3 Law Enforcement and Public Safety Support

The SP shall support and inform federal, state, and local law enforcement regarding suspicious aircraft and pilot activity.

Examples of law enforcement and public safety support services include:

- Notifying law enforcement of AFSS contact with stolen aircraft
- Responding to law enforcement inquiries
- Receiving and responding to Unidentified Flying Object (UFO) reports
- Reporting suspected drug and alcohol impaired pilots
- Monitoring/updating stolen aircraft list

#### 3.2.3.3.1 Customs and Border Protection Flight Plan Information Dissemination

The SP shall notify U.S. Bureau of Customs Border Protection of flight plans filed when required.

Examples of Customs and Border Protection Flight Plan Information Dissemination include:

- Inbound from Bahamas
- U.S. – Mexico – U.S. flights
- Transponder beacon code assignments
- Upon request

### 3.2.3.4 National Security

The SP shall support aviation activities pertaining to national security IAW current national security restrictions and guidance. This support may include monitoring and reporting of suspicious activity that could constitute a threat to national security.

#### 3.2.3.4.1 National Security and Sensitive Information Handling

The SP shall protect national security and sensitive information and release to authorized parties as directed by the Government and as addressed in FAA Order 1600.2, *Safeguarding Controls and Procedures for Classified National Security Information and Sensitive Unclassified Information*.



#### 3.2.3.4.2 Presidential and VIP Movements

The SP shall provide assistance as requested by U.S. Secret Service for presidential and other VIP activity.

#### 3.2.3.4.3 Special Military Operations

The SP shall disseminate special security instructions and authorize usage of the NAS IAW FAA Order 7610.4, *Special Military Operations* during defense emergency and air defense emergency conditions, as directed by the Government.

#### 3.2.3.5 Data and Voice Recording

The SP shall record AFSS communications and maintain these recordings IAW FAA Order 7210.3, *Facility Operations and Administration*.

#### 3.2.3.6 Back-up Services

The SP shall provide scheduled and unscheduled back-up services for AT facilities. These include providing services in response to declared operational emergency situations.

Examples of these services include:

- Supporting AT contingency plans
- Coordinating with other ATC (federal and non-federal) facilities
- Handling clearance coordination
- Ensuring receipt of flight plans transmitted
- Assisting Air Route Traffic Control Centers (ARTCCs) in search for overdue or missing IFR aircraft
- Assisting with flight data processing
- Assisting emergency service providers
- Monitoring Common Traffic Advisory Frequency (CTAF)
- Guarding Service B message traffic
- Providing alternative frequency coverage

### 3.2.4 Special Services

The SP shall provide special services as directed by the Government.

#### 3.2.4.1 Education and Outreach

The SP shall provide aviation education information to designated parties as directed by the Government.

Examples of education and outreach services include:

- Maintaining user-oriented website
- Conducting facility tours and training briefs
- Distributing aviation education materials
- Supporting internal FAA sponsored activities
- Participating in local aviation education programs sponsored by civic, educational, and aviation organizations

#### 3.2.4.2 Special Events

The SP shall perform special event support services as directed by the Government. The SP shall submit

a Special Event Plan Contract Data Requirements List (CDRL) (CDRL 001) to the Government. The Special Event Plan shall include planning necessary for the event, the activities to be performed, and the expected level of support from the SP.

The SP shall be responsible for all support prior to the event, the day(s) of the event and any post-event activities that may result from the event. This includes set up and break down of equipment, coordination with event staff and any other activities that directly result from participation in the event. The SP shall submit a Special Event Report (CDRL 002) to the Government that states the total resources used for the event. The report shall also list the activities performed before, during, and after the event.

The SP may make requests to the Government, for consideration, to support additional events.

Examples of special events services include:

- Providing personnel needed to support special aviation events
- Setting up and securing equipment
- Maintaining and configuring systems necessary in the performance of these special events

## SECTION 4: GENERAL REQUIREMENTS

### 4.1 Program Management

#### 4.1.1 Program Management Office

The SP shall establish a Program Management Office and perform Program Management to support and manage flight services throughout the life of the contract.

#### 4.1.2 Program Management Plan

The SP shall develop and deliver a Program Management Plan (PMP) (CDRL 003). The PMP describes the SP's overall strategy and approach to managing the AFSS activities under this contract. It also provides details on management processes, organization design, and roles and responsibilities of key personnel and teammates. In addition, the PMP shall include communication channels to be used internally and externally and general philosophy on subcontractor management, risk management, planning and scheduling, and training. The SP shall submit updates as required to document program management changes.

#### 4.1.3 Key Personnel

The SP shall designate key personnel who will be responsible for the performance of the contract.

##### 4.1.3.1 Program Manager

The SP shall designate a Program Manager (PM), who will be responsible for the overall performance of the contract. The name of this employee and selected alternate(s), who will act on behalf of the SP in the absence of the PM, shall be designated in writing and provided to the Government. The PM shall have at least 5 years of general supervisory experience managing projects of this size and scope.

The PM shall be the SP's authorized representative for the technical and administrative performance of all services required under this contract. The PM shall be the first Point of Contact (POC) for administrative questions and difficulties that arise related to this contract. The PM shall be the primary contact through which communications, work assignments, and technical directions flow between the Government and the SP. The SP shall assign a representative to act in the absence of the PM.

The PM shall be available during normal hours of operation (8:00 AM to 5:00 PM, EST) to plan, direct, and control the overall management and operational functions specified herein. The PM shall provide the necessary level of contract management and administrative oversight necessary to achieve the requirements of this contract.

##### 4.1.3.2 Operations Manager

The SP shall designate Operations Manager(s) (OM) with operational experience and functional knowledge of AFSS-type operations responsible for planning, programming, administration, management, supervision of operations and execution of activities for each facility. The SP shall ensure that an OM, or designated alternate, is available for each facility during hours of operation. The OM(s) shall have a minimum of five years of AFSS-type experience providing weather briefings, flight dispatching, flight-plan filing, or other aviation related dissemination services.

#### 4.1.3.3 Information Systems Security Officer

The SP shall designate an information systems security officer responsible for ensuring information security for AFSSs and associated systems. The SP shall ensure that the information systems security officer, and alternates, comply with the responsibilities and duties identified in directives.

