

Federal Aviation Administration

Automated Flight Service Station

Performance Work Statement Draft #1



Approved by: _____
Air Traffic Service, AAT-2

Date: _____

Submitted by: _____
Office of Competitive Sourcing Acquisitions, ACA-1

Date: _____

Focal Points

Steve Hopkins, ACA-200
TEL: (202) 267-8160
FAX: (202) 267-5382

Marilyn Jackson-Brame, ACA-2
TEL: (202) 385-7770
FAX: (202) 385-7617

Federal Aviation Administration
800 Independence Avenue, SW
Washington, DC 20591

TABLE OF CONTENTS

SECTION 1:	INTRODUCTION.....	1
1.1	Purpose.....	1
1.2	Goals of Competition.....	1
1.3	PWS Structure.....	1
1.4	Workload Information.....	2
	1.4.1 Historical Workload.....	2
	1.4.2 Workload Projections.....	2
	1.4.3 Workload Fluctuations and Variance.....	2
SECTION 2:	BACKGROUND.....	3
2.1	Purpose of A-76.....	3
2.2	AFSS Organization History.....	3
2.3	Current Operations.....	3
	2.3.1 AFSS Mission Statement.....	3
	2.3.2 Customers.....	3
	2.3.3 Services.....	4
	2.3.4 Facilities.....	4
	2.3.5 Equipment.....	4
SECTION 3:	SCOPE OF WORK.....	5
3.1	Summary of Expectations.....	5
	3.1.1 Adherence to Directives.....	5
	3.1.2 Availability of Services.....	5
3.2	Specific Tasks.....	5
	3.2.1 Preflight Services.....	5
	3.2.2 Inflight Services.....	8
	3.2.3 Operational Services.....	11
	3.2.4 Special Services.....	13
SECTION 4:	GENERAL REQUIREMENTS.....	15
4.1	Program Management.....	15
	4.1.1 Program Management Office.....	15
	4.1.2 Program Management Plan.....	15
	4.1.3 Program Control.....	15
	4.1.4 Records Management.....	16
	4.1.5 Operational Change Process.....	16
	4.1.6 Program Management Reviews.....	16
	4.1.7 Meeting Attendance.....	16
4.2	Service Provider Personnel Requirements.....	17
	4.2.1 Citizenship Requirements.....	17
	4.2.2 Employee Communication Requirements.....	17
	4.2.3 Employee Health Requirements.....	17
	4.2.4 Entry-Level Employee Education Requirements.....	17
	4.2.5 NWS Certification.....	17
	4.2.6 SP Developed Training Program.....	17
	4.2.7 Personnel Conduct.....	18
	4.2.8 Drug and Alcohol Testing.....	18
4.3	Quality Management Plan.....	18
4.4	Safety and Occupational Health.....	18
4.5	Security.....	19
	4.5.1 Information Technology Security.....	19
	4.5.2 Facility Security Management Plan.....	19
	4.5.3 Personnel Security Clearances.....	19
	4.5.4 Personnel ID Requirements.....	19
	4.5.5 National Security Information.....	20
	4.5.6 Information Systems Security.....	20
	4.5.7 Vulnerability Assessment.....	20

	4.5.8 Security Target.....	21
4.6	Configuration Management.....	21
	4.6.1 Configuration Management Plan.....	21
	4.6.2 Engineering Change Proposal (ECP) Approval.....	21
	4.6.3 Interface Documentation.....	21
4.7	Testing and Evaluation.....	21
	4.7.1 System Testing and Evaluation.....	21
	4.7.2 Critical Operational Issues.....	22
4.8	Other General Information.....	22
	4.8.1 Service Provider General Certifications, Licenses and Permits.....	22
	4.8.2 Inspection by Government Agencies.....	22
	4.8.3 Fraud, Waste and Abuse.....	23
	4.8.4 Conservation of Utilities.....	23
	4.8.5 Emergency Situations.....	23
	4.8.6 Service Disruption.....	23
	4.8.7 Coordination of Maintenance Operations.....	24
	4.8.8 Work Stoppage Plan.....	24
SECTION 5:	GOVERNMENT FURNISHED PROPERTY AND SERVICES.....	25
5.1	General.....	25
	5.1.1 Service Provider Accountability.....	25
	5.1.2 Joint Use.....	25
	5.1.3 Change of Status for GFP.....	25
	5.1.4 Final Condition.....	26
5.2	Government Furnished Facilities.....	26
	5.2.1 General.....	26
	5.2.2 Government Access.....	27
5.3	Government Furnished Equipment.....	27
	5.3.1 General.....	27
	5.3.2 Maintenance Plan.....	27
	5.3.3 Logistic Support.....	27
	5.3.4 Sparing.....	28
	5.3.5 Transfer.....	28
	5.3.6 GFE Replacement.....	28
	5.3.7 Administrative Information Technology Equipment.....	28
	5.3.8 Government Vehicles.....	28
5.4	Government Furnished Material.....	28
	5.4.1 General.....	28
5.5	Government Furnished Services.....	29
	5.5.1 Utilities.....	29
	5.5.2 Communications.....	29
	5.5.3 Trash Removal.....	29
	5.5.4 Janitorial Services.....	29
	5.5.5 Warranty Maintenance.....	29
SECTION 6:	SERVICE PROVIDER FURNISHED FACILITIES, EQUIPMENT, AND SERVICES.....	30
6.1	General.....	30
6.2	Facilities and Utilities.....	30
6.3	Service Provider Equipment and Supplies.....	30
	6.3.1 Maintenance Plan.....	30
	6.3.2 Marking.....	30
	6.3.3 Sparing.....	30
6.4	Service Provider Materials.....	30
6.5	Service Provider Services.....	30
SECTION 7:	PHASES OF PERFORMANCE.....	32
7.1	Phase-In Period.....	32
	7.1.1 Phase-In Plan.....	32
	7.1.2 Phase-In Execution.....	32

	7.1.3	Joint Inventory	32
7.2		Transition Period	32
	7.2.1	Transition Plan.....	32
	7.2.2	Transition Execution.....	32
7.3		Phase-Out Period.....	33
	7.3.1	Phase-Out Plan.....	33
	7.3.2	Phase-Out Execution	33
	7.3.3	Phase-Out Inventory.....	33
	7.3.4	Warrantee Transfer.....	34
APPENDIX A:		DEFINITIONS	35
A.1		Definitions	35
APPENDIX B:		ACRONYMS	41
B.1		Acronyms	41

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 Office of Management and Budget (OMB) Circular A-76. This PWS is a performance-based document that describes the performance levels and expectations to be achieved by the prevailing service provider (SP) as a result of this competition. Specific methods for meeting these requirements are not specified in the PWS; however, it 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 will exercise management and operational control over, and assume full responsibility for performance requirements set forth in this PWS. The SP may introduce new technologies, process improvements and industry best practices in partnership with federal agencies to deliver the best value services.

1.2 Goals of Competition

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

- Achieve significant process improvements to lower costs and maximize operational efficiency of the AFSS;
- Encourage creative approaches to delivering AFSS services;
- Focus on the outcomes produced rather than the level of effort of the SP;
- Improve the quality of AFSS services; and
- Ensure that the customer needs are met while improving customer satisfaction.

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 service 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) and Services (GFS) – This section lists all GFP and GFS furnished to the SP;
- Section 6 – Service Provider Furnished Property (SPFP) and Services (SPFS) – This section describes the property and services required by this contract that are not furnished to the SP; and
- Section 7 – Phase-In Plan – This section describes the requirements the SP must address when developing the Phase-In Plan.

