PERFORMANCE WORK STATEMENT (PWS)

FOR

Optimizing Human Weapon System (OHWS) Services

1.0 General:

1.1 Scope: The mission is accomplished by increasing the physical capacity of fighter aircrew, decreasing the rate of injuries, and accelerating return to duty. Contractor personnel will work with Air National Guard (ANG) fighter aircrew to optimize physical performance targeting neck and back pain prevention while monitoring, analyzing, and resolving physical readiness concerns. The contractor shall provide all personnel, equipment, tools, materials, supervision, and quality control necessary, except as specified in Paragraph 3.0 as Government Furnished, to perform Massage Therapy and Preventive Physical Therapy Services, as defined in this PWS.

1.1.1 Objectives: The purpose of the OHWS program is to reduce the frequency and severity of neck and back pain injuries, reduce duty time lost, improve quality of life, enhance readiness, and support fighter aircrew retention. The contract services must, at a minimum, deliver the services identified in Section 4.0 of this PWS and use available facilities so personnel will have convenient access to the Contract specialists. The Contractor goal is to reduce injury rates and to increase the rate of fighter aircrew fully mission capable status.

1.2 Background: In 2019 Air Combat Command (ACC) published a new requirement, which supports Regular Air Force (RegAF) Combat Air Forces (CAF) fighter squadrons at locations in Air Combat Command (ACC), Pacific Air Forces (PACAF), and United States Air Forces Europe (USAFE). The Chief of Staff of the Air Force, noting a shortage of fighter aircrew due to suboptimal retention, directed a task force to look into the reasons behind the premature departure of fighter aircrew. One of the retention issues noted by fighter aircrew is pain and disability from neck and back issues resulting from the extremely challenging physical demands of flight in Air Force fighters. Surveys indicate up to 85% of fighter aircrew have some type of spine discomfort during their career. This includes issues in the neck, upper back, and lower back (cervical, thoracic, and lumbar spine. The OHWS program is intended to address this pressing concern and better prepare fighter aircrew to meet the unique physical needs of fighter operations.

Previous efforts in some fighter units have demonstrated success in decreasing pain and disability while improving performance of fighter crew through a comprehensive program to prepare aircrew for the extremely challenging demands of fighter maneuvering. This OHWS program is intended to reproduce this success on a system-wide basis and is described as prehabilitation. Prehabilitation involves prevention of disability and pain experienced as a result of fighter operations through a program

specifically designed to train and otherwise prepare aircrew for the rigorous demands of fighters. This program will target specific neck and back strength and conditioning training which will best prepare the aircrew. In addition, overall conditioning and health education, designed to bring aircrew to the peak of fitness, will further decrease the incidence and severity of neck and back problems. Further, through a program of data collection, to include objective and subjective information, the program will evolve as needed to ensure all efforts for improving the quality of life for aircrew are flexible and continue to be optimized.

This PWS is for OHWS services that will support all Hawaii Air National Guard (HIANG) F-22 pilots.

1.3 Period of Performance (PoP): The Period of Performance shall be 1 Base Year of 12 months and FOUR 12-month option years, with one Option Period of 6 months as defined in FAR 52.217-8.

1.4 General Information:

1.4.1 Place and Performance of Services: The contractor shall provide services between the hours of 0800-1700 on Monday through Friday, except on recognized US holidays or when the Government facility/installation is closed due to local or national emergencies, administrative closings, or similar Government-directed facility/installation closings. Performance shall be at JBPHH Building 3428, Second floor. The contractor shall at all times maintain an adequate work force for the uninterrupted performance of all tasks defined within this PWS when the Government facility/installation is not closed for the above reasons. On scheduled weeks involving late take-off/land times for aircrew (e.g. “night flying”), the standard times will fluctuate based on the schedule of the population served, but will not be in excess of a 9-hour day. The unit will provide at least two weeks’ notice when there will be a change to the standard operating hours. When hiring personnel, the contractor shall keep in mind that the stability and continuity of the work force are essential. Contracted personnel will accommodate a ratio of about 1 OHWS professional, per task position, per 30 aircrew (1:30 ratio) with the positioning of contract staff as directed in this document and as per the OHWS Program Manager. Teleworking is not authorized.