#### 4.1.3.4 Facility Security Coordinator

The SP shall designate a Facility Security Coordinator responsible for interfacing with the Government's regional Servicing Security Element and administering the Facility Security Management Program as outlined in FAA Order 1600.69, *Facility Security Management Program*.

#### 4.1.3.5 Medical Review Officer

The SP shall designate a Medical Review Officer (MRO) approved by the Government to review medical test results IAW 14 CFR Part 121.

### 4.1.4 Records Management

The SP shall create and maintain files that document the processing of work and other associated information pertaining to work performed under this contract.

Examples of files include records, documents, desk guides, and working papers. The SP shall maintain files in chronological order by subject and be complete, including all referenced attachments, enclosures and/or exhibits.

The Government retains ownership of all files, concerning the processing of work and other associated information pertaining to this contract, the SP collects and maintains. In the event of default, or non-performance, the Government will have access to all records to ensure mission support is not interrupted. Upon completion of the contract, the SP shall turn over all such records to the Government.

### 4.1.5 Workload and Performance Data

The SP shall collect, analyze, and report all necessary data to track workload associated with the performance of this contract. They shall also collect, analyze, and report all necessary data to track performance of this contract. The SP shall document the process and procedure for collecting each element in the Workload and Performance Data Collection Plan (CDRL 004) for approval by the Government.

The SP shall develop and implement a workload and performance data collection system to provide increased insight into the extent and quality of services being provided by the SP. The SP shall submit a Workload and Performance Data Collection Report (CDRL 005) that reflects workload performance information in direct response to the Workload and Performance Data Collection Plan.

### 4.1.6 Board of Performance and Cost Review

The SP shall join with the Government to ensure safe and efficient flight, form a partnership to ensure continuity of performance outcomes, and promote cost efficiency of flight services through the Board of Performance and Cost Review (BPCR).

The BPCR will hold its inaugural meeting during the Phase-In Period. During the remainder of the Phase-In Period the SP may request additional meetings, which will occur at the discretion of the Government. The BPCR will meet bi-monthly during the Transition Period and quarterly thereafter, unless requested by the Government or the SP. The meetings shall take place at an FAA designated site and will serve as the primary communication link between the FAA and the SP in regard to performance under this contract. The SP shall present all Value Engineering Change Proposals (VECPs), NAS Change Proposals (NCPs), and Operational Change Proposals (OCPs) to the Government at these meetings, with copies provided to the Government 30 days in advance. The SP shall also notify the Government of any Engineering Change Proposal (ECPs) that have been introduced into the SP's architecture since the previous BPCR. The SP shall provide status and performance reporting on all transition related activities and schedule.

#### 4.1.6.1 NAS Change Proposals

The SP shall submit an NCP (CDRL 006) for all proposed changes or modifications to the AFSS architecture, systems, equipments, interfaces, facility configurations or documentation that affect or impact the interfaces to NAS systems. The NCPs will then be forwarded by the Government to the Configuration Control Board (CCB) for approval. The NCP shall provide the cost, schedule, benefits and other pertinent information necessary for a decision by the CCB. If a new or modified Interface Requirements Document/Interface Control Document (IRD/ICD) is required as part of the NCP, the SP shall submit the IRD/ICD as part of the NCP. The NCP should include any test and evaluation plans for system or equipment modifications. All NCPs and configuration management shall be consistent with FAA Order 1800.66, *Configuration Management Policy*. The SP shall not implement the NCP prior to approval by the Government.

IRDs/ICDs provide the requirements for interfaces between systems and equipment. The IRD provides the high level requirements for the interface. The ICD provides the details of the technical interface, including physical, electrical, electronic, data format, and content information. The IRD and/or ICD is submitted (CDRL 006) as part of the NCP approval process.

#### 4.1.6.2 Operational Change Proposals

The SP shall perform the duties of this contract and meet the contract requirements IAW directives regarding the delivery of flight services. The SP shall identify potential process improvements designed to improve service to customers and reduce costs, thereby promoting a more efficient service. During the execution of this contract, if the SP determines that a current directive restricts efficient delivery of the flight services, the SP shall submit an Operational Change Proposal (OCP) (CDRL 007) to the Government for review and approval. Once the OCP has been reviewed and approved, the SP shall implement the change. Refer to the Technical Library for a list of existing governing policy, orders, methodologies, procedures and regulations.

#### 4.1.6.3 Value Engineering Change Proposals

The SP shall submit a VECP (CDRL 006) for any proposed changes or modifications to the existing or proposed AFSS architecture, systems, equipments, processes or procedures that can potentially result in savings to the SP and the Government. The VECP shall include the associated NCP or OCP, as appropriate.

#### 4.1.6.4 Engineering Change Proposals

The SP shall notify the Government of any ECPs that have been introduced into the SP's architecture for

any changes or modifications in equipment in accordance with the SP Configuration Management (CM) Program. The ECP shall also include any test and evaluation reports for all new systems or system modifications.

#### 4.1.6.5 Contract Status Reports

The SP shall submit a Contract Status Report (CDRL 008) at each BPCR. The Contract Status Report documents the status of the SP's effort towards meeting PWS requirements and achieving acceptable performance levels (APLs). It identifies accomplishments to date, difficulties encountered, and resources expended for each PWS requirement and APL.

#### 4.1.6.6 Letters of Agreement

During the performance of this contract the SP shall develop new Letters of Agreement (LOA), or modify existing LOAs (CDRL 025). New or modified LOAs shall be submitted to the Government for consideration and approval at the BPCR meetings. The SP shall also notify the Government of any LOA to be discontinued at these meetings. The SP shall also respond to a Government request to revise or establish an LOA.

#### 4.1.6.7 Transition Reporting

The SP shall provide status and performance reports on all transition related activities and schedule. The SP shall provide status on planned activities, issues encountered in completing activities, deviations from planned schedule, risks to completion of planned activities on schedule and by activity and mitigation plans addressing each risk.

#### 4.1.6.8 Meetings and Conferences

The Government reserves the right to call a meeting at any point in time during the performance of this contract. The SP shall comply with requests by providing qualified personnel at meetings and conferences. The SP shall provide technical support at BPCR meetings and FAA Regional and National conferences. The SP shall develop a Meeting Agenda (CDRL 009) along with presentation materials and document the results of meetings through Meeting Minutes (CDRL 010). Copies of all presentation materials shall be provided to all Government representatives at all meetings.