Appendix A: Definitions – This section identifies the meanings for generally accepted terms used in this PWS.

Appendix B: Acronyms – This section defines the acronyms used in this PWS.

Technical Exhibits (TE) – This section contains attachments to supplement various sections of the PWS, including facility information, workload information, AFSS architecture and the Performance Requirements Summary (PRS).

1.4 Workload Information

Historical and forecasted workload data is provided to assist the potential SP in projecting an adequate workforce and other resources necessary to fulfill the requirements of this solicitation. The historical workload data included in TE# B-1 through B-6 and forecasted workload data included in TE# C-1 through C-5 will not limit the SP's obligation to perform all services described in this contract. The Technical Exhibit Index describes the contents and sources of information for each TE.

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.

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 AFSS services is affected by a number of external drivers, and workload fluctuations will exist throughout the performance of this contract.

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 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 proposals are subject to a comparison to determine the future SP.

2.2 AFSS Organization History

AFSSs 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 1970s and 1980s a combination of greater demand for services and 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 eight FAA regions in the U.S., including Hawaii and Puerto Rico. The eight FAA regions impacted by this competition are Central, Eastern, Great Lakes, New England, Southern, Southwest, Northwest Mountain and Western-Pacific.

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 aviation and meteorological related information to promote safe and expeditious flight.

2.3.2 Customers

AFSSs provide a range of services to a diverse group of customers. Examples of AFSS customers include:

- 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 services

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 activities currently performed are shown in TE# J-1: Activity Dictionary to Scope of Work Comparison. The presentation of these services are in no way intended to influence the SP's proposed approach to delivering services within this contract, but rather they are presented in this format to help the SP better understand the current AFSS operating environment.

2.3.4 Facilities

The 58 facilities currently supporting the AFSS services under competition are both owned and leased by the FAA. See TE# A-1: AFSS Administrative Data, for a list of the facilities, ownership status, and specifications.

2.3.5 Equipment

An inventory of equipment currently used at each facility is contained in TE# E-2: AFSS Equipment Matrix used to execute AFSS services.

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 the 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 identified as GFP and GFS.

3.1 Summary of Expectations

The SP shall meet service requirements as specified in this contract upon assuming responsibility for providing AFSS services.

3.1.1 Adherence to Directives

The SP shall perform these duties and meet the requirements in accordance with (IAW) existing governing policies, orders, methodologies, procedures and regulations regarding the delivery of AFSS services herein referred to as directives. During the execution of this contract, the SP shall submit to the Government for review and approval changes to directives reflecting proposed methods of delivery of AFSS services in support of the goals of this competition. Refer to TE# J-3: Technical Library for a list of existing governing policy, orders, methodologies, procedures and regulations.

3.1.2 Availability of Services

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

3.2 Specific Tasks

Services included in the section are delineated in 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 service 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 AFSSs.

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. Providing 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 RADAR and satellite imagery
- 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
- Provide awareness of traffic management programs

3.2.1.3 Flight Plan Filing Services

The SP shall receive, accept, modify and file flight plans as necessary. This service may include correcting, formatting and modifying 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:

- Aligning preferred routing requests
- Providing International Civil Aviation Organization (ICAO) information
- Processing FRZ operation waivers
- Processing other operational waivers
- Coordinating 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 Pilot Weather Reports (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, user 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, user 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 (IFR) 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). EFAS services provide timely meteorological information with consideration given to the type of flight, intended route of flight and altitude. The SP shall provide current weather and 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 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 AFSS services.

Examples of the methods used include:

- Utilizing ATC RADAR information
- Sighting by other aircraft
- 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.

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 J-6.

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 operational control.

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)

3.2.3.3 Letters of Agreement

The SP shall comply with all Letters of Agreement (LOA) upon assuming responsibility for AFSS services (Reference T-E# J-2: Letters of Agreement). Upon expiration of the current terms of the LOA, the SP shall be responsible for formulation of new LOA's for consideration and approval by the Government.

3.2.3.4 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

3.2.3.4.1 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:

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

3.2.3.5 National Security

As directed by the Government, 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.

3.2.3.5.1 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.

3.2.3.5.2 Coordination of Presidential and VIP Movements

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

3.2.3.5.3 Special Military Operations

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

3.2.3.6 Data and Voice Recording

The SP shall record AFSS communications and maintain these recordings IAW directives.

3.2.3.7 Back-up Services

The SP shall provide scheduled and unscheduled back-up services for Air Traffic (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
- Providing alternative frequency coverage
- 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

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 IAW TE J-7.

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. Direction will 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 on the day of the event, and any post-event activities that may result from the event, including breaking down equipment and any other activities that directly result from the conclusion of 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 AFSS services throughout the life of the contract.

4.1.2 Program Management Plan

The SP shall develop and deliver Program Management Plan (PMP) Contract Data Requirements List (CDRL XXXX). The PMP shall provide the management, organization, and the policies and processes to perform the requirements of this contract through all phases of execution, and outlines the organizations resource management approach. The SP shall submit updates as required to document program management changes.

4.1.3 Program Control

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 primary 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 10 years of general supervisory experience managing a project 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 solicitation. 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 designated representative to act in the absence of the PM.

The PM shall be available during normal hours of operation 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 at 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.

4.1.3.3 Security Officer

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

4.1.3.4 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 records include files, documents, desk guides, and working papers provided by the SP, shall be maintained in chronological order by subject and be complete, including all referenced attachments, enclosures and/or exhibits, until three years after completion of this contract.

The Government retains ownership of all files the SP collects and maintains concerning the processing of work and other associated information pertaining to this solicitation. 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, all such records shall be turned over to the Government. The SP shall submit all reports to the Government for review and final distribution.

4.1.4.1 Workload and Performance Data

The SP shall submit a Workload and Performance Data Collection Plan (CDRL XXXX) for approval by the Government. This plan will present how the SP will track and report workload and performance. The SP shall develop and implement a workload and performance data collection and reporting system .

4.1.4.2 Publications/Technical Library

The SP shall maintain the technical library by preserving all publications, data and exhibits used to perform services under this contract. The technical library will be Government property throughout the performance period under this contract and will be provided to the Government upon completion of this contract. See TE# J-3: Technical Library.

4.1.5 Operational Change Process

The SP shall identify potential process improvements designed to improve service to customers and reduce costs, thereby promoting a more efficient service. The SP shall propose changes (CDRL XXXX) to existing service-related components of directives to meet the requirements stated in this contract. Proposed changes to operational procedures and implementation plans must be approved by the Government prior to implementation.

4.1.6 Program Management Reviews

The PM shall conduct quarterly Program Management Reviews (PMRs) (CDRL XXXX). A separate session shall be devoted to discussion of security status and issues.

4.1.7 Meeting Attendance

The Government reserves the right to call a meeting at any point in time. The SP shall comply with requests by providing qualified personnel at meetings and conferences. The SP shall provide technical support at Government service improvement meetings, FAA Regional and National conferences, Technical Interchange Meetings (TIM). The SP shall develop meeting agenda (CDRL XXXX), presentation materials (CDRL XXXX) and document the results of TIM (CDRL XXXX).

4.2 Service Provider Personnel Requirements

The SP shall provide a sufficient number of personnel, possessing the skills, knowledge, certification, training and security clearances as described below to satisfactorily perform the services under this contract. "SP personnel" herein refers to SP personnel and subcontractor personnel performing work under this contract. The following requirements apply specifically to the personnel performing the functional services under this contract.

