DRAFT PERFORMANCE WORK STATEMENT FOR GLOBAL PATIENT MOVEMENT CAPABILITY IN SUPPORT OF THE DEPARTMENT OF WAR

26 June 2026

1. DESCRIPTION OF SERVICES

1.1 Service Overview

The contractor shall provide a widebody aircraft and crew specifically configured to support global Patient Movement operations for the Department of War (DoW). These operations shall include the following key services:

- **In-Flight Patient Movement**

The contractor shall ensure safe and effective transfer and medical care for patients with varying medical needs, ranging from ambulatory care to intensive care. The aircraft shall be equipped to handle critical care patients and provide necessary medical interventions during transit.

- **Training Support**

The contractor shall deliver both in-flight and static Patient Movement training to DoW uniformed personnel. This training shall focus on enhancing operational readiness and establishing DoW personnel proficiency in patient transport procedures and medical care during aeromedical missions aboard commercial aircraft.

The contractor shall ensure all aircraft, equipment, and personnel meet the required standards for safety, reliability, and compliance with DoW operational requirements.

1.2 Area of Operations

The contractor shall provide patient movement services within the **Continental United States (CONUS)** and **Outside the Continental United States (OCONUS)** as directed.

To ensure operational efficiency, the contractor's base of operations shall:

- Be located within CONUS to maximize availability and minimize response times.
- Be strategically positioned to support potential OCONUS operations, particularly in the Indo-Pacific region.

Any proposed base of operations or changes to the location must be submitted to the Contracting Officer for review and approval prior to implementation.

1.3 Contract Administration/Management

The administration and management of this contract shall be led by **U.S. Transportation Command (USTRANSCOM)** as the DoW Single Manager for Global Patient Movement.

- **Defense Health Agency (DHA)**:
  - **Administration**:
    - Act as the primary contract procurement and administration authority.
    - Provide a Contracting Officer Representative (COR) to oversee contracting functions and ensure compliance with all contractual requirements.
- **USTRANSCOM**:
  - **Program Management and Operational Oversight**:
    - Mission Tasking Authority resides with the 618th Air Operations Center (AOC) (Tanker Airlift Control Center) and the Contracting Officer.
    - Mission Cancelation Authority resides with the 618th AOC and the Contracting Officer.
    - Provides program management, oversight, and coordination of all required services to ensure seamless operational integration.

- Lead the integration of commercial capabilities into the Defense Transportation System.
- Collaborate with U.S. government (USG) mission partners to minimize waste, duplication, and overlap with existing government functions.

The contractor shall maintain regular communication with **USTRANSCOM** and **DHA** to ensure effective execution of services and adherence to operational and contractual requirements.

2. BASIC SERVICE

2.1 Aircraft Qualifications

2.1.1 Registration and Ownership Requirements

- Aircraft must be a U.S. registered aircraft
- Aircraft must be owned or controlled by a U.S. flagged air carrier
- Aircraft must be operated by a U.S. flagged air carrier

2.1.2 Certification Requirements

- The carrier must be **Federal Aviation Regulations (FAR) Part 121 certificated** to qualify for **Civil Airlift Review Board (CARB)** approval.
- The carrier must receive and maintain **CARB approval** to operate the aircraft. CARB approval is contingent upon meeting all Federal Aviation Administration (FAA) requirements, including specific approval to conduct medical evacuation and patient movement operations.
- The carrier must receive and maintain a **Civil Reserve Airlift Fleet (CRAF)** contract for the duration of the Patient Movement contract.
- Certification under FAR Part 121, CARB, and CRAF ensures the carrier meets operational, safety, and medical evacuation standards required for integration into the Defense Transportation System.
- The Government may elect to pursue Public Aircraft Operations (USAF) and State Aircraft designation (USTRANSCOM) on an interim basis until the carrier is certified under FAR Part 121. Once FAR Part 121 certification is established, the carrier must comply with all CARB requirements.
    - During transition from USAF to FAA oversight, the Contractor will not be penalized for downtime from aircraft certification delays beyond their control. This re-certification process should be coordinated with the Program Manager and where possible, coincide with other scheduled down times (e.g. heavy maintenance).

2.1.3 Airworthiness Requirements

- Aircraft must meet and maintain compliance with **U.S. Air Force Technical Airworthiness requirements** while designated for **Public Use** and/or **State Aircraft** status.
- The government intends to utilize the **Public Aircraft Operations** and **State Aircraft designation** for airworthiness compliance. The contractor shall:
    - Configure the aircraft to meet airworthiness standards.
    - Provide all requested information, technical and engineering support, and comply with

all other requirements as directed by airworthiness authorities.

- The Contractor shall work with the **FAA** to seek FAR Part 121 certification for medical evacuation and patient movement operations. Without FAA approval, the carrier will not be eligible for CARB certification to transport patients.
- If the contractor fails to meet or maintain airworthiness requirements under either **Public Aircraft Operations** or **State Aircraft designation**, or fails to secure FAA approval for patient movement operations and is unable to meet the requirements of the contract, the government reserves the right to cancel the contract.
    - The Contractor will not be penalized or held in default if the failure to meet or maintain the Public Aircraft Operations or State Aircraft designation is attributable to Government processing delays, revocation without Contractor fault, or other factors outside the Contractor or Carrier's direct control. This exclusion also applies to the Contractor securing FAA Part 121 Aeromedical Evacuation status and transitioning the aircraft back to FAA Part 121.

2.1.4 FAA & Aeromedical Evacuation (AE) Requirements

- **FAA Requirements:**
    - Once FAA requirements are established for wide-body patient movement, the aircraft must meet and maintain all applicable FAA certifications and standards.
    - The contractor shall coordinate with the Federal Aviation Administration (FAA), as directed by the Program Manager, to inform and support the development of airworthiness standards and procedures for commercial wide-body patient movement operations. The Carrier will provide routine updates as required by the Program Manager and Contracting Officer.
    - If subsequent patient movement aircraft are contracted by the Government, the contractor shall seek airworthiness certification through the FAA to ensure compliance with patient movement requirements.
- **Aeromedical Evacuation (AE) Requirements:**
    - The contractor shall ensure the aircraft is configured and equipped to meet Aeromedical Evacuation (AE) requirements, including:
        - Support for medical equipment and systems necessary for patient care during transport.
        - Compliance with standards for patient safety, medical intervention capabilities, and critical care transport.
        - Integration of AE-specific operational procedures, as directed by the Program Manager, to ensure seamless coordination with DoW medical teams and Theater Validating Flight Surgeons (TVFS).
    - The contractor shall provide technical and operational support to meet AE mission requirements, including training for USAF, NATO, Five-Eye aeromedical crews and compliance with AE-specific protocols.

2.1.5 CRAF Program Exclusion

- **Commercial Patient Movement Aircraft**:

  - Aircraft utilized for **Commercial Patient Movement** shall not be committed to the **Civil Reserve Air Fleet (CRAF)** program or subject to any contractual or other superseding requirements.
  - The contractor must ensure that aircraft dedicated to patient movement operations remain exclusively available for this purpose and are not dual purposed for CRAF or private-sector commitments.
- **Operational Integrity**:
  - The contractor shall maintain clear separation between aircraft designated for Commercial Patient Movement and those committed to the CRAF program to avoid operational conflicts and ensure compliance with both programs' requirements.
  - If the Contractor's designated aircraft is part of the CRAF program, the contractor will have 120 days to remove the aircraft from the CRAF program.

2.2 Aircraft Configuration
2.2.1 Basic Configuration Requirements
One (1) Widebody aircraft configured to:

2.2.1.1 Litter Capacity
Transport a minimum of 34 NATO litters secured to litter stanchions
Consisting of a minimum allotment of 30 litter patients and 4 vented critical care litter patients

2.2.1.2 Stanchion Systems
Stanchion litter systems shall be capable of supporting NATO litters, equipment, in-flight kits, consumables and other required items.

2.2.1.3 Seating Requirements
Maintain a minimum mixture of 50 business and economy class seats to support ambulatory patient loads, passenger, and crew requirements.
Seating shall be arranged to provide additional isle clearance to support safe and efficient loading and unloading of litter patients.

2.2.1.4 Medical Equipment Support
The contractor shall ensure the aircraft is configured to support medical equipment and supplies necessary to provide global in-flight transit and medical care for all patients. This includes:

- **Power Requirements:**
  - Aircraft must provide sufficient and reliable power sources to operate medical equipment, including ventilators, monitors, infusion pumps, and other critical care devices.
  - Power systems must meet safety and Special Flight Release airworthiness standards and be capable of supporting continuous operation of medical equipment during extended flights.
- **Medical Equipment Integration:**
  - The aircraft must be equipped with mounting systems, storage areas, and connections to securely accommodate medical equipment and supplies.

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  - Ensure compatibility with standard medical equipment used by DoW aeromedical crews.
- **Environmental Controls:**
  - Maintain appropriate cabin temperature, humidity, and pressurization to support patient care and the operation of medical equipment.
  - Ensure the aircraft is equipped with lighting systems suitable for medical procedures during flight.
- **Operational Readiness:**
  - Provide backup systems to ensure uninterrupted operation of medical equipment in the event of power or system failure.
  - Coordinate with DoW medical teams to ensure all equipment and supplies are properly integrated and operationally tested prior to missions.
- **Provision of Portable Power System (PPS), NPTLOX, 887A Version 7 and 887N Version 7 Inflight (Medical) Kits.**
  - The Government will provide the contractor the following serviceable, certified, and complete Government Furnished Material:
  - Two (2) PPS UNITRON INVERTORS **P/N 80-18025-1, QTY 2**. This is a PORTABLE POWER SYSTEM, PS-95-448-2 and associated cable system (ECAS).
  - Six (6) NPTLOX systems
- **In-flight Kits and Narcotics**
  - The Contractor will procure in-flight kits and will be responsible for replenishment of all consumable items.
  - The Contractor will procure all required narcotics consistent with HB Narcotics Box 6516-01-473-8678. The Contractor is responsible for storage, transport and compliance with applicable licenses and federal laws.
- **Medical Equipment Storage, Servicing, Calibration, Repair:**
  - The Contractor is responsible for servicing, calibration, and repair of Contractor provided medical equipment. The Government is responsible for servicing, calibration, and repair of Contractor provided medical equipment The Contractor will work with Government to develop an efficient system to manage the drop-off and pick-up of medical equipment requiring servicing, calibration, and repair.
  - The Government will also service Government Owned Contractor Operated NPTLOX systems. The Contractor will work with the Government to develop an efficient process for NPTLOX servicing. This process will also ensure that the ability to properly service NPTLOX is available during contingency and alert operations.
  - In the event the Government is unable to support any required equipment, the Contractor will establish a servicing contract and manage calibration, repair and servicing cycles in a manner that ensures availability to meet contract requirements.

2.2.2 Configuration Approval

Aircraft configuration plan and configuration modification shall be submitted to Program Manager for review and approval prior to implementation.

2.2.3 Stanchion/Seat Maps

Contractor shall furnish stanchion/seat maps conforming to the configuration of its aircraft, to the Transportation Reference Data Management (TRDM) program office transcom.scott.tcj6.mbx.trdm@mail.mil, at least 30 days prior to the start of a channel mission or seven days after contract award, whichever is earlier. Contractor shall submit configuration modifications to the TRDM at least 10 days after approval. Stanchion/seat map legends must clearly identify the tail number, total stanchions, total physical seats, and number of seats by seat pitch measurement and the location of all emergency exits and indicate seat pitch between rows. Where required seat spacing results in less rows of seats than are indicated in the aircraft's overhead numbering system, the excess row numbers and seats should be blanked out to minimize confusion.

2.2.4 The Government may direct (and will reimburse) the contractor to procure the second SLS and baseplates based on the extended manufacturing lead-time to ensure the ability to generate a second aircraft quickly to support contingency operations.

2.3 Availability

2.3.1 Monthly Block Hours

The contractor shall provide the aircraft and a full complement of aircrews and aeromedical crews to support operations for 150 Block hours per month. Block hours shall be measured from the removal of aircraft chocks for pushback/taxi to the placement of chocks at the end of each flight.

- **Aircraft Availability:**
  - The contractor must ensure the aircraft remains operational and available to meet the monthly block hour requirement.
  - If the aircraft undergoes bi-annual heavy maintenance or other extended downtime (e.g., 1 to 2 months), the contractor shall provide a replacement aircraft to maintain operational continuity and fulfill the monthly block hour requirement.
- **Billing During Downtime:**
  - The contractor shall not bill for the full 150 Block hours during months when the primary aircraft is unavailable and no replacement aircraft is provided.
  - Billing shall be adjusted proportionally based on the actual block hours flown during the downtime period.
- **Maintenance Planning:**
  - The contractor shall coordinate with the Program Manager to schedule heavy maintenance periods in advance to minimize operational disruptions.
  - The contractor must provide a detailed quarterly maintenance plan, including timelines and contingency measures, to ensure compliance with contract requirements.

2.3.2 Carryover Hours

Up to 10 block hours of unused time may be carried forward into the next month until utilized, but each month will not exceed 160 block hours.

2.3.3 Aircraft Maintenance

Contractor furnished aircraft shall be capable of completing each flight without requiring regularly scheduled maintenance, except for enroute and turnaround service unless permitted otherwise by the

Contracting Officer.

2.3.4 Equipment and Supplies

All equipment, supplies and consumables required for contract performance will be maintained at or near the aircraft's home base, except for contingency directed support taskings. When required to increase operational readiness and aircraft generation, the Contractor will be allowed to store extra aircraft wheels, brakes, and tooling at mutually agreed hubs.

2.4 Personnel

2.4.1 Aircrews

The contractor shall provide sufficient qualified cockpit crew members and aircrew to ensure the completion of each flight without delays, while complying with all safety standards and operational requirements. Key considerations include:

- **Crew Composition:**
  - The contractor shall ensure the number of cockpit crew members and aircrew meets FAA requirements for the number of patients being transported, including:
    - Providing food and beverage services to patients and passengers.
    - Supporting loading and unloading operations.
    - Delivering non-medical emergency services during flight, as required.
  - The contractor shall provide sufficient crew to support 150 Block Hours per month, including contingency planning for OCONUS travel (e.g., Indo-Pacific operations) to ensure crew availability and compliance with duty time limitations.
- **Restrictions on ANG/AFRC Personnel:**
  - CRAF Carriers are prohibited from using Air National Guard (ANG) or Air Force Reserve Command (AFRC) aircrew to meet CRAF contract requirements. This restriction applies to all commercial operations under this contract.
  - The contractor shall ensure that aeromedical evacuation (AE) nurses, technicians, and other medical personnel assigned to the contract are not part of ANG or AFRC units unless explicitly authorized by the Government for specific missions.
- **Compliance and Accountability:**
  - The contractor shall maintain detailed records of crew assignments and qualifications to ensure compliance with Special Flight Release and FAA (Part 121 once the FAA approves Part 121 AE operations) regulations and contract requirements.
  - The contractor shall coordinate with the Program Manager to address crew utilization for OCONUS operations and ensure sufficient staffing levels for all missions.
  - The Government will be responsible for verifying medical qualifications and approving NATO and Five-Eye partners, AE and other medical personnel to fly on the aircraft.

2.4.2 Aeromedical Crews

Contractor shall provide the required complement of medical crew members to provide the standard of care necessary to accommodate patient acuity of persons who are ill, injured, wounded, or otherwise mentally or physically incapacitated or helpless; who may require emergency medical care

in-flight; and who, in a physician's opinion, cannot be safely transported on a standard commercial or charter flight.

2.4.2.1 Criticality Matrix
The Contractor shall submit for approval a criticality matrix that shows a proposed mix of Full Time Equivalent (FTE) Specialties (Flight Nurse, Physician, Respiratory Technicians, Paramedics, etc.) for each of the defined Levels of Medical Care (Intensive Care (IC), Advanced Life Support (ALS), Basic Life Support (BLS).

2.4.2.2 Team Definitions

2.4.2.2.1 Aeromedical Evacuation Team
An Aeromedical Evacuation (AE) team shall consist of the following personnel:

- Core Team Composition:
  - One (1) flight physician.
  - Two (2) flight nurses.
  - Two (2) flight paramedics.
  - Three (3) flight emergency medical technicians.
  - One (1) crew member assigned as the medical crew director to oversee medical operations during the mission.
- **Flexibility in Crew Complement:**
  - The contractor may tailor the AE team composition based on:
    - Patient Acuity: Adjustments to the team size and specialties may be made to accommodate the specific medical needs of patients (e.g., critical care patients requiring additional support).
    - Crew Duty Day: Modifications may be made to ensure compliance with duty time limitations and operational requirements.
    - Mission Requirements: Adjustments may be made to align with the scope and complexity of the mission.
- **Coordination and Approval:**
  - The contractor shall coordinate with and receive approval from the Government's Theater Validating Flight Surgeon (TVFS) for any modifications to the AE team composition.
  - The TVFS shall have final authority to approve or reject proposed changes to the AE team based on mission requirements and patient care standards.
- **Consistency with Civilian/Commercial Standards:**
  - If the contractor is providing the medical teams, the AE team definitions and roles must align with civilian/commercial standards for aeromedical evacuation personnel. This includes:
    - Ensuring all team members are appropriately trained, certified, and experienced in aeromedical evacuation and patient care during flight.
    - Adhering to industry best practices for staffing levels and medical specialties to ensure safe and effective patient transport.

2.4.2.2.2 Critical Care Air Transport Team (CCATT)
A Critical Care Air Transport Team (CCATT) shall consist of one (1) critical care flight physician, one (1) critical care nurse, and one (1) respiratory technician or flight paramedic.

2.4.2.3 Medical Director
The Contractor shall maintain a Medical Director to act as their chief physician. The Medical Director shall be a licensed physician who is ultimately responsible for patient care during patient transport missions. The Medical Director will provide clinical directions and medical orders to address enroute changes in patient health status and other medical emergencies. The Contractor shall provide medical management and clinical oversight for all manifested patients. The Contractor shall provide administrative oversight and credentialling for all Aeromedical Crew Members (ACM).

2.4.2.4 Crew Complement
Patient stability may dictate changes in the mix of patients to crew members, crew augmentees and medical attendants affecting standard planning assumptions. The contractor's Medical Director, in coordination with the Government's Theater Validating Flight Surgeon (TVFS), determines the appropriate aeromedical crew complement based on the acuity of manifested patients. The TVFS has the final decision on crew complement and will notify the Program Manager of any disputes.

2.4.2.5 Accreditation
Contractor shall meet U.S. accreditation standards for basic, advanced, and critical-care life support. If new standards are developed during the FAA certification process, the Contractor will submit plans to the Contracting Officer to comply with new or emerging standards.

2.4.2.6 Training and Certification
The Contractor shall ensure all aeromedical crew members, flight crews, and support personnel maintain current certifications and complete initial and recurrent training in accordance with FAA, DoD, HIPAA, and cybersecurity requirements. Training records shall be provided to the Government upon request.

2.4.3 Aircraft Support Personnel
Contractor shall establish ground support functions similar in capability to a USAF aeromedical evacuation operations team at the aircraft's CONUS base of operations to support crew, equipment and mission management. The Contractor will coordinate with the Program Manager and receive approval from the Contracting Officer before establishing additional ground support functions for operations and sustainment activities along recurring transportation routes.

2.4.4 Air Transportation Planner
The creation of an **Air Transportation Planner** role is not currently required under this contract. However, the establishment of such a position may be considered in the future to enhance coordination and operational efficiency. If implemented, the following responsibilities and requirements shall apply:

- **Role and Responsibilities**:
    - Upon tasking and approval from the Program Manager, the contractor shall provide an

Air Transportation Planner to **Scott AFB, IL** for the duration of the contract.
    - The planner shall:
        - Implement flight schedules and coordinate patient manifests.
        - Coordinate passenger manifests and produce weekly situation reports for the Program Manager.
        - Advise on mission planning and execution activities, including crew management for routine and contingency planning.
    - This individual shall serve as the primary reach-back point to the contractor for all mission execution activities.
- **Scope of Position**:
    - This position is not intended to support program management or high-level contacts with industry.
    - The planner shall focus exclusively on operational coordination and execution activities.
- **Security Clearance and System Access**:
    - The individual must obtain and maintain a **SECRET level clearance** for building access.
    - The government shall provide access to **NIPRNET IT systems** as feasible to support seamless communication and information management.
- **Approval and Oversight**:
    - The Program Manager in consultation with the Contractor, shall:
        - Determine duty location at **Scott AFB, IL**.
        - Coordinate system access and establish daily duties.

3. OPERATIONS

3.1 Standard Operations

3.1.1 Response Time

The Contractor will pre-position from "home base" and receive patient(s) at originating airfield within 72 hours of notification to begin performing movement and distribution operations after USTRANSCOM Theater Patient Movement Requirements Center (TPMRC) validation. The aircraft and associated crews will not reposition from “home base” without validated tasking from the 618 Air Operations Center, unless otherwise approved by the Program Manager and Contracting Officer.

3.1.2 Multi-Day Operations

The contractor shall support multi-day, multi-stop operations as required to ensure effective patient movement and distribution. The Government will provide both scheduled (recurring) routes and ad hoc taskings as determined by mission requirements. Key requirements include:

- **CONUS Operations:**
    - The contractor shall support multi-day, multi-stop operations within the Continental United States (CONUS) or other permissive environments.
- **OCONUS Operations:**
    - The contractor shall support multi-day, multi-stop patient distribution operations in

the Indo-Pacific, Europe, and other permissive environments as directed.

- **Government-Positioned Aeromedical Crews:**
  - The government may position Department of War (DoW) aeromedical crews and critical care teams on a temporary basis at CONUS and OCONUS locations to:
    - Support local training missions.
    - Conduct training aboard operational missions.

The contractor shall coordinate with the Program Manager to ensure seamless integration of operations and training activities.

3.1.3 Support Functions

- Contractor will establish ground support functions similar in capability to a USAF aeromedical evacuation operations team at the aircraft's home base to support crew, equipment and mission management.
- The Contractor will coordinate with the Program Manager and seek approval before establishing additional ground support functions for operations and sustainment activities along recurring transportation routes.

3.1.4 Flight Planning and Permits

The Contractor shall be responsible for all flight-related planning, permits, and coordination to ensure seamless patient movement operations. Key responsibilities include:

- **Flight Plans and Permits:**
  - The contractor shall file all necessary flight plans and secure landing permits for all locations, including civilian airfields and DoW airfields.
  - The contractor shall ensure compliance with all access, basing, and overflight requirements for each mission.
- **Prior Permission Requests (PPRs):**
  - The Contractor shall coordinate and process Prior Permission Requests (PPRs) for all locations, including military and civilian airfields, to ensure timely access and operational readiness.
  - The Government will provide support for the rapid processing of PPRs, overflight, and landing permits at DoW airfields as needed.
- **Material Handling Equipment (MHE):**
  - The Contractor shall ensure that appropriate Material Handling Equipment (MHE) is available at all locations to facilitate the safe and efficient offloading of patients and medical equipment.
  - The Contractor shall coordinate with local airfield authorities to confirm the availability of MHE and other ground support equipment prior to arrival.
- **Coordination and Compliance:**
  - The contractor shall maintain communication with the Program Manager and relevant airfield authorities to ensure all flight-related requirements are met.
  - The contractor shall ensure compliance with all applicable regulations and procedures for flight planning, permits, and ground handling.

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3.1.5 Coordination Requirements

The Contractor will coordinate with 618 AOC, installation, and/or airport/airfield authorities to support access, transportation and other supporting functions for crew management away from home base. Contractor is responsible for crew management at both civilian and military airfields.

