PERFORMANCE WORK STATEMENT (PWS)

HUMAN PERFORMANCE OPTIMIZATION (HPO) SERVICES
435th AIR GROUND OPERATIONS WING (AGOW)

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1.0 DESCRIPTION OF SERVICES

1.1 Overview of Services

The purpose of this requirement is to provide Human Performance Optimization (HPO) services in support of the 435th Air Ground Operations Wing (AGOW). The Contractor shall provide qualified personnel to enhance physical performance, reduce injury risk, improve behavioral resilience, optimize cognitive performance, and strengthen mission effectiveness, operational readiness, and long-term durability of assigned personnel. This requirement consists of four distinct positions: Certified Strength and Conditioning Specialists (CSCS), Physical Therapists (PT), Resilience and Performance Coaches (RPC – holding a Licensed Clinical Social Worker [LCSW] credential), and an Operational Psychologist (OP). Each position shall operate strictly within its defined scope of practice. Clinical services shall be delivered in accordance with Medical Treatment Facility (MTF) standards, while non-clinical services shall focus on performance optimization, coaching, consultation, and advisory support. The Contractor shall support a Government-led program and shall not function as an independent program authority. All HPO services shall align with 435 AGOW Leadership priorities and operational requirements. The priorities and operational requirements will be provided to the Contractor upon contract award and are subject to change

1.2 Scope of Work

The Contractor shall provide integrated support across strength and conditioning, physical therapy, behavioral performance, resilience, and operational psychology domains. Services shall be delivered in a manner that ensures clear separation between clinical and non-clinical activities. Clinical services shall be delivered through individual clinical encounters and documented within approved MTF systems. Non-clinical services shall not involve clinical documentation and shall not include Protected Health Information (PHI) unless authorized. The Contractor shall maintain operational flexibility to support multiple units, work schedules, mission requirements, and geographically separated units (GSUs). All services shall support active-duty personnel at locations specified in the individual task order(s) (TOs), which may include Ramstein and Vilseck Air Base, Germany. However, the majority of contracted personnel shall perform their duties on-site at the 435 AGOW facility located on Ramstein Air Base (AB), Germany. The sole exception is one (1) CSCS position, which shall be stationed remotely at Vilseck, Bavaria, Germany. Neither duty location requires specialized security access (such as Secret open-storage or classified facilities) for routine daily operations. However, in accordance with (IAW) section 3.0, the OP shall hold a Top Secret/Sensitive Compartmented Information (TS/SCI) security clearance.

1.3 Non-Personal Services

This requirement is a non-personal services contract. Contractor personnel remain employees of the Contractor and shall not be considered Government employees. The Contractor shall provide all management, supervision, scheduling, performance oversight, and personnel replacement necessary to perform this requirement. The Government may provide technical direction through the Contracting Officer (CO) and Contracting Officer Representative (COR) but shall not supervise contractor personnel.

1.4 Contractor Program Management Requirements

Program Manager (PM): The Contractor shall designate a fluent English-speaking PM as the primary point of contact with the Government's COR. The PM shall maintain accountability for contractor personnel, coordinate staffing actions (including DOCPER actions with the COR), manage schedules, oversee continuity of operations, coordinate corrective actions, and ensure compliance with contract requirements. The Contractor shall notify the COR and CO of any significant operational issues, staffing concerns, mission impacts, or performance deficiencies that could affect contract execution no later than (NLT) one business day after identification. The PM shall provide contact information within five (5) business days of the indefinite delivery indefinite quantity (IDIQ) contract award and respond to issues or command concerns within 24 hours.

Staffing Plan: The Contractor shall provide and maintain a comprehensive staffing plan for all positions, ensuring all positions are filled with qualified personnel that meet the requirements of section 2.0 of this PWS and who can complete the requirements of section 3.0 of this PWS. The Contractor shall submit this staffing plan with their offer. If after award, the Contractor makes any modifications to the staffing plan during the IDIQ's period of performance, the Contractor shall provide the updated document(s) to the COR within five (5) calendar days.

- The Contractor shall at all times maintain an adequate workforce for the uninterrupted performance of all tasks defined in this PWS. The Contractor shall provide up to seven (7) personnel at one time:
  - Three (3) Certified Strength and Conditioning Specialists (CSCS)
  - Two (2) Physical Therapists (PT)
  - One (1) Licensed Clinical Social Worker (LCSW)
  - One (1) Operational Psychologist (OP)
- The Contractor shall provide a cell phone number of the local representative for each position to the COR no later than (NLT) five (5) business days after the start of the TO's period of performance.
- The PM shall provide a monthly schedule for each position to the COR NLT the Friday before the last Monday of the previous month

The Contractor is responsible for recruiting, staffing, scheduling, supervision, performance management, and replacement/temporary backfills of qualified personnel necessary to perform all required services. The Government reserves the right to verify qualifications and require demonstration of competency. The Government will not be billed for any gaps in services due to factors or circumstances within the contractor's control including clearance or license loss, revocation, or suspension or position vacancy. In this circumstance, the monthly invoice will be prorated for service(s) not provided. The CO has the final decision regarding any billing/invoicing concerns due to gaps in service.

Reporting: The Contractor shall submit monthly progress reports detailing at a minimum, participation metrics, utilization statistics, completed training events, workshop attendance, identified performance trends, and recommendations for program improvement to the COR NLT five (5) business days after the month concludes. All data, including reports, generated under this contract shall become the property of the U.S. Government. All data, including reports generated by non-clinical personnel shall be limited to aggregate trend analysis and shall not include Protected Health Information (PHI) or Personally Identifiable Information (PII). All data, including reports generated from clinical activities shall comply

with HIPAA requirements, the Privacy Act of 1974, and MTF policies. The Contractor shall maintain a secure database of all performance data.