SP personnel shall be certified as having met basic ATC requirements pertaining to security clearances, citizenship, education, communication, licensing, certification, physical condition, age and service and operational training. The Government reviews and accepts certification.

4.2.1 Citizenship Requirements

SP personnel shall be either native-born or naturalized U.S. citizens; or possess an Immigration and Naturalization Service Alien Registration Card (INS Form I-151/551 – commonly known as a "Green Card"). The Government may allow for exception if there are an insufficient number of well-qualified applicants or in an emergency.

4.2.2 Employee Communication Requirements

SP personnel shall be able to read, write, speak without impediment of speech and understand the English language IAW directives.

4.2.3 Employee Health Requirements

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

4.2.4 Entry-Level Employee Education Requirements

SP 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 experience in AFSS-type operations is an acceptable substitute for the Bachelor's degree requirement.

SP entry-level personnel shall obtain basic air traffic control training at the FAA Academy, or other Government approved facility prior to performing work under this contract. Training will include familiarization with FAA and AFSS organizational structure and functions, directives, aircraft and pilot requirements and characteristics, the air traffic control system, and of the aviation industry. This training must include classroom instruction, and workshop exercises relating to AFSS services and necessary for the certification of personnel to perform their functional responsibilities.

4.2.5 NWS Certification

SP personnel providing meteorological information to pilots shall possess a valid Certificate of Authority IAW *National Weather Service Directives System 10-1304*. SP personnel shall obtain required licensing and certification prior to and while performing work under this contract.

4.2.6 SP Developed Training Program

The SP shall implement a Government approved Training Program Plan (CDRL XXXX). The Training Program Plan will outline the SP's approach to providing the skills and experience necessary to perform AFSS functions. The Training Program Plan will also identify on-the-job and recurring training components. The intent of the training program is to prepare for and maintain employee certification.

4.2.7 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.

4.2.8 Drug and Alcohol Testing

The SP shall implement drug and alcohol testing programs IAW 14 CFR Part 121.

4.2.8.1 Drug-Free Workplace Plan

The SP shall provide a Drug-Free Workplace Plan (CDRL XXXX) to be approved by the Government that details the SP's process for maintaining a drug-free workplace.

4.2.8.2 Drug and Alcohol Testing Records

All drug and alcohol test results shall be made available to the Government, upon request. Positive drug and alcohol 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 Plan

The SP shall implement a Government approved Quality Management Plan (QMP) (CDRL XXXX). The QMP shall address the SP's quality management organization, personnel, processes and procedures. The SP's QMP shall be developed IAW ISO-9000: 2000 or equivalent and in full consideration of the Government's Quality Assurance Surveillance Plan (QASP). Quality Management incorporates all aspects of quality assurance (QA) and quality control (QC) necessary for the SP to meet contract service requirements. The QASP identifies the methods the Government will use to measure the performance of the SP against the service requirements of the contract.

4.4 Safety and Occupational Health

All work 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. If the SP fails or refuses to comply promptly with safety requirements, the Government may issue an immediate order stopping all or part of the work until satisfactory corrective action has been taken.

4.5 Security

4.5.1 Information Technology Security

In accordance with 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 security measure requirements, as applicable, are referenced in TE# J-3: Technical Library. These orders and notices address software, hardware, facilities, services, telecommunications, personnel, COMSEC, classified materials and other information technology (IT) assets (e.g., leased and non-Government-owned information systems).

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

4.5.2 Facility Security Management Plan

The SP shall establish and implement an approved Facilities Security Management Plan (CDRL XXXX). The SP shall update the Facilities Security Management Plan when changes are necessary, and submit a copy to the Government for approval.

The SP's Facilities Security Management Plan shall outline procedures to provide internal and external security for all AFSS facilities and property in the possession of the SP used to accomplish the tasks described in this contract. The Facilities Security Management Plan shall address FAA Order 1600.69, *Facility Security Management Program*. The SP shall control access to each AFSS facility so that only authorized SP and Government personnel can gain unescorted access to the equipment rooms or to the operational areas. The SP will be subject to unannounced facilities security inspections by the Government.

4.5.3 Personnel Security Clearances

SP personnel are required to obtain security clearances IAW TE# I-1: Security Clearance Requirements. The SP shall, prior to submitting SP personnel for security clearance, perform a preliminary background check that includes criminal history and credit history. All SP personnel will also be subject to an educational or work history background check. A preliminary check shall assure that employees being offered positions meet the requirements, and are eligible for obtaining required Government security clearances. The SP shall submit requests for security clearances for its staff to the Government. The Government has final authority on determining an individual's security clearance eligibility.

In order to have a security clearance or to have access to classified information, SP personnel must be U.S. citizens. The SP shall obtain and maintain the security clearances as specified in TE# I-1: Security Clearance Requirements, and identify on the SP personnel roster those who require access to restricted areas or classified information.

4.5.4 Personnel ID Requirements

SP personnel shall comply with Government approved Facilities Security Management Plan regarding personnel identification.

4.5.5 National Security 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 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 how such information must be protected 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.

The SP shall ensure that all SP personnel having access to intelligence 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*; and FAA Order 1600.73, *Contractor and Industrial Security Program Operating Manual* apply.

4.5.6 Information Systems Security

The SP shall provide protection for all AFSS information systems that is commensurate with the risk and magnitude of harm resulting from the loss, misuse, unauthorized access to or modification of information for all information collected, processed, transmitted, stored, disseminated or otherwise used to provide AFSS services. Information systems used by or for the SP to provide AFSS services shall provide confidentiality and availability of information, data integrity, and authenticity capability.

The SP shall accomplish the following steps to ensure the physical and operational security of the AFSS.

- Ensure that only authorized personnel have access to software codes, documentation, passwords, authentication processes, hardware and associated components of the AFSS;
- Safeguard all AFSS systems and components (e.g., hardware, software and documentation) against damage, pilferage and unauthorized access or modification;
- Maintain, deliver, install, and test AFSS systems and components in a manner that assures security against damage, pilferage and unauthorized access or modification;
- Protect sensitive data, software, and hardware from unauthorized disclosure, access, or corruption at all times during operation, production, storage, delivery and installation;
- Notify the Government immediately if unauthorized disclosure, access or corruption occurs;
- Document and review all software changes to ensure that security is not compromised;
- Provide each AFSS with secure installation defaults during operation, delivery and installation;
- Provide AFSS administrators authorized by the Government with the capability of customizing the default security parameters at any time;
- Provide the Government with procedures for testing software to ensure that it is exactly as specified in the master copy; and
- Develop and submit an Information Systems Security Plan (CDRL XXXX) for approval by the Government.

4.5.7 Vulnerability Assessment

The SP shall provide the Government with documentation (CDRL XXXX) that identifies all possible modes of operation of the AFSS, their consequences, and their implications for maintaining secure operation. 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, but are not limited to, those that occur following failure or operational error. The documentation shall also include means of

identifying and testing for new and/or additional vulnerabilities that appear during the operational life cycle of the AFSS services and systems.

4.5.8 Security Target

The SP shall prepare an AFSS Security Target (ST) (CDRL XXXX) IAW FAA Order 1370.82, *Information Systems Security Program*. The ST is a set of security requirements and specifications to be used as the basis for evaluation of AFSS services and systems. If ordered by the Government, the SP shall use a Government specified AFSS Protection Profile as a basis for the preparation of the ST.

4.6 Configuration Management

The SP shall establish an AFSS configuration management program IAW *FAA-STD-021, Configuration Management*.