3.2 Contingency and Emerging Requirements Operations

The contractor shall provide an optional global alert capability, as directed by the 618 AOC, to support emerging or uncertain requirements. Key responsibilities include:

- **Repositioning:**
  - Upon notification, the contractor shall reposition aircraft, crews, and supporting equipment on a temporary basis to a location directed by USTRANSCOM.
  - Aircraft and crews shall begin repositioning to the designated location within 72 hours of notification.
- **Crew Alert Status:**
  - The contractor shall provide sufficient crews to transition to shortened crew alert status based on mission requirements:
    - **1-Hour Response Time:** For missions supporting POTUS/VPOTUS, the contractor shall ensure crews are ready to launch within 1 hour of notification.
    - **3-Hour Response Time:** For all other contingency operations, the contractor shall ensure crews are ready to launch within 3 hours of notification.
- **Augmented Crews:**
  - The **618 AOC** shall coordinate with the contractor to determine if augmented crews are required based on mission requirements, including extended operations or high-acuity patient transport.

3.3 Space Available Passenger Services

Space available Passenger services shall include passenger processing and boarding (when required), care of passengers in-flight, during flight delays and diversions, and post flight passenger care. Passenger service shall not be less than that provided in commercial economy charter service, commensurate with customs, practices and standard procedures of particular airports and countries and this PWS.

3.3.1 Contractor Representative

A Contractor representative shall be available, in person or via telephone, at all originating, enroute, turnaround, and terminating points, at least three hours in advance of all scheduled trip departures or actual arrivals (whichever is earlier). This representative shall contact the passenger services terminal to validate mission information and review any issues that have the potential to impact the mission, coordinate with Government personnel, and shall have the authority to react to and effect necessary changes. In the event of an aircraft delay or deviation, Contractor representative shall immediately be available in person to coordinate passenger care.

3.3.2 Passengers Boarding at Military Locations

Prior to loading or boarding space available passengers, the aircraft captain, lead flight attendant, or some other responsible contractor representative, shall meet with the designated troop commander to

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ensure there is mutual understanding of roles and responsibilities, and that all prohibited items to include knives, bayonets and hazardous materials or other prohibited items are not boarded in the passenger cabin. This also includes restricted/prohibited items in checked baggage as outlined in the Defense Travel Regulation (DTR), Part III, Appendix T, paragraph C. The troop commander acts as the primary responsible authority for all passengers on the flight and acts as a single Point of Contact (POC) liaison with the senior flight attendant.

3.3.3 Required Information

The contractor shall provide the following minimum information to the Government no later than 24 hours prior to departure time: type aircraft; tail number; Allowable Cabin Load (ACL) in passenger seats and pounds for all scheduled segments; cube allowable in the belly compartments; and belly weight by compartment. The contractor's representative shall sign the local station load planning form to indicate receipt of actual load breakdown.

3.3.4 Seat Maps

Contractor shall furnish seat maps conforming to the configuration of its aircraft, to the Transportation Reference Data Management (TRDM) program office transcom.scott.tcj6.mbx.trdm@mail.mil, at least 30 days prior to the start of a mission or seven days after contract award, whichever is earlier. Seat map legends must clearly identify the tail number, total physical seats, and number of seats by seat pitch measurement and the location of all emergency exits and indicate seat pitch between rows. Where required seat spacing results in less rows of seats than are indicated in the aircraft's overhead numbering system, the excess row numbers and seats should be blanked out to minimize confusion.

3.3.5 Transporting Additional Items on Patient Movement Missions

The Government may require the contractor to transport courier material, mail, and additional baggage in any amount not to exceed 1,000 pounds of Guaranteed Allowable Cabin Load (GACL). The additional items must fit in otherwise unused space within the cargo or baggage compartment of the aircraft (or both).

3.3.5.1 Loading and Unloading for Additional Items

The contractor shall ensure safe and efficient handling of all additional items transported on patient movement missions, including space-available cargo. Key requirements include:

- **Manual Loading and Unloading:**
  - Additional items, including space-available cargo, shall be manually loaded and unloaded in the belly compartments of the aircraft to ensure safe handling and prevent damage.
- **Use of Baggage Containers:**
  - If the aircraft arrives with baggage containers, these containers may be offloaded to facilitate handling at locations equipped with appropriate equipment.
  - Appropriate Equipment: Equipment must include rollers or systems that fully support the baggage container base, such as:
    - Pallet loaders.
    - Roller-equipped slave pallets on forklifts.

        - Dollies and static racks capable of securing the containers.
- **Prohibited Handling Methods:**
    - Baggage containers shall not be handled with bare forklift tines under any circumstances, as this may compromise the integrity of the containers and their contents**.**
- **Applicability to Space-Available Cargo:**
    - These handling requirements apply to all additional items, including space-available cargo, to ensure safe and efficient transport and unloading at all locations.

3.3.6 Actual Weights
The Government will weigh all items transported in the cargo compartment of a commercial aircraft in accordance with the DTR. For bulk load operations, actual piece counts and weights for each piece will be provided to the contractor. For container load operations, piece counts and container weights will be provided to the Contractor. To ensure actual weight data is useable for proper load planning, advance communication between the transportation officer/mobility/unit representative and air carrier must take place in time to prevent any loading delays prior to going operational.

3.3.6.1 Non-Applicability
If the government cannot provide the actual weights, the contractor is responsible for obtaining actual weights of passengers, baggage, and cargo.

3.4 In-Flight Passenger Services

3.4.1 Service Standards
The contractor shall provide in-flight passenger services not less than provided on international commercial economy flights.

3.4.2 Pillows and Blankets
The contractor shall provide commercially cleaned blankets at the origination and turnaround stations. Pillows shall be replaced with adequate frequency to ensure they are in a clean and serviceable condition.

3.4.3 Hot Towel Service
On flight segments over 4 hours, the contractor shall provide a moist, heated, cloth towel immediately prior to each hot meal and one hour before landing.

3.4.4 In-Flight Entertainment
The contractor shall provide audio and video entertainment system to include complimentary headsets. A sufficient quantity of movies released within the last three years and audio will be made available to passengers throughout each flight segment.

3.4.5 Meal Service
Contractor shall provide meal and snack service that is equivalent to the dietary/protein standards, quantity, and quality provided to their commercial international economy passengers. When possible

and requested by the Contracting Officer's Representative (COR) the contractor shall provide sample meals/snacks.

3.4.5.1 Meal Schedule
The contractor shall furnish hot in-flight meals and snacks. The type of meal served should be appropriate for the local time of day being served.

3.4.5.2 Meal Service Exception
Required meal service shall be based on the scheduled duration (in hours and minutes) of non-stop mission segments specified below:

- **SEGMENTS LESS THAN 2+00:** No meal or snack required
- **SEGMENTS 2+00 to 4+00:** One snack
- **SEGMENTS 4+01 to 6+00:** One hot meal
- **SEGMENTS 6+01 to 9+00:** One hot meal plus one snack
- **SEGMENTS OVER 9+01**: Two hot meals

3.4.5.3 Elapsed Time Between Servings
No more than six hours shall elapse between servings.

3.4.5.4 Approved Caterers
Carriers shall only use airline caterers approved by the Army Public Health Command. A listing of approved caterers can be found at https://sph.health.mil/.

3.4.5.5 Meal Service During Mission Delays
In the event of mission delays occurring at originating, enroute, or turnaround stations not in excess of four hours, the contractor may utilize the existing catering aboard the aircraft upon departure, or, in accordance with delay procedures, the passengers may be ground fed during the appropriate meal period. In the event of ground fed, Contractors shall make best efforts to use caterers approved by Army Public Health Command.

3.4.5.6 Entrée Choices
Passengers shall be offered a minimum of two entrée choices for the breakfast, lunch and dinner meals as well as providing a special meal (i.e., vegetarian, kosher, gluten free, etc.) when one is requested, and the request is received from the Passenger Service Agent or government representative at least 48 hours prior to scheduled aircraft departure from an airport at which catering is available from a Government approved facility. Where the noon and evening meal are served on the same flight, a different entrée shall be offered for each meal. Beef products from Outside the Continental United States (OCONUS) caterers are prohibited.

3.4.5.7 Beverage Service
Beverages shall be available to passengers throughout each leg of each mission. Alcoholic beverages will not be provided.

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3.4.5.8 Food and Water Sources

The contractor shall utilize the following guidelines and procedure for obtaining food and water from off-base sources.

- Off-base food and water provided to DoD personnel shall be from a trusted and secure vendor and transported on a secure vehicle to the aircraft. Off-base trusted and secure vendor sources can be found at: http://phc.amedd.army.mil/topics/foodwater/ca/Pages/DoDApprovedFoodSources.aspx
- On-base food and water retail sources can be used; however, on-base retail sources must have received an acceptable inspection in accordance with TB MED 530, Tri-Service Food Code, conducted by the installation medical authority.

3.5 Delays

3.5.1 Patient Care During Delays

The contractor shall ensure the continuity of patient care during delays by coordinating with the Theater Validating Flight Surgeon (TVFS) and other competent medical authorities. Key requirements include:

- **Notification Timelines:**
  - The contractor shall notify the TVFS of any delay affecting patient care within:
    - 20 minutes of identifying a delay that may impact patient safety or medical care.
    - 2 hours for delays that do not immediately affect patient safety but may require adjustments to patient disposition or care plans.
- **Coordination with TVFS:**
  - The contractor shall coordinate with the TVFS to determine patient disposition and ensure the hand-off of patients to competent medical authorities as needed.
  - The contractor shall provide detailed information about the delay, including:
    - Duration and expected resolution time.
    - Impact on patient care and medical equipment.
    - Any additional support required to stabilize patients during the delay.
- **Threshold for USG Intervention:**
  - If the delay exceeds 4 hours and the contractor is unable to provide adequate medical care or stabilization, the U.S. Government (USG) shall intervene to pick up patients and transfer them to an appropriate medical facility.
  - The contractor shall coordinate with the TVFS and the designated USG medical provider to ensure a seamless transfer of patients.
- **Contractor Responsibilities:**
  - The contractor shall provide medical care and stabilization for all patients until they are transferred to the TVFS-designated medical provider.
  - The contractor shall ensure that all medical equipment and supplies remain operational and available during the delay to support patient care.

3.5.2 Passenger Care During Delays

The contractor shall coordinate all aspects of delays to ensure adequate passenger care is provided. Contractor representatives will brief passengers and provide updated briefings on an hourly basis until the aircraft departs or remains overnight. The contractor will brief all passengers on delay specifics, i.e., lodging, meals, transportation provided and 24 hour-contact information with specific times (coordinated with Air Terminal Operations Center (ATOC)) to either meet their transportation to return to the terminal or time to be present at the terminal for reprocessing. When a delay affects a location where contractor representation is not on site, the contractor is responsible to contact the ATOC (or equivalent) with the updated delay information. Passenger care reimbursement will be determined by the CO at the time of mission completion and/or after review of any mission delays.

3.5.3 Controllable Delays

The contractor shall be required to provide the following passenger care to all checked-in passengers during all contractor controllable delays: hot meals (if the delay extends over a meal period), lodging and transportation to and from feeding point and lodging. The Contractor representative shall make announcements informing passengers of the contractor's responsibility to provide reimbursement of penalty fees imposed on them by the commercial transportation service in which they have onward transportation, describe the process, and provide all materials necessary for passengers to obtain reimbursement.

3.5.4 Overnight Delays

Overnight delays shall be managed by the contractor in coordination with the **618 AOC (TACC)** and the **Contracting Officer (CO).** Key requirements include:

- **Criteria for Overnight Delays:**
  - Overnight delays will be considered when:
    - The delay exceeds **four hours.**
    - **A passenger convenience delay** is declared by the **CO.**
- **Passenger Care During Extended Delays:**
  - For contractor-controllable delays that extend beyond 24 hours, the contractor shall provide commercial transportation for mission-essential passengers when directed by the CO.
  - When overnight lodging is required, the contractor shall ensure:
    - Each delayed passenger is afforded the opportunity to have a separate room, except for those who voluntarily choose to share accommodations.
    - Lodging arrangements are made promptly to minimize inconvenience to passengers.
- **Coordination of Lodging and Baggage:**
  - The contractor shall coordinate lodging and baggage delivery directly with local authorities or service providers at the location of the delay.
  - The contractor shall ensure passengers are delivered to billeting within the following acceptable elapsed times after lodging determinations have been made:
    - **Number of passengers on aircraft:**
      - **1–165 passengers: 2 hours.**
- **USG Representative Presence:**
  - In the event a **U.S. Government (USG)** representative is not present at the location of

the delay (e.g., emergency landings or remote stops), the contractor shall:

- **Take full responsibility for coordinating passenger care, lodging, and transportation.**
- Notify the **618 AOC (TACC)** and the **CO** immediately to report the situation and request additional guidance if needed.

3.5.5 Uncontrollable Delays

The contractor is responsible for continuing medical care of all patients (litter and ambulatory) until all patients are transferred to an accepting medical facility. Upon determination of an uncontrollable delay, the contractor shall immediately coordinate with TVFS to identify a suitable medical facility and conduct patient transfer in accordance with TVFS instructions.

- The contractor has no responsibility for the care of space available passengers during uncontrollable delays except for specifically identified personnel, i.e., students leaving initial training destined to their first duty assignment under Permanent Change of Station (PCS). The contractor shall provide care on a reimbursable basis as outlined in para. 3.5.3. Controllable Delays. Passengers with a Government Travel Card should arrange for their own care. However, if asked by the CO to care for the manifested passengers on a reimbursable basis, the carrier shall provide the same level of service outlined in para 3.5.3. Controllable Delays.

3.5.6 Off-Loading Passengers Short of Manifested Destination

When passengers are off-loaded short of destination at the direction of the Government, the Contractor is not responsible for the care of or further transportation of such passengers.

3.5.7 No-Show Passengers

When passengers are permitted to deplane during ground time while transiting a station and fail to show for departure on time, the Contractor is not responsible for passenger care or further transportation. However, the Contractor shall take adequate measures to brief passengers on departure time and to attempt to locate missing passengers in the terminal area.

3.5.8 ACL Reduction

Should an aircraft load exceed the contracted ACL, the contractor shall determine the number of passengers, weight and or articles to be carried. Reduction in passenger ACL (bumping passengers) requires approval by the CO.

3.5.9 Bumping Passengers

In the event the Allowable Cabin Load (ACL) must be reduced due to operational requirements, the contractor shall coordinate with the 618 AOC (TACC) and the Contracting Officer (CO) to determine the appropriate course of action for managing bumped passengers. Key considerations include:

- **Space-Required Passengers:**
  - If space-required passengers are bumped due to a reduction in ACL:
    - The contractor shall prioritize moving these passengers on the next available military charter flight, provided it can be accomplished within 72 hours.
    - If movement cannot be accomplished within 72 hours, the contractor shall notify the **618 AOC (TACC)** and the **CO** for further guidance. The contractor

is not required to arrange alternate transportation (e.g., commercial air travel) for space-required passengers unless explicitly directed by the CO.

- **Space-Available Passengers:**
  - Space-available passengers already in transit from a previous station and who have not reached their final manifested destination shall be moved on the next available military charter flight.
  - The contractor is not responsible for moving space-available passengers who have not yet boarded the aircraft.
- **Passenger Care:**
  - Care for bumped passengers shall be provided in accordance with paragraph 3.5.3, Controllable Delays:
    - If the bumping of passengers is due to a controllable reason, the contractor shall provide passenger care at their own expense.
    - If the bumping of passengers is due to an uncontrollable reason, the contractor shall provide passenger care on a reimbursable basis.
- **Applicability:**
  - This provision is intended to address rare and exceptional circumstances where a reduction in ACL is necessary due to operational, safety, or mission-critical requirements. The contractor shall coordinate closely with the **618 AOC (TACC)** and the **CO** to ensure all actions align with mission priorities and contractual obligations.

3.6 Baggage Service

3.6.1 Service Standards

The Contractor shall provide baggage services in accordance with commercial standards and as supplemented below:

3.6.2 Baggage Off-Load Times

The Contractor shall ensure that their ground handlers' meet the baggage off-load times identified below.

3.6.2.1 First Baggage Piece (Containerized)

The first piece of containerized baggage shall be on the arrival carousel not later than 20 minutes after aircraft block, with the last piece arriving at:

Number of Passengers on Aircraft:	Time
1 – 165:	1 hour after block in

3.6.2.2 First Baggage Piece (Floor Loaded)

The first piece of floor-loaded baggage shall be on the arrival carousel not later than 20 minutes after block time, with the last piece arriving at:

Number of Passengers on	Time

Aircraft:

1 – 165: 1 hour after block in

3.6.3 Reboarding Baggage
After Customs clearance, contractor shall re-check and re-board checked baggage for in-transit passengers.

3.6.4 Checked Baggage Liability
Individual Contractor liability will be limited to the amounts specified in appropriate tariffs for international liability and in accordance with the Warsaw Convention, if applicable. Any claims over and above these dollar amounts will be filed by the passenger with the appropriate military branch (i.e., Army, Air Force, etc.).

3.6.5 Adjudication of Lost, Damaged, Pilfered, and Found Checked Baggage or Delivery Charges and Damage and Pilferage Claims
All claims for lost, damaged, pilfered, and found baggage shall be settled with Government passengers within 60-days of the contractor receiving the case file from the Baggage Resolution Center (BRC) at Scott AFB, IL. If the Contractor is unable to identify the owner and an address for forwarding found or unclaimed baggage, the Contractor shall contact the BRC at (618) 229-4596 for assistance in determining the correct location to forward the baggage. The Contractor is responsible for safe storage of baggage pending disposition. Contractor shall acknowledge receipt of case files and notify the BRC of final adjudication with the passenger. Contractor shall also provide the BRC with a list of required items needed from the passenger to expedite the final adjudication process for lost, damaged, and pilfered baggage.

3.6.6 Delivery Charges Incurred as a Result of Lost or Delayed Baggage
All delivery charges incurred as a result of lost or delayed baggage shall be paid by the Contractor with whom the claim is filed.

3.7 Service Animals and Military Working Dogs

3.7.1 Service Animals
The contractor shall transport service animals trained to assist physically impaired passengers in accordance with DoD, USDA, and IATA guidelines. Key requirements include:

- **Compliance with Guidelines:**
  - Service animals shall be transported in compliance with:
    - DoD Instruction 4515.13, Air Transportation Eligibility: Service animal handlers must meet all eligibility requirements outlined in this instruction to travel with a service animal.
    - USDA Regulations: Ensure adherence to all applicable animal health and safety standards.

        - IATA Guidelines: Follow international standards for the safe transport of service animals.
- **Responsibilities of Service Animal Handlers:**
    - Service animal handlers must comply with all requirements specified in DoD Instruction 4515.13, including documentation, eligibility, and travel procedures.
- **Contractor Responsibilities:**
    - The contractor shall ensure that service animals are safely accommodated during transport, including:
        - Providing appropriate space and conditions for the service animal to travel comfortably.
        - Coordinating with the passenger to ensure compliance with all applicable regulations and guidelines.

3.7.2 Military Working Dogs

The Contractor shall transport military working dogs. The military working dogs shall be carried in accordance with DoD Instructions. A handler will accompany military working dogs. Military working dogs are always manifested as cargo and moved in the pressurized cargo compartment of the aircraft with the exception of mission critical requirements and with the concurrence of the Contractor. This should be approved on a case-by-case basis due to safety concerns.

3.8 Noncombatant Evacuation Operations (NEO) Missions

The contractor may be tasked to support Noncombatant Evacuation Operations (NEO) as part of the broader Patient Movement requirement, provided the mission aligns with the scope of transporting patients and dependent family members to a designated safe haven. Key considerations include:

- **Scope of Patient Movement:**
    - NEO missions shall be considered within the scope of the Patient Movement requirement if:
        - The operation involves the transport of patients requiring medical care during evacuation.
        - Dependent family members are transported alongside patients as part of the evacuation effort.
        - The mission is directed by the operation director and coordinated with USTRANSCOM to ensure alignment with the contractor's capabilities and contractual obligations.
- **Contractor Responsibilities:**
    - The contractor shall respond to the operation director's requirements to:
        - Transport patients and dependent family members to a designated safe haven.
        - Provide medical care and stabilization for patients during transit, as required.
        - Ensure compliance with all safety, airworthiness, and operational standards during NEO missions.
- **Coordination and Approval:**
    - The contractor shall coordinate with USTRANSCOM and the operation director to confirm the scope and requirements of the NEO mission.

- Any tasks outside the defined scope of Patient Movement (e.g., transporting non-patient personnel or large-scale evacuation efforts) shall require explicit approval from the **Contracting Officer (CO).**

4. Training and Exercise Support Requirements

4.1 Training Requirements

The contractor shall play a critical role in supporting training and exercise requirements for USTRANSCOM and Department of War (DoW) personnel involved in patient movement operations. This includes both in-flight and static training events to enhance operational readiness and proficiency. Key responsibilities include:

- **Aircraft, Crew, and Equipment Positioning:**
  - The contractor shall position aircraft, crews, and equipment for scheduled training flights with U.S. military personnel performing patient movement duties.
  - Training events may include:
    - In-Flight Training: Simulated patient movement missions to familiarize DoW personnel with operational procedures aboard commercial aircraft.
    - Static Training: Ground-based training events to familiarize personnel with aircraft configurations, medical equipment, and emergency procedures.
- **Support for USTRANSCOM Exercises:**
  - The contractor shall position aircraft, crews, and equipment to support USTRANSCOM exercise requirements and DoW training objectives.
  - Exercises may include large-scale patient movement scenarios designed to test operational readiness and coordination between military and contractor teams.
- **Senior Medical and Critical Care Crew Support:**
  - The contractor shall make senior medical and critical care crew members available to:
    - Support DoW aeromedical evacuation crew and critical care team in-flight training and familiarization aboard the commercial aircraft.
    - Provide expertise and mentorship during static training events to enhance the proficiency of DoW personnel.
- **Coordination and Scheduling:**
  - The contractor shall coordinate with the Program Manager and USTRANSCOM to ensure training and exercise requirements are met.
  - Training schedules shall be developed in collaboration with DoW personnel to align with operational priorities and readiness objectives.

5. MISSION DEVIATIONS

5.1 Trip Cancellation

5.1.1 General

The CO may unilaterally cancel a mission or missions, provided notification is given to the Contractor. Any verbal notification will be confirmed in writing. For purposes of this section, all

"day(s)" are calendar days, and a "day" means a continuous 24-hour period.

5.1.2 Cancellation Charges

- **Applicability:**
  - Cancellation charges shall only apply if the contractor is paid per mission. If the contractor is paid a fixed fee for 150 Block Hours per month, cancellation charges will not apply, as the contractor is compensated regardless of mission execution.
- **Cancellation Terms:**
  - A cancellation charge will be paid for missions where a schedule has been accepted and is subsequently canceled with notification given within the time frames outlined in Appendix A: Rates and Rules.
  - The cancellation charge will be applied to the trip price for the live and ferry route segment only. Additional charges, such as stop charges, Euro control surcharges, or other fees, will not be included.
- **Exemptions:**
  - Cancellation charges will not apply to missions terminated or canceled due to situations beyond the control of the contractor or the government, including but not limited to:
    - Weather conditions.
    - Threat of hostilities.
    Other unforeseen circumstances.

5.1.3 Short Notice Cancellations

- **Cancellations for Missions Awarded Less Than 14 Days Prior:**
  - Missions awarded less than 14 days prior to the operating date and subsequently canceled will be paid the cancellation charge identified in Appendix A: Rates and Rules.
- **Cancellations for Missions Awarded Less Than 5 Days Prior:**
  - Missions awarded less than 5 days prior to the operating date and subsequently canceled will not be subject to a percentage cancellation charge.
  - The contractor shall submit actual incurred mission costs for reimbursement consideration, subject to government review and approval.