Communication: The Contractor shall coordinate and provide bi-weekly informational communications to 435 AGOW personnel, consolidating inputs from across all positions (CSCS, PT, RPC, and OP).

Quality Control Plan (QCP): The Contractor shall implement and maintain a QCP to ensure all services meet PWS requirements, to be submitted within fifteen (15) calendar days of contract award. If the Contractor makes any modifications to the QCP, the Contractor shall provide the updated document(s) to the COR within five (5) business days The QCP shall contain, at a minimum:

1. The inspection system to cover all services. Description shall include specifics as to the areas to be inspected on a scheduled and unscheduled basis, frequency of inspections, and the title/organizational placement of the inspector(s).
2. The methods to be used for identifying and preventing defects in the quality of services performed.
3. How records will be kept.
4. Records must document all inspections and corrective or preventative actions taken.
5. Description of procedures for key control (if applicable) IAW section 4.0

Professional Liability Coverage: The Contractor shall maintain professional liability insurance and malpractice coverage, as applicable, for all licensed professionals performing under this contract. Coverage shall remain in effect throughout the period of performance and shall be maintained at levels consistent with industry standards and applicable professional requirements. Evidence of coverage shall be provided to the Contracting Officer upon request.

Phase-In/Transition Period: The Contractor will have a 30-day phase-in/transition period prior to contract performance. The Contractor shall ensure all Contractor personnel complete all initial training to obtain systems access, credentialing/privileging, and base access and any briefing requirements prior to contract performance (i.e., within the 30-day phase-in/transition period). Contractor personnel shall familiarize themselves with all aspects of Ramstein AB and Vilseck as they relate to this contract. This includes but is not limited to equipment operation, facility access, reporting, priorities, forms, documents, storage, safety, security, and quality control procedures. The Contractor shall obtain the necessary personnel passes and identification items, to include restricted area badges (RAB) and Common Access Cards prior to commencing performance.

The Contractor shall complete workforce requirements including personnel hiring, security clearance documentation, and coordinate Mission Partner Identity, Credential, and Access Management (MP ICAM) processing with the COR. Additionally, the Contractor will immediately take possession of all Government issued Contractor Identification Badges/Common Access Cards (CACs), restricted area badges upon termination, resignation, etc. of employees. The Contractor will have seven (7) duty days after taking possession to notify and turn those items into the CORs for MP ICAM revocation as well as provide an updated employee list IAW Common Access Cards (CAC) for Contractor Personnel.

The Contractor shall ensure all employees/Subcontractors working in a Government facility have appropriate Government issued Contractor Identification Badges/Common Access Cards (CACs) for each qualifying individual. The Contractor shall complete all workforce requirements to ensure all employees

are issued RABs IAW Department of the Air Force Instruction (DAFI) 31-101, *Integrated Defense (ID*), and DoDMAN5200.02_DAFMAN 16-1405, *Department of the Air Force Personnel Security Program.*

The Contractor shall ensure that the OP has and maintain a TS/SCI clearance (final or interim). For Local National (LN) employees, the Contractor will be required to obtain clearance via the Local National Screening Program though the 435 AGOW Security Manager. The Contractor shall provide Personnel Security Program Management of their employees. For U.S. Citizens, the Contractor shall apply for base access via Mission Partner Identity, Credential and Access Management (MP ICAM) program for all contract employees. The COR and 435 AGOW Security Manager will vet the Contractor's security clearances and approve the employee's application in MP ICAM. For LN employees, the Contractor will coordinate with the 435 AGOW Security Manager, who will conduct the Local National Screening Process and base access approval through the 86 SFS/LN Screening Office.

To receive a Government Credential, the Contractor shall be responsible for initiating and completing the process to obtain Access National Agency Check with Inquiries (ANACI) or National Agency Check with Law and Credit (NACLC). The Contractor employees shall complete a favorable Federal Bureau of Investigation (FBI) fingerprint check, a Department of Defense (DoD) determined equivalent investigation, or a higher-level security clearance. The Contractor shall follow the required procedures and submit the required documentation outlined in Contractors Access to Air Force Installations, Common Access Cards for Contractor Personnel, and Federal Acquisition Regulation (FAR) 52.204-9, Personal Identity Verification of Contractor Personnel in regards to gaining, tracking and returning Government-provided identification issued to the Contractor, and to their Subcontractors, employees in connection with performance under this contract.

Operations Security (OPSEC). Contractors will likely be working in and around Critical Information and Indicators (CIIL) and are required to protect these sensitive but UNCLASSIFIED items. The Contractor must ensure employees receive OPSEC training both upon initial entry (within 30 days from initial assignment) and annually thereafter; coordinate with unit training manager (UTM) or Security Assistant. No contractor will be allowed access to mission critical information until OPSEC education is completed and documented. Upon award of contract, the approved 86th Wing CIIL will be provided to contractors. Contractors must protect CIILs by enforcing, at a minimum, the 86th Wing Countermeasures located on Desktop of all DAF computers. Additional countermeasures may be identified in the future and provided to the Contractor for enforcement.

2.0 SPECIFIC REQUIREMENTS

2.1 Human Performance Assessment

The Contractor shall conduct assessments within each position's scope of practice. All clinical assessments conducted by the PT and the OP shall be documented within approved MTF systems (e.g., Military Health System (MHS) Genesis) within 72 hours of the encounter and managed IAW the Privacy Act of 1974, the Health Insurance Portability and Accountability Act (HIPAA), and applicable regulations. All non-clinical assessments conducted by CSCS, the RPC, and the OP shall be used strictly for performance optimization purposes and shall not include PHI or Personally Identifiable Information (PII).

Initial Assessment: The Contractor shall conduct a comprehensive initial assessment for all participating personnel NLT thirty (30) calendar days after TO start or individual enrollment, measuring baseline data across physical, nutritional, and mental performance domains.