4.6.1 Configuration Management Plan

The SP shall develop and implement a Configuration Management (CM) Plan (CDRL XXXX), which details the requirements for identifying, controlling, and maintaining CM for hardware, software, firmware, engineering/commercial documentation and service-related components of the directives. The plan shall clearly delineate all the processes and procedures required for the successful implementation of the SP's facility and equipment infrastructure. Regarding interfaces with the NAS, the plan shall also be consistent with FAA Order 1800.66, *Configuration Management Policy*.

4.6.2 Engineering Change Proposal (ECP) Approval

The SP shall be responsible for preparing and delivering to the Government engineering change proposals (ECPs) (CDRL XXXX) for baseline AFSS services and systems that interface with the NAS. The SP shall be responsible for implementing the Government approved ECPs, deviations and waivers.

4.6.3 Interface Documentation

All equipment that interfaces with the NAS shall meet the requirements of the Interface Requirements Documents or Interface Control Documents (IRD/ICD) as identified in TE J-3: Technical Library, and will not derogate the performance of the interface or the services to be provided. If there is no existing IRD or ICD, the SP shall develop and submit the IRD/ICD (CDRL XXXX) for approval by the NAS Configuration Control Board (CCB). New IRD/ICD shall provide all electrical, electronic and data format information. The supporting NAS Change Proposal (CDRL XXXX) shall provide the cost, schedule, benefit and other pertinent information necessary for a decision by the CCB.

4.7 Testing and Evaluation

The SP shall establish a test and evaluation program for all new systems or major modifications to systems prior to implementation to support the requirements of this contract. The SP shall submit a Test and Evaluation Plan (CDRL XXXX) for approval by the Government. The Test and Evaluation Plan shall address the provision of AFSS services, interfaces to the NAS, and/or customers.

4.7.1 System Testing and Evaluation

The SP shall ensure that changes to AFSS systems, facilities, and services meet the requirements of the contract and that implementation of these changes do not degrade interfaces to other NAS systems or result in loss of AFSS services. The Government will also determine the operational suitability of changes that affect the provision of AFSS services, interfaces to the NAS, and/or customers.

The SP shall conduct detailed testing to verify that all modifications or additions to the GFE or SPFE 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 and/or Addendum. Test plan(s) 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 shall be subject to Government approval. The Government reserves the right to observe, and approve or reject the results of tests.

4.7.2 Critical Operational Issues

The operational requirements developed for any system shall consider 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?
- COI 2: Does the system interface with the NAS Operational Environment?
- 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 provide the necessary level of reporting of operational and/or maintenance information to the Government?

4.8 Other General Information

4.8.1 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 TE# J-3: 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 TE# J-3: Technical Library.

4.8.2 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. 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.

The SP shall submit a report to the Government, by close of business (COB) the workday following completion of an inspection/visit that includes the name(s), ID number(s), agency(s) of the inspector(s), reason for visit, any remarks made during the visit, copies of all reports received or supplied during the inspection, copies of samples or photographs taken by inspectors during the inspection and a statement signed by the SP validating the authenticity of all samples provided (CDRL XXXX).

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.

4.8.3 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.

4.8.4 Conservation of Utilities

The SP shall be directly 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 TE# J-3: Technical Library. These utility conservation regulations shall be strictly adhered to, and the SP shall be subject to unannounced energy and utilities 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 a GPE, which would conserve utilities.

4.8.5 Emergency Situations

The Government reserves the right to utilize facilities that provide AFSS 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.

4.8.5.1 Emergency Situation and Contingency Operations Support Plan

The SP shall develop and submit a Contingency Plan (CDRL XXXX) to the Government for approval. The Contingency Plan shall include procedures to maintain records of system failures and establish procedures that facilitate documentation of services performed during emergency situations.

4.8.6 Service Disruption

The SP shall ensure service is not interrupted and minimize the duration of interruptions when they cannot be avoided. The SP shall directly notify the Government (CDRL XXXX) within four hours of a service disruption. Service disruptions shall be documented in writing (CDRL XXXX) to the Government within 48 hours of service restoration.

4.8.7 Coordination of Maintenance Operations

The SP shall coordinate and receive approval from the Government prior to performing activities, either at a GFF or a 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, implementation of modifications and system upgrades, monitoring system performance, system testing and evaluation, or otherwise changing the configuration in any way, if such action will or could cause an interruption or degradation of system performance.

4.8.8 Work Stoppage Plan

The SP shall provide a Work Stoppage Plan (CDRL XXXX). The plan shall describe how the SP will perform services required under this contract in the event of a work stoppage by SP personnel. AFSS services shall be provided continuously without interruption pending any recruitment actions. The plan shall include a description of how and where qualified personnel will be acquired, a description of the recruiting procedures to be used, and the time frames that may be needed to secure such personnel in the event of a work stoppage.

SECTION 5: GOVERNMENT FURNISHED PROPERTY AND SERVICES

5.1 General

Government Furnished Property (GFP) consists of Government Furnished Facilities (GFF), Government Furnished Equipment (GFE), Government Furnished Material (GFM), and Government Furnished Services (GFS) placed in the SP's custody for use during the performance of this contract. The Government will provide GFP listed in TE# E-1 through E-6. The SP shall not use GFP for any other purpose than execution of work under this contract. Unless otherwise specified as mandatory use, GFP will be used at the option of the SP. Mandatory GFP will be provided as is for its intended purpose for the life of the contract. Optional GFP will be provided suitable for its intended purpose for the first 24 months after the end of the Phase-In Period and then as-is for the remainder of the contract. The Government will provide maintenance for mandatory GFP for the life of the contract, and for optional GFP for the first 24 months after the end of the Phase-In Period.

The Government will provide the SP with records of all Government-owned property, vehicles, and equipment under warranty used, managed, or supported under this contract. The records will identify each item, the nature and expiration date of the item's warranty, and the name and location of the firm to contact regarding entitlements under each warranty. The Government will maintain a master record of all warranty information.

5.1.1 Service Provider Accountability

The SP shall maintain accountability for GFP upon transfer from the Government.

The SP shall submit a Property Control System Plan (CDRL XXXX) to the Government. The SP will ensure that the Property Control System Plan includes the requirements of this contract and meets property requirements contained in applicable parts of the Contractor's Guide for Control of Government Property.

The SP shall establish and maintain records of GFP in use by the SP. The records shall be maintained IAW the approved Property Control System Plan. The Government may review the records system and direct the SP to make changes, if necessary. The Property Control System Plan remains in use until the end of the Phase-Out Period.

The SP shall obtain written approval from the Government prior to movement of GFP.

5.1.2 Joint Use

The SP will share some facilities with the Government. In addition, other circumstances may arise that necessitate the sharing of additional facilities or equipment identified as GFP. The SP shall not mark or affix any decals, emblems or signs portraying the SP's name or logo to Government Facilities or Real Property.

5.1.3 Change of Status for GFP

When GFP is no longer required, suitable for intended purpose, or has reached the end of its economic life, the SP shall prepare and provide transfer documentation to the Government for approval and disposition directions. Upon approval, the SP shall process the items IAW applicable federal regulations (i.e., FAA guidance, Government Services Administration (GSA) regulations and Federal Property Management Regulation (FPMR). The property furnished under, and all scrap resulting from, this contract shall remain the property of the Government.