## **4.2 Service Provider Personnel Requirements**

The SP shall provide a sufficient number of personnel, possessing the skills, knowledge, certification, training and background investigation as described below to satisfactorily perform the services under this contract.

### **4.2.1 Personnel Conduct**

SP personnel shall conduct themselves in a manner that does not pose an actual or potential threat to the security and mission of the FAA, FAA supported activities, or the health and safety of Government or SP personnel. The SP shall abide by internal procedures to remove SP personnel that pose an actual or potential threat to the maintenance of health, welfare, morale, security of Government and the populace and customers thereof.

The SP shall remove from the job site personnel the Government deems necessary for reasons of

misconduct, security infractions, or being found to be under the influence of alcohol, drugs or any other incapacitating agent. SP personnel shall be subject to removal upon determination that such action is in the best interest of the Government.

#### 4.2.2 Operational Personnel

The following requirements apply specifically to the SP's operational personnel performing work under this contract. Operational personnel are defined as those individuals performing the functional services under this contract detailed in Section 3: Scope of Work. ~~Incumbent operational personnel are considered to have met the all personnel requirements included in this section. Future operational~~ ~~Incumbent operational personnel~~ hired by the SP to perform work under this contract, ~~or incumbent operational personnel~~, who have not maintained currency and can provide appropriate documentation, ~~shall meet the employment~~ ~~be considered to have met the~~ requirements stated below.

##### 4.2.2.1 Citizenship Requirements

Operational personnel shall be either native-born or naturalized U.S. citizens. The Government may allow for exception if there are an insufficient number of well-qualified applicants or in an emergency.

##### 4.2.2.2 Employee Communication Requirements

Operational personnel shall be able to understand, read, and write English and shall speak English without impediment of speech.

##### 4.2.2.3 Employee Health Requirements

Operational personnel shall adhere to all medical requirements and responsibilities IAW 3930.3 - *Air Traffic Control Specialist Health Program*.

##### 4.2.2.4 Entry-Level Employee Education Requirements

Entry-level employees shall have a minimum of a Bachelor's degree at an accredited college or university prior to performing work under this PWS. Three years of general work experience is an acceptable substitute for the Bachelor's degree requirement.

The SP shall ensure that entry-level personnel have received air traffic control training consistent with 3120.4 *Air Traffic Technical Training* at the FAA Academy or other Government approved curriculum prior to performing work under this contract. Training shall include familiarization with FAA and AFSS organizational structure, functions, directives, aircraft and pilot requirements and characteristics, air traffic control system, and aviation industry. This training must include classroom instruction, and workshop exercises relating to flight services and necessary for the personnel to perform their functional responsibilities.

##### 4.2.2.5 NWS Certification

Operational personnel providing meteorological information to pilots shall possess a valid Certificate of Authority IAW National Weather Service Instruction 10-809, *Support to Federal Aviation Administration Pilot Weather Briefing Facilities*. Operational personnel performing these services shall obtain required licensing and certification prior to performing work under this contract and shall maintain the proper licensing and certification while performing work under this contract

#### 4.2.2.6 EFAS Certification

Operational personnel providing EFAS services shall be certified to perform flight watch duties IAW 7110.51, *En Route Flight Advisory Service*. Operational personnel performing these services shall be licensed and certified prior to performing work under this contract and shall maintain the required licensing and certification while performing work under this contract.

#### 4.2.2.7 Training Program

The SP shall implement a Training Program Plan (CDRL 011) IAW 3120.4 *Air Traffic Technical Training*. The Training Program Plan will outline the SP's approach to providing the skills and experience necessary to perform flight service functions. The Training Program Plan will also identify on-the-job and recurring training components. The intent of the training program is to prepare new employees to meet certification requirements and to prepare all employees to maintain their certifications.

#### 4.2.2.8 Drug and Alcohol Testing

The SP shall implement drug and alcohol testing programs IAW 14 CFR Part 121, Appendix I (Drug Testing Program) & J (Alcohol Misuse Prevention Program) for Private Sector/Public Reimbursable or IAW with FAA directives for the Public Sector.

##### 4.2.2.8.1 Drug and Alcohol Testing Records

All drug and alcohol test results shall be made available to the Government, upon request. Positive drug and alcohol test results shall be retained by the MRO for a minimum of five years. All test results will be retained by the MRO for the duration of the individual's employment.

Drug and alcohol test records include copies of the custody and control forms, medical interviews, documentation of the basis for verifying negative test results that are confirmed positive by the laboratory and any additional documentation concerning the MRO's verification process.

The SP shall release information regarding an employee's drug testing results, evaluation or rehabilitation to authorized parties IAW 49 CFR Part 40.

### **4.3 Quality Management Program**

The SP shall implement a Quality Management Program that addresses all aspects of Quality Assurance and Quality Control necessary for the SP to meet service requirements specified in the PWS and performance measures established in the Performance Requirements Summary (PRS). The SP's Quality Management Program shall provide for the organization, resources, processes, methods, and tools for:

- Collecting and analyzing performance data
- Tracking, documenting, and reporting performance for all functions and services
- Identifying non-compliance of the requirements of the PWS and the performance objectives of the PRS
- Identifying, developing, and implementing preventive, corrective and remedial actions on a systemic and individual basis for the performance deficiencies identified

The QMP shall also address the methods and tools for identifying customer needs, monitoring satisfaction



and implementing customer service improvements.

The SP's Quality Management Program shall be documented in a Government approved Quality Management Plan (QMP) (CDRL 012). The SP shall ensure that the QMP is consistent with ISO 9000:2000.

#### **4.4 Other Applicable Regulations, Codes, and Standards**

All work performed under this contract shall be conducted IAW applicable Occupational Safety and Health Administration (OSHA), Environmental Protection Agency (EPA), National Fire Protection Association (NFPA), federal, state, and local regulations, codes and standards.

#### **4.5 Security**

##### **4.5.1 Facility Security Plan**

The SP shall establish and implement a Facility Security Plan (CDRL 013) IAW the requirements identified in FAA Order 1600.69, *Facility Security Management Program*. The SP shall submit this plan to the Government for approval. The SP shall update the plan when changes are necessary.