2.2 Strength and Conditioning Services (CSCS)

The CSCS shall provide comprehensive performance support focused on improving physical readiness, enhancing durability, reducing injury risk, and optimizing overall mission performance across the 435 AGOW.

Observe and Integrate: The CSCS shall integrate with units at the Group and Squadron level to assess operational demands (e.g., identify physical and ergonomic stressors and barriers to optimal performance) and develop appropriate training strategies. This includes engagement across multiple duty locations, work centers, and shifts as mission requirements permit.

Program Design and Implementation: Based on assessment data (see section 2.1), the CSCS shall design and implement structured strength and conditioning programs addressing functional strength, endurance, mobility, agility, injury prevention, recovery, and overall physical performance. Programs shall be scalable and adaptable to varying mission requirements and occupational demands.

Consultation and Education: The CSCS may be required to develop written unit fitness strategies supporting leadership-directed physical readiness initiatives. The CSCS shall provide individual coaching, exercise demonstrations, performance guidance, and program recommendations. The CSCS shall provide training techniques, injury prevention, recovery strategies, and performance optimization through workshops, briefings, hands-on instruction, and educational sessions.

Injury Concerns: The CSCS shall not diagnose, treat, or manage medical conditions. When injury concerns arise, the CSCS shall modify training activities as appropriate and refer personnel to PT for evaluation.

Specific Deliverables: At a minimum, the CSCS shall coordinate with the PT to conduct monthly workshops focused on performance enhancement, injury prevention, and recovery. If no PT is "ordered" under the contract, the CSCS shall still provide monthly workshops focused on performance enhancement, injury prevention, and recovery. The CSCS shall provide aggregate, non-identifiable trend observations (No PII or PHI shall be included) to 435 AGOW Leadership to support awareness of general physical readiness on of a monthly basis (minimum).

2.3 Behavioral Performance Support (RPC)

The Resilience and Performance Coach (RPC) shall provide non-clinical support focused on resilience, stress management, performance optimization, and overall well-being. This role is non-medical in nature and shall not involve diagnosis, psychotherapy, formal clinical treatment, or clinical documentation. Engagements shall be voluntary and initiated at the discretion of the individual. The RPC may discuss personal, professional, and operational stressors to support performance, resilience, and stability.

Clinical Coordination: The RPC shall not establish formal treatment relationships or maintain clinical records. When appropriate, the RPC may recommend official military support services or other available resources. The RPC shall elevate concerns to the 435 AGOW Leadership or medical personnel only when

there is a clear and imminent risk of harm to self or others, or when otherwise required by law, regulation, or policy. Outside of such circumstances, interactions shall remain confidential.

Specific Deliverables: At a minimum, the RPC shall provide monthly workshops addressing resilience, stress management, and life balance, and other performance-related topics. The RPC shall provide aggregate, non-identifiable trend observations (No PII or PHI shall be included) to 435 AGOW Leadership to support awareness of general stress patterns on of a monthly basis (minimum).

2.4 Physical Therapy Services (PT)

The PT shall provide comprehensive one-on-one clinical care to personnel assigned to the 435 AGOW. Services shall include evaluation, treatment planning, rehabilitation, injury management, therapeutic exercise, manual therapy, neuromuscular re-education, functional training, and other evidence-based interventions consistent with accepted standards of practice.

Education and Training: The PT shall provide education, screening, and consultation at unit locations when requested.

Patient Evaluation and Treatment: Clinical procedures requiring controlled environments shall be performed within approved clinical settings. Dry needling is authorized and shall be performed only within clinical settings and in accordance with MTF privileging requirements. The PT shall document all clinical encounters within 72 hours of the encounter within approved MTF systems in accordance with HIPAA, the Privacy Act of 1974, and applicable regulations.

Duty Limitations & Medical Profiles: The PT is authorized to evaluate, recommend, and implement modifications to duty limitations and medical profiles when authorized through 86th Medical Group (MDG) credentialing and privileging processes, established clinical guidelines, and applicable Defense Health Agency and Air Force medical policies. All modifications shall be documented within approved MTF systems.

Specific Deliverables: At a minimum, the PT shall coordinate with the CSCS to conduct monthly workshops focused on injury prevention, rehabilitation, recovery strategies, and physical readiness optimization. If no CSCS is "ordered" under the contract, the PT shall still provide monthly workshops focused on injury prevention, rehabilitation, recovery strategies, and physical readiness optimization. The PT shall provide aggregate, non-identifiable trend observations (No PII or PHI shall be included) to 435 AGOW Leadership to support awareness of general physical readiness and injury trends on of a monthly basis (minimum).

2.5 Operational Psychology Services (OP)

The Contractor shall provide Operational Psychology services is to enhance human performance, psychological resilience, organizational effectiveness, and mission accomplishment through the application of behavioral science principles. The OP shall provide direct support to 435 AGOW and Group leadership and serve as a contractor subject matter expert on psychological and cognitive performance. The OP shall provide services across a spectrum of capabilities ranging from non-clinical performance enhancement to limited clinical intervention. These services shall support three primary lines of effort: optimizing performance, mitigating risk to forces, and innovating best practices in psychological and cognitive performance. All clinical activities performed by the OP shall comply with Department of

the Air Force Manual (DAFMAN) 10-211, Integrated Operational Support (IOS), standard medical practices, and all applicable medical policies. The OP shall document all clinical encounters within 72 hours of the encounter within approved MTF systems in accordance with HIPAA, the Privacy Act of 1974, and applicable regulations.

The Contractor shall maintain a target effort allocation of approximately ninety percent operational support and ten percent clinical intervention. Operational activities are defined as non-clinical engagements such as leadership consultation, team building, and training. Clinical activities involve formal psychological assessment, diagnosis, or treatment.