5.1.4 Final Condition

Upon completion of this contract, GFP shall be relinquished to the Government in the same condition as received, except for normal wear and tear and approved modifications. If the SP determines that a facility is no longer required for the provision of the AFSS services under this contract, the SP shall notify the Government in writing no later than 120 days before discontinuation of activities at that facility. The GFP so designated shall be relinquished to the Government in the same condition as received, except for normal wear and tear and approved modifications.

5.2 Government Furnished Facilities

5.2.1 General

The Government will furnish facilities listed in TE# E-3: Government Furnished Facility (GFF) Contract Information. These facilities will be furnished and maintained as indicated in TE# A-3: AFSS Facilities Condition Assessment. For leased facilities, the clauses and conditions of the leases applicable at the time of contract award shall apply. Space provided will include the operations rooms; training, office, locker, and break rooms; rest rooms, and storage space. Equipment rooms and maintenance space will be shared with the Government and will be under configuration management to accommodate the introduction of new equipments and/or replacement of equipments. The facility in general and the Operations Room specifically shall be under configuration management IAW the approved SP Configuration Management Plan. Space provided for local telephone or other services may be located at the facility but are not considered part of the GFF provided. Typical facility layouts are included as TE# A-2: Sample Facility Layout. A list of applicable facility drawings is provided as part of TE# J-3: Technical Library, and these drawings will be available upon request. The Government will provide the SP with a marked set of keys to specific facilities as required.

The SP shall make no modifications to the GFF without prior approval from the Government. Approved modifications to FAA facilities shall be made at no additional cost to the Government. Damages to FAA facilities that are determined to be the fault of the SP shall be repaired as directed by the Government and at no expense to the Government. The SP shall return facilities to the Government in the same condition as received, except for normal wear and tear and approved modifications.

The SP shall be responsible for ensuring the assigned workplace and work practices comply with OSHA standards. If a latent hazard is later discovered the Government will restore the area to acceptable OSHA standards at no cost to the SP. The SP is responsible for operating an occupational safety and health program to prevent accidents to SP personnel, the public, and Government personnel.

5.2.1.1 Facility Leases

The Government will provide leased facilities IAW the applicable terms and conditions of the individual leases (see TE# E-3: Government Furnished Facilities (GFF) Contract Information). The SP shall be responsible for providing required facilities at the end of the term of the individual leases for the first 24 months after the end of the Phase-In Period.

5.2.1.2 Facility Maintenance

The Government will provide leased facilities IAW the applicable terms and conditions of the individual leases (See TE# E-3: Government Furnished Facilities (GFF) Contract Information). Upon termination or renewal of current leases, the SP shall be responsible for maintenance of the facility.

5.2.2 Government Access

Authorized Government personnel shall have access to all GFF used by the SP. Authorized Government personnel may perform unscheduled visits during hours of operation. The Government will provide a list of authorized personnel to the SP by the end of the Phase-In Period.

5.3 Government Furnished Equipment

5.3.1 General

GFE is equipment provided to the SP for use in performing work specified in this contract. The SP shall not use GFE for any other work unless prior authorization is received from the Government. The Government will make available to the SP, on a one-time basis, in as-is condition, GFE listed in TE# E-1: Government Furnished Equipment (GFE). Any additional equipment deemed necessary by the SP outside of the GFE listings shall be procured at the expense of the SP, and not charged directly to this contract.

The Government will provide available site documentation to facilitate the installation and operation of the 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.

The Government will provide the Demarcation (DEMARC) equipment, herein referred to as the Government Designated DEMARC, to which all telecommunications channels to be used by SP will be connected.

The Government will provide existing Government telephones for use by the SP personnel for the conduct of flight service related activities. Additionally, the SP will be allowed access to the existing GFE responders and digital loop back test devices to perform remote testing, provided the following conditions are met:

- The SP has assumed maintenance responsibility for GFE utilizing Government telecommunications services to the Government DEMARC;
- The Government will not be held accountable for any degradation of service or cost incurred as a result of SP use of GFE responders or loop back devices; and
- Usage of the responders or loop back devices shall be in conformance with the Government approved SP Maintenance Plan (CDRL XXXX).

5.3.2 Maintenance Plan

The SP shall submit a Maintenance Plan (CDRL XXXX) for Government approval that describes the maintenance of optional GFE and SP equipment. The Maintenance Plan shall also address the notification and reporting procedures for unscheduled interruption of service operations consistent with FAA Order 6030.41, *Notification Plan for Unscheduled Facility and Service Interruptions and Other Significant Events*. The SP shall become responsible for maintenance of optional GFE. The Government will provide leased equipment IAW the applicable terms and conditions of the individual leases (See TE# E-1: Government Furnished Equipment (GFE)). Upon termination or renewal of current leases, the SP shall be responsible for maintenance of the GFE.

5.3.3 Logistic Support

The SP shall develop and implement a Logistics Support Plan (CDRL XXXX) that provides the procedures for integrated logistics support. The SP shall submit the Logistics Support Plan to the Government for approval. The results of implementation of the SP Logistics Support Plan shall not

degrade the performance and availability of AFSS services. The maintenance and submittal of supply support records IAW Contractor's Guide for Control of Government Property shall be addressed as part of the Logistics Support Plan.

Logistic support for GFE shall be IAW FAA Acquisition Management System (AMS) Policy, Section 6, Integrated Logistics Support; FAA Order 4250.9, Field Material Management Control; and FAA Order 4650.19, Supply Support Criteria for Repairable Items. Prior to the assumption of maintenance responsibility for GFE, the SP may either decide to retain the existing logistics support contracts/agreements or negotiate its own logistics support arrangements.

5.3.4 Sparing

The SP shall be responsible for the provision of spare parts required to meet AFSS performance requirements for GFE or SPFE maintained and supported by the SP.

5.3.5 Transfer

The Government retains the right to withdraw any GFE at any time during the performance of the contract. Additionally, all items of equipment will be deleted from GFE listing upon an irreparable equipment failure or end of useful life, and after return of control to the Government's FAA Property Administrator. If such equipment is still required to perform work required in this contract, the SP shall submit a proposal to the Government for approval for replacement of the removed equipment.

5.3.6 GFE Replacement

The SP shall submit to the Government written documentation (CDRL XXXX) for justifying new or replacement GFE purchases. Upon approval of the Government, the SP is authorized to purchase GFE under this contract. If replacement is required due to SP negligence or misuse, the SP shall be responsible for the full replacement cost.

Equipment purchased by the SP for the Government shall be added to the SP's property control inventory and returned to Government control after completion of the contract.

5.3.7 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 Government will furnish IT equipment, systems, software, and programs currently being used for AFSS administrative support. Administrative IT equipment, systems, software, and programs shall be maintained, upgraded, or replaced by the SP as required throughout the contract.

5.3.8 Government Vehicles

The Government will provide a limited number of specially equipped AFSS Mobile Facilities as shown in TE# E-1: Government Furnished Equipment (GFE). These shall be used only in case of emergency operations or to support special events. Determination of use shall be by request to the Government and require Government approval.

5.4 Government Furnished Material

5.4.1 General

The Government will provide furnished materials in as-is condition as listed in TE# E-5: Government Furnished Materials to the SP as accepted. Material includes, but is not limited to, furniture, special tools,

office equipment, maps and other documents used for AFSS services, supplies, parts, subassemblies, other components and end items utilized to accomplish work or services described in this contract. The Government will also provide office equipment. Examples include furniture, copiers, facsimile machines, audio-visual equipment and other office furnishings.