5.1.4 Replacement Missions

- **Option for Replacement Missions**:
  - The contractor may elect to accept **replacement missions** in lieu of a cancellation charge, provided the replacement mission is of comparable scope and operational requirements.
- **Block Hour Payment Consideration**:
  - If the contractor is paid a **fixed fee for 150 Block Hours per month**, replacement missions will not apply, as the contractor is already compensated for operational readiness regardless of mission cancellations.
- **Coordination**:

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- The contractor shall coordinate with the **Program Manager** to determine the feasibility and scheduling of replacement missions.

5.1.5 No Cost Cancellations

- **Applicability:**
  - No-cost cancellations shall only apply if the contractor is paid per mission. If the contractor is paid a fixed fee for 150 Block Hours per month, no-cost cancellations will not apply, as the contractor is already compensated for operational readiness regardless of mission execution.
- **No-Cost Cancellation Policy:**
  - The government will accrue one no-cost cancellation per quarter (beginning October, January, April, and July) for contractors who have operated 20 or more missions during the previous quarter. For October, this will be based on missions from the previous contract.
  - No-cost cancellations may be applied to either fixed or expansion buys.
- **Conditions for Use:**
  - No-cost cancellations may be used by the government in lieu of paying a cancellation charge for missions canceled with at least 7 days' notice.
  - If a mission is canceled with less than 7 days' notice, the application of a no-cost cancellation is subject to mutual agreement between the government and the contractor.
- **Cumulative Limits:**
  - No-cost cancellations are cumulative, with a maximum of four (4) per fiscal year (FY).
  - The government may use only one no-cost cancellation per month.
  - In the event of a 6-month contract extension, the government will accrue one additional no-cost cancellation.
- **Expiration:**
  - No-cost cancellations will not carry over from the current FY to the next FY. Any unused no-cost cancellations will expire at the end of the FY.

5.2 Diverted and Rerouted Flights

5.2.1 Diversions

The Government or the Contractor have the right to divert any trip due to the threat of, or actual hostilities, weather, medical emergency, or natural disaster.

5.2.2 Reroute

The Government retains the right to reroute trips, subject to mutual agreement of the parties.

5.2.3 Diverted or Rerouted Airlift

For the diverted or rerouted airlift contemplated by paragraphs above, when requirements generate

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and if the Contractor is directed by the CO or his duly authorized representative, the Contractor shall, in all such instances, furnish the required services in accordance with all the terms and conditions of this contract. On previously scheduled trips where diversion and reroute takes the form of adding or deleting points of airlift, the Contractor shall immediately alter his flight plans and perform the diverted or rerouted trips in accordance with the instructions of the CO. The Contractor shall comply with all directions, including those given orally, of the CO concerning diverted or rerouted airlift and in the case of oral directions these will be confirmed in writing by the CO within three calendar days. In the event of Contractor-initiated diversions, the 618 AOC (TACC) Global Operations Center (618) 229-0321 and Aerial Port Control Center (APCC) (618) 229-0350 shall be notified within one hour.

5.3 Cargo

5.3.1 Cargo Service

The contractor shall ensure safe and compliant cargo loading operations for all missions, including the handling of baggage and cargo. Key responsibilities include:

- **Responsibility for Cargo Loading:**
  - The contractor's commercial representative/loadmaster retains ultimate responsibility for:
    - Ensuring all cargo is loaded and secured in accordance with Federal Aviation Regulations (FARs) and the requirements outlined in this Performance Work Statement (PWS).
    - Verifying that cargo loading operations meet safety standards and operational requirements.
- **Hazardous Materials (HAZMAT):**
  - Cargo and baggage may include **hazardous materials (HAZMAT)** classified under Classes 1 through 9, as defined in the IATA Dangerous Goods Regulation.
  - The contractor shall:
    - Ensure compliance with all applicable regulations for the transport of HAZMAT, including proper documentation, labeling, and securing dangerous goods.
    - Coordinate with the government to determine the applicability of HAZMAT transport for specific missions and ensure alignment with mission requirements and safety standards.
- **Applicability Discussion:**
  - The transport of HAZMAT under this contract shall be subject to further discussion and agreement between the government and the contractor to determine its applicability to patient movement missions.
  - If HAZMAT transport is deemed applicable, the contractor shall ensure all personnel involved in cargo handling are trained and certified in accordance with IATA Dangerous Goods Regulation and other relevant standards.

5.3.2 Packaging and Marking of Cargo

The Government or vendor will properly pack cargo offered for air movement to prevent damage of cargo, person, or property during the flight. Shipments of material identified by the DOT as regulated

must be packaged, marked, and labeled in accordance with applicable FAA, IATA, and DOT regulations. If a shipment needs to be disassembled by the Contractor, the Contractor shall completely reassemble the shipment in its original configuration before delivery.

5.3.3 Unauthorized Restrictions
Prior to positioning the aircraft for flight, all unauthorized restrictions to cubic capacity shall be removed from the cargo compartment. If applicable, cargo door sill guards must be deployed when on-loading or off-loading cargo.

5.3.4 Cargo Missions On-Loading
Not less than ten hours prior to aircraft departure, the Government will provide information on all types of cargo (i.e.: Palletized cargo, Outsized cargo, Oversized cargo, Rolling stock and Hazardous). All cargo loads will include the weight of the cargo and pallet combined when applicable. Eight hours prior to scheduled departure, the Contractor's representative or pilot in command shall provide the movement officer or representative the planned load breakdown (aircraft capability) for each trip. The Contractor shall use the local station load planning form or Contractor's form, which shall include the following data: trip number and date; type aircraft; palletized and non-palletized cargo; ACL in pounds this segment; ACL in pounds critical segment; cube allowable in main compartment and belly compartments and compartment breakdown, including weight in pounds and cubic feet to assure a weight balance center of gravity within aircraft limitation. The Contractor shall sign the local station compartment breakdown indicating approval of load breakdown.

5.3.4.1 Special Cargo Loads
For special cargo loads requiring 48-hour pre-coordination from the air terminal, the Contractor representative shall provide the movement officer or representative with adjusted available pallet positions when additional tie-down reduces aircraft floor space (i.e. pallet positions) 24 hours prior to scheduled aircraft departure (to include additional tie-down/shoring requirements). The movement officer or representative will advise the Contractor of all types of cargo to be shipped not less than ten hours prior to departure and the Contractor shall provide the load sequence to the movement officer or representative not less than eight hours prior to departure.

5.3.5 Weight and Balance
The Contractor shall be responsible for weight and balance of the cargo loading and shall make a visual check of cargo load and, if required, indicate approval of loading by signing the station compartment breakdown.

5.3.6 Aircraft Loading
The Government will be responsible for the accuracy of the weights entered on the form by the loading supervisor. The Government will load the aircraft according to the Contractor provided planned load breakdown.

5.3.7 Blue Bark Cargo
The inclusion of Blue Bark cargo as an allowable task under this contract shall be subject to further discussion and agreement between the government and the contractor. Key considerations include:

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- **Definition and Handling:**
  - Blue Bark cargo refers to personal effects accompanying a Blue Bark passenger (a passenger traveling due to the death of a family member or for funeral-related purposes).
  - Cargo accompanying a Blue Bark passenger is typically accepted from the government at planeside and delivered to the government at planeside, unless directed by special contract provisions requiring pickup and delivery at a specific location.
- **Applicability to Patient Movement Missions:**
  - The transport of Blue Bark cargo may not align directly with the primary scope of patient movement missions. Its inclusion as an allowable task should be carefully evaluated to ensure it does not conflict with the core objectives of this contract.
- **Potential Overlap with Other Contracts:**
  - The transport of Blue Bark cargo may compete with other contracts specifically designed for similar services. The government should assess whether this task is better suited to existing contracts or whether it can be integrated into this contract without redundancy.
- **Contractor Responsibilities:**
  - If Blue Bark cargo is included as an allowable task, the contractor shall:
    - Ensure safe and secure handling of Blue Bark cargo in accordance with applicable regulations and standards.
    - Coordinate with the government to establish clear procedures for pickup, delivery, and documentation of Blue Bark cargo.

5.3.8 Fuel On-Load

The Contractor shall compute estimated fuel on-load when the government provides the information on cargo available for movement, reference paragraph 5.3.4. The contractor shall request an actual fuel on-load as soon as practicable after the planned load breakdown is provided to the government for each mission.

5.3.9 Additional Tie Down Equipment

When additional tie down equipment is necessary to secure the loaded pallet to the aircraft, and prior coordination is made, the Contractor shall furnish it. The Contractor shall provide sufficient quantities of tie down equipment for separate tie down of heavy items such as engines or other types of cargo that must be secured separately.

5.3.10 Hand Loading

When aircraft requires hand loading, the Contractor shall ensure the aircraft is loaded in accordance with FAA requirements. Aircraft may be solid loaded provided it complies with FAR 25.857(e). Under solid loading, a fire aisle is not required.

5.3.11 Contractor Representative

The requirement for a Contractor Representative to be available at all originating, enroute, turnaround, and terminating points shall be evaluated for its applicability to the Patient Movement contract. Key considerations include:

- **Applicability to Patient Movement:**
  - The primary focus of the Patient Movement contract is the safe and efficient transport of patients and medical personnel. The need for a contractor representative at all points of operation may not align directly with the scope of this contract.
  - If deemed necessary, the contractor's representative role should be tailored to support patient movement operations rather than cargo-specific tasks.
- **Responsibilities of the Contractor Representative:**
  - If included in the contract, the contractor representative shall:
    - Be available, in person or via telephone, at all originating, enroute, turnaround, and terminating points to provide necessary information and coordinate with government personnel.
    - Be available at the originating station of a mission at least six hours prior to the scheduled departure time for wide-body aircraft.
    - Be available at all enroute, turnaround, and terminating points at least three hours in advance of all scheduled trip departures or actual arrivals, whichever is earlier.
    - Have the authority to react to and effect necessary changes in coordination with government personnel.
    - Operate all electrically powered mechanized systems and controls on the aircraft, if applicable.
- **Coordination with Government Personnel:**
  - The contractor representative shall be responsible for providing necessary information and coordinating with government personnel to ensure seamless mission execution.
  - The contractor shall ensure that the representative is adequately trained and authorized to make decisions and implement changes as required.
- **Evaluation of Need:**
  - The government should evaluate whether the presence of a contractor representative at all operational points is necessary for the successful execution of patient movement missions.
  - If this requirement is deemed unnecessary, the contractor's responsibilities may be limited to providing remote support via telephone or other communication methods.

5.3.12 Cargo Delayed Enroute

The contractor's responsibilities for handling Space-Available cargo delayed enroute shall be limited to ensuring the cargo is safeguarded and coordinating with the Contracting Officer (CO) for further instructions. Key considerations include:

- **Notification of Delays:**
  - If it becomes necessary to off-load Space-Available cargo at any enroute facility for reasons other than at the direction of the CO, the contractor shall:
    - Immediately notify the CO of the delay and provide details regarding the circumstances and expected resolution.
    - Coordinate with the CO to determine the appropriate course of action for the delayed cargo.

- **Safeguarding Cargo:**
  - The contractor shall be responsible for safeguarding off-loaded cargo from loss, theft, or damage due to the elements or other causes while it remains in their custody.
- **Alternate Arrangements:**
  - The contractor shall not be required to make or pay for alternate arrangements to move Space-Available cargo to its originally consigned destination unless explicitly directed to do so by the CO.
  - If the CO directs the contractor to make alternate arrangements, the contractor shall be reimbursed for reasonable and documented costs incurred in moving the cargo to its originally consigned destination.
- **Applicability to Space-Available Cargo:**
  - As the contractor will only be carrying Space-Available cargo, the government acknowledges that the contractor's primary responsibility is patient movement. The contractor's obligations for Space-Available cargo are limited to safeguarding and notifying the CO of any delays or issues.

5.3.13 Cargo Safeguarding
In the event of an incident or accident, the Contractor shall be responsible for providing continuous protection of all cargo aboard the aircraft and for delivery of the cargo to the point designated by the CO. Any expenses incurred by the Contractor in connection with safeguarding cargo off-loaded at the direction of the CO at any commercial field will be reimbursable to the Contractor.

5.3.14 Special Cargo (Signature Service)
The Contractor shall provide signature service IAW AFI 24-605 Volume 2, Air Transportation Operations from origin to destination of the shipment for registered mail, AMC pouches, high value cargo, and life or death urgency shipments. The purpose of signature service is to provide continuous responsibility for custody of the material during transit. A contractor station representative or crewmember, who must be a U.S. national, shall be responsible for signing for such shipments at station of origin and obtaining the signature of an authorized Government representative at destination. The DD Form 1907, Signature and Tally Record, or the manifest accompanying the shipment may be used to sign for shipments. At enroute military stations, the Government may secure shipments during the ground time of the aircraft if requested through the Operations Center or Command Post at least one hour prior to landing. At enroute commercial stations, the contractor shall provide its own security. When a crew change is made enroute, the contractor's station representative shall be responsible for briefing the outbound crew of the signature service shipments on board the aircraft.

5.3.15 Unscheduled Interruption on Flights Containing Signature Service
In the event a flight containing Signature Service material is delayed, interrupted, or terminated at an unscheduled point, the contractor shall ensure prompt notification and compliance with instructions received from the Contracting Officer (CO). Key considerations include:

- **Applicability to Space-Available or Opportune Cargo:**
  - Signature Service material is typically associated with high-priority or sensitive cargo. For Space-Available or Opportune Cargo, the contractor shall:

        - Notify the CO immediately if the flight is delayed, interrupted, or terminated at an unscheduled point.
        - Confirm whether the cargo qualifies as Signature Service material and follow any specific instructions provided by the CO.
- **Notification and Coordination:**
    - The contractor shall:
        - Provide immediate notice to the CO upon identifying an unscheduled interruption involving Signature Service material or Space-Available cargo.
        - Coordinate with the CO to determine the appropriate course of action for safeguarding and handling the cargo.
        - Ensure strict compliance with all instructions received from the CO regarding the security and disposition of the cargo.
- **Planning and Coordination:**
    - The government shall designate a Contracting Officer (CO) or other authorized representative to oversee and coordinate the handling of Signature Service material and Space-Available cargo during unscheduled interruptions.
    - The contractor shall:
        - Work closely with the CO and other government representatives to ensure proper planning and execution of cargo handling procedures.
        - Provide timely updates and documentation regarding the status of the cargo and any actions taken.
- **Responsibilities for Space-Available Cargo:**
    - For Space-Available or Opportune Cargo, the contractor's primary responsibility is to safeguard the cargo and notify the CO of any issues. The government retains ultimate responsibility for coordinating and planning the disposition of Space-Available cargo during unscheduled interruptions.

5.3.16 Transporting Hazardous Cargo

The transport of hazardous materials (HAZMAT) on Patient Movement missions shall be limited to scenarios where such materials are incidental to the mission and do not compromise the primary focus of passenger and patient safety. Key considerations include:

- **Nature of the Mission:**
    - Patient Movement missions are passenger/patient flights with limited capacity for cargo. The transport of hazardous materials shall only be considered if:
        - The hazardous materials are incidental to the mission (e.g., medical supplies or equipment classified as HAZMAT).
        - The transport of such materials does not interfere with patient care or passenger safety.
- **Government Responsibilities:**
    - The government shall ensure all hazardous materials are properly prepared and cleared for air movement prior to loading the aircraft. This includes:
        - Providing the pilot in command with a written briefing containing the following information:
            - Proper shipping name, United Nations (UN) number, and hazard

class/division.
        - Quantity in terms of weight or volume.
        - Location of the hazardous item in the aircraft.
        - Net Explosive Weight (NEW) for UN Hazard Class 1 (if **applicable).**
        - Passenger authorization and cabin smoking restrictions.
        - Special handling instructions.
- **Contractor Responsibilities:**
    - When transporting hazardous materials incidental to the mission, the contractor shall:
        - Ensure compliance with Air Force Manual (AFMAN) 24-604 and applicable DOT Special Permits (e.g., 7573 or 9232).
        - Coordinate with the government to ensure proper documentation and handling of hazardous materials.
- **Pilot in Command Responsibilities:**
    - Whenever hazardous materials are on board the aircraft, the pilot in command or designated representative shall:
        - Enter the following information in the remarks section of the flight plan:
            - Proper shipping name, classification, and NEW (if applicable).
            - Quantity of hazardous materials, hazard class/division, and UN number.
            - Estimated Time of Arrival (ETA) and Estimated Time of Departure (ETD).
        - Advise the tower or ground control prior to taxiing and landing, including:
            - Aircraft identification number.
            - NEW or quantity of other hazardous materials.
            - Hazard class/division and proper shipping name.
- **Limitations:**
    - The transport of hazardous materials shall not compromise the primary mission of patient movement. Hazardous cargo unrelated to the mission (e.g., general cargo) shall not be transported on Patient Movement flights.
    - The contractor shall prioritize passenger and patient safety and ensure that hazardous materials are handled in a manner that minimizes risk.

5.3.17 Required Regulation
Contractor shall ensure each aircraft transporting explosives and other hazardous materials has on board a current copy of the International Civil Aviation Organization (ICAO), "Emergency Response Guidance for Aircraft Incidents Involving Dangerous Goods" handbook.

5.3.18 Hazardous Cargo
If the DoD manifested cargo leaks or spills while on the aircraft, qualified government personnel, if available, will assist the carrier in cleanup of the aircraft and equipment as required.

5.3.19 Aircraft Lighting
Lighting system will sufficiently illuminate all loading compartments of the aircraft ensuring safe conditions for cargo loading and unloading operations IAW FAA requirements.

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5.3.20 Hand Signals

All commercial carriers must adhere to operating instructions as prescribed in T.O. 36M-1-141, Operator and Operation Instruction Material Handling Equipment System Components of 463L (19 November 1974, Change 2 - 9 June 2000). Specifically, carriers are to follow paragraphs 1-21 a through k, 2-72 through 2-75 and figures 2-28 through 2-31. This will ensure safety when loading an aircraft and standardize the use of hand signals while approaching with material handling equipment (MHE). Requests for a copy of this instruction should be referred to AFLCMC/WNZEB, 235 Byron Street, Suite 19A, Robins AFB GA 31098-1670 or (478) 222-1675. In the event that carriers cannot access a copy of the Technical Order (TO), contact the CO for assistance.

6. SERVICE DELIVERY SUMMARY (SDS)

6.1 SDS – Acceptability

The contractor shall meet all performance standards outlined in this Service Delivery Summary (SDS) to ensure the safe, reliable, and efficient execution of Patient Movement (PM) missions. Acceptable performance is defined as meeting or exceeding the standards specified in the tables below.

6.2 SDS – Reliability

The contractor shall ensure the reliability of aircraft, crews, and equipment to meet mission requirements. The contractor shall maintain a high level of operational readiness and minimize delays, cancellations, and discrepancies that could impact patient care or mission success.

6.3 Table 1 – Passenger and Patient Movement Discrepancies

Performance Objective	Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance	Incentive/Disincentive
On-time departure of patient movement missions	Aircraft departs within 15 minutes of scheduled departure time.	95%	100% inspection of mission records.	Positive past performance rating for meeting AQL. Negative past performance rating for failure.
Patient safety and care	No incidents of harm or injury to patients due to contractor negligence.	100%	100% inspection of incident reports.	Negative past performance rating for any incident of harm or injury due to negligence.
Passenger comfort and care	Passengers are provided with appropriate accommodation, food, and water during delays.	100%	Spot checks and passenger feedback.	Negative past performance rating for failure to meet AQL.
Compliance with medical equipment requirements	All required medical equipment is operational and available for patient care.	100%	Spot checks and mission reports.	Negative past performance rating for failure to meet AQL.

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6.4 Table 2 – Cargo Discrepancies

Performance Objective	Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance	Incentive/Disincentive
Safe handling of Space-Available cargo	**Cargo is loaded, secured, and transported in compliance with FARs and PWS requirements.**	**100%**	**Spot checks and incident reports.**	**Negative past performance rating for failure to meet AQL.**
Timely notification of cargo delays	**Contractor notifies CO of cargo delays within 1 hour of identifying the issue.**	**100%**	**100% inspection of delay reports.**	**Negative past performance rating for failure to meet AQL.**
Safeguarding of cargo	**Cargo is safeguarded from loss, theft, or damage while in the contractor's custody.**	**100%**	**Spot checks and incident reports.**	**Negative past performance rating for failure to meet AQL.**

6.5 Table 3 – General Operations

Performance Objective	Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance	Incentive/Disincentive
Aircraft availability	**Aircraft is available to meet 150 Block Hours per month.**	**100%**	**100% inspection of mission records.**	**Positive past performance rating for meeting AQL. Negative past performance rating for failure.**
Crew readiness	**Crews are available to meet 3-hour or 1-hour alert status, as required.**	**100%**	**Spot checks and mission reports.**	**Negative past performance rating for failure to meet AQL.**
Compliance with FAA and PWS requirements	**All operations comply with FAA regulations and PWS requirements.**	**100%**	**Spot checks and incident reports.**	**Negative past performance rating for failure to meet AQL.**
Coordination with Government personnel	**Contractor coordinates effectively with the CO, TVFS, and other designated personnel.**	**100%**	**Spot checks and government feedback.**	**Negative past performance rating for failure to meet AQL.**

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6.6 Schedule Reliability and Acceptability

6.6.1 Schedule Reliability

The contractor's schedule reliability rate shall be based on on-time arrivals on a monthly basis, with adjustments to reflect the unique requirements of Patient Movement missions. Since the PM contract uses
Block Hours, live mile price adjustments are not applicable. Instead, performance consequences will focus on operational readiness and patient care standards.

Reliability Percentage Calculation

The reliability percentage will be calculated as follows:

$$\text{Reliability Percentage} = \frac{\text{Number of Segments Flown} - \text{Number of Contractor Controllable Delays}}{\text{Number of Segments Flown}}$$

Performance Standards

Performance Standards

- **Delays**:
  - Segments arriving more than **one (1) hour** after the scheduled arrival time for contractor-controllable reasons will be assessed as one (1) delay.
  - All arrivals, other than the originating station, will count toward the contractor's reliability rate, including technical stops for contractor convenience.
  - A delay will not be assessed for mutually agreed-upon schedule revisions within the original solicited **Available Load Date (ALD)** / **Latest Arrival Date (LAD)** window accepted by the **618th AOC** and **TCAQ** at least **seven (7) days** prior to mission execution.
- **Follow-On Segment Delays**:
  - Initial delays may not be the sole reason for follow-on segment delays. If, for contractor-controllable reasons, any subsequent segment arrives more than **one (1) hour** after the adjusted scheduled arrival time, the contractor will incur an additional delay.
  - Where a follow-on mission with the same aircraft is scheduled to originate within **12 hours** of a controllable delayed mission that was greater than **12 hours**, the **CO** may allow a schedule adjustment **not to exceed 4 hours** for the follow-on mission.
- **Thresholds for Reliability**:
  - The contractor shall maintain an **80% schedule reliability rate** as the minimum acceptable standard of performance, based on **40 or more segments** during a three-month period. Where volume is less than 40 segments, reliability will be reviewed on a case-by-case basis.

Rating Scale

Rating	Reliability Percentage
Exceptional	97% - 100%

Very Good	92% - 96%
Satisfactory	80% - 91%
Marginal	76% - 79%
Unsatisfactory	0% - 75%

Consequences for Contractor Controllable Delays
Since live mile price adjustments are not applicable under Block Hours, the following consequences will apply:

- **Operational Readiness Penalties**:
  - Failure to meet the **80% reliability rate** may result in a reduction of future mission assignments or a negative past performance rating.
- **Patient Care Penalties**:
  - Delays impacting patient care will result in additional scrutiny and may trigger corrective action requirements, including mandatory reviews of operational procedures.