The Facility Security Plan establishes management and employee procedures used to provide facility security for the AFSS facilities and property in the possession of the SP, including Government Furnished Facilities (GFF), used to accomplish tasks described in this contract. While a boilerplate or template plan may be used, the Facility Security Plan will need to represent the specific security needs for each AFSS facility. The approved plan becomes the operating guide for the facility's security management program. The SP will be subject to unannounced facility security inspections by the Government where compliance with the approved Facility Security Plan will be evaluated.

##### **4.5.2 Background Investigation**

The SP shall perform a preliminary background investigation on all operational personnel that includes a criminal and credit history check. The names of those prospective employees with satisfactory criminal and credit histories shall then be submitted to the Government for background security investigations. In addition, all operational personnel shall be subject to educational and work history background investigations by the Government

##### **4.5.3 Personnel ID Requirements**

SP personnel shall comply with Government approved Facility Security Plan (CDRL 013) regarding personnel identification.

##### **4.5.4 Sensitive Information**

The SP, in coordination with the Government, shall prevent the unauthorized dissemination of sensitive information. The SP shall disseminate safeguarded information of a sensitive or proprietary nature to only authorized parties. Such information may entail Sensitive Unclassified Information (SUI), For Official Use Only (FOUO), Sensitive Security Information (SSI), or any other designator assigned by the Government to identify unclassified information that may be withheld from public release. The Freedom of Information Act (FOIA) provides in exemptions 2 through 9, the guidelines for withholding sensitive, unclassified information from the public and protecting such information from unauthorized disclosure.

Section 552a of Title 5, United States Code (the Privacy Act) identifies information, which if subject to unauthorized access, modification, loss, or misuse could adversely affect the national interest, the conduct of Federal programs or the privacy to which individuals are entitled. Additionally, the provisions of PWS Section 3.2.3.4.1, National Security and Sensitive Information Handling, apply.

The SP shall ensure that all SP personnel having access to sensitive information are fully aware of the special security requirements involved and shall maintain records of the names of all SP personnel who have had such access. If access to classified information is required, then The National Industrial Security Program Operating Manual, DOD 5220.22-M; FAA Order 1600.72, *Contractor and Industrial Security Program*; FAA Order 1600.73, *Contractor and Industrial Security Program Operating Manual* apply, and the provisions of PWS Section 3.2.3.4.1 as identified above.

#### **4.5.5 Information Technology Security**

IAW the Computer Security Act of 1987 and OMB Circular A-130, the Government must ensure that all information systems are protected from threats to confidentiality, integrity and availability. For this contract, compliance means that information system security measures must be assessed, evaluated, and enhanced, as required, for successful certification and authorization (C&A) to occur.

The SP shall be in compliance with the security requirements specified in this contract and other related FAA Orders and Notices that support the activities necessary to sustain AFSS certification and authorization by the Government IAW FAA Order 1370.82, *Information Systems Security Program*. The FAA Information Systems Security Program Handbook may be used for guidance.

##### **4.5.5.1 Information Systems Security**

The SP shall provide protection, including necessary training, for all AFSS information systems that is commensurate with the risk and magnitude of harm resulting from the loss, misuse, unauthorized access, deletion, creation, or modification of information for all information collected, processed, transmitted, stored, disseminated or otherwise used to provide flight services. Information systems used by or for the SP to provide flight services shall provide confidentiality and availability of information, data integrity, and authenticity capability, including protection from attacks that cause denial of service, gradual degradation of service, and the introduction of false or misleading data into the NAS.

The SP shall develop an Information Systems Security Plan (CDRL 014), which shall outline an approach for providing information systems security that demonstrates an understanding of system risks, threats, vulnerabilities, and mitigation issues. Upon contract award, all Government furnished information technology (IT) systems requiring certification and authorization will have a Security Certification and Authorization Packages (SCAP) on record. Not all remediation issues identified in the SCAP will have been done. The Government will perform an annual review with the SP to determine current risk and whether remediation will be required. The SP assumes all responsibility for potential remediation deriving from SP changes to the AFSS.

The SP shall integrate system security in related system-level documents (e.g., architecture, system specification, system trace-down matrix, trouble reports, user and training manuals). The SP shall accomplish the following steps, as a minimum, to ensure the physical and operational security of the AFSS:

- Support the Government in maintaining a security risk assessment throughout the period of contract performance
- Conduct a trade-off analysis of recommended security controls to determine their effectiveness and

impact on operations and maintenance based upon a security risk assessment and obtain Government approval of findings

- Implement information security as a part of the system design using qualified security engineering personnel and based on generally accepted federal design principles such as layered security, minimizing elements requiring trust, and keeping security mechanisms simple and well-structured implementations
- Document system security rules (i.e., security policies enforced by the system(s))
- Apply Government identified security guidance for configuring commercial products (e.g., the SysAdmin, Audit, Network, and Security Institute, the National Institute of Standards and Technology (NIST), and the National Security Agency (NSA) offer potentially suitable commercial product configuration guides)
- Remove system artifacts (e.g., backdoors) that circumvent integrated system security prior to system acceptance, unless the Government approves retention
- Maintain applicable up-to-date software security patches
- Detect and remove known malicious code throughout the period of contract performance with periodicity approved by the Government
- Test integrated system security in accordance with a Government approved security test plan for the specified system(s)
- Report immediately to the Government security incidents, document resolution in routine program reports, and obtain Government approval prior to closing incidents
- Protect against unauthorized access (i.e., unique identifier for authorized access, authentication, functional access limitations, detection of repeated unsuccessful attempts to gain access).
- Maintain an Information Systems Security (ISS) audit capability (i.e., record all access attempts in security log with time, date, and entity identifier; preserve security audit log at least 90 days; prevent modification of security audit log; record malicious code detections; record all attempts to violate system security policies; record privileged access activities; provide Government approved audit review mechanisms).
- Disclose sensitive data only to authorized entities
- Protect against malicious code (e.g., detection capability, mitigation, maintenance of current detection mechanisms, detection alert notifications)
- Ensure recovery measures from security incidents (e.g., access control and audit features operational at any restart, system security features operational prior to placing in service)
- Allow for performance of security management
- Protect from legacy systems operating at different level of security

#### 4.5.5.2 Vulnerability Assessment

The SP shall provide the Government with Vulnerability Assessments (CDRL 015) that identify all possible modes of operation of the proposed AFSS architecture and the individual systems that comprise it, their consequences, and their implications for maintaining secure operations. This documentation shall also identify procedures and plans that enable the Government to test the security of the AFSS during operations. Possible modes of operation shall include those that occur following failure or operational error. The documentation shall also include the means of identifying and testing for new and/or additional vulnerabilities that appear during the operational life cycle of the flight services and AFSS systems.