1.4.1.1 <u>Telework</u>: The Government does not permit the contractor to telework in support of this requirement. In furtherance of Continuity of Operations Planning (COOP), a telework program may be enacted to ensure that the Government's mission-critical operations stay operational during times of national emergency or incidents of national significance. Telework shall be at no additional cost to the Government.

1.4.1.2 Unscheduled gate closures by the Security Police may occur at any time causing all personnel entering or exiting a closed installation to experience a delay. This cannot be predicted or prevented. Contractors are not compensated for unexpected closures or delays. Vehicles operated by contractor personnel are subject to search

pursuant to applicable regulations. Any moving violation of any applicable motor vehicle regulation may result in the termination of the contractor employee's installation driving privileges.

1.4.1.3 The contractor's employees shall become familiar with and obey the regulations of the installation; including fire, traffic, safety and security regulations while on the installation. Contractor employees should only enter restricted areas when required to do so and only upon prior approval. All contractor employees shall carry proper identification with them at all times, and shall be subject to such checks as may be deemed necessary. The contractor shall ensure compliance with all regulations and orders of the installation, which may affect performance. The Government reserves the right to direct the removal of an employee from Government property or revoke access to Government systems for misconduct, security reasons, or any overt evidence of communicable disease. Removal of contractor employees for reasons stated above does not relieve the Contractor from responsibility for total performance of this contract.

1.4.1.4 This is a non-personal services contract. The Government shall neither supervise Contractor employees nor control the method by which the Contractor performs the required tasks. The Contractor shall manage its employees and guard against any actions that are of the nature of personal services, or give the perception of personal services. The Contractor shall notify the Contracting Officer (CO) immediately if they perceive any actions that constitute personal services. These services shall not be used to perform any Inherently Governmental Functions. State licenses and certification for each Contractor must be from the state in which the services are provided.

1.4.2 Recognized Holidays: The following are recognized United States (US) holidays. The contractor *shall not* perform services on these days:

1.4.2.1 New Year's Day: January 1st
1.4.2.2 Martin Luther King, Jr.'s Birthday
1.4.2.3 President's Day
1.4.2.4 Memorial Day
1.4.2.5 Juneteenth National Independence Day: June 19th
1.4.2.6 Independence Day: July 4th
1.4.2.7 Labor Day
1.4.2.8 Columbus Day
1.4.2.9 Veteran's Day: November 11th
1.4.2.10 Thanksgiving Day
1.4.2.11 Christmas Day: December 25th

1.4.3 Quality Control (QC): The contractor shall develop and maintain an effective QC Plan (QCP) to ensure services are performed in accordance with this PWS. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The contractor's QCP is the means by which it assures itself that its work complies with the requirements of the contract. As a minimum, the

contractor shall develop QC procedures that address the areas identified in Technical Exhibit 1, Performance Requirements Summary (PRS). A final QCP shall be submitted to the Contracting Officer Representative (COR) NLT 10 days after contract award. After acceptance of the QCP, the contractor shall obtain the Contracting Officer's (KO's) acceptance in writing of any proposed changes to its QCP.

1.4.4 Quality Assurance (QA): The Government will evaluate the contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan (QASP). This plan is primarily focused on what the Government will do to ensure that the contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and acceptable quality level(s) or defect rate(s).

1.4.5 Access and General Protection/Security Policy and Procedures. The contractor shall comply with all applicable installation/facility access and local security policies and procedures, which may be obtained from the Contracting Officer's Representative (COR). The contractor shall also provide all information required for background checks to meet installation access requirements to be accomplished by the local installation's Security Forces, Director of Emergency Services or local Security Office. The contractor shall ensure compliance with all personal identity verification requirements as directed by DoD, Headquarters Air Force (HAF) and/or local policy. Should the Force Protection Condition (FPCON) change, the Government may require changes in contractor security matters or processes.