The Government will provide special tools and manuals used for maintenance and diagnostics of equipment prior to the assumption of maintenance responsibilities by the SP. Parts, subassemblies and other components used in the maintenance of equipment and/or facilities will be the responsibility of the SP upon the assumption of maintenance responsibilities for these facilities and/or equipment.

5.5 Government Furnished Services

5.5.1 Utilities

The Government will furnish utilities as currently installed and/or used in GFF. Types of utility services may include electricity, gas, water, sewage, fuel oil and liquid propane gas. The SP shall not change or modify any utility system or component without prior Government review and written approval.

5.5.2 Communications

The Government will provide connections to existing FAA radios and interfacility communications as mandatory GFE using FTI, LINCOS, RML and other telecommunications services from the Government DEMARC outward. During the execution of the contract, the Government will consider Value Added Engineering Change Proposals (VECP) that address the use of these services provided any VECP addresses the inherent NAS requirements that make these services mandatory today (CDRL XXXX).

5.5.3 Trash Removal

Where there are currently trash removal services associated with the AFSS facility, the Government will continue providing these services until the end of that trash removal contract or one year after contract award, whichever comes first. Otherwise, the SP shall be responsible for the provision and costs associated with trash removal.

5.5.4 Janitorial Services

Where there are currently janitorial services associated with the AFSS facility and not provided as part of the facility lease, the Government will continue providing these services until the end of that janitorial services contract or one year after contract award, whichever comes first. Otherwise, the SP shall be responsible for the provision and costs associated with janitorial services. Where janitorial services are part of the lease, these services will continue to be provided until the end of the lease, at which time they may be continued as part of the lease renegotiation.

5.5.5 Warranty Maintenance

The SP shall utilize all commercial warranty entitlements for Government-owned existing equipment, equipment replacements, and new equipment acquired throughout the contract. The SP shall retain maintenance records on all Government-owned equipment falling under equipment maintenance responsibilities of this contract.

SECTION 6: SERVICE PROVIDER FURNISHED FACILITIES, EQUIPMENT, AND SERVICES

6.1 General

The SP shall furnish all property not specifically identified as GFP necessary to comply with the requirements of this contract. The SP shall designate the Government as the owner/agent and warrantee bearer for all SP property purchased under this contract.

6.2 Facilities and Utilities

The SP may recommend additional or replacement GFF, the relocation of services from an existing AFSS facility to a new SP Provided Facility, or the consolidation of services into a fewer number of facilities. The recommended changes shall be submitted to the Government through a Facility Modification Plan (CDRL XXXX), which clearly delineates the proposed modifications to GFF (e.g., facility planning and design documentation, equipment and equipment interface change requirements, telecommunications change requirements, electrical power and HVAC change requirements); justifications and cost/benefit analysis. Upon Government approval, the SP shall be responsible for implementation of all necessary changes in conjunction with and coordination with affected Government organizations, as delineated in their Facility Implementation Plan. Facilities and utilities required by the SP, to supplement or replace those provided as GF, will be obtained at no additional cost to the Government.

6.3 Service Provider Equipment and Supplies

6.3.1 Maintenance Plan

The SP shall maintain SP furnished equipment IAW approved Maintenance Plan (CDRL XXXX).

6.3.2 Marking

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

6.3.3 Sparing

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

6.4 Service Provider Materials

The SP shall furnish all materials not specifically identified as Government furnished materials necessary to comply with the requirements of this contract. Examples of materials include furniture, special tools, office equipment, maps and other documents used for AFSS services, supplies, parts, subassemblies, other components and end items utilized to accomplish work or services described in this contract.

6.5 Service Provider Services

The SP shall provide all services that are not Government furnished such as mail, correspondence, printing, janitorial services, trash removal, and landscaping. The SP shall be offered the option to continue existing support services contracts currently in effect at GFF, or to secure these services independently. Where the Government currently has contracts for these services, these will be provided until the end of those contracts or for one year, whichever is less. For leases, where the lessor provides

the services, the services will continue to be provided until the end of the lease. The SP shall be responsible for any liability associated with the early termination of these contracts.

The SP shall provide communications equipment and services necessary for providing AFSS services. The SP shall not hold the Government responsible for technical, performance, or cost impacts due to SP acquired communications services, not offered as GFS (FTI, AFSS, FTS, etc.).

SECTION 7: PHASES OF PERFORMANCE

7.1 Phase-In Period

The period between performance award 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. SP personnel shall observe the performance of AFSS services defined within this contract. This period shall not exceed six months in duration. The end of this period constitutes the current state solution at which time the SP shall assume full responsibility for AFSS services as defined in this contract.

7.1.1 Phase-In Plan

The SP shall submit a proposed Phase-in Plan (CDRL XXXX) that describes actions necessary for a smooth 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.

7.1.3 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 Final Government Property Inventory Report (CDRL XXXX) 60 days prior to the end of the Phase-In Period.

7.2 Transition Period

The period between the last day of the Phase-In Period and the implementation of the SP end state solution will constitute the Transition Period. This period shall not exceed 36 months in duration. During the Transition Period, the SP shall provide AFSS services IAW directives. The Transition Plan shall address the plans and procedures to meet the following objectives:

7.2.1 Transition Plan

The SP shall submit a Transition Plan (CDRL XXXX) 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 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.

7.2.2 Transition Execution

The SP shall provide qualified personnel to execute transition IAW Transition Plan.

7.3 Phase-Out Period

The last 120 days of the contract will constitute the Phase-Out Period, during which 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 XXXX) for Government approval that addresses the plans and procedures necessary for a smooth transition from end state solution to the successor.

7.3.2 Phase-Out Execution

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

Upon completion of the contract, GFP and non-GFP becomes the property of the Government, along with the data rights, implied data rights and intellectual property.

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 no later than 60 days prior to the end of the last performance period, an inventory of all GFP shall be conducted by the SP and observed by the Government. The SP shall prepare, certify, and submit a detailed phase-out inventory report (CDRL XXXX) for approval by the Government. The inventory will include the same data as required for the initial inventory.

During the final inventory, all GFP shall be jointly inspected. All valid discrepancies shall be noted and may be corrected by one or both of the following methods at the Government's option. The SP shall correct noted discrepancies prior to performance expiration or the cost of repair shall be deducted from the final payment to the SP. A Government representative will determine validity of the discrepancies.

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.

7.3.4 Warrantee Transfer

The SP shall provide the Government with records on warranty information and equipment repair history for SP equipment 30 days prior to phase-out.

APPENDIX A: DEFINITIONS

A.1 Definitions

Accountability: Accountability is the obligation to keep accurate and complete records of property, documents, or funds. Important data elements may include ID data, gains, losses, due-ins, due-outs, and balances on hand or in use.

Activity Dictionary: A product resulting from the preliminary planning phase of the PWS development defining the AFSS activities and current methods for executing those activities.

Adverse Weather Condition: A state of the atmosphere at a given time and place, with respect to variables such as temperature, moisture, wind velocity, and barometric pressure that is disadvantageous to safe and efficient air travel.

Aeronautical: Information of or relating to aircraft navigation.

Airport Advisory Services: The dissemination of airport or weather advisories necessary for pilots to make decisions regarding their route of flight above an airport, or regarding their approach and landing on a particular runway.

Airspace: The portion of the atmosphere above a particular land area.

As-Is: Condition of operational suitability, which is not warranted against deficiencies, malfunctions or mechanical defects in the material, workmanship, or mechanical integrity.

Authenticity: A measure designed to provide protection against fraudulent transmissions by establishing the validity of a transmission, message, station, or originator.

Authorized party: Third parties that are sanctioned and confirmed by the Government as being permitted to have access to specific information.