6.6.2 Acceptability Performance Rate
The contractor's performance rate shall be based on patient care discrepancies and general operational discrepancies, with a focus on maintaining high standards of patient care during missions.

Patient Care Discrepancies
Discrepancies are divided into three categories:

- **Critical**: Incidents that result in harm or injury to patients due to contractor negligence.
- **Major**: Incidents that compromise patient care or safety but do not result in harm.
- **Minor**: Incidents that cause inconvenience or minor disruptions to patient care.

Passenger, Cargo, and General Operations Discrepancies
Discrepancies are divided into three categories:

- **Critical**: Incidents that result in significant operational failures or safety violations.
- **Major**: Incidents that compromise operational efficiency or compliance.
- **Minor**: Incidents that cause minor disruptions to operations.

Violation Criteria

- **Critical Discrepancy**: Equals two (2) violations.
- **Major Discrepancy**: Equals one (1) violation.
- **Minor Discrepancy**: Three (3) minor discrepancies equal one (1) violation.

Performance Rate Calculation

The discrepancy performance rate will be computed monthly:

$$\text{Performance Rate} = \frac{\text{Total Mission Segments} - \text{Total Discrepancies}}{\text{Total Mission Segments}}$$

Thresholds

- The contractor shall maintain an **average performance rate of 95%** over a consecutive three-month period with a total of **20 or more departures** from originating and turnaround stations.
- Where volume is less than 20 departures, discrepancies will be reviewed on a case-by-case basis.

Consequences for Failure

- Failure to maintain a performance threshold of **95% or more** over a consecutive three-month period may result in contract termination under **Clause 52.249-8 Default**.
- Additional corrective actions may include mandatory reviews, operational audits, or reductions in future mission assignments.

6.6.3 Inspection Procedures

Inspections will be accomplished in accordance with the applicable tables and standards outlined in this Performance Work Statement (PWS)and the Quality Assurance Surveillance Plan (QASP). The following references should be verified and updated as necessary:

- **Inspection Standards:**
  - Inspections will be conducted IAW Table 2.0 through 2.5 (or the correct references) in this PWS, which outline performance objectives, standards, and acceptable quality levels (AQLs) for passenger, patient, cargo, and general operations.
  - The QASP will provide additional guidance on inspection procedures, methods of surveillance, and performance evaluation criteria.
- **Verification of References:**
  - The government shall verify that the references to Table 2.0 through 2.5 are accurate and correspond to the correct sections of the PWS and QASP.
  - If these references are incorrect or outdated, they shall be updated to reflect the appropriate sections and tables.
- **Inspection Scope:**
  - Inspections will be conducted at all relevant mission points, including originating, enroute, turnaround, and terminating stations, as applicable.
  - Inspections will focus on compliance with the performance objectives and standards outlined in the SDS, including:
    - Patient care and safety.
    - Passenger comfort and care.
    - Cargo handling and safeguarding.
    - General operational readiness.
- **Inspection Reporting:**
  - The results of inspections will be documented and reported to the Contracting Officer (CO) and other designated government personnel.
  - Discrepancies identified during inspections will be addressed in accordance with the

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discrepancy performance rate criteria outlined in 6.6.2 Acceptability Performance Rate.

7. GOVERNMENT-FURNISHED PROPERTY AND SERVICES

7.1 General Information

When Government resources or contracted Enroute Support Services (ERS) are available and IAW intra-agency and intra-Government agreements that are in place, the Government will furnish necessary equipment and personnel to provide the following services at military or commercial installations (originating, enroute, and terminating stations) at no cost to the contractor except as otherwise provided in this Section. The contractor shall coordinate with the COR or Airfield Manager where performance is to occur to ensure those services needed are available to complete the mission. These services will also be provided at AMC Aerial Port of Embarkation (APOE) when contractor's aircraft are scheduled in a manner to preclude depositioning to home maintenance base between missions as determined by the CO.

- NOTE: All carriers transiting through the AMC Enroute System shall provide technical data necessary for routine servicing of their aircraft (i.e., re-fueling, de-icing, and towing requirements) to AMC Enroute units as required. Carriers shall ensure that AMC Enroute units are notified when routine servicing technical data is updated.

7.2 Transient Alert and Ramp Services

- Landing
- Follow-me vehicle
- Pushback and Towing (when requested by a location, training shall be provided by the contractor)
- Parking
- Chocking and grounding of aircraft
- Positioning, connecting, operating, and de-positioning of aircraft ground power unit
- Fireguard for engine starts
- Positioning, connecting, operating, and de-positioning of engine start carts
- Positioning, operating, and de-positioning of compressor for airing of struts and tires
- Nitrogen may be used when available to inflate aircraft tires or struts on a non-reimbursable basis. A qualified technical contractor representative shall be present to supervise, provide all required attachment fittings, and service the items
- Position and deposition aircraft jacks for tire changes. Military owned jack will be provided if a suitable jack is available. A technically qualified contractor representative shall advise what capacity jack is required, and whether using military or commercial jack, the contractor representative shall jack the aircraft
- Ramp sweeping (includes snow on taxiways/ramps)
- To-plane service of de-icing fluid appropriate for the aircraft and supply of oxygen (gaseous or liquid oxygen (LOX)) on a reimbursable basis. Equipment and necessary operators shall be furnished for de-icing at no cost; the de-icing fluid shall be furnished on a reimbursable basis

NOTE: In an emergency, into-plane service of hydraulic fluid, supply of oxygen, de-icing fluid and servicing of struts/tires will be provided by the Government on a reimbursable basis. A technically qualified contractor representative shall supervise emergency servicing to assure compliance with procedural requirements.

- Maintenance stands when required for ground servicing operations
- To-plane fuel servicing. A contractor representative shall connect/disconnect the fuel hose to/from the aircraft Single Point Refueling (SPR) and monitor vents
- Concurrent Servicing Supervisor (CSS) and fuel vent monitors in accordance with TO 00-25-172 when a concurrent ground servicing is accomplished. (NOTE: See paragraph 7.9., Concurrent Servicing)
- Tractor and driver (for extended parking services)

7.3 Terminal and Traffic Services

The contractor shall provide terminal and traffic services to support the Patient Movement mission. The following services and responsibilities are required, with clarifications and adjustments to ensure alignment with the scope of the contract:

Contractor Responsibilities

1. **Passenger Processing:**
    - The contractor shall process passengers in accordance with the requirements of the mission, ensuring efficient and accurate handling.
2. **Passenger Manifesting and Documentation:**
    - The contractor shall ensure accurate and timely preparation of passenger manifests and related documentation.
3. **Passenger Baggage Handling:**
    - The contractor shall weigh, tag, load, and unload passenger baggage, except at Gateway locations where government personnel may perform these tasks.
    - The contractor is responsible for the accurate placement of baggage on the aircraft to ensure proper weight and balance.
4. **Aircrew Baggage Handling:**
    - Terminals will place equipment at the aircraft for aircrew personnel to unload or load their baggage, subject to location and equipment availability.
    - The contractor is responsible for ensuring proper placement and priority of aircrew baggage on the aircraft.
5. **Passenger and Crew Boarding:**
    - The contractor shall ensure that boarding stairs or loading bridge jetways are positioned as close to the aircraft entrance as possible without hindering the opening of the doors.
    - Aircraft entrance doors shall not be opened until the stairs or jetway is properly positioned.
6. **Customs Clearance:**
    - The contractor shall facilitate customs clearance for government traffic only, as

required.

7. **Medical Clearance:**
   - The contractor shall ensure that passengers receive medical clearance as required for the mission.
8. **Agriculture Inspection:**
   - The contractor shall facilitate agriculture inspections, if required, in accordance with applicable regulations.
9. **Immigration Clearance:**
   - The contractor shall ensure compliance with immigration clearance requirements for passengers and cargo.

10. **Cargo Services:**
    - The contractor shall provide the following services for cargo:
      - Receiving, processing, documentation, and positioning for loading.
      - Loading, tie-down, and unloading in accordance with the load breakdown provided by the contractor on AF Form 4080, Load/Sequence Breakdown Worksheet, or an equivalent form. The load supervisor shall annotate the form to show the actual load.
      - Manifesting and shoring of cargo.
      - Cargo handling equipment, including 463L pallets and associated cargo restraining nets.
11. **Potable Water:**
    - **The contractor shall provide potable water, including equipment and into-plane servicing.**
12. **Baggage Carts:**
    - The contractor shall provide baggage carts for passenger and crew baggage handling**.**
13. **Lavatory Servicing:**
    - The contractor shall provide lavatory servicing, including positioning, hookup, operation, and de-positioning of the servicing unit.
    - The government will furnish an anti-freeze solution mix (approximately 50/50 potassium acetate to water) on a non-reimbursable basis. If the contractor's operating specifications require a stronger mix, the contractor shall provide the additional anti-freeze solution at their own expense.
    - At joint-use airfields, if the contractor terminates a commercial or military mission and parks the aircraft on the commercial side, allowing adequate time for normal fleet servicing, and later repositions the aircraft for an AMC mission (verify if this is the correct term), lavatory servicing shall be on a reimbursable basis.
14. **Flight Line Transportation:**
    - The contractor shall provide flight line transportation for crews where commercial transportation is not permitted access to the aircraft parking area or where such transportation is unavailable.
15. **Ground Air Conditioning or Heating Units:**
    - The contractor shall position, connect, operate, and deposition ground air conditioning or heating units as required.

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16. **High Lift Truck for Galley Servicing:**
    - The contractor shall provide a high lift truck for galley servicing at military bases where commercial catering service is not available.
17. **Route Support Items:**
    - The contractor shall load and unload route support items at military installations.
18. **Tractor and Driver for Extended Parking:**
    - The contractor shall provide a tractor and driver to support extended parking requirements.

7.4 Environmental Support:

- It is AMC's intent to provide crash and rescue support on a reimbursable basis, where fuel spills occur as a direct result of malfunctioning contractor equipment which has not been properly maintained, or negligence of the contractor.
- Fuel spills requiring the service of Government fire and crash personnel will be investigated for cause by qualified Government personnel familiar with commercial aircraft. When it is clearly shown that the cause of the spill is a recurring one, which the contractor has neglected to repair, it will be documented by the inspector, and submitted to the COR and forwarded to CA for review.
- If the CA determines that the contractor has been negligent in maintaining the equipment responsible for the spill and subsequent cleanup, the CA, in coordination with the CO, will direct the fire department to submit the charges for cleanup to base finance and subsequent billing to the contractor. The contractor will be notified of the spill, its cause, and the contractor's responsibility for reimbursement to the Government.

7.5 Emergency Health Service Facilities

Emergency medical services to contractor air crews and personnel on a reimbursable basis in accordance with Air Force Handbook (AFH) 41-114, Table 42.

7.6 Special Handling Equipment

Special handling equipment (which is not commonly used on military aircraft), such as tow bars, may not be available at military installations and must, therefore, be furnished by the contractor. Contractor shall also furnish personnel to operate and maintain such equipment.

7.7 Passenger Manifesting

Passenger manifesting and check-in for Patient Movement missions shall be conducted in coordination with the government and relevant terminal authorities. The following responsibilities and considerations apply:

Government Responsibilities

- For all passenger missions operating through Baltimore-Washington International Airport (BWI) and Seattle-Tacoma International Airport (SEA-TAC):
    - The government will perform the following functions:
        - Manifesting and check-in of passengers.
        - Boarding and seat assignment.
        - Issuance of boarding passes.

        - Baggage weighing, tagging, and placement of baggage on the conveyor at baggage check-in.

Contractor Responsibilities

- The contractor shall perform all other functions related to passenger manifesting and processing, including:
    - Coordination with the government to ensure seamless integration of passenger manifesting and check-in procedures.
    - Ensuring proper placement of baggage on the aircraft to maintain weight and balance.
    - Providing support for passenger boarding and ensuring compliance with safety and operational requirements.

Patient Movement Through Gateways

- **Applicability to Patient Movement Missions:**
    - The use of Baltimore-Washington (BWI) and Seattle-Tacoma (SEA-TAC) as gateways for Patient Movement missions will depend on mission requirements and coordination with USTRANSCOM and the 618 AOC (TACC).
    - If Patient Movement missions are routed through these gateways, the government will coordinate with the contractor to ensure proper processing of patients and passengers.
- **Use of AMC Passenger Terminals:**
    - If Patient Movement missions require the use of AMC Passenger Terminals, the government will coordinate with terminal authorities to ensure the availability of facilities and services for processing patients and passengers.
    - The contractor shall work with the government to ensure that patients and passengers are processed efficiently and in compliance with all applicable regulations.

Processing Space-Available (Space-A) Passengers

- **Space-A Passenger Processing:**
    - The government will be responsible for manifesting and processing Space-A passengers at designated gateways and terminals.
    - The contractor shall ensure that Space-A passengers are accommodated in accordance with the available capacity and mission requirements.
- **Coordination for Space-A Services:**
    - The government and contractor shall coordinate to ensure that Space-A passengers are processed and transported without impacting the primary mission of patient movement.
    - The contractor shall notify the government of any capacity limitations or operational constraints that may affect the accommodation of Space-A passengers.

7.8 Petroleum Products

The contractor may purchase aircraft petroleum products at military bases, subject to the following conditions and procedures:

Purchase of Petroleum Products

- The contractor may purchase petroleum products at any military base, except at facilities serviced by commercial sources, unless specific approval is granted by a supplemental agreement.
- Purchases shall be made in accordance with DoD 4140.25M and subject to the procedures

outlined in paragraph 3.9, Concurrent Servicing (verify if this is the correct reference and update as necessary).

Pricing and Availability

- When available, petroleum products will be furnished to the contractor at the Department of Defense (DoD) worldwide standard price in effect on the day of delivery.
- The current DoD standard prices for petroleum products can be found on the Defense Logistics Agency (DLA) Energy website: DLA Energy Standard Prices.

Fuel Purchase Agreement (FPA)

- The contractor is required to establish a Fuel Purchase Agreement (FPA) with DLA Energy to purchase petroleum products at military bases.
- For assistance with establishing an FPA, the contractor should contact DLA Energy at DLAENERGYFPA@dla.mil.

Concurrent Servicing

- The contractor shall comply with all applicable procedures for concurrent servicing when purchasing and using petroleum products at military bases. The specific requirements for concurrent servicing are outlined in paragraph 3.9 (verify reference and update as necessary).

7.8.1 Contractor Authorization to Purchase Ground Petroleum Products

Contractor is authorized to purchase ground petroleum products at overseas military installations for use in company owned ground vehicles required for performance of this contract. Petroleum products will be furnished to the contractor at the Department of Defense worldwide standard price in effect on the day of delivery. The DLA Energy website provides current information on DoD standard prices (http://www.dla.mil/Energy/Business/StandardPrices.aspx). A fuel purchase agreement (FPA) with Defense Logistics Agency Energy is required. Contact DLA Energy at DLAENERGYFPA@dla.mil.

7.9 Concurrent Servicing

When CSS is directed, the following guidance shall be followed when concurrently servicing passenger aircraft with or without passengers aboard, and cargo aircraft at military installations:

7.9.1 Final Approval

The Wing/Base Commander is the final approval authority for ground servicing operations and the overall safety associated therewith.

7.9.2 Concurrent Servicing Supervisor (CSS)

When required, a CSS will be provided by the Government when concurrently servicing contractor aircraft at military installations.

7.9.3 Supervisory Contractor Representative (SCR)

Contractor shall provide an SCR for concurrent servicing. The SCR shall:

Prior to beginning servicing operations:

- Advise the CSS of contractor's procedures, if applicable, for switch loading aviation fuel

Inform the CSS of vehicle status

- Ensure civilian vehicles involved in a concurrent servicing comply with standards required by AFI 91-203 Air Force Consolidated Occupational Safety Instruction and TO 00-25-172 with emphasis on Chapter 5, TO 00-25-172 CL1 and TO 00-25-172 CL2. Additionally, associated servicing equipment not designed or approved for use within a hazardous location may be moved into or within the fuel servicing safety zone (FSSZ), if pressurization of the refueling equipment is stopped. Re-pressurization of the refueling equipment shall not resume until the servicing vehicle's engine is shut down while in the FSSZ or the vehicle leaves the FSSZ.
- Maintain communications with the CSS during all stages of refueling
- Perform responsibilities as outlined in TO 00-25-172, Ground Servicing of Aircraft and Static Grounding/Bonding, Chapter 5, paragraph 5.5; TO 00-25-172 CL-1 Checklist Concurrent Servicing of Commercial Contract Cargo and Passenger Aircraft dated 20 Nov 89 with Change 12 dated 19 Oct 13; TO 00-25-172 CL-2 Checklist Concurrent Servicing of Commercial Contract Cargo Aircraft dated 07 Aug 2009 with Change 1 dated 12 Jun 2013

7.9.4 Authorized Vehicles
Authorized vehicles shall not operate closer than 25 feet of aircraft fuel vents, SPR connections, and refueling equipment during fuel servicing of the aircraft. All other vehicles are restricted to 25 feet from fuel vents and must remain outside of the 50-foot fuel servicing safety zone.

7.9.5 Auxiliary Power Unit (APU)
All aircraft operating missions shall be equipped with an operable APU that will be used to provide power and air-conditioning when ground power units are not available.

7.9.6 Flight Crew Briefing
Prior to beginning fuel servicing, the flight crew shall ensure required exits are open, brief passengers that fuel servicing will be conducted and on the restrictions on operating electronic equipment and give passengers the option to deplane.

7.9.7 Inertial Navigation System (INS)
The aircraft Inertial Navigation System (INS) may remain energized during a fuel servicing operation.

7.9.8 Radios and Radar Systems
The aircraft radios and radar systems shall not be on during the fuel servicing operation.

7.9.9 Electrical Systems
No aircraft electrical systems shall be activated during the fuel servicing operation except those required for servicing.

7.9.10 CSS Concurrence
When concurrent servicing operations are in progress, all contractor personnel (including flight crews), unless previously cleared, shall report to, and receive the CSS's concurrence prior to entering the servicing area.

7.9.11 Wing and Fuel Vents
When servicing cargo aircraft, the CSS, and his/her assistant (on inter phone) will also monitor both wing fuel vents.

7.9.12 Copy of Contractor's Aircraft Refueling Procedures
A copy of the contractor's aircraft refueling procedures shall be located on the aircraft and made available to the CSS, as required.

7.10 Billeting and Meals
Billeting and meals for the contractor's crews, as well as government-owned property required in support of this contract, may be provided by the government under the following conditions:
Government-Provided Billeting and Meals

- **Discretion of Base Commander:**
  - Billeting and meals may be provided by the government at the discretion of the Base Commander of the military installation involved.
  - The availability of billeting and meals is subject to the operational capacity and priorities of the military installation.
- **Reimbursable Basis:**
  - Billeting and meals for the contractor's crews shall be provided on a reimbursable basis, with costs determined in accordance with applicable government rates.

Emergency Services

- **Availability of Other Services:**
  - Except as provided in paragraphs 7.2 Transient Alert and Ramp Services and 7.3 Terminal and Traffic Services (verify paragraph numbers and headings for accuracy), other services at military bases may be made available to the contractor only on an emergency basis.
  - Emergency services shall be determined by the Contracting Officer (CO) or Contracting Administrator (CA) and are limited to situations where:
    - Commercial services are not available.
    - Commercial services are not available on a timely basis.

Verification of References

- The references to paragraphs 7.2 Transient Alert and Ramp Services and 7.3 Terminal and Traffic Services should be verified to ensure accuracy. If incorrect, they should be updated to reflect the appropriate sections of the contract.

7.10.1 Billeting and Meals for Contractor Employees
The applicability of billeting and meals for contractor employees under the Patient Movement contract shall be evaluated based on mission requirements and the operational environment. Key considerations include:

Overseas Locations

- **Billeting and Dining Facilities:**
  - At overseas locations, contractor employees involved in the performance of this contract may be furnished billeting and dining facilities on a reimbursable basis, as

prescribed by local base regulations.
    - The availability of billeting and dining facilities is subject to the discretion of the Base Commander and the operational capacity of the installation.
- **Additional Privileges:**
    - Commissary, Base Exchange privileges, and other logistical support may be granted to contractor employees and their dependents in accordance with implementing instructions issued by the area or Base Commander.
    - These privileges are subject to periodic review by the Contracting Officer (CO) or Contracting Administrator (CA) to ensure compliance with eligibility requirements.

Dependent Education

- **DoD Dependents Schools:**
    - Minor dependents of U.S. citizens employed by the contractor overseas in performance of this contract may be authorized dependent education on a space-available, tuition basis in DoD Dependents Schools, as provided in DoDEA Regulation 1342.13.

Applicability to Patient Movement Contract

- **Evaluation of Need:**
    - The provision of billeting, meals, and additional privileges for contractor employees may be applicable to the Patient Movement contract if:
        - Contractor employees are required to remain on-site at overseas locations for extended periods to support patient movement operations.
        - Local commercial services are unavailable or insufficient to meet operational needs.
    - If contractor employees are only temporarily present at overseas locations for specific missions, these provisions may be less relevant and should be evaluated on a case-by-case basis.
- **Coordination with Base Commanders:**
    - The government shall coordinate with Base Commanders to determine the availability and scope of support for contractor employees at overseas locations.

7.11 Aerospace Ground Equipment (AGE)

AGE and traffic handling and servicing equipment, with necessary operators, furnished by the Government shall be on a non-reimbursable basis. Technical services and maintenance labor provided, as well as supplies and parts issued, shall be on a reimbursable basis and in accordance with and subject to the provisions of:

(1) Air Force Installations - Air Force Instruction (AFI) 23-101, Chapter 5.
(2) Army Installations - DFAS-IN 37-1.

7.12 Contractor Use of Military Communications Facilities

Contractor will be permitted to utilize military telephone in those areas where commercial circuits are not available, and it is in the best interest of the Government as determined by the CO or CA. Contractor's use of military communications facilities shall be limited to transmission and reception of airlift mission support traffic and shall not interfere with military command and control traffic.

7.13 Contractor Storage Space at Military Installations

At the discretion of the Installation Commander, the Government will furnish office, warehouse, and storage space at military installations for contractor's representatives and supply support items and equipment to the extent available. Such office, warehousing, and storage space, including utilities (heat, air-conditioning, light, power, water, and sewage), concomitant to the use of such space, will be provided to the contractor on a non-reimbursable basis. All requests for office, warehouse, and storage space shall be made to the Base Commander through the CO or his delegated representative. The contractor will include a written plan coordinated through the local legal, COR & base/installation realty office covering the proper disposal of hazardous waste, utility hook up/disconnect, and disposition of equipment/waste at the end of the contract. The disposition part of the plan will also include the names and phone numbers of any rental equipment providers when the item is stored on the base/installation. In addition, intra-base communications will be provided on a non-reimbursable basis commensurate with the availability of circuits. When provided, the space will be on an as-is condition with regard to partitions, walls, lighting, electrical wiring, plumbing, etc. No modification to buildings will be made unless specifically authorized by the Base Commander, other than minor modifications to existing facilities as approved by the Base Commander. Requests by the contractor for construction of facilities on any military installation shall be submitted directly to USTRANSCOM/TCAQ-C. Necessary coordination will be taken by USTRANSCOM with the major air command (MAJCOM) concerned. Contractor shall not undertake such construction until notified by USTRANSCOM that construction has been approved.

7.14 Warsaw Convention

When passengers embark at airfield or commercial airport facilities not normally operated by the contractor or its agents, the Government will ensure proper ticketing or other notice to passengers on the applicability of the Montreal Convention for the Unification of Certain Rules for International carriage by Air and the Warsaw Convention, if applicable, and that carrier liability under the Conventions may be limited.