1.4.5.1. For Contractors Requiring Common Access Card (CAC). 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:

(a) 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.

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

(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.

Before CAC issuance, the contractor employee requires, at a minimum, a favorably adjudicated Tier 1 (T1) or higher investigation IAW DoDI 5200.46. The contractor employee will be issued a CAC only if duties involve one of the following: (1) Both physical access to a DoD facility and access, via logon, to DoD networks on-site or

remotely; (2) Remote access, via logon, to a DoD network using DoD-approved remote access procedures; or (3) Physical access to multiple DoD facilities or multiple non-DoD federally controlled facilities on behalf of the DoD on a recurring basis for a period of 6 months or more. At the discretion of the sponsoring activity, an initial/interim CAC may be issued based on a successfully scheduled T1 with the Office of Personnel Management and a favorable completion of an FBI fingerprint check.

1.4.5.1.1 Homeland Security Presidential Directive (HSPD)-12 Background Investigation Requirements: The contractor shall ensure that all contractor and subcontractor personnel whose duties require CAC card issuance obtain them, and shall process all CAC card applications. The contractor shall ensure that all employees requiring a T1 be vetted by the cognizant security activity Chief, Information Protection (CIP) to ensure a proper investigation is on record. The CIP will process the T1 if needed. The contractor shall ensure immediate compliance with all instructions regarding background investigation processing, including those provided verbally, by e-mail or via a Government system. The contractor is cautioned that the entire process from submittal of the investigation may take multiple weeks and shall factor this lead time into its hiring/placement process. The contractor shall make all reasonable efforts to ensure that contractor employees meet CAC eligibility standards upon assignment to the contract and shall be held responsible for delays, failure to meet performance requirements or decreases in efficiency in accordance with the applicable inspection clause.

1.4.5.1.2 Contractors and their personnel shall use the following procedures to obtain CACs:

(a) 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.

1.4.5.1.3 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)). At the RAPIDS station, the RAPIDS Verification Officer will verify the contractor employee by Social Security Number (SSN) and two forms of identification. Identity source documents must come from the list of acceptable documents included in Form I-9, OMB No. 1615-0047, "Employment Eligibility Verification". Consistent with applicable law, at least one document from the Form I-9 list shall be a valid (unexpired) State or Federal Government-issued picture ID. The Identity documents will be inspected for authenticity and scanned and stored in the DEERS upon issuance of an ID. The photo ID requirement cannot be waived, consistent with applicable statutory requirements. The Verification Officer will capture primary and alternate fingerprints, picture, and updates to DEERS, and will then issue a CAC. Issued CACs will be valid for no longer than three years, or until the individual's contract end date (inclusive of any options), whichever is earlier.

1.4.5.1.4 During the performance period of the contract, the contractor shall:

1.4.5.1.5 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. A receipt for each returned card shall be provided to the TA/COR.

1.4.5.1.5.1 Failure to comply with these requirements may result in withholding of final payment.

1.4.5.2 Communications Security/Information Technology (COMSEC/IT) Security. All communications with DoD organizations are subject to COMSEC review. All telephone communications networks are continually subject to intercept by unfriendly intelligence organizations. DoD has authorized the military departments to conduct COMSEC monitoring and recording of telephone calls originating from, or terminating at, DoD organizations. Therefore, the contractor is advised that any time contractor personnel place or receive a call they are subject to COMSEC procedures. The contractor shall ensure wide and frequent dissemination of the above information to all employees dealing with DoD information. The contractor shall abide by all Government regulations concerning the authorized use of the Government's computer network, including the restriction against using the network to recruit Government personnel or advertise job openings.

1.4.5.3 Use of Government Information Systems (IS) and access to Government networks is a revocable privilege, not a right. Users are the foundation of the DoD strategy and their actions affect the most vulnerable portion of the Air Force Infostructure. Contractor employees shall have a favorable background investigation or hold a security clearance and access approvals commensurate with the level of information processed or available on the system. Contractor employees shall:

1.4.5.6.1 Comply with the command's Acceptable Use Policy (AUP) for Government owned IS and sign an AUP prior to or upon account activation.