## 4.6 Configuration Management

The SP shall develop, implement, and maintain a CM program, which details the processes for identifying, controlling, and maintaining CM for hardware, software, firmware, engineering/commercial

documentation and service-related components of the directives. CM of NAS systems, facilities and interfaces must be consistent with FAA Order 1800.66, *Configuration Management Policy*.

## **4.7 Test and Evaluation Program**

The SP shall establish a test and evaluation program, consistent with FAA Acquisition Management System (AMS) or industry standards, for all new systems or modifications to systems prior to implementation to support the requirements of this contract. The test and evaluation program shall address the provision of flight services, interfaces to the NAS, and/or customers.

### **4.7.1 System Test and Evaluation**

The SP shall submit test and evaluation plan(s) and procedures as part of an NCP (CDRL 006) or OCP (CDRL 007) for approval by the Government. The SP shall ensure that changes to AFSS systems, facilities, and flight services meet the requirements of the contract and that implementation of these changes do not degrade interfaces to other NAS systems or result in degradation of flight services. The Government will determine the operational suitability of changes that affect the provision of flight services, interfaces to the NAS, and/or customers.

The SP shall conduct detailed testing to verify that all modifications or additions to the Government Furnished Equipment (GFE) or SP-furnished systems or equipment are compliant with NAS design and functional interface specifications (e.g., security requirements). Testing shall follow the Government approved test and evaluation plan(s) and test and evaluation procedures. Test procedures may be individually developed per test activity or be a component(s) of an overall plan implemented repeatedly as the article(s) under evaluation dictates. Deviations from the plan and/or procedures shall be subject to Government approval. The SP shall provide a Test and Evaluation Report (CDRL 016). The Government reserves the right to observe all testing, and also reserves the right to approve or disapprove the test and evaluation report.

### **4.7.2 Critical Operational Issues**

The SP test and evaluation program shall ensure that the operational requirements can be met and resolved via the following Critical Operational Issues (COIs):

- COI 1: Does the system provide the necessary services and functions to support safe and efficient operation of the NAS with at least the same effectiveness as the current system(s)?
- COI 2: Does the system interface and operate with existing equipment and systems (e.g., NWS, other ATC facilities, and display systems) without degradation of system effectiveness?
- COI 3: Does the system impact any NAS system, subsystem, network, or facility when the SP furnished system is out of service?
- COI 4: Does the system have the reliability, maintainability, and availability to provide for essential services equivalent to the current system or consistent with approved changes?
- COI 5: Does the system design and site adaptation procedure(s) allow the system to be transitioned and adapted safely and expeditiously for all sites to which it will be deployed?
- COI 6: Does the system provide the necessary hardware and software maintenance and necessary logistics services that support ATC operations without disruption?

## **4.8 Design Considerations**

### **4.8.1 System Design**

The SP shall implement and maintain system architecture for the provision of flight services. The architecture shall incorporate various SP provided systems in combination with systems that are provided by the Government. The SP shall use the requirements of the NAS Requirements (NAS-SR-1000) as a basis for overall AFSS system performance requirements. The SP shall be responsible for ability of the resultant architecture in meeting the requirements of TE #: D-1 Performance Requirements Summary.

#### **4.8.2 Flight Services Availability**

The SP shall ensure that services are continuously available to customers of flight services on a 24 hour/day, 7 day/week basis to support the Performance Requirements identified in TE # D-1: Performance Requirements Summary. The SP shall notify and receive approval from the Government in advance of any planned interruptions in the performance of flight services and notify the Government immediately when any unplanned service outages of one (1) minute or longer occur. Service outages, including any outages caused by mandatory GFP, shall be documented in maintenance logs based upon the SP Maintenance Program and reported to the Government, in accordance with Service Outage Report (CDRL 017).

### **4.9 Other General Information**

#### **4.9.1 Service Provider General Certifications, Licenses and Permits**

The SP shall obtain all necessary certifications, licenses and permits required for performance of work contained in this contract IAW the applicable regulations listed in the Technical Library. Certifications, licenses and permits shall comply with all applicable federal, state, and local laws and regulations. Such documents shall be kept on file for the SP and shall be provided upon request to the Government within five business days of a request. The SP shall recertify IAW the applicable regulations listed in the Technical Library.

#### **4.9.2 Inspection by Government Agencies**

The SP shall provide access to GFP and cooperate with visiting personnel conducting official inspection visits or surveying facilities. The SP shall be subject to facility and building maintenance inspections on a no-notice basis for all Government Furnished Facilities. Safety and occupational health officials, environmental engineers, fire inspectors, and other authorized parties shall be allowed to conduct surveys, studies, and inspections of maintenance operations for buildings and facilities at all reasonable times.

The SP shall notify the Government of planned visits, investigations, or corrective actions required by federal, state, and local agencies. The SP shall notify the Government within 30 minutes of unannounced arrival of any regulatory agency at any FAA facilities operated by the SP. Following the inspection, the SP shall submit a Facility Visit and Inspection Report (CDRL 018) to the Government.

Notice of Violations (NOVs) and/or citations against the SP for noncompliance with an applicable standard is a matter for resolution between the SP and the regulatory agency. Fines or penalty charges associated with NOVs and citations issued by federal, state, or local officials due to non-compliance, faulty operation, maintenance, or disposal practices, on the part of the SP, shall be solely borne by the SP. Violations or unsatisfactory conditions cited by regulatory agencies shall be corrected within the prescribed timeframe at the SP's expense. Failure to adequately maintain building and facility areas shall result in the immediate termination of operations in the affected area. Although termination of operations in an area may adversely affect the SP's performance, terminations of operations based on failure to

adequately maintain building and facility areas will not be considered a substantial basis for an equitable adjustment.