7.15 Secure Communications Equipment

The applicability of secure communications equipment to the Patient Movement contract shall be evaluated based on mission requirements and the need for secure communication capabilities. Key considerations include:

Secure Communications Equipment

- **Equipment Provided by the Government:**
  - A vIPer phone and an associated facsimile machine will be furnished to each contractor possessing a SECRET Facility Clearance and approved for safeguarding at the SECRET Level, as sanctioned by the Defense Counterintelligence and Security Agency (DCSA).
  - Secure tablets with an accompanying WiFi hotspot device will also be issued to each contractor for personnel holding a SECRET security clearance.
- **Usage of Equipment:**
  - The equipment will be used for the receipt of classified communications from HQ AMC or other applicable government agencies.

  - The contractor shall ensure that secure communications equipment is used only for authorized purposes and in compliance with all applicable security protocols.

Contractor Responsibilities

- **Safeguarding Equipment:**
  - The contractor is responsible for safeguarding the secure tablets and ensuring they are not stored in a GSA-approved safe.
  - The contractor shall acquire and maintain a GSA-approved safe for the storage of classified information, as required.
- **Maintenance and Rekeying:**
  - Maintenance of secure communications equipment, including necessary hardware and software upgrades, will be conducted by AMC.
  - The contractor shall perform required periodic rekey functions for the vIPer phones, as directed by the government.
- **Inventory Reporting:**
  - The contractor shall report the secure communications equipment inventory to HQ AMC/A3BC on an annual basis, no later than 31 January.

Inspection and Testing

- Secure communications equipment will be inspected and tested by CRAF Program Management Office personnel during site visits to ensure proper functionality and compliance with security requirements.

Applicability to Patient Movement Contract

- **Evaluation of Need:**
  - The use of secure communications equipment may be applicable to the Patient Movement contract if classified communications are required for mission planning, coordination, or execution.
  - The government should evaluate whether secure communications equipment is necessary for the contractor to fulfill the requirements of the Patient Movement mission.
  - If secure communications are not required for the Patient Movement mission, this provision may not be applicable.
- **Coordination with HQ AMC:**
  - If secure communications equipment is deemed necessary, the government shall coordinate with HQ AMC/A3BC to ensure the contractor is provided with the required equipment and support.

7.16 Weather Forecasting (Domestic)

Weather forecasting support for Patient Movement missions shall be provided through military airfield weather facilities
and DoD weather information systems. Key considerations include:

Government-Provided Weather Support

- **Military Airfield Weather Facilities:**
  - The government shall provide weather forecasting services through military airfield weather facilities for domestic Patient Movement missions.
  - These services include real-time weather updates, forecasts, and advisories to ensure

safe and efficient mission planning and execution.

- **DoD Weather Information Systems:**
  - The contractor shall have access to DoD weather information systems to obtain weather data relevant to mission planning and execution.
  - The government will ensure that the contractor has the necessary access and training to utilize these systems effectively.

Contractor Responsibilities

- **Weather Monitoring:**
  - The contractor shall monitor weather conditions using government-provided weather forecasting services and systems to ensure the safety of flight operations.
  - The contractor shall incorporate weather data into mission planning and adjust flight operations as necessary to mitigate weather-related risks.
- **Coordination with Government Personnel:**
  - The contractor shall coordinate with government personnel, including 618 AOC (TACC) and military airfield weather facilities, to obtain weather updates and ensure compliance with mission requirements.

Applicability to Patient Movement Contract

- **Relevance to Patient Movement:**
  - Weather forecasting is critical to the safe and timely execution of Patient Movement missions, particularly for ensuring the safety of patients, passengers, and crew.
  - This provision is applicable to the Patient Movement contract and should be retained as part of the contractor's operational requirements.

7.17 Enroute Flight Planning Assistance (Domestic)

Enroute flight planning assistance, to include:

7.17.1 Flight Planning Facility
7.17.2 Electronic and/or Manual Flight Planning Equipment
7.17.3 Transmission of Flight Plan to Air Traffic Control (ATC) Agencies

8. GENERAL OPERATIONS

8.1 CRAF Program Participation

Throughout the life of the contract, including any extensions described elsewhere, the contractor shall ensure compliance with the following requirements related to the
Civil Reserve Air Fleet (CRAF) program:

CRAF Carrier Participation

- **Carrier Requirements:**
  - All carriers providing aircraft for the performance of this contract must be CRAF-certified carriers and maintain the minimum aircraft commitment(s) required for participation in the CRAF program.
  - Aircraft utilized for Commercial Patient Movement shall not be committed to the CRAF program or subject to any contractual or other superseding requirements that would interfere with their availability for Patient Movement missions.

Prime Contractor Responsibilities

- **Prime Contractor Eligibility:**
  - The Prime contractor is not required to be a CRAF-certified carrier but must ensure that all subcontracted carriers providing aircraft for this contract meet the CRAF certification and participation requirements.
  - The Prime contractor shall be responsible for managing and coordinating all subcontracted carriers to ensure compliance with CRAF program requirements and the terms of this contract.
- **Coordination with CRAF Program:**
  - The Prime contractor shall coordinate with the CRAF Program Office to verify the eligibility and compliance of all subcontracted carriers.
  - The Prime contractor shall ensure that all carriers meet the operational and regulatory requirements necessary for participation in the CRAF program.

Applicability to Patient Movement Contract

- Separation of CRAF and Patient Movement Commitments:
  - Aircraft utilized for Patient Movement missions shall not be committed to the CRAF program during the period of performance for this contract to ensure their availability for Patient Movement operations.
  - The contractor shall ensure that any aircraft committed to the CRAF program are not simultaneously allocated for Patient Movement missions.

8.2 Patient Movement Readiness Assessment Visit

USTRANSCOM will conduct readiness assessment visits on a 24-month cycle (approximately) to evaluate the contractor's preparedness for executing Patient Movement missions. The following requirements apply:

Readiness Assessment Visit

- **Agenda Submission:**
  - The contractor shall provide an agenda detailing the day's activities to USTRANSCOM A3B personnel no later than 15 days prior to the scheduled visit.
  - The agenda shall include:
    - Specific responsibilities assigned to each office being evaluated.
    - A timeline of activities and areas to be reviewed.
- **Assessment Scope:**
  - The readiness assessment will include evaluation of the following:
    - Programs established by the carrier, including:
      - Chemical/biological warfare suit training.
      - Handling classified material.
      - Storage, maintenance, and operation of government-furnished equipment (GFE).
    - Planning and command and control functions leading up to the execution of Patient Movement missions.
    - Aircraft availability, including non-configured aircraft reserved for scaling, to ensure readiness for PM operations whenever required.

Evaluation Areas

- **Mandated Areas of Interest:**
  - The assessment team will evaluate areas mandated by the current Commercial Charter Airlift Services Contract and the National Industrial Security Program Operating Manual (NISPOM).
  - These areas include:
    - Security protocols for handling classified information.
    - Compliance with operational and regulatory requirements.
- **Checklist Availability:**
  - The evaluation checklist will be made available to the contractor no later than 30 days prior to the visit to facilitate planning and preparation.

Aircraft Availability

- PM Aircraft Readiness:
  - The contractor shall ensure that all PM aircraft, including non-configured aircraft reserved for scaling, are available and ready to support Patient Movement missions as required.
  - Aircraft designated for PM operations shall be prioritized to ensure immediate availability during mission execution.

Coordination with USTRANSCOM

- Planning and Communication:
  - The contractor shall coordinate with USTRANSCOM A3B personnel to ensure all readiness assessment requirements are met.
  - Any issues or concerns regarding aircraft availability, training programs, or operational readiness shall be addressed prior to the assessment visit.

8.3 Control of Aircraft

The contractor shall maintain control over all aircraft designated for the Patient Movement (PM) contract, as listed in the Aircraft Repository (formerly referred to as Appendix 3A). The following requirements apply:

Aircraft Repository

- **Single Repository for Aircraft:**
  - The contractor shall maintain a single, up-to-date repository of all aircraft designated for the PM contract, including:
    - Current Aircraft: Aircraft actively configured and available for PM missions.
    - Scalable Aircraft: Non-configured aircraft reserved for scaling to meet surge or expanded mission requirements.
  - The repository shall be made available to the Contracting Officer (CO) upon request and updated as necessary to reflect any changes in the fleet.

Control of Aircraft

- **Contractor Responsibility:**
  - The contractor shall maintain control over all aircraft listed in the Aircraft Repository to ensure the ability to meet contractual obligations under the PM contract.
  - After contract award, the contractor may only offer additional aircraft as replacements for aircraft removed from the PM fleet, subject to approval by the CO.
- **Evidence of Control:**

- Upon demand by the CO, the contractor shall furnish evidence demonstrating required control of the aircraft listed in the Aircraft Repository.
- The contractor shall not relinquish control of any aircraft accepted by USTRANSCOM and listed in the Aircraft Repository unless:
  - The loss of control is beyond the contractor's control (e.g., due to an aircraft accident).
  - The CO has approved the substitution of other acceptable aircraft and has formalized the substitution through a contract modification.

Loss of Aircraft

- **Notification Requirements:**
  - If an aircraft is lost due to an accident or other uncontrollable circumstances, and no substitute aircraft will be provided, the contractor shall:
    - Notify the CO in writing within 24 hours of the loss.
    - Provide all required information as outlined in the applicable section of the contract (formerly referred to as Appendix 3, paragraph 3; update name as necessary).
- **Substitution of Aircraft:**
  - If a substitute aircraft is provided, the contractor shall coordinate with the CO to ensure the substitution is approved and documented through a contract modification.

Failure to Maintain Control

- Contractual Consequences:
  - Failure to maintain control of any aircraft listed in the Aircraft Repository, unless the loss is beyond the contractor's control or approved by the CO, will constitute a failure to meet the contractor's obligations under the PM contract.
  - Such failure may result in:
    - Termination of the contract under FAR 52.249-8, Default (Fixed-Price Supply and Service) Alternate I.
    - At the government's option, a unilateral contract modification to reduce the purchase of patient movement services on a pro rata basis for the remaining period of performance.

8.3.1 Examples of Failure to Maintain Control

The following are examples of failure to maintain control of aircraft within the intent of this paragraph, as applicable to the Patient Movement contract:

Examples of Failure

1. **Failure to Retain U.S. Registry:**
   - Aircraft must remain under U.S. registry to meet the control requirements of this contract. Failure to retain U.S. registry constitutes a loss of control.
2. **Leasing to Unapproved Foreign Contractors:**
   - Leasing aircraft to foreign contractors not approved by the government is considered a failure to maintain control.
3. **Dry Leasing to Unapproved U.S. Operators:**

- Dry leasing aircraft to U.S. airlines or operators not possessing a temporary or permanent certificate issued by the Department of Transportation (DOT) constitutes a loss of control.

4. **Removal from Active Utilization:**
    - Aircraft removed from active utilization (e.g., placed in storage, parked, or out of service) and not flyable for reasons other than maintenance, repair, and overhaul (MRO) or modification are considered out of control.
    - Aircraft temporarily removed from active utilization that are mission capable within 24 hours are considered to meet the control requirements of this contract.
    - However, under no circumstances, including aircraft out for MRO or modification, will the allowable planned or actual duration exceed 90 days.

Notification Requirements

- **Immediate Notification:**
    - The contractor shall notify the Program Manager (instead of the CO, especially when DHA is the CO) immediately in the following situations:
        - When an aircraft is placed in storage and reaches a status such that it cannot be returned to mission capable status within 24 hours.
        - When an aircraft is projected to be, or has been taken out of service for MRO or modification, exceeding 90 days.
- **Coordination with the Program Manager:**
    - The contractor shall coordinate with the Program Manager to address any issues related to aircraft control and ensure compliance with the terms of the contract.

8.3.1.1 Requirement to Maintain Configuration Control

The contractor shall maintain configuration control of aircraft in a manner that ensures compliance with the capabilities reflected, validated, and required under this contract. The following requirements apply:

Configuration Control Requirements

- **Mission Capable Configuration:**
    - Aircraft whose configuration is temporarily changed from that submitted on the data sheets must be returned to mission capable status in the offered configuration within the timelines specified in Appendix 5, paragraph A5.2.10, Response Time (verify reference for accuracy).
    - If the timelines described in Appendix 5 are not met, the contractor must obtain approval from the Contracting Officer (CO) and AMC A3B to avoid penalties for breach of contract.

Responsibility for Determining Configuration Acceptability

- **Final Approval Authority:**
    - From the contractor's perspective, the CO or Program Manager will serve as the final approval authority for determining the acceptability of aircraft configuration changes.
    - For the U.S. Government, the office responsible for technical evaluation and validation of configuration changes shall be designated as the technical subject matter expert (SME). This office may include:
        - AMC A3B: Responsible for operational oversight and validation of

configuration changes.
        - USTRANSCOM Technical Office: May provide technical expertise and recommendations to the CO or Program Manager.
- **Coordination Process:**
    - The contractor shall coordinate with the Program Manager and the designated technical SME to ensure configuration changes are reviewed and approved in a timely manner.
    - The CO will make the final determination based on input from the Program Manager and technical SME.

Penalties for Non-Compliance

- **Failure to Meet Timelines:**
    - If the contractor fails to meet the configuration control timelines specified in Appendix 5, the government may impose penalties, including:
        - Reduction in mission assignments.
        - Negative past performance ratings.
        - Other remedies as outlined in the contract.
- **Approval for Exceptions:**
    - Approval for exceptions to the configuration control timelines must be obtained from the CO and AMC A3B prior to exceeding the allowable response time.

8.4 Security (Industrial, Personnel, Physical, Information, and Antiterrorism/Force Protection)

While on military installations or in military portions of commercial facilities, contractor and subcontractor personnel shall comply with security regulations promulgated by the military installation or activity Commander. Security regulations are directive in nature and shall be adhered to by all contractor and subcontractor personnel. Contractor will comply with the provisions of the National Industrial Security Program Operating Manual (NISPOM).

8.4.1 Regular and Frequent Entry into Restricted/Controlled Areas

Contractor and subcontractor personnel requiring regular and frequent entry into restricted/controlled areas at military installations for ground handling of aircraft must comply with the following requirements:

Compliance with Security Requirements

- **Applicable Authorities:**
    - Personnel must meet the requirements established by the following authorities:
        - **AFI 31-101, Chapter 7, paragraph 7.2:** Governs the physical security program, including access to restricted/controlled areas.
        - **AFI 31-401:** Governs the management of classified information and personnel security programs.
        - **DD Form 254:** Specifies security requirements, classification guidance, and handling procedures for classified contracts.
    - The contractor should verify that these references are accurate and applicable to the Patient Movement contract. If updates or alternative references are required, they should be coordinated with the Contracting Officer (CO) or Program Manager.

Personnel Security Eligibility Determinations

- **Application Process:**
  - Applications for personnel security eligibility determinations shall be submitted by the contractor to the Defense Counterintelligence and Security Agency (DCSA) Vetting Risk Operations (VRO).
  - The contractor is responsible for ensuring that all personnel requiring access to restricted/controlled areas have the appropriate security clearances and meet all eligibility requirements.
- **Coordination with DCSA:**
  - The contractor shall coordinate with DCSA VRO to ensure timely processing of security clearance applications and address any issues or delays.

Access to Restricted/Controlled Areas

- **Entry Requirements:**
  - Personnel must comply with all access control procedures and security protocols established by the military installation.
  - The contractor shall ensure that personnel are trained and briefed on the specific requirements for accessing restricted/controlled areas.
- **Accountability:**
  - The contractor is responsible for maintaining accountability of personnel with access to restricted/controlled areas and ensuring compliance with all security requirements.

8.4.2 Facility Security Clearance

The contractor must meet all security clearance requirements for access to classified information and equipment, as well as additional certifications and safeguards for handling Patient Health Information (PHI) in compliance with HIPAA regulations. The following requirements apply:

Facility Security Clearance (FCL)

- **Eligibility Requirements:**
  - The contractor must have a valid Facility Security Clearance (FCL) at the appropriate security level to access and safeguard classified information and/or equipment.
  - The contractor will not be afforded access to classified information until the FCL (interim or active) has been awarded by the DCSA Facility Clearance Branch.
- **Maintenance of FCL:**
  - The contractor is responsible for maintaining the FCL throughout the life of the contract, including any extensions.
  - Any changes to the contractor's FCL status must be reported to the Contracting Officer (CO) and Program Manager immediately.

Handling of Patient Health Information (PHI)

- **HIPAA Compliance:**
  - The contractor must comply with the Health Insurance Portability and Accountability Act (HIPAA) and all applicable regulations for the protection of PHI.
  - This includes implementing administrative, physical, and technical safeguards to ensure the confidentiality, integrity, and availability of PHI.
- **Special Certifications:**
  - The contractor must obtain and maintain any certifications or accreditations required

for handling PHI, such as:
    - Business Associate Agreements (BAAs) with the government or other covered entities.
    - Compliance with HIPAA Security Rule and Privacy Rule requirements.
    - Training and certification for personnel handling PHI to ensure they understand their responsibilities under HIPAA.
- **Data Security and Safeguards:**
    - The contractor must implement robust data security measures, including:
    - Encryption of electronic PHI (ePHI) during transmission and storage.
    - Access controls to limit PHI access to authorized personnel only.
    - Regular audits and risk assessments to identify and mitigate vulnerabilities.
- **Breach Notification:**
    - In the event of a breach involving PHI, the contractor must notify the Contracting Officer (CO), Program Manager, and any other designated government representatives in accordance with HIPAA breach notification requirements.

Special Section for PHI and HIPAA Compliance

- **Recommendation for a Dedicated Section:**
    - Given the importance of handling PHI and ensuring HIPAA compliance, it is recommended to include a dedicated section in the contract addressing these requirements in detail.
    - This section should outline the contractor's responsibilities for safeguarding PHI, maintaining compliance with HIPAA, and reporting breaches or security incidents.

8.4.3 Personnel Security Clearance

Contractor personnel requiring access to classified information or government systems, such as TRACES, must obtain and maintain the appropriate Personnel Security Clearance (PCL). The following requirements apply:

Eligibility for Personnel Security Clearance

- **Determination of Need:**
    - An employee may be processed for a PCL when the contractor determines that access is essential for the performance of tasks or services related to the fulfillment of the awarded contract.
    - The contractor shall limit requests for PCLs to the minimal number of employees necessary for operational efficiency, consistent with contractual obligations and the requirements of the National Industrial Security Program Operating Manual (NISPOM).
- **Submission of Requests:**
    - The contractor shall submit requests for PCLs to the Defense Counterintelligence and Security Agency (DCSA) Vetting Risk Operations (VRO) in accordance with established procedures.
    - Periodic reinvestigations associated with security clearances must be submitted to VRO within the required Department of Defense (DoD) timelines.

Access to TRACES

- **TRACES Access Requirements:**

    - Personnel requiring access to TRACES (Transportation Command Regulating and Command & Control Evacuation System) must:
        - Possess the appropriate PCL to access sensitive or classified information within the system.
        - Obtain a Common Access Card (CAC) to access DoD systems, including TRACES.
- **Contractor Responsibilities:**
    - The contractor shall ensure that personnel requiring access to TRACES are properly vetted and meet all eligibility requirements for obtaining a CAC.
    - The contractor shall coordinate with the Program Manager and USTRANSCOM to facilitate access to TRACES for authorized personnel.

Compliance with NISPOM

- **Limiting Access:**
    - The contractor shall ensure that access to classified information and government systems is limited to personnel with a verified need, in compliance with the NISPOM.
    - Access shall be granted only to personnel who have been cleared and trained in accordance with applicable security protocols.
- **Accountability:**
    - The contractor is responsible for maintaining accountability of personnel with PCLs and ensuring compliance with all security requirements.

8.4.3.1 Security Clearances

Contractor personnel designated to perform specific duties under the Patient Movement (PM) contract must possess the appropriate security clearance to access classified information. The following requirements apply:

Required Security Clearance Levels

- **SECRET Security Clearance:**
    - Personnel designated by the contractor to perform the following duties must possess a SECRET security clearance:
        - **Overall CRAF Planning:**
            - Personnel involved in planning and coordination related to the Civil Reserve Air Fleet (CRAF) program, including enterprise-level awareness and mobilization readiness.
        - **Mobilization Representative (MOBREP)/Technical Advisory Group (TAG) Attendees:**
            - Personnel attending MOBREP or TAG meetings where classified information may be shared for planning and operational purposes.
        - **Facility Security Officer (FSO):**
            - The contractor's designated FSO responsible for overseeing security compliance and safeguarding classified information.
        - **Flight Operations Dispatchers:**
            - Sufficient dispatchers to manage the carrier's CRAF missions, including coordination of classified mission details.

Potential Need for Classified Information

- **Planning and Enterprise Awareness:**
  - It is conceivable that classified information may need to be shared with contractor/carrier personnel for planning and enterprise awareness purposes, particularly in scenarios involving:
    - Strategic mobilization planning.
    - Coordination of Patient Movement missions with other government agencies or military operations.
    - Situational awareness of classified threats or operational constraints.
- **Evaluation of Clearance Levels:**
  - The government shall evaluate whether additional personnel or roles require a SECRET security clearance based on the nature of the information being shared and the operational requirements of the PM contract.

Contractor Responsibilities

- **Security Clearance Management:**
  - The contractor shall ensure that personnel requiring a SECRET security clearance are properly vetted and meet all eligibility requirements.
  - Requests for security clearances shall be submitted to the Defense Counterintelligence and Security Agency (DCSA) Vetting Risk Operations (VRO) in accordance with established procedures.
- **Training and Accountability:**
  - The contractor shall provide training to personnel with security clearances to ensure they understand their responsibilities for safeguarding classified information.
  - The contractor shall maintain accountability for personnel with access to classified information and ensure compliance with all security protocols.

Government Coordination

- **Approval and Oversight:**
  - The Contracting Officer (CO) and Program Manager shall coordinate with the contractor to ensure that personnel requiring security clearances are identified and approved.
  - The government shall provide guidance on the specific roles and responsibilities requiring access to classified information.

8.4.4 Operations Security (OPSEC)

The contractor shall implement and maintain Operations Security (OPSEC) procedures to safeguard critical information when operating missions for the Department of Defense (DoD) under the Patient Movement (PM) contract. The following requirements apply:

Contractor Responsibilities

- **Safeguarding Critical Information:**
  - The contractor shall ensure that all personnel, including aircrew, safeguard critical information related to:
    - Mission details.
    - Passenger units and equipment being transported.
    - Operational schedules and locations.
- **OPSEC Training:**

    - The contractor shall provide OPSEC training to all employees, including aircrew, upon initial assignment to the PM contract and annually thereafter.
    - Training shall include:
        - Awareness of potential threats and vulnerabilities.
        - Procedures for safeguarding critical information.
        - Reporting suspicious activities or inquiries.
- **Low Profile Operations:**
    - Flight crews and other personnel shall maintain a low profile while operating PM missions to minimize the risk of drawing attention to sensitive operations.
    - Personnel should be vigilant and report any individuals seeking information about the contractor, flights, passengers, or equipment.

Point of Contact for OPSEC Questions

- **Designated POC:**
    - If the contractor has questions about OPSEC procedures or requirements, they should contact the designated OPSEC POC. The POC for OPSEC-related questions should be:
        - **USTRANSCOM/TCAQ-C/TCJ2:** For general OPSEC guidance and contract-related inquiries.
        - **Contracting Officer (CO) or Program Manager:** If no specific OPSEC office exists, the CO or Program Manager should serve as the primary POC for OPSEC-related questions.
- **Verification of POC:**
    - The government should verify whether the Patient Movement Program Management Office (PM PMO) exists and is the appropriate POC for OPSEC-related questions. If not, the POC should be updated to reflect the correct office or individual.