Command Consultation: The OP shall provide command consultation to 435 AGOW and Group commanders and key leaders regarding organizational dynamics, human factors, leadership effectiveness, team performance, unit trends, and resiliency concerns. The OP shall provide observations and recommendations but shall not exercise governmental authority or make decisions reserved to Government officials. In the event of an urgent request (an urgent request is defined as any request from Wing/Group leadership that directly pertains to an imminent high-risk activity, critical incident, or involves a direct inquiry from the 435 AGOW Commander), the OP shall respond within 24 hrs.

Operational Support and Debriefing: The OP shall provide direct support within 72 hrs following critical incidents, high-stress missions, combat-related events, or other significant operational activities. Support may include psychological first aid, post-mission debriefings, consultation with leadership regarding crisis response strategies, personnel recovery support, reintegration activities, and consultation related to Survival, Evasion, Resistance, and Escape (SERE) programs. The OP shall also work with on-base support resources (e.g., Military & Family Readiness Center) to provide direct psychological support.

Personnel Assessment and Selection: The OP shall lead, design, and execute personnel assessment and selection programs for specialized, high-risk, and leadership positions within the 435 AGOW. The OP shall utilize validated psychometric tools and structured assessment methodologies to provide objective recommendations to selection authorities within the 435 AGOW. These recommendations shall be delivered within five (5) business days of assessment completion. The OP may provide recommendations to selection authorities but shall not make final personnel selection decisions.

Training and Performance Development: The OP shall design and deliver evidence-based training focused on psychological resilience, cognitive performance, stress management, leadership development, and human performance optimization. This may include executive coaching, psychological testing feedback, team development activities, climate assessments, and professional development programs.

3.0 Professional Certification & Qualification Requirements

All Positions:

- Must be able to read, write, and speak English fluently. Any German-national employee performing under this contract shall possess documented English language proficiency at level ‘S’ or higher prior to beginning performance.
- Must possess sufficient initiative, interpersonal relationship skills, and social sensitivity to relate to a variety of personnel from different backgrounds

- Must be able to operate a personal computer and be proficient in Microsoft software
- Must be able to pass a Tier 1 (T1) background investigation and be credentialed/privileged to work in a Military Treatment Facility (MTF).
- Must be able to obtain Military Health System (MHS) Genesis access within thirty (30) days of the TO's start
- Maintain current Basic Life Support (BLS) certification to include Automated External Defibrillator (AED) training
- All certifications must remain valid for the entire TO's period of performance
- The Government reserves the right to verify qualifications and require demonstration of competency

Certified Strength and Conditioning Specialist (CSCS)

Certification: Current Certified Strength and Conditioning Specialist certification from the National Strength and Conditioning Association (NSCA) or an equivalent credential approved by the Government including but not limited to:

- National Academy of Sports Medicine (NASM)
- Collegiate Strength and Conditioning Coaches Associate (CSCCa)
- International Universities Strength and Conditional Association (IUSCA)
- National Council on Strength and Fitness (NCSF)
- International Sports Sciences Association (ISSA)

Experience: Must have a minimum of three (3) years of experience in their field.

Physical Therapist (PT)

Education: Doctorate degree in Physical Therapy from an accredited institution.

Licensure: Hold a current, active, and unrestricted license to practice physical therapy in a U.S. State, the District of Columbia, or a U.S. Territory OR European Equivalent. The U.S. Government must approve any license equivalencies. All PT shall successfully complete all MTF credentialing and privileging requirements prior to performing clinical services.

Experience: Must have a minimum of two (2) years of experience in their field

Resilience and Performance Coach (RPC)

Education: Master's degree in social work from an accredited institution.

Licensure: A current, active, and unrestricted state license to practice independently as a Licensed Clinical Social Worker (LCSW) OR European Equivalent. The U.S. Government must approve any license equivalencies.

Experience: Must have a minimum of two (2) years of experience in their field

Operational Psychologist

Education: Doctorate degree (Ph.D. or Psy.D.) in Clinical or Counseling Psychology from an APA-accredited university and an APA-accredited internship/residency OR European Equivalent.

Licensure: A current, active, and unrestricted license to practice psychology independently in a U.S. state or territory OR European Equivalent. The U.S. Government must approve any license equivalencies.

Experience: A minimum of four (4) years of experience in a Department of War (DoW) or other Federal/Government behavioral health environment.

Security Clearance: A current Top Secret/Sensitive Compartmented Information (TS/SCI) security clearance throughout the TO's period of performance.

Mission-Essential Training: The Contractor must be able to obtain and maintain proficiency in operational psychology activities including personnel assessment and selection, executive coaching, SERE psychology support, resistance training oversight, behavioral consultation, and other mission-essential operational psychology functions. The Government will facilitate access to required training courses under the contract's travel and training contract line-item number (CLIN) if necessary.

4.0 GOVERNMENT FURNISHED ITEMS & SERVICES

The Government will provide:

- Access to Government training facilities, office space, and relevant IT systems.
- Necessary physical therapy and strength & conditioning equipment and supplies.
- MTF's electronic health record system, MHS Gensis.
- Office space, administrative support, and necessary personal protective equipment (PPE).

The Government will also provide a list of participating personnel and access to communication scheduling. The Government shall provide all equipment required for the performance of each individual serving in their position.

The Government will maintain proper care for the fitness equipment. Normal wear and tear will be acceptable. The Contractor shall report to the COR, the condition of the equipment as well as identify any need for maintenance on them. The Contractor will be responsible for repair or replacement of damaged equipment due to negligence or misuse.

> The Contractor or their personnel shall submit purchase/repair requests as needed for support of their HPO program.
>
> Equipment will not be taken outside of the respective facility. If there is an absolute need, it will be looked at on a case-by-case basis by the COR. If approved, the equipment will be signed out on a DAF Form 1297, Temporary Issue Receipt, and proper resource protection measures are taken for the duration the equipment is outside the facility.