1.4.5.6.2 Complete initial and/or annual Information Assurance (IA) training as required by applicable Air Force/ANG policy.

1.4.5.6.3 Mark and safeguard files, output products, and storage media per classification level and disseminate them only to individuals authorized to receive them with a valid need to know.

1.4.5.6.4 Protect IS and IS peripherals located in their respective areas in accordance with physical security and data protection requirements.

1.4.5.6.5 Practice safe network and Internet operating principles and take no actions that threaten the integrity of the system or network.

1.4.5.7 Antiterrorism Awareness Level I Training (AT Level I). This standard language is for contractor employees with an area of performance within a US Government controlled installation, facility or area. All contractor employees, to include subcontractor employees, requiring access to US Government installations, facilities and controlled access areas shall complete AT Level I training within 30 calendar days after contract start date or effective date of incorporation of this requirement into the contract, whichever is applicable. AT Level I may be accomplished by a Level I qualified instructor; completing the Force Protection computer-based training (CBT) course on Joint Knowledge Online (JKO) at https://jkodirect.jten.mil/Atlas2/page/login/Login.jsf. For those without a CAC, select "Non-CAC" user on the JKO site. Tracking for each contractor or subcontractor employee is the responsibility of the COR or unit AT Representative.

1.4.5.8 Information Assurance (IA) Training. All contractor employees and associated sub-contractor employees shall complete the DoD Information Assurance Awareness CyberAwareness Challenge before issuance of network access and annually thereafter. All contractor employees performing services involving IA/IT functions shall comply with DoD and Air Force training requirements in DoDD 8140.01, DoD 8570.01-M and AFMAN 17-1301 within 180 days of the start of contract performance.

1.4.5.9 Protection of Personally Identifiable Information (PII). The contractor shall protect all PII encountered in the performance of services in accordance with Defense Federal Acquisition Regulation Supplement (DFARS) 224.103 Personally Identifiable Information and Department of Defense Directive (DoDD) 5400.11, Department of Defense Privacy Program, and DoD 5400.11-R. If a PII breach results from the contractor’s violation of the aforementioned policies, the contractor shall bear all notification costs, call-center support costs, and credit monitoring service costs for all individuals whose PII has been compromised.

1.4.5.10 For contracts that require an OPSEC Plan. The contractor shall develop an OPSEC Plan and provide it to the COR or KO within 30 calendar days of contract award to be reviewed and approved by the responsible Government OPSEC officer, per AFI 10-701, Operations Security. This Plan shall include the government's critical information, why it needs to be protected, where it is located, who is responsible for it, and how to protect it. For the contractor to effectively comply with OPSEC provisions of the contract, the organization will provide the following guidance: (1) Organization’s Critical Information; (2) Adversaries’ collection threat information as it applies to the organization’s mission and the contract; (3) Operations Security guidance; and (4) Specific OPSEC measures the organization requires (as appropriate).

1.4.5.11 Requirement for OPSEC Training. In accordance with AFI 10-701, Operations Security, OPSEC PMs/SMO/SMNCOs/Coordinators will provide OPSEC training or training materials to contract employees within 30 days of employees’ initial assignment to the contract and prior to having access to any critical information (CI) and annually thereafter. General organizational orientations may need to be supplemented by duty-related orientations in the work center targeted toward specific critical information and

vulnerabilities associated with the work. Initial training (OPSEC Awareness for Military Members, DOD Employees and Contractors GS130.16) located on the Defense Counterintelligence and Security Agency website: https://www.cdse.edu/Training/eLearning/GS130/ and the OPSEC Annual training-DAF-Operations Security Awareness Training located on My Learning https://usaf.percipio.com/channels/47b26867-1521-4cca-ae11-c7bcdf7c3ac1.