Reporting Suspicious Activity

- **Incident Reporting:**
    - The contractor shall establish procedures for reporting suspicious activities or inquiries to the appropriate government authorities.
    - Reports should be submitted to the designated OPSEC POC or other government representatives as directed.

8.4.5 Contractor Company Personnel and Company Facility Security Officer (FSO)

The contractor shall appoint a Company Facility Security Officer (FSO) and establish appropriate safeguards to prevent unauthorized access to classified information, material, and Government Furnished Equipment (GFE). The following requirements apply:

Appointment of FSO

- **Responsibilities of the FSO:**
    - The contractor shall appoint a Company Facility Security Officer (FSO) to oversee security compliance and safeguard classified information, material, and GFE.
    - **The FSO shall:**
        - Ensure that individuals who are not cleared do not gain access to classified information, material, or Secure Voice Equipment.
        - Maintain accountability for all classified information and GFE provided by the

government.
    - Provide the government with an annual inventory of all GFE by 31 January or upon request by HQ AMC/A3BC.

Inventory Requirements

- **Secure Voice Equipment:**
  - The inventory of Secure Voice Equipment (e.g., vIPer phone) shall be documented and signed by the FSO using Standard Form 153, Communications Security (COMSEC) Material Report.
  - The Secure Voice Responsibility Officer at AMC/A3BC will provide the necessary forms and guidance for completing the inventory.
- **Other Government Furnished Equipment (GFE):**
  - The inventory of other GFE (e.g., facsimile machine, secure tablet, WiFi hotspot device) shall be documented on CRAF Form 1297, Government Furnished Equipment, and signed by the FSO.

Access Control

- **Cleared Personnel:**
  - The FSO shall maintain a current list of cleared personnel, including flight deck aircrew personnel, who may have access to mission-essential information during activation.
  - The contractor shall ensure that only cleared personnel are authorized to access classified information and GFE.

Applicability to Patient Movement Contract

- **Secure Voice Equipment and Tablets:**
  - The contractor shall coordinate with AMC/A3B to determine whether Secure Voice Equipment (e.g., vIPer phones) and secure tablets will be required for the Patient Movement contract.
  - **If Secure Voice Equipment and tablets are deemed necessary, the contractor shall:**
    - **Ensure proper safeguarding and accountability of the equipment.**
    - Provide training to personnel authorized to use the equipment.
- **Coordination with A3B:**
  - The contractor shall discuss the specific requirements for Secure Voice Equipment and tablets with AMC/A3B to ensure alignment with the operational needs of the Patient Movement contract.

8.4.6 Authentication Materials

Flight deck crewmembers may require certain authentication documents in order to perform missions while CRAF is activated. When appropriate, authentication materials and identification friend or foe (IFF)/selective identification feature (SIF) operating instructions shall be made available to flight deck crewmembers at military Base Operations and Route Briefing sections provided they present proper identification. Initial issue of these documents shall be as required to cover elapsed time from departure station to destination and return, or to the first enroute station having the capability to provide adequate storage and additional distribution.

8.4.7 Aircraft Physical Security
Contractor aircraft at military installations will receive the same degree of physical security as provided military aircraft in like status. Ingress and egress procedures to and through control points and restricted or controlled areas shall be established to permit crewmembers access to their aircraft.

8.4.7.1 Aircraft Security
The contractor shall establish a program to prevent unlawful seizure of aircraft.

8.4.7.1.1 Security for On-Load, Off-Load
At airports, bases, and air terminals where there is an AMC presence or where US forces are present and responsible for deployment or redeployment of forces, the military will be responsible for security processing of patients, passengers, and cargo for on- or off-load. At enroute or operational stops and at locations where there is no AMC or military presence, security processing of patients, passengers, and cargo shall be the responsibility of the contractor. At these locations, the contractor shall satisfy the requirements of the Transportation Security Administration (TSA) security program for charter operations in commercial service.

8.4.7.1.3 "No Show" Passengers
Contractor shall off-load baggage to gate for "No Show" passengers unless that baggage has received customs pre-clearance and IAW applicable regulations.

8.4.7.2 Aircraft Identification
Aircraft shall have the livery of the operating contractor on both sides of the fuselage commensurate with industry practice. Any livery other than the operating contractor must be approved by the Patient Movement Program Manager prior to departure.

8.4.8 Classified Correspondence
Classified material will be forwarded to contractors via secure phone, secure fax, or secure email. The method selected will be based on the content of materials and any associated time constraints. In order to ensure a current inventory of classified material is being stored by the contractor, the originator will notify the appropriate FSO in the contractor's area, by voice or in writing, when classified material is being sent. This notification will contain the subject, date of the material, and number of copies.

8.4.8.1 Receipt of Classified Material
Contractor personnel may receive necessary classified materials or information, after providing appropriate Government personnel with proper identification (i.e., valid passport or company identification (ID) card) and meets the requirements as described in paragraph 8.4.8.2.

8.4.8.2 Classified/Unclassified Operations Briefing
Contractor aircrews may receive upon request, at any enroute location with military intelligence support, an UNCLASS (unclassified) operations briefing, which may include all known threats, communications requirements, and security concerns pertinent to their route of flight. The briefing's content shall be tailored by AMC depending on mission requirements. During contingencies or

CRAF activation, contractors may receive the same or similar (sanitized) operations briefings, CONOPS and Special Instructions (SPINS) as military aircrew.

8.4.8.2.1 Handling of Classified Material

In addition to the briefing outlined above, the briefing officer will ensure that the pilot in command is aware of the following:

- Receipt for Classified Material: The briefing envelope (provided to aircrews during activation) contains information affecting the national defense of the U.S. and is issued for use while flying. Part of this information is classified, and extreme care should be exercised to preclude its being compromised. Upon terminating the flight, all material shall be given to the military base operations officer. If that is not possible, the material will be destroyed in accordance with the next bullet, Destruction of Classified Material, below. All classified material shall be accounted for by means of the AF Form 310, Document Receipt and Destruction Certificate, or a comparable receipt. Prior to accepting material, the pilot in command should ensure that sufficient legible copies of the receipt form are available to allow one copy for the recipient at the destination and one copy for the pilot in command's personal file.
- Destruction of Classified Material: In the event of an emergency where it appears that the classified material cannot be protected, it shall be burned or destroyed by other means to render recognition impossible. In this event, complete the destruction certificate on the SF 153, COMSEC Material Report, or AF Form 310, Document Receipt and Destruction Certificate. Provide a copy of this form to the issuing office and retain one copy to be held for the required two years.

8.4.9 Common Access Cards (CACs)

Some contractor personnel may require Common Access Cards (CACs) to perform duties under the Patient Movement (PM) contract. The following requirements apply, subject to review and tailoring by DHA/TRICARE to ensure alignment with current processes:
Eligibility for CACs

- **Background Investigation Requirements:**
  - CACs may be created and approved in the Department of Defense Mission Partner Identity, Credential, and Access Management (MPICAM) system by a USTRANSCOM Mission Partner Affiliation Sponsor (MPAS) if the contractor personnel meet the following criteria:
    - Completion of a Tier 1 (T-1) background investigation or higher-level background investigation.
    - Favorable fingerprint checks.
- **Purpose of CACs:**
  - CACs will not be issued solely for ease of entry into DoD installations.
  - CACs are issued to contractor personnel who require access to DoD systems, facilities, or networks to perform contract-related duties.

Responsibilities

- **Contractor Responsibilities:**
  - The contractor shall ensure that personnel requiring CACs meet all eligibility requirements, including background investigations and fingerprint checks.
  - The contractor shall coordinate with the USTRANSCOM MPAS to facilitate the issuance of CACs for eligible personnel.
- **Government Responsibilities:**
  - The government shall provide guidance on the process for requesting and issuing CACs, including the required documentation and approvals.
  - The government shall ensure that CACs are issued only to personnel with a verified need for access to DoD systems or facilities.

Ownership and Return of CACs

- **DoD Property:**
  - CACs remain the property of the Department of Defense and must be returned to DoD control under the following circumstances:
    - Upon expiration of the CAC.
    - Upon revocation of the CAC.
    - When the CAC is no longer required for contract-related duties.
- **Accountability:**
  - The contractor shall ensure that CACs issued to personnel are returned to the government in a timely manner upon expiration, revocation, or when no longer required.

Request for DHA/TRICARE Review

- **Tailoring to Current Processes:**
  - **DHA/TRICARE is requested to review this section to ensure alignment with current processes for issuing CACs to contractor personnel under the PM contract.**
  - **Any updates or modifications to the language based on DHA/TRICARE protocols should be incorporated to reflect proper procedures.**

8.4.9.1 Common Access Card Issuance Procedures

The issuance of Common Access Cards (CACs) to contractor personnel shall follow the procedures outlined below, subject to revisions to comply with DHA requirements. These procedures ensure that all personnel meet the necessary investigative and clearance requirements before being granted access to DoD facilities, networks, or systems.

CAC Issuance Process

1. **Submission of Personnel Names:**
   - Upon contract or task order award, the contractor shall submit the names of all personnel requiring CACs to the Contracting Officer (CO) or Contracting Officer's Representative (COR).
   - The CO or COR will forward the names to USTRANSCOM TCCS-PR for vetting through the DoD personnel security system of record to ensure investigative and clearance requirements have been satisfied.

2. **Verification of Investigative Requirements:**
    - The COR/Mission Partner Affiliation Sponsor (MPAS) shall access the Mission Partner Identity, Credential, and Access Management (MP ICAM) system to create CAC applications for contractor personnel only after:
        - Investigative and clearance requirements have been verified.
        - The contractor's employee has been deemed eligible by the government.
3. **Denial of Access:**
    - If a contractor's employee does not meet the required investigative or security clearance level, the employee will be denied the ability to work in support of the contract/task order.

Steps for Personnel Without Required Background Investigation

a. Submission of Forms:

- For personnel without the required background investigation, the contractor's Facility Security Officer (FSO) shall:
    - Verify the absence of a valid account in the DoD personnel security system of record.
    - Submit the following forms to the USTRANSCOM Personnel Security Manager (via the CO or COR):
        - OF Form 306 (Declaration for Federal Employment).
        - SF-85 (Questionnaire for Non-Sensitive Positions), which will be initiated by the USTRANSCOM Personnel Security Manager via the National Background Investigation Services (NBIS) after the FSO reviews the form for accuracy.

b. Electronic Fingerprinting:

- The contractor shall coordinate and obtain electronic fingerprinting for their employee using USTRANSCOM codes (SON, SOI, and ALC).
- Hardcopy fingerprint cards are not acceptable. Fingerprints must be electronically captured before the COR/MPAS accesses MP ICAM to create a CAC application**.**

Basic CAC Requirements

1. **U.S. Citizen Contractor CAC Requirements:**
    - Requires access on a continual basis for 6 months or more.
    - Requires access to a DoD facility or networks, either on-site or remotely.
    - Requires access to systems or platforms that require CAC login or user authentication.
2. **Non-U.S. Citizen Contractor CAC Requirements:**
    - Must possess legal U.S. residency for 3 or more years with a completed Tier 1 background investigation and electronic fingerprinting.
    - Must meet investigation requirements for DoD employment as recognized through international agreements pursuant to DoD 1400.25 (reference M).
    - Foreign military, employee, or contract support personnel must possess a visit status and security assurance confirmed, documented, and processed IAW international agreements pursuant to DoDI 1400.25.

CAC Application Requirements

1. **Adjudicated Background Investigation:**
    - CAC applications must have an adjudicated Tier 1, Tier 3, or Tier 5 background

investigation posted in the DoD personnel security system of record.

2. **Interim CAC Approval:**
   - An interim CAC may be approved when the contractor employee has:
     - A favorable fingerprint, name, and criminal records check completed.
     - An open Tier 1, Tier 3, or Tier 5 background investigation with DCSA.
3. **Verification by MPAS:**
   - The MP ICAM MPAS will not approve the CAC application until verification is completed with a member of USTRANSCOM TCCS-PR that one of the above requirements has been satisfied.

8.4.9.2 Access to Scott Air Force Base or USTRANSCOM Facilities
Upon receipt of the CAC, permanently assigned contractor personnel located at USTRANSCOM at Scott AFB (SAFB), IL, may obtain a USTRANSCOM Facility Access Badge if the employee will be assigned physically on SAFB in a USTRANSCOM-owned or managed facility, has a valid Visit Access Request on file, and attends Initial Security Training (IST) on-site. The Government will provide unrestricted access to facilities, consistent with security clearance and need to know, necessary for the on-site personnel to perform their work IAW the contract/task order. Contractor personnel assigned on-site at USTRANSCOM will wear and display the USTRANSCOM Facility Access Credential at all times while in USTRANSCOM facilities. Visits to SAFB by contractor personnel who do not possess the CAC will be facilitated by the COR/CO sponsoring the employee through the online base access system.

8.4.9.3 Visits by Non-Assigned Contractors to USTRANSCOM/SDDC Buildings
Any visit(s) by contractor personnel not permanently assigned to this contract/task order (i.e. company presidents, company security managers, contractor personnel not permanently assigned at SAFB, etc.) require an electronic visit access request be submitted using the DoD personnel security system of record. The DoD personnel security system of record visits can be forwarded to the Security Management Office (SMO) code: USTC-S-USTC-SDDC-1. The visit access request shall annotate the contract/task order number in the POC block of the visit access request and the name/phone number of either the functional COR or CO in the phone number block.

8.4.9.4 Visits by Permanently Assigned Contractors
Permanently assigned contractor employees on SAFB will require a visit access request for the current Period of Performance (PoP) posted in the DoD personnel security system of record to SMO: USTC-S-USTC-SDDC-1. The visit access request will annotate the contract number in the POC block of the visit access request and the name/phone number of either the functional, COR or CO in the phone number block.

8.4.9.5 Supplemental Notes Regarding Visit Information in the DoD Personnel Security System of Record
Personnel requiring access to Government facilities will properly complete the "Visit Information" block in the DoD personnel security system of record. Otherwise, contractor employees will be denied access to the facility and classified and/or sensitive information. Also, prime contractors will annotate their contract number and subcontractors will provide the name of their Company, with the

prime contractor number they are assigned to by the Prime, in the "additional information" block of the Visit table. A valid "Reason for the Visit" must be stated and the "visit access" must not exceed that of the contract.

8.4.9.6 Security and Emergency Operations Training
Contractor personnel physically assigned at USTRANSCOM at SAFB shall attend/complete the following training as prescribed by DOD, USTRANSCOM and Air Force Instructions: Initial Security, Workplace Violence, Annual Security Awareness, OPSEC, DOD Antiterrorism Level I, Active Shooter, Emergency Operations, Combating Trafficking in Person (CTIP), Controlled Unclassified Information (CUI), Derivative Classification, and any Security Stand-down Day Training scheduled by the Commander, USTRANSCOM. Contractor personnel assigned elsewhere shall attend security training established by their respective Government security offices and/or installations.

8.4.9.7 Additional Security Conditions
All contractors assigned to USTRANSCOM on SAFB will complete the contractor in-processing checklist before the start of work on this or any contract/task order in USTRANSCOM. Contractors starting work on a new contract/task order will report to the Protection Services Center (PSC), located in Building 1900 first-floor breezeway. In-processing includes the following:

- Verification of personal identification
- Verification of Visit Access Request in the DoD personnel security system of record
- Verification of the contractor's Security Clearance Eligibility in the DoD personnel security system of record
- Brief and sign the individual SF-312 (Non-Disclosure Agreement), and complete NATO Indoctrination
- Review of Facility access requirements
- Issuance of a Temporary USTRANSCOM Facility Access Credential
- Creation of a personnel security file

8.4.9.8 Derogatory Information
If the Government notifies the contractor that the employment or the continued employment of any contractor personnel is prejudicial to the interests or endangers the security of the United States of America, that employee shall be removed and barred from the worksite. This includes security deviations/incidents and credible derogatory information on contractor personnel during the task order's period of performance as noted in the DoD personnel security system of record. Personnel who have incident reports posted in the DoD personnel security system of record will be denied the ability to support the contract/task order until the issues have been resolved and the incident has been adjudicated in the DoD personnel security system of record. The contractor shall make any changes necessary in the appointment(s), at no additional cost to the Government. If any incident involves or may involve the mishandling of classified information or a potential Negligent Discharge of Classified Information, the USTRANSCOM Office of Protection and Response (TCCS-PR) ((618) 817-6554) will be notified within 24 hours during the normal work week and within 72 hours if the

incident occurs over the weekend.

8.4.9.9 Accessing NATO Information
No contractor employee will access NATO information without first being indoctrinated on NATO and having that access recorded in the DoD personnel security system of record. Any NATO information accessed will be only on SIPRNet. Senders of NATO information will ensure the receiving network is accredited and the receiving point is a Sub-Registry or authorized Control Point. No NATO information will be stored with US classified information. Access to NATO information will be based on need-to-know, appropriate access level, and training. NATO information will not be disseminated to unauthorized users. NATO information will not be printed unless authorized by a USTRANSCOM NATO – Sub-Registry person in TCCS-PR. All printed NATO classified information must be strictly controlled and tracked in a NATO registry. Contact the USTRANSCOM Sub-Registry for additional control measures. In accordance with the 32 CFR, 117, NATO briefed personnel will be re-briefed on an annual basis. USTRANSCOM will indoctrinate all on-site contractor employees and document in the DoD personnel security system of record. Contractor personnel assigned to USTRANSCOM facilities will be NATO briefed and debriefed by USTRANSCOM, with appropriate annotations to the DoD personnel security system of record. Company FSOs may take responsibility for all NATO refresher briefings per 32CFR, 117 and record the date of the annual briefings in the DoD personnel security system of record.

8.4.9.10 Security Debriefing
Contractor personnel physically working at USTRANSCOM at SAFB, IL, shall complete the out-processing checklist on the last day of the contract/task order or upon termination or reassignment from duties under the current contract/task order. The following closeout tasks will be completed, before the contractor departs:

- Review of the contractor's personnel security folder
- Review and debrief the contractor's SF-312
- Debrief anyone with NATO Access
- Update and annotate the DoD personnel security system of record reflecting the status of the contractor at USTRANSCOM
- Surrender CAC (with copy of the revocation notice from the COR or MPAS), for those off-site CACs will be physically mailed to TCCS-PR for collection and turned into Scott AFB ID office for DMDC inventory and destruction
- Surrender the USTRANSCOM Facility Access Credential to the Protection Services Center
- Contractor personnel shall have surrendered all Government supplies, materials, and equipment to the COR

8.4.9.11 Antiterrorism (AT)/Force Protection
Contractor employees will comply with antiterrorism Force Protection conditions (FPCONs) at the location they are performing work on, whether it is Continental United States (CONUS) or OCONUS. Initial Level I Antiterrorism will be offered to all contractor personnel in accordance with DoDI O-2000.16, DoD Antiterrorism Program Implementation: DoD Antiterrorism Standards, via the

DoD certified web-based training located at https://jkodirect.jten.mil. AT Level I training will be completed initially upon hire and annually for the first 3 years of employment and triennially thereafter.

8.4.9.12 Note to the Prime Contractor Facility Security Officer (FSO)
The prime contractor will forward the name, address, email address and telephone number of the Company FSO and backup to the USTRANSCOM Office of Protection and Response (TCCS-PR) to: transcom.scott.tccs.mbx.industrial-security@mail.mil

USTRANSCOM Protection and Response (Industrial Security) Points of Contact:

USTRANSCOM

Attn: TCCS-PR (Industrial Security Specialist)

508 Scott Drive
Scott AFB IL 62225

Commercial: (618) 817-6550

USTRANSCOM TCCS-PR Approval:

Andrew P. Daub, Chief, USTRANSCOM Office of Protection and Response

USTRANSCOM TCCS-PR Tracking #: TCCS-PR-007-2024

8.5 Navigation Route Kits
Navigation route kits are provided by the Government through the National Geospatial-Intelligence Agency (NGA) and the Defense Logistics Agency (DLA). The following requirements and responsibilities apply:
Government Responsibilities

1. **Content and Management:**
    - **NGA:**
        - Responsible for the content of navigation route kits, including flight information publications and charts.
    - **DLA:**
        - Responsible for account management, shelf stock, and automatic distribution of navigation route kits to contractors.
2. **Coordination with the Carrier:**
    - The Contracting Officer (CO) or a designated Government Representative (e.g., Program Manager or USTRANSCOM Liaison) will coordinate with the contractor to hand off navigation route kits.
    - The designated government representative will:
        - Ensure the contractor receives the required navigation route kits in a timely

manner.
- Provide guidance on the proper use and maintenance of the kits.
- Serve as the point of contact for any issues related to the distribution or content of the kits.

Contractor Responsibilities

1. **Retention and Maintenance:**
   - The contractor is required to retain and maintain the navigation route kits in serviceable condition, either in electronic or hardcopy form.
   - The kits must be kept in a ready status to support any stage of activation, including peacetime commercial and military contract operations.
2. **Authorized Use:**
   - Contractors are authorized to use flight information publications and charts during peacetime commercial and military contract operations.
   - The contractor shall ensure that the kits are not damaged, lost, or otherwise rendered unusable.
3. **Accountability:**
   - The contractor shall maintain an inventory of navigation route kits and ensure they are updated as required by the government.
   - Any discrepancies or issues with the kits must be reported to the designated government representative.

Applicability to Patient Movement Contract

- **Relevance to Patient Movement:**
  - Navigation route kits are critical for ensuring safe and efficient flight operations under the Patient Movement contract.
  - The contractor must ensure that all aircraft used for Patient Movement missions are equipped with the required navigation route kits.

8.5.1 Number of Kits Required

Contractors must maintain and keep current a minimum of two kits, one for an aircraft and one for Flight Operations, in either a hard copy or DVD, or have access to the Aeronautical Source Packaging System (ASPS, an NGA maintained web-based library of the of the Flight Information Publication (FLIPS). The Government will not furnish more kits than what is required for the number of aircraft a contractor has committed to the Commercial Patient Movement Contract plus one for Flight Operations. All adjustments to a contractor's navigation route subscription will be accomplished by contacting the FLIP account custodians at HQ AMC/A3BC (618) 229-1751.

8.5.2 Storage and Maintenance

Government-furnished navigation route kits are stored, maintained, and kept current by the contractor at no expense to the Government. The contractor shall place and keep current a kit aboard each aircraft during operations.

8.5.3 Replacement Charts and Flight Information Publications (FLIPs)

When participating in Patient Movement airlift, the pilot in command may obtain replacement charts, FLIPs, etc., from any DoW Base Operations.

8.6 Crew Duty Day Requirements
Carriers must comply with applicable FAA flight and duty time limitations and rest requirements.

8.7 Flying in Controlled Airspace
All contract flights shall fly over established airways, domestic or international, and in controlled airspace. Exceptions may be made to this requirement where it is impractical to follow airways or fly in controlled airspace, provided airways are intersected at the first practical point and departed at the last practical radio navigational fix near destination, or when area control or established airways do not exist within a flight information region. Economic considerations will not justify deviation from this procedure.