Local Area Network (LAN) is also known as NIPR. The government will provide access to the existing LAN. Contractor employees shall receive documented Information Assurance (IA) training within thirty (30) days of their start, by the Government, prior to receiving access to the local area network (LAN). Authorized users will receive initial IA orientation and annual awareness training to ensure they know, understand, and apply the IA requirements of Air Force Instruction and IAs. The minimum orientation and awareness requirements for users are outlined in DoD 8570.01.-M. IA Program. The workers shall comply with the established Command, Control, Communication, and Computers (C4) Systems IA Program to integrate security education, training, and awareness covering the Communications Security

(COMSEC), Computer Security (COMPUSEC), and Emissions (EMSEC) disciplines. The workers shall not use the LAN for purposes other than for work required under this contract.

The Contractor shall establish and implement methods of ensuring that all keys, if any, issued by the COR or designated Government representative (e.g., facility manager) are not lost or misplaced, and not used by unauthorized persons. These keys are the property of the U.S. Government and shall not be duplicated. The Contractor shall develop procedures covering key control and include them in the QCP. Upon termination of the contract, keys will be returned to the appropriate facility manager. Any lost, damaged, misplaced keys will be replaced at the expense of the contractor.

All information, reports, assessments, data, analyses, recommendations, and other work products generated under this contract shall become the property of the U.S. Government. Contractor personnel shall safeguard Government property, facilities, and information and shall return all Government-furnished items upon completion of the TO's period of performance or upon request.

5.0 GENERAL INFORMATION

5.1 Hours of Operation

Services shall normally be performed Monday through Friday between the hours of 0730 and 1630 local time, excluding U.S. federal holidays. Work schedules may be adjusted as necessary to support mission requirements, operational demands, training events, assessments, consultations, and GSUs. Schedule adjustments shall be coordinated through the COR and managed by the PM. Government-directed 'Family Days' are not official U.S. Federal holidays and shall not be treated as such for this requirement. The Contractor shall also not provide service nor bill the Government for services not provided on official US and holidays.

Contractor access to the installation may be denied during a national emergency or crisis called by national command authorities or overseas combatant commanders. Such circumstances are deemed beyond the government's control and access to the installation may be limited in such circumstances based on public safety and installation security. Should limited access be necessary, the Contracting Officer will inform the Contractor in writing and identify the date when services may resume, if possible. The Contractor will not be paid during these situations. These services are not deemed mission essential IAW R-DFARS 237.76.

The Contractor shall provide the COR with an accurate employee list with full name and SSN or Host Nation Identification Number during increased Force Protection Conditions (FPCON). Requirements may change at any time due to real world or exercise situations, resulting in increased security measures. The COR will notify the Contractor of FPCON changes that drive changes to base access and/or personnel requirements.

5.2 Travel

Contractor personnel may be required to travel in support of GSUs, mission requirements, training events, consultations, workshops, assessments, and operational support activities. Travel may occur within Germany, throughout the European theater, or to locations within the Continental United States (CONUS) when approved by the Government and authorized by the contract. The Contractor may request attendance at professional conferences, training opportunities, and continuing education events that

support contract performance; however, the Government reserves the right to deny these requests. In the event of denial, contractor personnel are still required to meet the qualifications listed in section 3. Temporary Duty (TDY) assignments, defined as temporary travel to one of the 435 AGOW's (GSUs) for operational purposes, shall be executed utilizing the most advantageous method to the Government and contractor personnel. Reimbursement of authorized travel expenses shall be governed by the terms and conditions of the contract, the Joint Travel Regulations (JTR), and General Services Administration (GSA). The Contractor will be required to provide an itemized list of estimated expenses prior to travel and a receipt of all expenses upon return. Any expenses deemed excessive or unreasonable by the COR will be elevated to the CO for final decision. Travel for contractor personnel will not exceed four (4) days per quarter and will be billed under the TO's travel CLIN.

5.3 Telework

Telework is not authorized except during force health protection measures, emergency situations, or when specifically authorized by the Government. Approval of telework shall not relieve the Contractor of any performance requirements contained within this contract.

5.4 Confidentiality

The Contractor shall protect all information acquired during the performance of this contract and shall comply with all applicable privacy, confidentiality, information protection, and records management requirements. Contractor personnel shall not disclose information obtained through contract performance except as required for official purposes and authorized by applicable law, regulation, or policy. Contractor personnel shall adhere to the Privacy Act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations when handling such information. All personnel shall adhere to the Privacy Act and the Health Insurance Portability and Accountability Act (HIPAA). Contractor personnel shall protect PHI and PII from unauthorized access, disclosure, modification, or release. Any violations shall be directed to the COR within 24 hrs.

5.5 Restrictions & Ethics

Contractor personnel shall not bill service members or Government personnel for services provided under this contract. Contractor personnel shall not operate outside their professional scope of practice and shall not accept compensation, gifts, favors, or benefits that could create an actual or perceived conflict of interest with their official duties under this contract. The Contractor shall comply with Federal Acquisition Regulation (FAR) 52.203-13, *Contractor Code of Business Ethics and Conduct.*

5.6 Credentialing and Privileging

The PT and OP shall meet all applicable MTF credentialing and privileging requirements prior to performing clinical services. Clinical privileges shall be maintained throughout the TO's period of performance. Any lapse, restriction, suspension, or revocation of credentials or privileges shall be immediately reported to the COR and CO. The PT shall maintain all credentialing, privileging, competency, and documentation requirements established by the 86 MDG for the duration of the TO's period of performance.

5.7 Background Investigations & Base Access

All personnel performing under this contract shall successfully complete all required background investigations and installation access requirements prior to performing services. At a minimum, personnel shall meet applicable DoW requirements for installation access and contractor personnel screening. The Contractor shall ensure all personnel maintain base access and security clearance eligibility throughout the TO's period of performance. Contractor personnel shall comply with all installation security requirements, information protection requirements, operational security requirements, and security clearance requirements applicable to their assigned duties. Personnel requiring access to classified information shall maintain the appropriate clearance level throughout performance. Loss, suspension, or revocation of required clearances shall be immediately reported to the Government.