The Government will notify the SP of any recommendations or evaluations that reveal actual or potential maintenance deficiencies that require action. SP personnel shall be instructed to notify their immediate supervisor of any potential maintenance deficiencies.

#### **4.9.3 Safety Assessments**

The SP shall perform safety risk management in the provision of services under this contract. The safety risk management process shall be consistent with Attachment J.1.1: Safety Risk Management. The SP shall ensure that all changes to systems, procedures, operations, or personnel qualifications, including the addition of new systems, that could have a safety effect in the NAS, are evaluated for safety risk. All NAS safety implications shall be documented in the Safety Risk Management Document (CDRL 019), which shall be submitted with all change proposals.

#### **4.9.4 Fraud, Waste and Abuse**

The SP shall be responsible for maintaining proper conduct and good discipline within the SP occupied work areas. SP personnel shall be encouraged to be alert to and report all suspected situations of fraud, waste, abuse, mismanagement or other intentionally dishonest conduct against the Government during the performance of this contract. To report a case of fraud, waste, abuse, or mismanagement, SP personnel should call 1-800-424-9071.

#### **4.9.5 Conservation of Utilities**

The SP shall be responsible for instructing personnel to conserve Government furnished utilities. The SP shall operate in a manner that prevents the waste of utilities. The SP shall operate in full compliance with federal, state, and local energy regulations and programs listed in the Technical Library. These utility conservation regulations shall be adhered to, and the SP shall be subject to unannounced energy and utility conservation inspections by the Government. The SP shall be solely responsible for any penalties levied for noncompliance. Energy conservation measures shall include, but not be limited to, the following: reducing fuel-oil and electricity consumption, minimizing energy losses, reporting to the Government any tampering or by-passing of radio controls and performing work involving significant cost to the Government due to energy waste as an emergency work request.

The SP shall report to the Government within one business day, any discovered violation of energy policies. Examples of energy waste, as specified in this contract are overheated or overcooled buildings, windows or doors open with heating or cooling in operation or unauthorized operation of hot water heaters. The SP is encouraged to inform the Government of any improvement that could be made to GFF that would conserve utilities.

#### **4.9.6 Emergency Situations**

The Government reserves the right to utilize facilities that provide flight services as official FAA coordination facilities for TFR emergencies, imposed during times of natural disaster, civil unrest, and/or during national security situations. This includes changes in security condition levels for the facilities, which impact normal operations.



**4.9.7 Contingency Operations Support**

The SP shall develop and submit a Contingency Plan (CDRL 020) to the Government for approval. The Contingency Plan shall describe procedures to prevent the loss of service during an emergency situation and recover service following emergency situation.

**4.9.8 Coordination of Maintenance Operations**

The SP shall notify the Government prior to performing activities, at either a GFF or SP facility, that have the potential to impact AT service, other Government systems or facilities, or provision of service to

customers. Examples of activities requiring coordination include maintenance actions, monitoring system performance, or system testing and evaluation.

## SECTION 5: GOVERNMENT FURNISHED PROPERTY

### 5.1 Government Furnished Property

Government Furnished Property (GFP) is property in the possession of, or directly acquired by the Government, that is made available to the SP. GFP includes GFF, Government Furnished Equipment (GFE), and Government Furnished Material (GFM). GFP shall not be moved, modified, or used for other than its intended purpose without approval by the Government. If the Government approves the modification or relocation of GFP, the Government will no longer be responsible for any costs associated with the GFP, including transportation, security, maintenance and utilities. A preliminary list of GFP available for use by the SP is available in TEs # C-1 through C-6. A final list will be developed as a result of the Government and SP conducted joint inventory.

GFP will be provided “suitable for use” for 24 months after the Phase-In Period, and “as-is” for the remainder of the contract. “Suitable for use” is defined as “having a reasonable prospect of use or sale either in its existing form or after minor repairs or alterations.” The Government will determine the suitability of the GFP. “As-is” is defined as “in the same condition when placed at the point specified in the contract as when inspected by the SP pursuant to the contract or, if not inspected by the SP, as when last available for inspection under the solicitation.”

Supply support and maintenance for GFP will be provided for 24 months after the end of the Phase-In Period. After this time, the SP shall maintain accepted GFP for the remainder of the contract.

Damages to GFP that are the fault of the SP shall be repaired as directed by the Government at no cost to the Government.

#### 5.1.1 Joint Use

In certain circumstances the SP shall be required to share GFP with the Government under the current arrangements. Maintenance, utilities, and services for joint-use GFP will be provided by the Government for 24 months after the end of the Phase-In Period. At this time, the Government will continue to provide maintenance, utilities, and services for joint use GFP and the SP will be charged for the cost on a prorated basis. Costs associated with GFF will be prorated based on square footage used by each occupant and costs associated with GFM, GFE will be prorated based on hourly usage.

The SP shall not mark or affix any decals, emblems or signs portraying the SP's name or logo to any co-located facility or shared equipment.

#### 5.1.2 Mandatory Use Government Furnished Property

GFP that must be used by the SP is identified in TEs # C-1 through C-6. The SP shall use only Government provided demarcation point (DEMARC) equipment to connect all telecommunications channels used by the SP at existing facilities. DEMARC equipment will be provided by the Government at the existing AFSS facilities. Relocation of the DEMARC to a new location would be accomplished by the Government at SP expense. The SP shall provide telecommunications to other FAA elements and users of the service without change to the technology and manner of receipt of the telecommunications. For telecommunications, the SP shall assume that the remote location RCE/RCO combination and FTI telecommunications link are mandatory. The local RCE/RCO is available as GFE, but may be considered for replacement or upgrade as part of the SP proposed architecture. Mandatory GFP will be provided suitable for use for the entire contract. Maintenance for mandatory GFP will be provided for the entire



contract.

### 5.1.3 Optional Use Government Furnished Property

Optional use GFP may be used at the discretion of the SP. The Government will provide access to warranty information for, and maintenance records of, optional use GFP selected for use by the SP. The SP shall utilize all commercial warranty entitlements, if allowed by the warranty, for optional use GFP.

## 5.2 Government Furnished Equipment

### 5.2.1 Leased Equipment

GFE that is leased by the Government will be provided to the SP for the first 24 months after the end of the Phase-in Period. Leases will be terminated after the 24-month period. The SP shall then be responsible for negotiating new leases as necessary. Leased equipment is identified in TE # C-1: Government Furnished Equipment.