8.8 Maintenance
8.8.1 Scheduled Maintenance at Military Installations
Scheduled maintenance at military installations under the Patient Movement contract shall be limited to enroute or turnaround servicing and safety of flight items, unless otherwise authorized by the **Contracting Officer (CO)**. The following requirements apply:

Contractor Responsibilities

1. **Arrangements for Maintenance:**
    - **The contractor shall arrange for all maintenance activities, including:**
        - Coordination with Transient Alert for movement to and from the authorized on-base location where maintenance is to be performed.
        - Extensive emergency aircraft maintenance, including movement to and from the selected maintenance activity, without charge to the government.
2. **Requests for Maintenance:**
    - Requests for maintenance beyond enroute or turnaround servicing shall be submitted to:
        - The Contracting Administrator (CA).
        - The local Operations Center or Command Post.
3. **Notification Requirements:**
    - If any maintenance service is to be performed, including enroute, turnaround, safety of flight, or scheduled maintenance during ground time of aircraft, the contractor shall notify the following agencies:
        - International Services: Notify the local COR or AMC Command and Control (C2).
        - Domestic Services: Notify the local Operations Center/Command Post and 618 AOC.

Required Information for Notification

The contractor shall provide the following information when notifying the appropriate agency of maintenance activities:

1. **Specific Type of Maintenance:**
   - Clearly specify the type of maintenance to be performed.
2. **Anticipated Duration:**
   - Provide an estimate of the time required to complete the maintenance.
3. **Government Furnished Services:**
   - Indicate any Government Furnished Services (GFS) desired in conjunction with the performance of turnaround or enroute maintenance.
4. **Reimbursable Support:**
   - Specify any reimbursable support desired in conjunction with the performance of turnaround or enroute maintenance.
5. **Changes in Status:**
   - Immediately communicate any changes in the status or type of work to be performed to the agency initially notified:
     - International Services: Notify AMC C2.
     - Domestic Services: Notify the Installation Command Post.

Applicability to Patient Movement Contract

- **Relevance to PM Operations:**
  - Maintenance activities are critical to ensuring the safety and operational readiness of aircraft used for Patient Movement missions.
  - The contractor must ensure that all maintenance activities are coordinated effectively to minimize disruptions to mission schedules.

8.8.2 Enroute Turnaround Maintenance Checks and Servicing

8.8.2.1 International

Except as otherwise specified in the contract, no charge will be made for any Government furnished services required to perform enroute turnaround maintenance checks and servicing. If any services or material are required to perform other than turnaround maintenance checks and servicing, such services or material shall be provided on a reimbursable basis.

8.8.2.2 Domestic

The Installation Command Post will coordinate the above information with Maintenance Control to assure proper spotting of the aircraft in relation to the degree of hazard associated with the maintenance work to be performed. Aerial Port Quality Assurance Personnel (QAP) and any other base agencies will also be notified by the Operations Center/Command Post. Except as otherwise specified in the contract, no charge will be made for any government furnished services required to perform enroute turnaround maintenance checks and ground servicing (see T.O. 00-25-172). If any services or material are required to perform any requirements other than turnaround maintenance checks and ground servicing, such services or material will be provided on a reimbursable basis in accordance with AFI 10-1002 and AFI 23-101. Requests for reimbursable services will be passed from the Operations Center/Command Post to the QAP who will arrange for performance of the required services. Contractor shall comply with the AF "Foreign Objects Damage Prevention Program" in accordance with AFI 21-101.

8.9 Safety Barriers
All passenger and cargo doors used for on-loading and off-loading of passengers, baggage, and cargo aboard commercial contract aircraft shall be equipped with a safety barrier at chest or waist level. The safety barrier shall be in place when the cabin or cargo door is open except when actually on-loading or off-loading passengers/cargo or when loading stairs are positioned.

8.10 Air Route Traffic Control Clearance of Aircraft
Commercial aircraft landing permits are required for all military installations while performing USTRANSCOM contract missions. Commanders are authorized to impose a penalty landing fee for any aircraft which lands at a military base without prior authority (a valid DD Form 2401), except for bona fide emergency landings. The contractor shall use the appropriate FAA or ICAO clearance form when clearing aircraft from military airports.

8.11 Civil Aircraft Landing Permit
The contractor shall obtain a commercial aircraft landing permit and approvals for landing at all military installations in accordance with AFI 10-1001. Refer to Appendix 3, paragraph 11 Civil Aircraft Landing Permit for specifics.

8.11.1 For AF installations, Contractors shall request approval from TCAQ-C.

8.11.2 For all other military installations, Contractors shall refer to the reverse of the DD Form 2401 for instructions.

8.11.3 Alternate Landing Permit
If applicable, the contractor may obtain **Alternate Landing Permit** for Air Force operations from **HQ USAF/A3**.

- **Contact Information**: Phone: **202-404-7886**.

8.11.4 Flight Plans
All Aircraft departing Air Force installations must have a flight plan on file with Airfield Management Operations prior to takeoff.

8.11.5 Alternate Airports
When planning alternate airports for missions, contractors shall consider the following: Foreign off-load destinations; U.S. military airfields; or airfield with U.S. military facilities should be given first priority. 618 Air Operations Center (AOC) Tanker Airlift Control Center (TACC) shall provide preferred alternatives for each mission based on forces, supplies and desired off-load locations.) Every effort shall be made to contact the nearest or first available AMC C2 agency before proceeding to an alternate.

8.12 Air Route Traffic Control Clearance of Aircraft

8.12.1 FAA or International Civil Aviation Organization (ICAO) Clearance

The Contractor shall use the appropriate FAA or ICAO clearance form when clearing aircraft from civil airports. When clearing from military installations, DD Form 175, Military Flight Plan, or appropriate FAA or ICAO clearance form may be used. Civil aircraft commanders are vested with self-clearance authority; therefore, military clearance officers are not required to sign clearance.

8.12.2 Unauthorized Landing at AF Installations

Commanders are authorized to impose a penalty landing fee for any aircraft which lands at a military base without prior authority (a valid DD Form 2401) except for bona fide emergency landings. For unauthorized landings at AF installations, the installation commander will take action in accordance with AFI 10-1001, Civil Aircraft Landing Permits.

8.13 General Airfield Information

The DoD has identified operational hazards and restrictions at certain military and commercial airfields worldwide. The AMC publication entitled, "Airfield Suitability and Restrictions Report," (ASRR), identifies airfield restrictions specifically for AMC aircrews to facilitate awareness and mitigate risk. Contractors can obtain the current edition of this publication at no cost, available for advisory purposes only, by contacting the following office:

HQ AMC/A3AS TELEPHONE: (618) 229-3112
510 POW-MIA Drive, Rm 316 FAX: (618) 256-2019
Scott AFB IL 62225-5302

8.13.1 Certification Airfields

The ASRR also lists "certification airfields" which are the equivalent to FAA-designated "special airfields." Operations into these airports are exposed to increased risk due to unique hazards. These fields have unique operating procedures requiring increased aircrew awareness and familiarity. This contract requires that at least one pilot member of an aircrew operating a DoD mission into a designated certification airfield, shall have performed pilot duties to that airfield within the past twelve months or reviewed an FAA-accepted pictorial or video detailing airfield hazards within 30 days prior to performing the DoD contract mission. Contractors shall ensure that aircrews are adequately briefed on all restrictions at applicable airfields, including certification airfields, and properly trained before performing any mission into these airfields.

8.13.2 Airfield Approach Data

Airfield approach data acquired and generated by AMC for use in military flight operations will be provided to the contractor at no cost. The information is provided without warranty of accuracy or suitability for commercial aircraft operations. The contractor remains responsible for safety of flight to include verifying the accuracy and suitability of airfield approach data and reconciling any conflict that may exist between AMC provided data and standard commercial data. The contractor may communicate the AMC provided data to other parties only if the disclaimer of US Government responsibility for accuracy and suitability is prominently incorporated. AMC airfield approach data information will be passed at the time of mission scheduling except for after duty hours or for short-notice missions where departure has a window of less than 24 hours. Under such circumstances, the

contractor should contact the 618 AOC (TACC) at 618-229-0330 for contingency missions, (618) 229-0321 for channel missions, and (618) 229-0323 for SAAM and exercise missions.

8.14 Technical Assistance in Support of Patient Movement
Upon receipt of a Change Order from the CO, the Contractor shall furnish to the Government, technical advice and information designed to provide maximum coordination and expeditious, efficient, and effective utilization of Commercial Patient Movement. Such technical advice shall consist of the furnishing of technical personnel to participate in meetings and exercises and preparing or assisting in the preparation of informational material, including but not limited to manuals, documents, listings, reports, specifications, and other data, as required. It is expressly understood and agreed that all information, assistance, and advice to be provided to the Government by the Contractor hereunder shall be solely of an advisory or consulting nature and this agreement does not contemplate, require, or authorize any agreement between the Contractor and other air carriers which may have similar agreements with the Government.

8.15 Petroleum Support for Roundtrips
Upon completion of round-trip missions, contractors are entitled to purchase sufficient Petroleum, Oil, and Lubricants (POL) at DoD standard prices for movement of the aircraft to its nearest home base. If the contractor is de-positioning their aircraft to a point other than its nearest home base, the amount of fuel at DoD standard prices shall not be more than that quantity which would be needed to deposition to the contractor's nearest home base.

8.15.1 POL for One-Way Trips
Contractors operating under the Patient Movement (PM) contract may be entitled to purchase Petroleum, Oil, and Lubricants (POL) at DoD standard prices under the following conditions:

Eligibility for POL Purchase

1. **Scalable Aircraft:**
    - For scalable aircraft returning to commercial service after completing a one-way mission under the PM contract, contractors are entitled to purchase sufficient POL at **DoD standard prices for:**
        - Movement of the aircraft to the point of origin of the trip, or
        - Movement to the home base nearest to the point of origin, if within the general area of the point of origin of the live trip.
2. **Commercial Business for Ferry Trip:**
    - If the contractor has commercial business for the ferry trip, they are entitled to purchase POL at DoD standard prices for movement from the destination point of the one-way mission to the point of origin of the commercial mission, provided:
        - The station is less distant than the original ferry leg to position to the original live leg plus the live miles for the mission.

Applicability to Patient Movement Contract

- **Single Aircraft Dedicated to Patient Movement:**
    - This provision does not apply to a single aircraft that is continually providing Patient Movement services, as such aircraft are not expected to return to commercial service

or require ferry trips for commercial missions.

- **Scalable Aircraft:**
  - This provision may apply to scalable aircraft that are temporarily assigned to the PM contract and subsequently return to commercial service once scalability is no longer required.

8.15.2 POL for One-Way or Round Trips

Upon completion of one-way or round-trip missions, contractors shall be allowed to purchase POL at DoD standard price for ferrying from one coast to another or to an international point of origin when positioning to originate another AMC mission. Fuel at DoD standard price also will be provided to permit the return of an aircraft to the opposite coast (or any point short of the opposite coast) if the mission originated on the opposite coast regardless of the location of the contractor's home base. Contractors may not transit other military bases enroute while ferrying cross-country.

8.15.3 POL Products at Military Bases

At military bases, POL products of military specifications will be provided to contractors, as required, on a reimbursable basis. Military fuels JP-5 and JP-8 are acceptable substitutes for commercial fuels. Contractors will provide their own unique requirements of commercial type oils, lubricants, and fluids.

9. SPECIFIC INFORMATION – INTERNATIONAL

9.1 Passports

To support international travel, all carrier personnel supporting USTRANSCOM overseas missions shall have a current and valid passport.

9.2 Communications

When operating USTRANSCOM missions, contractor operations centers will be required to maintain voice, facsimile, and e-mail connectivity with AMC Command and Control (C2) agencies.

9.2.1 Messages

The following air traffic control (ATC) and operational messages are necessary for proper control and flight following of contracted aircraft by the 618 AOC (TACC) over standard communication channels.

- ATC Messages: These shall be filed in accordance with established ATC procedures.
- Operational Messages: There are three kinds - departure, arrival, and advisory. Addressees should be the next intended landing site operation center, the appropriate contractor, and the 618 AOC (TACC).

9.2.2 Standard Communications

When standard communications are not possible, the crew should communicate the following information to their company HQ (or the most accessible military flight facility) by the most rapid and efficient method at their disposal: Greenwich (Z) Time of Arrival; Estimated (Z) Time of

Departure; proposed destination and estimated arrival times (Z); maintenance problems; and any other information as necessary.

9.2.3 Communications Procedures
The contractor shall keep appropriate AMC C2 agencies informed of mission progress or deviations. For all missions (including live and positioning segments), contractor shall report advisory arrival and departure information, along with mission deviations (including frustrated cargo) within 10 minutes of occurrence, as follows:

Contingency missions: (618) 229-0320
Channel missions: (618) 229-0350 (APCC)
SAAM and exercise missions (618) 229-0323

Arrival and departure information shall include the following:

ARRIVAL:
Mission Number
FAA Aircraft Registration Number (Tail Number)
Station
Time of Arrival
*Estimated Time of Departure (ETD)
Next Station
**Full description of the reason for deviation

DEPARTURE:
Mission Number
FAA Aircraft Registration Number (Tail Number)
Station
Actual Time of Departure (ATD)
Next Station
Estimated Time of Arrival (ETA)
**Full description of the reason for deviation

If mission is delayed beyond scheduled ETD, report delay cause, and estimated time aircraft will be in commission (ETIC). **If deviation for cargo related issues (i.e.: cargo not presented IAW load plan, frustrated cargo, cargo damaged), report a summary and likely remediation plan.

9.2.4 Establishing Communications with Destination Station
On all flights, when an aircraft is approximately two to three hours from destination, the aircrew shall establish contact with or have information relayed to the destination station. The following data shall be passed: mission number and FAA aircraft registration (Tail) number; ETA destination or alternate and delay time if anticipated; and any significant maintenance problems. Thirty minutes prior to arrival, contractor shall notify all originating, transiting, and terminating AMC C2 agencies of the following information: mission number; (Tail number); verified or revised ETA; maintenance status;

fuel required (as applicable); any other operational information that will reduce ground time or enhance ground time or enhance ground handling activities.

9.2.5 Establishing Communications with Transit Stations
When transiting a station at which a Command Post, Operations Officer, Contingency Response Group (CRG), Air Mobility Liaison Officer (AMLO), or other AMC airlift representative is located, the Contractor shall provide the local AMC agency an estimated block time at least two hours prior to arrival. On a follow-on mission, the Contractor shall provide the following information to the AMC Operations or Command Post at the last off-load station prior to the ferry legs: tail number; ETD from last off-load station; ETA at first on-load station after ferry leg; applicable mission number.

9.2.6 Point-to-Point Communications
Aircraft movement messages shall be transmitted in the clear:
(1) All contractor C2 agencies shall be equipped with Government furnished secure telephones and facsimile machines to receive or transmit material up to the SECRET level. Classified information will be transmitted over secure equipment.
(2) Message exchange between contractors and 618 AOC (TACC) shall be routed in accordance with the IATA airline seven-letter addresses and the ICAO/Air Force Transportation Network (AFTN) eight-letter addresses. These addresses are the central contact point at each location. It then becomes the responsibility of each contact point to establish procedures to ensure international routing of all messages.
(3) When necessary to relay messages between circuits using different procedures than above, it shall be accomplished between Aeronautical Radio, Incorporated (ARINC) and FAA.

9.2.7 618 AOC (TACC) Operations Centers
618 AOC (TACC) Operations Centers are primarily concerned with monitoring mission status. Only under cases of an extreme emergency or out of regular business hours will guidance be provided by the Operations Center if relevant to mission accomplishment.

9.2.8 Deviation from Mission Schedule
Except for emergency or safety reasons or for routine overflights of a carrier scheduled operational stop, the CO must authorize deviations from mission schedules. Coordinate via TCAQ-C for 618 AOC (TACC) approval prior to any other deviation from mission schedule.

9.2.9 Early Departure and Early Arrival
Contractor aircrews shall request early departure through their operations center dispatch. The contractor's dispatch shall forward the request to the 618 AOC (TACC) per paragraph 9.2.3. When requesting early departure, aircrews need to consider the impact of early arrival on all down line station operating hours and workload restrictions. Deviating from scheduled departure times is not authorized unless approved by the 618 AOC (TACC).

9.2.10 Passenger Mission Arrivals at U.S. Commercial Airports
Notify the airport operator and the TSA Federal Security Director assigned to the airport of arrival details and intent to deplane passengers into an airport sterile area at least 24 hours prior to landing.

9.3 Route Support
The contractor shall request authorization for international route support in direct support of an AMC mission from the CO at least 24 hours prior to schedule departure. Contractors will not be charged for use of Government-owned pallets and nets in moving route support material, nor for labor and equipment required for on- or off-loading. The contractor shall comply with import regulations as required by the host nation. To ensure this responsiveness, route support may be provided as follows:

9.3.1 Intracompany Route Support
When there is ACL available (either above the standard ACL or below the priced ACL), the contractor may use the ACL available without limitation to move intracompany route support (e.g., deadhead crew) necessary for the performance of the contract under which the trip is made, when such use will not impact the Government's actual load. In the event the excess capability is inadequate or nonexistent, at least 24 hours in advance, the contractor may request CO approval for a reduction in the guaranteed ACL up to and including 10 percent to move their own route support. If the contractor is unable to meet needs within this 10 percent limitation, the contractor may use the route support procedures for either intercompany or revenue support. Deficit traffic will apply in accordance with paragraph 1.2.4. above.

9.3.2 Intercompany Route Support
Intercompany route support must utilize space not needed by the Government and deficits shall not be permitted. Prior to contractor's use of intercompany route support, permission shall be requested from the CO. Contractor may use the sample intercompany route support found at Appendix 3C when requesting CO approval.

9.3.3 Revenue Route Support (Organic)
There will be times when contractors are unable to support themselves adequately through the route support means provided for in paragraphs 9.3.1. Intracompany Route Support and 9.3.2. Intercompany Route Support above. When a contractor desires, they may have their route support moved as Government-sponsored traffic (revenue route support). Credit may be given, and billing accomplished using special account handling procedures. Revenue route support request and authorizations shall be in similar format as outlined in Appendix 3D. Military orders are not required. An information copy shall be furnished to USTRANSCOM/TCAQ-C. Such traffic will be assigned movement priorities commensurate with Government traffic.

9.3.4 Priorities
During CRAF activation, route support traffic shall be assigned the same movement priority as AMC military route support traffic.

9.4 Scheduled Traffic and Operational Stops
The Government will have the right to on- and off-load traffic at all points listed in the item descriptions set forth in the Task Order (TO) and at operational or diversion stops providing this does not interfere with the contractor's ground operations or delay their departure. A minimum of 24-hour notification/approval by the carrier is required. Even though operational stops are reflected in the

published schedule, the contractor may over fly such stops and the Government may not force the contractor to land at such stations for the sole purpose of on- and off-loading traffic. For onload traffic there must be a manifesting agency at that location that can manifest traffic IAW the DTR (eligibility, passenger screening, actual weights, Emergency Point of Contact (EPC) data, capability of collecting Fees (Head Tax/FIS), and capable of sending manifest information to down line stations and Customs and Boarder Protection (CBP) for all passport holders entering the U.S. The contractor shall notify the 618 AOC (TACC) Duty Officer of any anticipated over flight prior to departure from the previous station at (618) 229-0330 and (618) 229-0321 for contingency missions; (618) 229-0350 for channel mission and (618) 229-0323 for SAAM and exercise missions. Special care shall be taken to ensure any on-load or off-load of passengers at operational stops does not conflict with the diplomatic clearance or customs required of the country involved. Contractor is not responsible for passenger or customs processing of on- and off-loading passengers at operational stops. When an operational stop will exceed one hour in duration, the contractor shall allow passengers to deplane. The contractor shall assume full responsibility for the passengers who deplane during the operational stop.

9.5 Reduction of ACL and Deficit Traffic
In the event the contractor cannot transport the GACL, the ACL may be reduced with the concurrence of the CO and Deficit Traffic may be charged in accordance with paragraph 1.2.4. above.

9.5.1 Excess ACL
The use of excess GACL for either passenger or cargo must be authorized by the CO in advance. The Government may utilize excess GACL as follows:

9.6 Unusual Weather Conditions
Whenever possible, the Government will make every effort to delay a mission at the originating station in instances when severe weather (for example, a typhoon) is forecast for the terminating station, rather than permit the mission to proceed to an enroute station and then be delayed. Contract missions will be permitted into military stations under either actual or forecast typhoon or hurricane condition I or II, provided such flights are conducted in accordance with FARs applicable provisions of the Foreign Clearance Guide and have the approval of the departure and destination station AMC Commander (Base Commander where there is no AMC Commander). This approval shall be obtained prior to originating each flight segment entering the above forecast conditions. There are no restrictions relative to actual or forecast typhoon condition III or IV.

9.6.1 Weather Diversions
When the station is below a contractor's weather minimum and is a scheduled traffic stop, the contractor is expected to hold short at the preceding station in the event of an authorized diversion, the contractor shall provide surface transportation to the scheduled traffic stop. Authorization for over flights will consider the volume of the enroute on-load and off-load in relation to the destination load. The CO will make final determination on reimbursable expenses incurred.

9.7 Authority to Leave Unsafe Aircraft

According to Section 2640, Chapter 157, 10 U.S. Code, the following shall apply with regard to the authority to leave unsafe aircraft:

9.7.1 Determinations to Leave Unsafe Aircraft

AMC Air Carrier Survey Team members or ramp inspectors, the Military Surface Deployment and Distribution Command (SDDC), or such other agencies as may be designated by the Secretary of Defense (or if there is no such representative reasonably available, the senior officer on-board a contract mission) may order members of the armed forces to leave a contract mission if the representative (or officer) determines a condition exists on the aircraft which may endanger the safety of the passengers. If serious deficiencies exist, the appropriate AMC representative will initiate an operational immediate message to the next higher headquarters with a copy to USTRANSCOM/TCAQ-C. In cases where such deficiencies exist, only the FAA representative has the authority to ground the commercial aircraft in question.

9.8 Clearances

The Government will provide the contractor with all passenger and cargo data necessary for the completion of aircraft clearance including customs, immigration, public health, and similar documents. The contractor shall retain responsibility for furnishing appropriate agencies all required manifest, immigration, and border clearance documents, covering all personnel and cargo aboard the aircraft upon entry into the U.S. or a foreign country. The contractor shall also be responsible for payment of any charges, fees, or taxes based upon use of terminal facilities by or for passengers or cargo. The Government is not obligated to pay, or reimburse the contractor for payment, of any such charges. The Government will reimburse the contractor for any fine assessed, pursuant to a court or administrative order of the U.S., for violation of any immigration law or regulation resulting from the transportation of a passenger in reliance upon clearance by the Government.

9.8.1 Landing Rights

The contractor is responsible for obtaining necessary landing rights or privileges and visas, passports, restricted area passes, and gate passes for crews, route support personnel and contractor employees to ensure total compliance with all local security requirements.

9.8.2 Diplomatic Clearances

Contractor shall comply with the Aircraft Diplomatic Landing and over fly Clearance Procedures as outlined in Appendix 4.

9.9 Authorized Transport of Government Personnel on Ferry Segments

Government personnel traveling for contract administration purposes are authorized transportation on the ferry segments of contract flights.

9.10 Extended Parking

All parking must be coordinated at the earliest known time, in advance of projected arrival. Any request for extended parking will be reviewed on an individual basis.

9.10.1 Criteria for Consideration of Requests for Extended Parking

Evaluation of the contractor's request for extended parking privileges will be considered based on the following:

(1) Positioning of aircraft in advance of time stipulated in the contract so as to prevent delays due to weather, crew limitations, or other reasons.
(2) Back-to-back scheduling of aircraft for a follow-on AMC mission.
(3) Other programmed mission requirements.
(4) Aircraft programmed or scheduled for subsequent commercial operation on termination of a military mission at a military station will not be granted extended parking privileges.
(5) When towing services are not available for the immediate re-spotting of an aircraft from a terminating mission, the contractor shall furnish any required taxiing crews. Towing equipment and crews required in the repositioning of an aircraft resulting from the above action, or from a maintenance area, shall be contractor-furnished, with the exception of the tractor and driver, which will be furnished by the Government.
(6) The Government shall not be responsible for late positioning of contractor aircraft due to the lack of towing tractors, other equipment, or personnel. Equipment or personnel may be withdrawn from contractor use for higher priority AMC mission support.