1.4.5.12 Automated Data Processing (ADP) III. Since the health care workers under this contract have access to and/or process information requiring protection under the privacy act of 1974, these positions are considered "ADP III" positions. Compliance with DoD Directive 8500.1, DoD Directive 5200.2, AFI 31-501 and AFI 33-202 is mandatory for ADP III positions. Therefore, a NACI is required for each health care worker under this contract. The Contractor shall fully adhere to the provisions of referenced publications by having each of their employees who are performing under this contract make an appointment (through COR) with the appropriate security organization at the installation where service is provided. Each individual will be fingerprinted and required to complete the appropriate forms, usually a Standard Form 85-P, Questionnaire for Public Trust Positions. The Contractor shall advise their employees that a favorable report is a required condition of employment under this contract. The Contractor shall apply for the NACI prior to the start of performance for each health care worker.

1.4.6 Physical Security. The contractor shall safeguard all Government property provided for contractor use. At the close of each work period, Government facilities, equipment and materials shall be secured.

1.4.6.1 Key Control. NOTE: All references to keys include key cards. The contractor shall establish and implement methods of ensuring that no keys/key cards issued by the Government are lost or misplaced or are used by unauthorized persons. No keys issued by the Government shall be duplicated. Such procedures shall include turn-in of any issued keys by personnel who no longer require access to locked areas.

1.4.6.1.1 The contractor shall immediately report any occurrences of lost or duplicated keys/key cards to the COR.

1.4.6.1.2 In the event keys, other than master keys, are lost or duplicated, the contractor shall, upon direction by the KO, re-key or replace the affected lock or locks; however, the Government, at its option, may replace the affected lock or locks or perform re-keying. When the Government replaces or re-keys the locks, the Government will deduct the total cost of lock replacement or re-keying from the monthly payment due the contractor. In the event a master key is lost or duplicated, the Government will replace all locks and keys for that system, and will deduct the total cost from the monthly payment due the contractor.

1.4.6.1.3 The contactor shall prohibit the use of the Government issued keys/key cards by any persons other than the contractor’s employees. The contractor shall prohibit the opening of locked areas by contractor employees to permit entrance of persons other

than contactor employees engaged in the performance of services in those areas, or personnel authorized entrance by the KO.

1.4.6.2 Lock Combinations: The contractor shall establish and implement methods of ensuring that no lock combinations are revealed to unauthorized persons. The contractor shall ensure that lock combinations are changed when personnel having access to the combinations no longer have a need to know such combinations.

1.4.7 Special Qualifications: The Contractor shall provide the COR an electronic copy of all license and credentialing documents, to include documentation of the Contractor accomplished primary source verification of all licenses and credentials, for each employee prior to the employee starting performance. The Contractor shall notify the COR and CO immediately for any issues related to the licenses. State licenses and certification for each Contractor must be from the state in which the services are provided. This does not include education or other qualifications for the position in which the contractor employee is performing, dress codes, or other information. (NOTE: The Government does not provide training to contractors. Contractors must ensure that any personnel performing under a contract are fully trained, licensed, certified, and otherwise qualified to provide services.)

1.4.7.1 The Contractor, at no cost to the Government, shall ensure that Contractor personnel complete any mandatory annual training requirements required as part of licensure or credentialing renewal.

1.4.7.2 The Physical Therapist must be a current Licensed Physical Therapist and hold the degree of Doctor of Science in Physical Therapy (DScPT) from an American Physical Therapy Association (APTA)-accredited institution specifically for Physical Therapy. No other degree will be accepted for this position. Possession of certification through the American Board of Physical Therapy Specialties (ABPTS) as either an orthopedic clinical specialist (OCS) or sports certified specialist (SCS), or certification through the National Athletic Trainers Association (NATA) as a certified athletic trainer is required.

1.4.8 Post Award Conference/Periodic Progress Meetings: The contractor agrees to attend any post award conference convened by the KO in accordance with FAR 42.5. The KO, COR and other Government personnel, as appropriate, may meet periodically with the contractor to review the contactor's performance. At these meetings, the KO will apprise the contractor of how the Government views the contractor's performance and the contractor shall apprise the Government of problems, if any, being experienced. The contractor shall resolve outstanding issues raised by the Government. Contractor attendance at these meetings shall be at no additional cost to the Government.