### 5.2.2 Information Security

The SP shall complete all information security remediation efforts prior to incorporating GFE into its End-State solution, unless the Government specifically waives such remediation.

### 5.2.3 Logistics Support

The SP shall develop and implement a Logistics Support Plan (CDRL 021) for GFE accepted for use by the SP. Implementation of the Logistics Support Plan shall not be permitted to degrade the performance and availability of flight services.

### 5.2.4 Administrative Information Technology Equipment

The Government will provide administrative IT equipment, systems, software, and programs identified in the joint inventory conducted during the Phase-in Period. The equipment, systems, software, and programs used by the SP shall be maintained, upgraded, and/or replaced as necessary by the SP during the performance of the contract.

### 5.2.5 AFSS Mobile Facilities

The Government will provide a limited number of specially equipped AFSS Mobile Facilities as identified in TE # C-1: Government Furnished Equipment. These shall be used only in emergency operations and to support special events when approved by the Government.

### 5.2.6 Replacement of GFE

The SP shall coordinate with the Government for replacement of GFE. If the GFE is required to maintain performance requirements, the SP shall recommend suitable replacement items. Upon Government approval of the recommendations, the SP shall procure and install, on a reimbursement basis, the replacement equipment.

### 5.2.7 Sparing

The Government will provide spare parts required to meet AFSS performance requirements for GFE used by the SP for the first 24 months after the end of the Phase-In Period.

## 5.3 Government Furnished Material

GFM includes items such as furniture, special tools, and general office equipment. The Government will provide available technical documentation for GFE during the Phase-In Period. The Government will provide maps, charts, and other publications currently used in each AFSS for the first 24 months after the end of the Phase-In Period. After this 24-month period the SP shall be responsible for providing the required maps, charts, and other publications.

## 5.4 Government Furnished Facilities

GFF available for use by the SP is listed in TE # C-3: Government Furnished Facility Contract Information. Current facility conditions are identified for informational purposes only in TE # F-3: AFSS Facilities Condition Assessment.

The space available for the SP in each facility includes the operations room; training, office, locker, and break rooms; rest rooms, and storage space. Typical facility layouts are included in TE # F-2: Sample Facility Layout and a list of available facility drawings are provided as part of the Technical Library. These drawings will be available upon request of the SP.

The Government will provide available site documentation to facilitate the installation and operation of SP equipment (e.g., site drawings and building blueprints). The SP shall be responsible for obtaining any additional documentation not available from the Government required for support of flight service operations. The SP shall advise the Government if assistance is required to obtain needed documentation from Government sources.

If the SP determines that a GFF is no longer required for the provision of flight services under this contract, it shall notify the Government in writing no later than 120 days before discontinuing activities at that facility.

The SP may recommend modifications to existing GFF. The recommended changes shall be submitted to the Government in a Facility Modification Plan (CDRL 022). Upon Government approval, the SP shall be responsible for implementing the approved changes and for coordinating the changes with affected Government organizations.

### 5.4.1 Government Owned Facilities

The Government will maintain Government owned facilities for 24 months after the end of the Phase-in Period. The SP shall make requests for maintenance to the Government during that period.

The Government will provide utilities and services as currently utilized in Government-owned facilities for the first 24-months after the end of the Phase-in Period. Types of utility services may include electricity, gas, water, sewage, fuel oil and liquid propane gas. Types of services may include janitorial, landscaping and trash removal. The SP shall not change or modify any utility system or component without prior Government approval.

#### **5.4.2 Government Leased Facilities**

The Government will make available leased facilities IAW the applicable terms and conditions of each lease for the first 24 months after the end of the Phase-in Period or the expiration of the lease in effect at the time of contract award, whichever comes first. The Government will terminate leases that have not expired by the end of the 24-month period. The SP shall then be responsible for negotiating new leases as required.

The Government will provide utilities and services as currently utilized in Government-leased facilities IAW the current lease terms for the first 24-months after the end of the Phase-in Period or until the SP assumes responsibility for the facility, whichever occurs first. If the current leases do not include utilities, the SP is responsible for providing utilities. Types of utility services may include electricity, gas, water, sewage, fuel oil and liquid propane gas. Types of services may include janitorial, landscaping, and trash removal.

#### **5.4.3 Facility Security**

The SP shall ensure full compliance with approved Facility Security Plans (CDRL 013) at the time of facility modification, lease negotiation, or 24 months after the end of the Phase-In Period, whichever comes first.

The Government will perform an annual facility security audit/review. The SP shall remediate all facility security issues IAW 1600.69, *Facility Security Management Program*.

## **SECTION 6: SERVICE PROVIDER FURNISHED PROPERTY**

### **6.1 Service Provider Furnished Property**

SP Furnished Property is property in the possession of, or directly acquired by the SP that is not specifically identified as GFP. SP Furnished Property includes SP Furnished Facilities, SP Furnished Equipment, and SP Furnished Material. The SP shall maintain SP Furnished Property for the period of the contract. The SP shall, at not cost to the Government, repair damages to SP property.

### **6.2 Service Provider Furnished Equipment**

#### **6.2.1 Information Security**

The SP shall complete all information security remediation efforts prior to incorporating SP Furnished Equipment into its End-State solution, unless the Government specifically waives such remediation.

#### **6.2.2 Logistics Support**

The SP shall develop and implement a Logistics Support Plan (CDRL 021) for SP Furnished Equipment accepted for use by the Government. Implementation of the Logistics Support Plan shall not be permitted to degrade the performance and availability of flight services.

#### **6.2.3 Marking**

SP-owned equipment shall be clearly marked for use in managing, accounting and requisitioning equipment IAW approved Logistics Support Plan (CDRL 021).

#### **6.2.4 Sparing**

The SP shall be responsible for the provision of spare parts required to meet AFSS performance requirements for GFE or SP furnished equipment maintained and supported by the SP IAW approved Logistics Support Plan.

#### **6.2.5 Procurement of Equipment**

At any time during the performance of this contract, the Government may procure SP provided equipment used to perform the services of this contract. The SP shall cooperate with the Government and provide all information relevant to the service and equipment that is being procured.