Availability: 1. A measure of the degree to which an item is in an operable and committable state at the start of the mission, when the mission is called for at an unknown (random) point in time. 2. Timely, reliable access to data and information services for authorized users.

Classified Information. Information that, in the interest of national security, requires protection against unauthorized disclosure as determined under Executive Order 12958. Such information is classified as top secret, secret, or confidential.

Clearance: Authority permitting individuals cooperating in FAA work, and having a legitimate interest therein, access to classified technical information, material, or equipment or admission to restricted areas or facilities where such information or material is located.

Confidentiality: A requirement that private or confidential information not be disclosed to unauthorized individuals.

Configuration: The functional or physical characteristics of equipment, systems, hardware, firmware or software set forth in technical documentation and achieved in a service and/or system.

Configuration Management: Technical and administrative controls for identification and documentation of physical and functional characteristics of configuration items; changes to characteristics of those configuration items; and recording and reporting of change processing and implementation of the system.

Conservation: The protection, improvement, and use of natural resources according to principles that will provide optimum public benefit and support of FAA's mission.

Continuity of Operations: Uninterrupted performance of the scope of work outlined in this PWS IAW the PRS and in line with the FAA's mission.

Contract: A binding legal documentation of an award decision, between the Government and a contractor or a Letter of Obligation (LOO) between the Government and the MEO, for the procurement of supplies or services.

Control Message: Messages pertaining to a controlled airspace extending upwards from a specified limit above the earth.

Corrective Action: Consists of those efforts required to correct reported deficiencies and determine that other services are not similarly defective.

Critical Operational Issues (COI): A key operational effectiveness or operational suitability issue that must be examined during operational test to determine the system's capability to perform its mission.

Customer: Any recipient of a services described in the PWS, examples include; airline transport, commercial, student and recreational pilots; military, air taxi and Part 135 operators; domestic and foreign aviation interests; FAA organizations; federal, state, and local governments; public safety and law enforcement services.

Damage: A condition that impairs either value or use of an article; may occur in varying degrees. Property may be damaged in appearance or in expected useful life without rendering it unserviceable or less useful. Damage also shows partial non-serviceability. Usually implies that damage is the result of some act or omission.

Direct: Having no intervening entity involved in a process.

Directive: An order or instruction, especially one issued by a central authority; including existing governing policies, orders, methodologies, procedures, and regulations regarding the delivery of AFSS services

Directly-usable: Data that is interpreted and communicated in a format and/or manner that is of use to the customer.

Disposal: The processing of excess assets (e.g., real property, industrial and personal property) by the Government.

Distress Condition: A condition of being threatened by serious and/or imminent danger and of requiring immediate assistance.

Due Regard: A phase of flight wherein an aircraft commander of a State-operated aircraft assumes responsibility to separate hi/her aircraft from all other aircraft.

Electronic Format: A document format that is provided on, or controlled by a computer or computer network.

Emergency: A distress or an urgency condition.

Equipment (As Used in Government Furnished Property): An item of equipment owned by the Government and furnished to a SP to provide AFSS services.

Facilities (As Used in Government Furnished Facilities): Buildings or structures, in whole or in part, furnished by the Government and assigned to the SP for the performance of service requirements; all real property items other than land.

Functional: Pertaining to, or connected with, the provision of AFSS services described in Section 3 of this contract.

General: Characteristically affecting a majority of AFSS customers, especially not being limited to or dealing with one specific element.

Government: The personnel and agencies that lawfully administer and control the affairs of the FAA.

Hazardous Flight Condition: A flight condition marked by danger; perilous condition for safe and efficient flight.

Hazardous Materials (HAZMAT): Materials that are toxic, poisonous, corrosive, irritating, sensitizing, radioactive, biologically infectious, explosive, or flammable, and present a hazard to human health, safety, and environment. Special handling procedures and disposal facilities are required for their disposal in compliance with federal, state, and local regulations. Material must be handled and disposed of in compliance with special provisions as outlined in safety and environmental publications.

Impacted parties: Any person or entity that has a "need to know".

Improvement: Alterations, conversions, modernizations, renewals, additions, expansions, and extensions that are for the purpose of enhancing a place, an object, or a process.

Inflight Services: Inflight services include those services provided by the SP to customers during flight; especially providing customers with meteorological, aeronautical and other coordination services during flight.

Indirect: Having an intervening entity involved in a process.

Inspect: Determination and identification of the condition, defects, or malfunctions of equipment, facilities, and systems with reference to established standards.

Installed: To have set in position and connected or adjusted for total functional use of equipment or materials.

Inventory: An inventory is a physical count of property items on hand. Components are inventoried when the end item is inventoried.

Inventory Control: Component of the phase-in period that includes managing, cataloging, requirements determination, procurement, distribution, overhaul, and disposal of material.

Joint Inventory: A physical count of items conducted by individuals representing separate interests for the purpose of establishing the quantities of property on hand.

Letter of Obligation: A binding contractual agreement between the Government and the MEO upon an award decision in favor of the MEO for the procurement of supplies or services.

Meteorological: The phenomena of the atmosphere, e.g., weather and weather conditions.

Mode of Operation: A prescribed operational set.

Movement Message: Messages pertaining to runways, taxiways, and other areas of an airport/heliport which are utilized for taxiing/hover taxiing, air taxiing, takeoff, and landing of aircraft, exclusive of loading ramps and parking areas.

National Airspace System: The common network of U.S. airspace; air navigation facilities, equipment and services; airports or landing areas; aeronautical charts, information and services; rules, regulations and procedures; technical information; and manpower and material. Included are system components shared jointly with the military.

Natural Disaster: Any natural event in which person, place, or thing may be put in jeopardy.

Normal Wear and Tear: Loss or impairment of appearance, effectiveness, worth, or utility of an item that has occurred solely because of normal and customary use of the item for its intended purpose.

Operational Control: Having authority or ability to manage or direct the state of the SP's organization to be operative or functional.

Operational Services: Services provided by the SP that ensure the movement of aviation information to achieve continuity of operations within the NAS and protect national security, and services that include the development, translation, processing, coordination, and dissemination of aeronautical, meteorological, and aviation information to advise, notify, and/or educate customers.

Overdue Aircraft: An aircraft having not arrived thirty-minutes after the scheduled or expected time of arrival (ETA).

Performance Requirements Summary (PRS): The PRS shows contract requirements, the component requirements related to each contract requirement, the price of each work requirement as a percentage of the associated contract requirement, the standard of performance, and the maximum allowable defect rate for each work requirement.

Performance Work Statement (PWS): The PWS consists of the definitive or descriptive words identifying the subject matter of the contract referred to as the specifications or work statement.

Pilot: A person who steers or controls the course of an aircraft; a person who is licensed to operate an aircraft.

Phase-In Period: The period between performance award and the first day of the Transition Period.

Phase-Out Period: The last 120 days of the contract.

Policy: The general plan of operation.

Procedure: The step-by-step method or way in which the policy or plan is to be carried out.

Process: A series of actions or operations that achieve an end or result.

Prohibited Area: Defined airspace dimensions identified by an area on the surface of the earth within which the flight of aircraft is prohibited. Such areas are established for security or other reasons associated with the national welfare.

Property: Terms "Real Property", "Government Property", "FAA Property", and "Property" include all property under control of the Federal Aviation Administration. Property includes but is not limited to land, facilities, equipment, supplies, parts, and accessories thereto, and alteration or Facility of any of the foregoing. Not included is property accounted for and owned by a non-appropriated fund activity.