Contractor Access to Department of the Air Force Installations

(a) The contractor shall obtain base identification and vehicle passes, if required, for all contractor personnel who make frequent visits to or perform work on the Department of the Air Force installation(s) cited in the contract. Contractor personnel are required to wear or prominently display installation identification badges or contractor-furnished, contractor identification badges while visiting or performing work on the installation.

(b) The contractor shall submit a written request on company letterhead to the contracting officer listing the following: contract number, location of work site, start and stop dates, and names of employees and subcontractor employees needing access to the base. The letter will also specify the individual(s) authorized to sign for a request for base identification credentials or vehicle passes. The contracting officer will endorse the request and forward it to the issuing base pass and registration office or Security Forces for processing. When reporting to the registration office, the authorized contractor individual(s) should provide a valid driver's license, current vehicle registration, valid vehicle insurance certificate, and [insert any additional requirements to comply with local security procedures] to obtain a vehicle pass.

(1) For service contracts, send the written request to the Contracting Officer Representative for your contract as designated in writing by the Contracting Officer.

SPECIFIC ACCESS REQUIREMENTS FOR CONTRACTS PERFORMED IN GERMANY RESIDENT OF EUROPEAN UNION OR NATO-MEMBER (i.e., contractor and contractor employee):

Due to the Installation Access Control System (IACS), the 577 card holder in the requiring activity, receiving services, will be responsible for completing and ensuring the pass applicant has all of the required documents to obtain an Installation Pass (IP).

BASE ACCESS FOR CONTRACTS WITH A PERFORMANCE PERIOD OF MORE THAN 90 DAYS:

Mandatory Installation access procedures apply when contractors require access under this contract at least three (3)

times per week for a period of at least 90 days in a 12-months period.

NOTE: Additional forms or updated versions of the forms listed below may be issued by the U.S. Government. The contractor is required to complete all forms as

directed by the Contracting Officer Representative issued in addition to or replacing the below:

1. Procedures to receive an Installation Pass (IP) are as follows:

Required Documents, please see Performance Work Statement for submission deadline:

a. 17-page questionnaire AE 604-1B must be completed entirely (addresses, phone numbers, zip codes etc.)

b. Original copy of Passport/Reisepass/Personalausweis

c. Original and copy of PGCC (Police Good Conduct Certificate)/(Fuehrungszeugnis), not older than one year or Security

clearance (if applicable) obtained at the local court house; if the PGCC is not being obtained in Germany, a German or

English translation, notarized by a public agency, has to be provided with the original certificate

d. Copy of Work Permit/Arbeitserlaubnis

e. Copy of DoD awarded contract showing performance period and location(s) access

f. AE FORM 190-16E Data Protection

g. AE FORM 190-16K Passholder Responsibilities Acknowledgement

h. AEFORM 190-16A Application for Installation Access

END OF ACCESS PROCEDURES GERMANY

(c) During performance of the contract, the contractor shall be responsible for obtaining required identification for newly assigned personnel and for prompt return of credentials and vehicle passes for any employee who no longer requires access to the work site.

(d) When work under this contract requires unescorted entry to controlled or restricted areas, the contractor shall comply with [insert any additional requirements to comply with AFI 31-101 , Integrated Defense, and DODMAN5200.02_AFMAN 16-1405, Air Force Personnel Security Program] citing the appropriate paragraphs as applicable.

(e) Upon completion or termination of the contract or expiration of the identification passes, the prime contractor shall ensure that all base identification passes issued to employees and subcontractor employees are returned to the issuing office.

(f) The contractor shall provide an after-hours contact number or after-hours email in the Emergency Mass Notification System (EMNS) for each of their personnel, whose normal place of duty is on a DoD installation or within a DoD facility. The contractor shall comply with any additional requirements in DAFMAN 10-206 for emergency operational reporting. Foreign Nationals may participate and may remove themselves from the Emergency Mass Notification System at any time. To update information, personnel can access the globe icon on their system desktop screens and choose the “Access Self-Service” option.

(g) Failure to comply with these requirements may result in withholding of final payment.

Common Access Cards (CAC) for Contractor Personnel

(a) For installation(s)/location(s) cited in the contract, contractors shall ensure Common Access Cards (CACs) are obtained by all contract or subcontract personnel who meet one or both of the following criteria:

(1) Require logical access to Department of Defense computer networks and systems in either:

(i) the unclassified environment; or

(ii) the classified environment where authorized by governing security directives.

(2) Perform work, which requires the use of a CAC for installation entry control or physical access to facilities and buildings.

(b) Contractors and their personnel shall use the following procedures to obtain CACs:

(1) Contractors shall provide a listing of personnel who require a CAC to the contracting officer. The government will provide the contractor instruction on how to complete the Contractor Verification System (CVS) application and then notify the contractor when approved.

(2) Contractor personnel shall obtain a CAC from the nearest Real Time Automated Personnel Identification Documentation System (RAPIDS) Issuing Facility (typically the local Military Personnel Flight (MPF)).

(c) While visiting or performing work on installation(s)/location(s), contractor personnel shall wear or prominently display the CAC as required by the governing local policy.

(d) During the performance period of the contract, the contractor shall:

(1) Within 7 working days of any changes to the listing of the contract personnel authorized a CAC, provide an updated listing to the contracting officer who will provide the updated listing to the authorizing government official;

(2) Return CACs in accordance with local policy/directives within 7 working days of a change in status for contractor personnel who no longer require logical or physical access;

(3) Return CACs in accordance with local policy/directives within 7 working days following a CACs expiration date; and

(4) Report lost or stolen CACs in accordance with local policy/directives.