9.10.2 Procedures for Requesting Extended Parking
Use the following procedures in requesting approval for extended parking:
(1) Contractor may submit a request any time prior to arrival of the aircraft. The request should be submitted directly to the airfield manager.
(2) The local airfield manager's office or base operations will advise the contractor whether the request has been approved or disapproved prior to the arrival of aircraft.

9.11 Commercial Aircraft Ground Times
TACC planners and controllers will ensure commercial contracted cargo mission ground times are be based on wide body aircraft types as listed in the table below:
Planning Ground Times (Cargo Aircraft)

Aircraft Type	Originating Stations	Terminating Stations	Enroute	Turn-around Station	Exception
L-100	3+00	3+00	3+30	3+30	N/A
Wide-Body	3+00	3+00	3+30	3+30	N/A

Notes:
When a Wide-Body aircraft terminates an active mission and originates to another mission, ground time is 3+30 hours.

When establishing schedules, TACC planners and commercial schedulers retain flexibility to determine actual ground times based on particular mission needs.

9.11.1 Station Delay
The commercial carrier will provide a plan that attempts to return the mission back onto the

originally scheduled times as allowed by follow-on arrivals, slot times, and mission needs. TACC/XOC controllers will ensure prior coordination with applicable agencies (Air Mobility Command Center, Command Post, Base Ops, Aerial Port, APCC, etc.) is accomplished and appropriate deviation codes are accurately applied to all mission types.

9.12 Secure Launch

When secure launch is required and implemented, the 618 AOC (TACC) mission controller (MODO) may communicate a hold or abort order to the contractor representative (dispatcher) and USTRANSCOM/TCAQ-C. The contractor dispatch shall in turn pass the secure launch, hold, or abort order directly to the aircrew. If a hold or abort order is given, the aircrew shall not launch the aircraft. Aircrews should be prepared to hold in place until the approval to launch or the abort order is received from their operations center dispatch. The 618 AOC (TACC)/MODZ is the mission launch approval officer.

9.13 Positive Launch

When positive launch is required and implemented, the 618 AOC (TACC) mission controller (MODO) will immediately notify TCAQ-C of locations requiring positive launch approval. The contractor shall contact the 618 AOC (TACC) one hour prior to departure for all aircraft impacted by Positive Launch. The 618 AOC (TACC) will provide a launch approval, hold, or abort order which the contractor shall pass directly to the aircrew. If a hold, or abort order is issued, the aircrew shall not launch the aircraft. Aircrews should be prepared to hold in place until approval to launch is received from their operations center dispatch. The 618 AOC (TACC)/MODZ is the mission launch approval officer.

9.14 Additional Operational Requirements

- The Contractor will coordinate with 618 AOC, installation, and/or airport/airfield authorities to support access, transportation and other supporting functions for crew management away from home base. Contractor is responsible for crew management at both civilian and military airfields, and will utilize Transient Alert services for aircraft receiving, turnaround and launch. The government will provide flightline access, transient shuttle/ground transportation for flight and medical crews to/from lodging, access to flight planning areas and flight planning support such as weather/meteorological reports and briefings, Notices to Airman (NOTAMS), DOW Flight Information Publications (DOWFLIP) and flight planning on DoW installations
- Specialty care requirements for patient transport may be added to missions based on patient requirements and acuity, as determined by the TVFS. If the Government is unable to provide this additive capability, TVFS may request it from the Contractor, or task a different government or commercial asset to support specialty movements
- The Contractor's medical crews are solely responsible for providing patient care during operational missions transporting patients. The contractor shall ensure that all medical personnel are fully trained, qualified, and equipped to deliver the required level of care throughout the mission.

- Loading/ Unloading
- Delays – Coordination with TVFS. Also coordinate care for Space Available Pax
- The Contractor shall serve as the Government's primary interface to all subcontractors engaged in the performance of this contract. The contractor is responsible for the management, coordination, and oversight of all subcontractor activities to ensure compliance with the terms and conditions of the contract.

10. APPENDIX 1- ACRONYMS AND DEFINITIONS

Acronym	Definition
ACL	Allowable Cabin Load
ACO	Administrative Contracting Officer
AFI	Air Force Instruction
AFMAN	Air Force Manual
AGE	Aerospace Ground Equipment
AMC	Air Mobility Command
AOC	Air Operations Center
APU	Auxiliary Power Unit
ATA	Actual Time of Arrival
ATD	Actual Time of Departure
BAA	Business Associate Agreement
CA	Contract Administrator
CARB	Commercial Airlift Review Board
CAC	Common Access Card
CFR	Code of Federal Regulations
CLIN	Contract Line-Item Number
CO	Contracting Officer
COR	Contracting Officer's Representative
COINS	Commercial Operations Integrated System
CRAF	Civil Reserve Air Fleet
CSS	Chief Servicing Supervisor
DCSA	Defense Counterintelligence and Security Agency
DHA	Defense Health Agency
DFARS	Department of Defense FAR Supplement
DD	Department of Defense Form
DLA	Defense Logistics Agency
DLA-E	Defense Logistics Agency - Energy

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DFAS	Defense Finance and Accounting Service
DoD	Department of Defense
DoT	Department of Transportation
DTR	Defense Transportation Regulation
EPA	Economic Price Adjustment
ETA	Estimated Time of Arrival
ETD	Estimated Time of Departure
FAA	Federal Aviation Administration
FAR	Federal Acquisition Regulation
FAR	Federal Aviation Regulation
FSO	Facility Security Officer
GFE	Government Furnished Equipment
GFS	Government Furnished Services
GMT	Greenwich Mean Time
HAF	Headquarters Air Force
HIPAA	Health Insurance Portability and Accountability Act
IBA	Individual Body Armor
ICAO	International Civil Aviation Organization
IFR	Instrument Flight Rules
INS	Inertial Navigation System
LOX	Liquid Oxygen
MPAS	Mission Partner Affiliation Sponsor
MP ICAM	Mission Partner Identity, Credential, and Access Management
MOBREP	Mobilization Representative
MRO	Maintenance, Repair, and Overhaul
NGA	National Geospatial-Intelligence Agency
NEW	Net Explosive Weight
NLT	No/Not Later Than
NISPOM	National Industrial Security Program Operating Manual
NBIS	National Background Investigation Services
OF Form 306	Declaration for Federal Employment
OPSEC	Operations Security
PCL	Personnel Security Clearance
PHI	Patient Health Information
POL	Petroleum, Oil, and Lubricants
PWS	Performance Work Statement
SAM	System for Award Management (CCR, EPLS, ORCA)
SCR	Supervisory Contractor Representative
SF-85	Questionnaire for Non-Sensitive Positions

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SME	Subject Matter Expert
SO	Safety Observer
SON	Submitting Office Number
SOI	Security Office Identifier
SPR	Single Point Refueling
SUBCLIN	Subcontract Line-Item Number
TAG	Technical Advisory Group
TACC	Tanker Airlift Control Center
TCCS-PR	USTRANSCOM Personnel Security Manager
TO	Technical Order
TO	Transportation Officer
TRANSFARS	US Transportation Command FAR Supplement
TRACES	Transportation Command Regulating and Command & Control Evacuation System
USTRANSCOM	United States Transportation Command
USA	United States Army
USAF	United States Air Force
USC	United States Code
USCG	United States Coast Guard
USMC	United States Marine Corps
USN	United States Navy
VFR	Visual Flight Rules
VHF	Very High Frequency
VRO	Vetting Risk Operations

Term	**Definition**
618th Air Operations Center (618th AOC (TACC))	The global air operations center responsible for centralized command and control of Air Force and commercial contract air mobility assets 24/7. It plans, schedules, and tracks tanker airlift and aeromedical evacuation aircraft worldwide to accomplish AMC's Global Reach mission.
Accident	As defined by the Aviation Disaster Family Assistance Act, an "accident" refers to any incident, deliberate or accidental, involving a contractor's aircraft performing an AMC passenger mission in which one or more manifested passengers has been seriously injured or killed.

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Adjusted Scheduled Arrival Time	The original scheduled arrival time plus the cumulative delay of any previous mission group.
Aeromedical Crew Members (ACMs)	Medical personnel trained in the aeromedical environment, including doctors, nurses, paramedics, respiratory therapists, and emergency medical technicians, assigned to provide medical care during flight. ACMs involved in patient care shall not simultaneously serve as required pilots or flight crew members during aeromedical flight operations.
Aircraft Positioning	The act of placing an aircraft at a specific departure point.
Allowable Cabin Load (ACL)	The weight of cargo, in short tons, or the number of passengers converted to a weight that an aircraft can carry. Also referred to as payload.""
AMC Mission	Any charter flight performed by an air carrier under a contract with USTRANSCOM.
American/U.S. Flag Carriers	Air contractors holding a certificate under Section 401 of the Federal Aviation Act of 1958 (49 U.S.C. App. 1371). Foreign air contractors operating under permits are excluded.
Arrival Message	Notification of estimated arrival at the planned destination airfield, used for Command and Control (C2) purposes. Typically includes departure time, estimated arrival time, and any unusual maintenance issues.
Channel Airlift	Regularly scheduled airlift for movement of sustainment cargo between designated aerial ports of embarkation over validated contingency or distribution channel routes.
Command and Control (C2) Agency	A C2 agency directs actions in support of assigned missions, disseminates orders and information, and coordinates operations. Examples include Air Mobility Control Centers (AMCCs), primarily located overseas, and base-level C2 agencies.
Contingency	An emergency involving military forces caused by natural disasters, terrorist actions, or required military operations. Contingencies require rapid response and special procedures to ensure safety and readiness. Civil air support may be required.

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Contracting Officer (CO)	USTRANSCOM/TCAQ-C personnel assigned to manage airlift contracts, acting within specific authority delegated by the Federal Acquisition Regulations.
Contracting Officer Representative (COR)	An individual designated and authorized in writing by the Contracting Officer to perform specific technical or administrative functions on contracts or orders.
Contractor Controllable Delay	A delay caused by factors within the contractor's control.
Contractor Uncontrollable Delay	A delay at destination stations caused by factors beyond the contractor's control and without fault or negligence.
Critical Information	Information about friendly activities, intentions, capabilities, or limitations that an adversary could exploit for military, political, diplomatic, or technological advantage. Examples include mission details, on-load/off-load locations, enroute stops, timing, involved units, and cargo. Improper release of critical information may jeopardize mission success and safety.
Departure Message	Notification of departure from an airfield, used for C2 purposes. Typically includes departure time, estimated arrival time, and any unusual maintenance issues.
Distinguished Visitor (DV)	Senior officers (O-6 or GS-15 and above) or senior public officials traveling as passengers.
Emergency Leave	Leave granted due to a personal or family emergency requiring the Service member's presence.
Early Departure	A contracted commercial air mission that departs more than 20 minutes prior to the scheduled departure time as reflected in AMC's Global Decision Support System (GDSS).
En Route Patient Staging System (ERPSS)	A modular patient staging system capable of operating across the spectrum of conflict, including military operations, Foreign Humanitarian Assistance (FHA), and Defense Support of Civil Authorities (DSCA). ERPSS provides 24-hour staging operations for patients entering and

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	transiting the evacuation system, offering medical care, ground transportation, and coordination with aeromedical evacuation elements.
Exercise	A military maneuver or simulated wartime operation conducted for training and evaluation purposes. Exercises may be multinational, joint, or single-service.
Government-Sponsored Personnel (Cargo Only)	Individuals under military orders serving as escorts, couriers, or guards for cargo or human remains.
Guaranteed Allowable Cabin Load (GACL)	The amount of cabin load capacity purchased by the Government.
Levels of Medical Care	Basic Life Support (BLS): Airborne transport with one medical person trained in BLS care. Advanced Life Support (ALS): Transport with two medical personnel trained in emergency critical care. Intensive Care (IC): ALS with personnel trained in managing ventilators and intubating patients.
Manifests	Movement records of traffic transported on aircraft operated by, for, or under the control of the DoD.
Maximum Standard Payload	The same as GACL or ACL, representing the guaranteed passenger and baggage weight capacity purchased by the Government.
Military Installations	Airfields owned, leased, or controlled by the U.S. Government.
Noncombatant Evacuation Operation (NEO)	Protection and evacuation of U.S. citizens and designated aliens from danger areas abroad.
Operations Security (OPSEC)	A process to identify and protect critical information from adversary exploitation. Includes communication security (COMSEC), emissions security (EMSEC), and information security (INFOSEC).
Passenger Manifest	A reconciled list of passengers verified as onboard an AMC mission aircraft at departure.
Precedence	Patient movement categories: Urgent (life-threatening), Priority (prompt care needed), Routine (non-critical).

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Special Assignment Airlift Mission (SAAM)	Missions requiring special pickup/delivery locations or considerations due to urgency, sensitivity, or other factors.
TRANSCOM Patient Movement Requirements Center (TPMRC)	Regional control centers responsible for validating Patient Movement Requests (PMRs) and coordinating aircraft and ACMs for patient movement.

APPENDIX 2 – REFERENCED PUBLICATIONS AND FORMS

PUBLICATIONS: All technical manuals, regulations, and publications are available for review on the internet using the following websites:

AIR FORCE and AMC Publications: http://www.e-publishing.af.mil
DEPARTMENT OF DEFENSE Publications & Issuances: http://www.dtic.mil/whs/directives
ARMY Publications: http://www.apd.army.mil/
NAVY Publications: http://doni.daps.dla.mil/
Marine Publications: http://www.marines.mil/News/Publications/ELECTRONICLIBRARY.aspx
DFAS Publications: www.dfas.mil
DoDEA Publications: http://www.dodea.edu/Offices/Regulations/index.cfm
DLA Energy Publications: http://www.dla.mil/Energy/About/Library/PoliciesAndProcedures.aspx
Defense Transportation Regulations: https://www.ustranscom.mil/dtr/index.cfm
Joint Travel Regulation: http://www.defensetravel.dod.mil/site/travelreg.cfm

The following publications are incorporated by reference:

Directive	Title
AFI 10-245	Antiterrorism (AT)
AFI 10-1001	Civil Aircraft Landing Permits
AFI 21-101	Aircraft and Equipment Maintenance Management
AFI 21-101, AMC Suppl 1	Aerospace Equipment Maintenance Management
*AFI 31-101	Integrated Defense Chapter 97 - Entry and Circulation Control Procedures for Restricted and Controlled Areas, paragraph 7.2
AFI 31-401	Information Security Program Management
AFI 23-101	Air Force Materiel Management
AFMAN 24-604 and DOT Exemption with Special Permit	Preparing Hazardous Materials for Military Air Shipments
AFI 91-203	Air Force Consolidated Occupational Safety Instruction
AMCI 10-402	Civil Reserve Air Fleet (CRAF)
AMC PAM 10-260	Civil Reserve Air Fleet (CRAF) Aircrew Chemical-

	Biological, Warfare Defense Procedures
DoDI 3020.41	Operational Contract Support (OCS)
DoD 4500.9-R	Defense Transportation Regulation (DTR)
DoD 4500.54-E	DoD Foreign Clearance Program
AMC PAM 24-2 (V1)	Civil Reserve Air Fleet Load Planning
DoD 5200.02-R	Personnel Security Program
DoD 5220.22-M	National Industrial Security Program Operating Manual
CFC FRAGO 09-1038	Contracting Officer's Guide to Specific Contract requirements for Iraq/Afghanistan Theater Business Clearance
AR 95-2	Air Traffic Control, Airfield/Heliport, and Airspace Operations
DFAS-IN 37-100	Finance and Accounting Policy Implementation
*NORAD Instruction 10-41(S)	Wartime Safe Passage of Friendly Military Aircraft
DESC Policy # I-3	DLA Energy Fuel Purchase Agreement Procedures
DLA Energy P-31	Cash Sales Procedures for Defense Working Capital Fund (DWCF) Owned Fuel
JTR	Joint Travel Regulations (JTR) Department of Defense (DoD)
TO 00-25-172	Ground Servicing of Aircraft and Static Grounding/Bonding
TO 00-25-172 CL-1	Checklist -- Concurrent Fuel Servicing of Commercial Contract Cargo and Passenger Aircraft
TO 00-25-172 CL-2	Checklist -- Concurrent Servicing of Commercial Contract Cargo Aircraft Logair and Quicktrans
*T.O. 36M-1-141	Operating Instruction 463L Material Handling Equipment System
AMCI 24-101 Volume 14	Military Airlift Passenger Service
AMCI 24-101 Volume 11	Cargo and Mail Policy
AFH 41-114, Table 42	Military Health Services System Matrix
AMCI 24-101 Volume 13	463L Pallet and Net Management
DoDI 4500.57	Transportation and Traffic Management
* May not be available on a website. Please contact the CO for assistance in obtaining the information.	

Forms:

Form Number	Title
AF 310	Document Receipt and Destruction Certificate
AF 4080	Load/Sequence Breakdown Worksheet

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AMC 140	Space Available Travel Request
AF 1305	Receipt for Transfer of Cash and Vouchers
DD 139	Pay Adjustment Authorization
DD 254	DoD Contract Security Classification Specification
DD 1907	Signature and Tally Record
DD 2400	Civil Aircraft Certificate of Insurance
DD 2401	Civil Aircraft Landing Permit
DD 2402	Civil Aircraft Hold Harmless Agreement

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APPENDIX 3 – REQUIRED REPORTS

A4.0. GENERAL The following reports are required in the performance of this PWS.

A4.1. ACCIDENT REPORTING. The contractor shall notify HQ AMC/A3B, at (618) 229-4801 or 4343 and the Duty Officer, (618) 220-9112, within the next business day of any incident and/or accidents as defined in 49 CFR, Part 830. Accidents or incidents which occur during a military charter mission shall be reported to the HQ AMC Command Center at Scott AFB, Illinois, (618) 229-0320. The contractor shall implement the Federal Family Assistance Plan (FFAP) required by 49 U.S.C. 41113 or 41313 IAW the Aviation Disaster Family Assistance Act (ADFAA) in the event of an accident involving a contractor aircraft performing a contract mission. The following information shall be included in all accident reports:

(1) Carrier and mission number.
(2) Aircraft type and number.
(3) Date and time of the accident.
(4) Last point of departure and point of intended landing of the aircraft.
(5) Nature of the accident and the extent of damage to the aircraft so far as is known.
(6) Total number of souls (crewmembers & passengers) on board.
(7) Number of injuries and fatalities aboard the aircraft.
(8) Condition of baggage or government-owned material, if any, on board.

A4.1.1. Upon notification of a mishap, the contractor shall immediately establish contact with the Casualty Affairs Offices (CAOs) of the appropriate Military Services using contact information provided below. The contractor shall furnish the following information via telephone to the appropriate phone number listed below: Name, Social Security Account Number (SSAN), and component of service identified as Army-USA, Air Force-USAF, Navy-USN, Marine Corps-USMC, and Coast Guard-USCG.

U.S. Army Casualty Office: (800) 626-3317 24/7 Army Casualty Notifications Center
U.S. Air Force Casualty Office: (1-800-525-0102 (select Option 2, then Option 1)
U.S. Marine Corps Casualty Office: (800) 847-1597
U.S. Navy Casualty Office: (800) 368-3202 Duty Hours / (901) 634-9279 After Hours
Coast Guard-USCG:
U.S. Coast Guard Deputy Commandant for Mission Support Watch (For initial voice report): (757) 398-6765
U.S. Coast Guard Office of Casualty Matters: (571) 266-2375

A4.1.1.1. A faxed informational copy shall be provided to USTRANSCOM/TCAQ-C (fax no. (618) 220-7909), and electronic copies sent to HQ AMC/A4T, Air Transportation Division (mailto:

ORG.AMCA4-60@us.af.mil).

A4.1.2. Upon receipt of the passenger manifest from TACC, the contractor shall initiate the family member notification processes outlined in its FAP using the emergency POC information provided. The contractor shall also activate its established response plan and maintain contact with TACC.

A4.1.3. Medical Incidents: The contractor shall report all aircraft medical incidents in flight, or while passengers are under the control of the pilot in command, to the first available COR at the next enroute station for in-flight incidents, or the station where the incident occurs.

A4.1.4. DoD Casualties: Fatal or otherwise serious accident information shall be forwarded to the CARB to review IAW public law. When a death occurs on the contractor's aircraft, the contractor shall follow the notification procedures stated above**.**

A4.2. HAZARD REPORTING. Contractor representatives shall report any condition involving cargo that constitutes a hazard to operations to the contractor and airport safety personnel. This report should contain the following information: location; date and time (GMT); nomenclature of cargo (proper shipping name of hazardous cargo); shipper's organization/unit and name of cargo representative; destination of cargo; TCN or bumper/increment number; facts and circumstances. Refer to paragraph 2.0.17, Transporting Hazardous Materials.

A4.3. **CYBER INCIDENT REPORTING.** In addition to providing the notification required by DFARS 252.204-7012, the contractor is required to notify USTRANSCOM as soon as practical, but no later than 72 hours after discovering a reportable cyber-incident. The reporting timeline begins when the incident is discovered or reported to the company, its employees, contractors, or cybersecurity firm responsible for providing cybersecurity and response for the company. The contractor shall contact the USTRANSCOM Cyber Operations Center (CyOC) via phone at 618-817-4222. If the contractor does not immediately reach the CyOC via phone, the contractor shall send an email notification to transcom.scott.tcj6.mbx.cyoc-dodin-operations@mail.mil.

In the event of a cyber-incident, USTRANSCOM may conduct an on-site review of network or information systems where DoD information is resident on or transiting to assist the contractor in evaluating the extent of the incident and to share information in an effort to minimize the impact to both parties. Date and time of on-site visits will be mutually agreed upon by USTRANSCOM and the contractor in advance.

APPENDIX 4- INVOICING, RECEIPT, ACCEPTANCE, AND PROPERTY TRANSFER (FORMERLY WIDE AREA WORKFLOW) ELECTRONIC RECEIVING REPORT AND INVOICING INSTRUCTIONS

Questions concerning payment should be directed at the Defense Finance Accounting Services (DFAS) Columbus Customer Service at (800) 756-4571. Please have your contract/order number and invoice number ready when calling about payment status.

- You can easily access payment information using http://www.dfas.mil/contractorsvendors.html.
- **DFAS Customer Service Points of Contact:** The following website contains a current list of customer service phone numbers for all DFAS locations: http://www.dfas.mil

NOTE: In accordance with DFARS 232.7002, use of electronic payment requests is mandatory. Use of Wide Area Work Flow (WAWF) will allow you to monitor your payment status online. There are no charges or fees to use Invoicing, Receipt, Acceptance, and Property Transfer (iRAPT) (formerly WAWF).

The following information will be required to route your receiving reports, invoices and additional e-mails correctly through iRAPT.

General: Enter the following information to create an Invoice:

a. **Contract Number:**

b. **Delivery Order:** found in block 2 of DD Form 1155 — Enter Delivery Order number

c. **CAGE Code/Ext.:**

d. **Pay DoDAAC:** **F87700**

e. **Type of Document** Invoice and Receiving report (Combo)

f. **Inspection/Acceptance:** **Destination**

g. **Issue Date:** Award Date found in block 3 of DD Form 1155

h. **Issue By DODAAC:** **HTC711**

i. **Admin DODAAC:** **HTC711**

j. **Ship To Code** **HTC711** / **E** **Pick one of the codes below**

(1) **Missions and Passenger Taxes:** ***TCAQCX***
All Other Reimbursables: ***TCAQCE***

NOTE: ***You must enter Net 15 Days payment terms on the Discounts tab*** (See training guide).