1.4.9 Contract Manager (CM): The contactor shall designate a CM who shall ensure performance under this contract. The name of this person, and an alternate who shall act for the contractor when the CM is absent, shall be designated in writing to the KO. The CM or alternate shall have full authority to act for the contractor on all contract

matters relating to daily operation of this contract. The CM shall work through the COR, to resolve issues, receive technical instructions, and ensure adequate performance of services. The CM shall ensure that contractor employees do not perform any services outside the scope of the contract without an official modification issued by the KO. The CM shall ensure contractor employees understand that services performed outside the scope of the contract are performed wholly at the expense of the contractor.

1.4.10 Identification of Contractor Employees: Each Contractor employee shall, while on duty, wear in plain view on the upper portion of his/her outer garment a metal or plastic identification badge to be furnished by the Contractor, containing the company name, employee name, and the section where the employee works. Contractor employees shall clearly identify themselves as "Contractors" at all times, in all communications and representations, including in the workplace, at meetings, in conversations, telecommunications, mail, e-mail, and faxes, whether with Government personnel, other Contractor personnel, or with the public. All contractor personnel attending meetings, answering Government telephones and working in other situations where their contractor status is not obvious to third parties are required to identify themselves as such to avoid creating an impression that they are Government employees. The contractor shall ensure that all documents or reports produced by contractor personnel are suitably marked as contractor products or that contractor participation is appropriately disclosed. The contractor's status as a "contractor" shall be predominantly displayed in all correspondence types (to include signature blocks on e-mail) and dealings with Government or non-Government entities. Contractor personnel shall wear identification badges distinguishing themselves as such. The badges shall have the company name, employee name and the word "contractor" displayed.

1.4.10.1 The contractor shall retrieve all identification media (including vehicle passes) from its employees who depart employment for any reason. The contractor shall return all identification media (i.e., badges and vehicles passes) to the KO within 14 days of an employee's departure.

1.4.11. Combating Trafficking in Persons: The United States Government has adopted a zero tolerance policy regarding trafficking in persons. Contractors and contractor employees shall not engage in severe forms of trafficking in persons during the period of performance of the contract; procure commercial sex acts during the period of performance of the contract; or use forced labor in the performance of the contract. The Contractor shall notify its employees of the United States Government's zero tolerance policy, the actions that will be taken against employees for violations of this policy. The contractor shall take appropriate action, up to and including termination, against employees or subcontractors that violate the US Government policy as described at FAR 22.17.

1.4.12 Data Rights: The Government has unlimited rights to all documents/materials produced under this contract. All documents and materials, to include the source codes of any software, produced under this contract shall be Government owned and are the property of the Government with all rights and privileges of ownership/copyright

belonging exclusively to the Government. These documents and materials may not be used or sold by the contractor without written permission from the KO. All materials supplied to the Government shall be the sole property of the Government and may not be used for any other purpose. This right does not abrogate any other Government rights.

1.4.13 Organizational Conflicts of Interest (OCI): The contractor and subcontractor personnel performing services under this contract may receive, have access to or participate in the development of proprietary or source selection information (e.g., cost or pricing information, budget information or analyses, specifications or work statements, etc.) or perform evaluation services which may create a current or subsequent OCIs, as defined in FAR Subpart 9.5. The contractor shall notify the KO immediately whenever it becomes aware that such access or participation may result in any actual or potential OCI and shall promptly submit a plan to the KO to avoid or mitigate any such OCI. The contractor's mitigation plan will be determined to be acceptable solely at the discretion of the KO. In the event the KO unilaterally determines that any such OCI cannot be satisfactorily avoided or mitigated, the KO may impose other remedies as he or she deems necessary, including prohibiting the contractor from participation in subsequent contracted requirements which may be affected by the OCI.

1.4.14 Phase In / Phase Out Periods (Add only if applicable): To minimize any decreases in productivity and to prevent possible negative impacts on additional services, the contractor shall have personnel on board, during the 30 days phase in/ phase out periods. During the phase in period, the contractor shall become familiar with performance requirements in order to commence full performance of services on the contract start date.