### **6.3 Service Provider Furnished Materials**

The SP shall furnish all materials not specifically identified as GFM necessary to comply with the requirements of this contract. Examples of materials include furniture, special tools, office equipment for AFSS flight services, supplies, parts, subassemblies, and other components and end items utilized to accomplish work or services described in this contract. The SP shall also provide maps, charts and other publications used in AFSS beginning 24 months after the end of the Phase-In Period.

### **6.4 Service Provider Furnished Facilities**

The SP shall provide all facilities not furnished by the Government that are necessary to perform the requirements in this contract.

The SP shall provide utilities and services not furnished by the Government that are necessary to perform the requirements in this contract. Types of utility services may include electricity, gas, water, sewage, fuel oil and liquid propane gas. Types of services may include janitorial, landscaping, and trash removal.

The SP shall provide communications equipment and services necessary for providing flight services. The SP shall not hold the Government responsible for technical, performance, or cost impacts due to SP acquired communications services that are not offered as Government furnished (FAA Telecommunications Infrastructure (FTI), Federal Telecommunications Service (FTS), etc.).

## SECTION 7: PHASES OF PERFORMANCE

### 7.1 Phase-In Period

The period between performance decision and the first day of the Transition Period will constitute the Phase-in Period. During the Phase-In Period, the Government will be responsible for providing AFSS services; however, the SP shall be responsible for getting personnel in place, relocating equipment, and any other actions necessary to assume operational responsibility on the first day of the Transition Period. SP personnel shall observe the performance of flight services defined within this contract during the Phase-In Period; however, flight services shall not be interrupted at any time during this period because of the SP's actions to get personnel and equipment in place. The Phase-In Base Period will last a minimum of six months and may include up to three one-month Phase-In Option Periods. The end of this period constitutes the current state solution at which time the SP shall assume full responsibility for flight services as defined in this contract.

#### 7.1.1 Phase-In Plan

The SP shall submit a proposed Phase-in Plan (CDRL 023) that describes actions necessary for a successful transition of AFSS operational responsibilities from the Government to the SP.

#### 7.1.2 Phase-In Execution

The SP shall provide qualified personnel to execute phase-in IAW Phase-In Plan (CDRL 023).

#### 7.1.3 Phase-In Joint Inventory

The SP and the Government shall conduct a joint inventory of the GFP IAW Contractor's Guide for Control of Government Property. The Government and SP will jointly develop a schedule for inspection/inventory of the GFP. During the inspection/inventory, the SP shall identify the equipment and facilities to be transferred for SP use. The SP shall prepare, certify, and submit a detailed Phase-In Joint Inventory Report (CDRL 024) as a result of the joint inventory. The SP shall maintain the inventory report throughout the life of the contract and report major changes to the Government.

#### 7.1.4 Letters of Agreement

During the Phase-In Period, the SP shall review existing LOAs to determine which are consistent with the services described in the PWS. If the SP determines a current LOA is not consistent with the services in the PWS, the SP shall recommend canceling the LOA, and has 60 days prior to the SP's intent to discontinue the LOA to notify the affected party. Refer to the Technical Library for copies of existing LOAs.

### 7.2 Transition Period

The period between the last day of the Phase-In Period and the full implementation of the SP end-state solution will constitute the Transition Period. This period shall not exceed 36 months in duration.

#### 7.2.1 Transition Plan

The SP shall submit a Transition Plan (CDRL 026) for Government approval that addresses the plans and procedures necessary for a smooth transition from current state solution to the end state solution. The end

state solution will include safer and more efficient service offerings, improved service performance, lower life cycle cost, and a system architecture that addresses improvements in technology/system evolution, improvements in productivity, and improvements in or optimization of facilities. The initial submission of the Transition Plan shall be included in the SP's proposal.

### **7.2.2 Transition Execution**

The SP shall provide qualified personnel to execute transition IAW the SP's Transition Plan (CDRL 026).

## **7.3 Phase-Out Period**

The last 120 days of the contract will constitute the Phase-Out Period. During this period, personnel of the incoming workforce may observe operations and performance methods of the outgoing SP. This will allow for orderly turnover of facilities, equipment, and records and will help to ensure continuity of operations. The outgoing SP will not defer any requirements for the purpose of avoiding responsibility, or transferring such responsibility to the succeeding SP before the end of the last performance period. The outgoing SP will fully cooperate with the succeeding SP and the Government so as not to interfere with their work or duties.

### **7.3.1 Phase-Out Plan**

The SP shall submit a Phase-Out Plan (CDRL 027) for Government approval that addresses the plans and procedures necessary to ensure continuity of operations to the successor.

The SP shall make available all SP owned and operated facilities, equipment, material and services required for the continued performance of the service. The Government reserves the right to assume, by negotiation, the possession of all facilities, equipment, material and services necessary to provide and maintain AFSS operations. The negotiation of the transfer of all property to be used by the Government after contract completion will take place during the Phase-Out Period.

### **7.3.2 Phase-Out Execution**

The SP shall provide qualified personnel to execute phase-out IAW Phase-Out Plan (CDRL 027). The SP shall not disrupt or adversely impact the provision of flight services and shall achieve a smooth and orderly transfer of responsibility to the successor.

### **7.3.3 Phase-Out Inventory**

The SP and the successor shall conduct a joint inventory of the GFP IAW Contractor's Guide for Control of Government Property. The SP shall prepare, certify, and submit a Phase-Out Joint Inventory Report (CDRL 028) for approval by the Government. The inventory will include the same data as required for the Phase-In inventory.

All valid discrepancies arising from the inventory shall be noted. A Government representative will determine the validity of the discrepancy. If it is determined that the SP is responsible for the discrepancy due to negligence, the SP shall correct the discrepancy prior to performance expiration or the cost of repair shall be deducted from the final payment to the SP.

At the completion of the last performance period, the SP shall return the same property or property equal in type, kind, quality, and quantity of items as originally furnished by the Government and accepted by the SP. Property no longer required during the execution of the contract shall be returned within 10 days

of the end of its use and the return to the Government shall be documented as part of the SP's inventory management. Government property shall be in the same or better condition as when originally furnished, less normal wear and tear.

If the SP replaces existing facilities and equipment at some time during the contract with SP provided facilities and equipment, then the Phase Out Inventory shall also include a similar inventory to the same level of detail for all SP provided facilities, equipment and materials.