(e) Within 7 working days following completion/termination of the contract, the contractor shall return all CACs issued to their personnel to the issuing office or the location specified by local policy/directives.

(f) Failure to comply with these requirements may result in withholding of final payment.

Health and Safety on Government Installations

a. In performing work under this contract on a Government installation, the contractor shall:

1. Take all reasonable steps and precautions to prevent accidents and preserve the health and safety of contractor and Government personnel performing or in any way coming in contact with the performance of this contract; and
2. Take such additional immediate precautions as the contracting officer may reasonably require for health and safety purposes.

b. The contracting officer may, by written order, direct Air Force Occupational Safety and Health AFOSH Standards and/or health/safety standards as may be required in the performance of this contract and any adjustments resulting from such direction will be in accordance with the Changes clause of this contract.

c. Any violation of these health and safety rules and requirements, unless promptly corrected as directed by the contracting officer, shall be grounds for termination of this contract in accordance with the Default clause of this contract.

5.8 Medical Treatment Facility Compliance

Personnel performing clinical services shall comply with all MTF policies, procedures, instructions, HIPAA requirements, documentation requirements, infection control standards, patient safety requirements, clinical practice standards, and all applicable Federal laws governing the protection of medical information. Contractor personnel shall cooperate with all credentialing, quality assurance, patient safety, risk management, and compliance reviews conducted by the supporting MTF.

5.9 Regulatory Compliance

The Contractor shall comply with all applicable Federal statutes, DoW Directives, Department of the Air Force Instructions (DAFIs), host nation requirements, installation policies, security requirements, and professional practice standards. Nothing contained within this contract shall be interpreted as authorizing Contractor personnel to exercise inherently governmental functions. All contractor employees will abide by policies set forth in DODI 1010.09, 1010.10, AFI 48-104, 44-121, and AFMAN 44-198.

5.10 Safety Program

The Contractor shall develop and maintain an employee safety program IAW Occupational Safety and Health Administration (OSHA) standards, DAFMAN 91-203 *Air Force Occupational Safety Fire and Health Standards*, and USAFE-AFAFRICAI 91-203, *Air Force Safety and Health for Local National Employees in Germany*. The Contractor will establish and maintain an effective Hazard Communication (HAZCOM) IAW 29 Code of Federal Regulations (CFR) § 1910.1200, Hazard Communication, program to include workplace hazards, physical hazards, and health hazards. The Contractor shall ensure its personnel are trained on physical training aspects prior to commencing their duties.

5.11 Status of Forces Agreement (SOFA) and Host Nation Employment

The Contractor shall provide the COR with the required documentation for all support services personnel in due time to comply with required performance periods of the contract by taking into consideration that the DoD Contractor Personnel Office (DOCPER) process requires an average of 8 to 10 weeks for completion. (See 5.1-Applicable Publications and Forms). The Contractor shall meet all privileging standards set by the MTF Credentials Committee.

The Contractor is responsible for ensuring all country clearances, passports, visas, and accreditations required by the Host Nation are obtained prior to employment of individuals under this contract. Documentation requirements are subject to change as Status of Forces Agreement(s) (SOFA) change. In the event a proposed Contractor employee is denied Host Nation approval, accreditation, and/or permission, the prospective awardee shall submit like documentation for another nominee. The Contractor will be responsible for obtaining the appropriate country specific requirements, and will coordinate this with the CO or COR. All Contractor personnel shall have been accredited, cleared, granted visas, etc., to specific positions at specific overseas locations. The Contractor shall provide written notification to the CO and the COR within 24 hours of becoming aware of accredited Contract personnel

no longer performing duties requiring accreditation/clearances/permissions. The Contractor shall recognize that Host Nation authorities may conduct on-site inspections at any time in the Contractor personnel's work area for the purpose of verifying the status of positions and Contractor personnel and appropriate visas or permissions. The Contractor shall assume all costs related to submission of required documentation. At the time of preparation of this contract, applicable information and forms for placement of Contractor personnel in Germany may be accessed at the DOCPER and U.S. Department of State websites. (See 5.1-Applicable Publications and Forms)

1.7.4. At the time of preparation of this contract, applicable information and forms for placement of Contractor employees in Germany may be accessed at the internet address: http://www.per.hqusareur.Army.mil/cpd/docper/GermanyDefault.aspx

Applicable information and forms for placement of Contractor employees in other Host Nation countries may be accessed at the internet address: http://www.state.gov/

1.7.5. LOGISTICAL SUPPORT. The U.S. Government will provide individual logistical support for contractor employees to the extent available and as authorized by NATO Status of Forces Agreement Supplementary Agreement (SOFA SA) Article 72, and foreign regulations; by current applicable international agreements, arrangements, policies; and the local installation Commander. For this contract, Troop Care Status Accreditation (TCSA) is applicable to a Licensed Practical Nurse only. The duration of the initial individual logistic support authorization may be subject to a time limitation. Prior to expiration of the initial logistical support authorization (if and as applicable), the QAP and Contractor shall expedite/process the individual Renewal/Authorization in sufficient advance to ensure continuation of logistical support. Logistical support is provided only for those contractors that are providing services solely for U.S. Forces. Logistical support, if granted, will only be provided to authorized, full-time (40 hours per week) Contractor and authorized dependents as defined in paragraph 1.7.6.2. The following logistical support will be provided to applicable contractor employees:

1) Commissary

2) Army Air Force Exchange Service

3) Armed Forces Recreation Facilities

4) Military dining facilities

5) Class VI (alcoholic beverages, including rationed items)

6) Legal assistance (on a 'space available' basis)

7) Military Banking facilities

8) Military postal services

9) Officer and NCO Club memberships

10) Mortuary services

11) Privately Owned Vehicle (POV) authorization

12) Petroleum, Oils, and Lubricants (POL) purchases

13) Transient billets on space available basis

14) Army Continuing Education Courses

15) Credit union facilities

16) Dependent Schools, on space available, tuition paying basis*

17) Medical/Dental on a reimbursable basis. Dental on emergency basis only

18) Pet and firearm registration and control

19) NATO status of Forces Agreement stamp (subject to approval of Host nation Customs Authority)

20) Customs exemptions

*Note: The government will not pay for dependent school tuition

5.12 Privately Owned Vehicles

Each contractor employee driving a privately owned vehicle on the installation must carry minimum liability insurance as required by German laws. Contractor employees shall adhere to all posted speed limits and shall not use hand-held cellular telephones while driving on the installation for phone calls or texting. Use of seat belts is mandatory. Any contractor employee cited for driving under the influence will have their driving privileges immediately revoked for a period to be determined.