1.5 General Deliverables: The Contractor shall provide PWS deliverable(s) in a format mutually agreed upon by the Government and the Contractor. All deliverables will be reviewed for timeliness, accuracy, and format. If a deliverable due date falls on a weekend or holiday, the Contractor shall submit the deliverable on the last work day prior to the due date. See Attachment C for CDRL and Deliverable examples

1.5.1 Hiring Status Report (HSR)/Personnel Roster. The Contractor shall provide an HSR every Friday, starting with the first Friday after contract award, until all positions are filled, or as requested by the CO. The HSR shall contain, as a minimum, the name and licenses/credentials for each new hire. After performance start, the HSR will become the Personnel Roster.

1.5.2 Personnel Roster. The Contractor shall maintain a current listing of employees. The list shall include the employee's name, location, and licenses/credentials for each employee. An updated listing shall be provided when an employee's status or information changes. Note: the government may require a Contractor's DoD Electronic Data Interchange (EDI) number or social security number for some transactions (i.e. verifying clearances in JPAS, processing visitor requests, etc.).

1.5.3 The Contractor shall utilize encrypted email or password protected files to protect Personally Identifiable Information (PII) in accordance with the Privacy Act.

1.5.4 Monthly Status Report (MSR). The Contractor shall provide status reports for the duration of the effort. The report shall summarize accomplishments during the reporting period. The report shall also include planned versus actual task completion, anticipated activity (including anticipated Contract Data Requirements List (CDRL) deliveries) for the next reporting period, lessons learned, risks, significant accomplishments, training completed, licenses/certifications expiring, pending, or lapsed (including a mitigation plan), and outstanding issues and recommendations.

1.5.5 Technical Issues Papers/Point Papers/Briefings. The Contractor shall prepare, coordinate, and distribute Technical Issue Papers, Point Papers, and/or Briefings as tasked by the COR (or his designated representative) in support of this PWS. These products will be completed in accordance with government guidelines and formats which will be provided by the COR as applicable.

1.5.6 Contractor Management Plan (CMP). The Contractor shall develop and maintain an effective management plan to ensure the services of this PWS are being met. Management Plan shall include job descriptions and required minimum qualifications for all positions, organizational structure with defined lines of authority, site manning levels, work scheduling methods, and any other key management processes affecting contract operations/mission accomplishment. The CMP shall be submitted to the CO for acceptance no later than 30 calendar days after award. Updated versions of CMP shall be submitted to the CO for acceptance no later than 10 calendar days of implementation by the Contractor.

1.5.7 Quality Control Plan (QCP). The Contractor shall develop and maintain an effective quality control program to ensure the services of this PWS are being met. The Contractor shall develop a QCP that includes quality control processes and procedures and apply them to meet this requirement. The QCP shall be submitted to the CO for acceptance no later than 30 calendar days after award. Updated versions of QCP shall be submitted to the CO for acceptance no later than 10 calendar days of implementation by the Contractor.

1.5.8 Continuity Folders. The Contractor shall develop and maintain continuity folders IAW task requirements defined in this PWS (Section 4.0). Continuity folders will be made available to CORs upon request. Final versions of continuity folders shall be submitted to the COR for acceptance no later than 10 calendar days before the contract end date.

1.5.9 Meeting Reports. Meeting Reports (Contractor format) shall be submitted within five (5) working days of the meeting when tasked by the COR (or designated representative) in support of this PWS. These reports must include, at a minimum, the purpose of the meeting, attendees, date, issues discussed, decisions/recommendations made, and a list of action items with associated assignments.

1.5.10 Licenses/Credentials. The Contractor shall provide the COR an electronic copy of all license and credentialing documents, to include documentation of the Contractor accomplished primary source verification of all licenses and credentials, for each employee prior to the employee starting performance. The Contractor shall notify the COR and CO immediately for any issues related to the licenses. State licenses and certification for each Contractor must be from the state in which the services are provided.

1.5.11 OHWS Program Report. The Contractor shall provide the Government with quarterly reports identifying progress. Reports shall include DNIF rates, profile rates, retention rates, and MEBs.