Property Administrator: An authorized representative of the Contracting Officer assigned to administer the contract requirements and obligations relating to Government property.

Protection Profile: A combination of security requirements (e.g., assurance and functional requirements) with the associated rationale and target environment to meet identified security needs. A protection profile shall be tailored from protection profiles published by NIST or NSA or under Common Criteria mutual recognition agreements with either agency.

Qualified: Having the appropriate qualifications for an office, position, or task.

Quality: The composite of attributes or characteristics (e.g., performance of an item, or service, or system.)

Quality Assurance (QA): The planned and systematic processes, procedures, and actions necessary to provide adequate confidence that the services meet customer expectations and requirements.

Quality Assurance Evaluator (QAE): That person responsible for surveying the SP performance.

Quality Assurance Surveillance Plan (QASP): An organized written document used by Government for quality assurance surveillance. Document contains sampling/evaluation guides, checklists, and the Performance Requirements Summary (PRS).

Quality Control (QC): The process for the gathering and analyzing of data and the inspection of services for compliance with specified requirements and the determination of causes for non-conformance.

Real Property: Land, buildings, structures, and items permanently affixed to land, buildings, or structures.

Restricted Areas: Restricted areas contain airspace identified by an area on the surface of the earth within which the flight of aircraft, while not wholly prohibited, is subject to restrictions. Activities within these areas must be confined because of their nature or limitations imposed upon aircraft operations that are not part of those activities or both. Restricted areas denote the existence of unusual, often invisible, hazards to aircraft such as artillery firing, aerial gunnery, or guided missiles.

Security Target: A set of security functional and assurance requirements and specifications to be used as the basis for evaluation of an identified product or system usually in response to a chosen protection profile.

Sensitive Security Information: Information whose unauthorized disclosure, modification, or unavailability would harm the agency. See FAA Order 1370.82, *Information Systems Security Program*.

Service Disruption: An event that results in a displacement or discontinuity of AFSS operations.

Service Provider (SP): The prime entity providing services described in PWS any subcontractors providing work described in the PWS.

Service Provider-Furnished Equipment (SPFE): That equipment the SP is required to furnish in order to perform the requirements of the contract.

Service Provider-Furnished Property (SPFP): That property the SP is required to furnish in order to perform the requirements of the contract. The SP retains title to all SPFP.

Service requirements: Contractual obligations pertaining to work in the PWS that the SP is legally obligated to provide.

Shall: The word "Shall" is used in connection with the SP and a requirement; use of "shall" specifies that the provision is mandatory.

Special Event: A non-customary service supported by AFSS operations (e.g., exhibitions of aircraft and piloting skills, sporting events, and festivals).

Special Use Areas: Any airspace with defined dimensions within the NAS wherein limitations may be imposed upon aircraft operations. This airspace may be restricted areas, prohibited areas, military operations areas, and air ATC assigned airspace, and any other designated airspace areas.

Suspicious aircraft or pilot activity: Aircraft or pilot activity that appears to be plainly distrustful or appears to be plainly against federal, state, or local laws and regulations.

Surveillance Method: A means or a manner of monitoring the actions of a person or group.

Traceability: Evidence or an indication of the former presence of something.

Transition Period: The period between the last day of the Phase-In Period and the implementation of the SP end state solution.

Urgency Condition: A condition concerning the safety of an aircraft or other vehicle, or of person on board or in sight, but which does not require immediate assistance.

Workload: The approximate quantity of work estimated for an employee to perform a particular type of work within a specified time period.

APPENDIX B: ACRONYMS

B.1 Acronyms

ADIZ	Air Defense Identification Zone
AFSS	Automated Flight Service Station
AMS	Acquisition Management System
ANSI	American National Standards Institute
AOS	Airway Operational Support
ARTCC	Air Route Traffic Control Center
AT	Airway Traffic
ATC	Air Traffic Control
C & A	Certification and Authorization
CCB	Configuration Control Board
CDRL	Contract Data Requirements List
CFR	Code of Federal Regulations
CGA	Continuing Government Activity
CLIN	Contract Line Item Number
CM	Configuration Management
COB	Close of Business
COI	Critical Operational Issue
CSWU	Central Weather Service Unit
CTAF	Common Traffic Advisory Frequency
DAA	Designated Approving Authority
DEMARC	Demarcation
DF	Direction Finder
DVFR	Defense Visual Flight Rules
ECM	Electronic Counter Measures
ECP	Engineering Change Proposals
EFAS	En Route Flight Advisory Service
EPA	Environmental Protection Agency
ETA	Estimated Time of Arrival
FAA	Federal Aviation Administration
FAIR	Federal Activities Inventory Reform
FAR	Federal Acquisition Regulation
FCC	Federal Communications Commission
FOIA	Freedom of Information Act
FOUO	For Official Use Only
FPMR	Federal Property Management Regulation
FRZ	Flight Restricted Zones
FSS	Flight Service Stations
FTI	Telecommunications Contact
FWA	Flight Watch Area
GF	Government Furnished
GFE	Government Furnished Equipment
GFF	Government Furnished Facilities
GFM	Government Furnished Material
GFP	Government-Furnished Property
GFS	Government-Furnished Services
GSA	General Services Administration

HAZMAT	Hazardous Material
HP	Holding Pattern
HRPM	Human Resources Policy Manual
HVAC	Heating, Ventilating, and Air-Conditioning
IAW	In Accordance With
ICAO	International Civil Aviation Organization
IFR	Instrument Flight Rules
IRC	Interface Control Documents
IRD	Interface Requirements Documents
IS	Information System
ISE	Inflight Service Enhancement
ISSO	Information System Security Officer
IT	Information Technology
LOA	Letter of Agreement
LOO	Letter of Obligation
MEO	Most Efficient Organization
MOA	Military Operations Area
MRO	Medical Review Officer
MTR	Military Training Routes
NAS	National Airspace System
NFDC	National Flight Data Center
NAVAIDS	Navigational Aids
NCDC	National Climatic Data Center
NFDC	National Flight Data Center
NFPA	National Fire Protection Association
NOTAM	Notice to Airmen
NOV	Notice of Violation
NWS	National Weather Service
OMB	Office of Management and Budget
OM	Operations Manager
OSHA	Occupational Safety and Health Administration
PIREPS	Pilot Weather Reports
PM	Program Manager
PMA	President's Management Agenda
PMP	Program Management Plan
POC	Point of Contact
PRS	Performance Requirements Summary
PWS	Performance Work Statement
QA	Quality Assurance
QAE	Quality Assurance Evaluator
QAP	Quality Assurance Program
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QMP	Quality Management Plan
RADAR	Radio Detection and Ranging
RCC	Rescue Coordination Center
SAR	Search and Rescue
SIR	Screening Information Request
SOP	Standard Operating Procedures
SP	Service Provider
SPFE	Service Provider Furnished Equipment

SPFP	Service Provider Furnished Property
SPFS	Service Provider Furnished Services
ST	Security Target
STMP	Special Traffic Management Program
SSI	Sensitive Security Information
SUI	Sensitive Unclassified Information
TE	Technical Exhibit
TIM	Technical Interchange Meetings
TFR	Temporary Flight Restrictions
UFO	Unidentified Flying Object
U.S.	United States
USNOF	U.S. NOTAM Office
UUA	Urgent Pilot Report
VECP	Value Added Engineering Change Proposals
VFR	Visual Flight Rules
VIP	Very Important Person
WSI	Weather Services International