6.0 SERVICES SUMMARY (SS)

The following service summary identifies the performance objectives and performance thresholds for critical tasks associated with providing HPO services. The service summary and the Contractor's QCP provide information on contract requirements, the expected level of contractor performance, and the expected method of Government validation of service provided. The performance thresholds briefly describe the levels of service required for each position and standards that will be used by the Government to evaluate Contractor performance.

Item	Performance Objective	PWS Ref	Performance Standard	Method of Surveillance
SS01	PM Responsiveness	1.4	No more than 2 complaints per month	Customer Complaints
SS02	PM & Employee Contact Information	1.4	100% compliance within 5 business days after the start of the IDIQ & TO's period of performance	Customer Complaints
SS03	Staffing Plan	1.4	95% accuracy	Periodic Inspection, Customer Complaints
SS04	Monthly Personnel Schedules	1.4	No more than 1 late/missed report every 3 months	Surveillance, Customer Complaints
SS05	Monthly Progress Reports	1.4	No more than 1 late/missed report every 3 months	Periodic Inspection, Customer Complaints
SS06	Quality Control Plan (QCP)	1.4	100% compliance within 15 days after IDIQ award	Periodic Inspection, Surveillance, Customer Complaints
SS07	Professional Liability Coverage	1.4	100% compliance	Periodic Inspection
SS08	Bi-weekly Information Communication	1.4	No more than 1 late/missed communication every 3 months	Periodic Inspection, Customer Complaints
SS09	Initial Assessments	2.1	100% completed within 30 calendar days of TO start date or enrollment	Periodic Inspection, Surveillance
SS010	Clinical Documentation	2.1, 2.4, 2.5	95% completed within 72 hours of encounter	Periodic Inspection, Surveillance, Customer Complaints
SS11	CSCS Services	2.2	No more than 2 complaints or deficiencies per month	Periodic Inspection, Surveillance, Customer Complaints
SS12	RPC Services	2.3	No more than 2 complaints or deficiencies per month	Periodic Inspection, Surveillance, Customer Complaints

Item	Performance Objective	PWS Ref	Performance Standard	Method of Surveillance
SS13	PT Services	2.4	No more than 2 complaints or deficiencies per month	Periodic Inspection, Surveillance, Customer Complaints
SS14	OP Services	2.5	No more than 2 complaints or deficiencies per month	Periodic Inspection, Surveillance, Customer Complaints
SS15	Credential, Privileging, and Clearance Maintenance	3.0	100% compliance	Periodic Inspection, Customer Complaints
SS16	Confidentiality	5.4	100% compliance	Surveillance, Customer Complaints
SS17	Safety Program Compliance	5.10	100% compliance	Periodic Inspection, Surveillance, Customer Complaints

7.0 APPENDICES

7.1 Applicable Publications and References

The Contractor shall comply with the most current versions of all applicable directives, instructions, manuals, regulations, and guidance documents relevant to performance under this contract. References include, but are not limited to:

- DoDMAN5200.02_DAFMAN16-1405, Department of the Air Force Personnel Security Program Management
- DoD Instruction 6025.13, Medical Quality Assurance and Clinical Quality Management in the Military Health System
- AFI 44-102, Medical Care Management
- AFI 44-108, Infection Prevention and Control Program
- AFI 48-123, Medical Examinations and Standards
- AFI 48-133, Duty Limiting Conditions
- DAFI 48-145, Occupational & Environmental Health Program
- DAFMAN 10-211, Integrated Operational Support (IOS)
- DoDM 5200.2, Procedures for the DoD Personnel Security Program (PSP)
- DoDI 5200.46, DoD Investigative and Adjudicative Guidance for Issuing the Common Access Card
- DoDD 5205.02E, DoD Operations Security (OPSEC) Program
- DoDD 5500.07 Standards of Conduct
- DoDD 8500.01E, Information Assurance
- DoDM 6025.18 Implementation of the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule in DoD Healthcare Programs

- HSPD-12, Personal Identity Verification and Credentialing, and Background Investigations for Contractors
- Occupational Safety & Health Administration of 1970
- Health Insurance Portability and Accountability Act (HIPAA) of 1996
- Privacy Act of 1974
- Joint Travel Regulation
- Applicable Medical Treatment Facility policies and procedures
- Applicable Department of Defense and Department of the Air Force Guidance
- Applicable credentialing and privileging standards
- Applicable host nation laws and regulations

*Any questions regarding applicability of the above publications and regulations or those not listed shall be directed to the COR.

8.0 PHASE-OUT PLAN

In the event the contracted operation reverts to in-house, the Contractor shall cooperate with Government personnel to ensure an orderly changeover. In the event a follow-on contract is awarded to other than the incumbent, the incumbent Contractor will provide all reasonable support to the Government and the successful offeror to ensure an orderly transition and minimize any impact on the entire operation. Regarding the successor Contractor access to incumbent employees, recruitment notices may be placed in each facility. All products/information produced by the Contractor related to all Government operations within the scope of this contract using Government systems, databases, computer programs or any other media is Government property with unlimited rights and will not be designated proprietary for any reason.