1.6 Task Deliverable Descriptions

1.6.1 Data Collection and Analyses Report. The Contractor will evaluate, test, identify physical performance and provide feedback for physical performance improvement, injury avoidance, and injury recovery. Data collection and analyses will be conducted on an ongoing basis with quarterly reporting as requested. Data collection will include aircrew satisfaction survey information, information obtained from medical personnel, and other information as directed by the OHWS PM.

1.6.2 Weekly Staff Report. Squadron leadership will be informed on readiness issues within the scope of the OHWS program and as directed by the commander.

1.6.3 Human Performance and Prehabilitative Trending Metrics. The Contractor shall produce a written report to include: musculoskeletal pain, duration of pain, origin of pain, types of pain, pain that may require surgery, and trends of musculoskeletal pain over periods of time. Metrics will also capture lost duty time due to aeromedical status of DNIF as well as removal from the daily flying schedule but not requiring medical treatment, limitations of training status/duties (i.e. # days). Human Performance metrics shall also be gathered to assess the preventative maintenance program. The factors for the Human Performance metrics will be low back strength, neck strength, and spine strength. These metrics will evolve as the program is implemented and different measures of success are found to be beneficial. As long as the level of effort required, for any specific request for data, is consistent with the level of effort for other measures the Contractor will provide the requested information. The Contractor will work with personnel from the local MTF to help assess DNIF rates, Individual Medical Readiness (IMR) rates, Medical Evaluation Board (MEB) rates, clinically related flying waiver rates, as well as subjective assessments of pain and disability of fighter aircrew.

1.6.4 Physical Training Program. The Contractor will develop a unit physical training plan that will specifically address the neck and back pain associated with the stresses of flying in high-performance aircraft. The plan will also incorporate training preparation, strength development, and cardiovascular health.

2.0 Definitions and Acronyms:

2.1 Definitions:

2.1.1 Contractor: A supplier or vendor awarded a contract to provide specific supplies or service to the Government. The term used in this contract refers to the prime.

2.1.2 Defective Service: A service output that does not meet the standard of performance associated with the PWS.

2.1.3 Deliverable: Anything that can be physically delivered and includes non-manufactured things such as meeting minutes or reports.

2.1.4 Key Personnel: Contractor personnel that are evaluated in a source selection process and that may be required to be used in the performance of a contract by the PWS. When key personnel are used as an evaluation factor in best value procurement, an offer can be rejected if it does not have a firm commitment from the persons that are listed in the proposal.

2.1.5 Physical Security: Actions that prevent the loss or damage of Government property.

2.1.6 Quality Assurance: The Government procedures to verify that services being performed by the Contractor are performed according to acceptable standards.

2.1.7 Quality Assurance Surveillance Plan (QASP): An organized written document specifying the surveillance methodology to be used for surveillance of contractor performance.

2.1.8 Quality Control: All necessary measures taken by the Contractor to ensure that the quality of an end product or service shall meet contract requirements.

2.1.9 Subcontractor: One that enters into a contract with a prime contractor. The Government does not have privity of contract with the subcontractor.

2.2 Acronyms:

ACC	Air Combat Command
ADP	Automated Data Processing
ADPE	Automated Data Processing Equipment
AEI	Army Enterprise Infostructure
AF	Air Force
AFB	Air Force Base
AFI	Air Force Instruction
AFOSH	Air Force Occupational Safety and Health
AMIC	Acquisition Management and Integration Center

AMIC/DRQQ	AMIC/Quality Assurance Division?
AMIC/PKA	AMIC/Advisory and Assistance Services Division
AR	Army Regulation
AT/OPSEC	Antiterrorism/Operational Security
BI	Background Investigation
CAC	Common Access Card
CAR	Corrective Action Request
CDRL	Contract Data Requirements List
CM	Contract Manager
CMRA	Contract Manpower Reporting Application
COMSEC	Communications Security
CONUS	Continental United States
COR	Contracting Officer's Representative
COR	Contracting Officer Representative
CPARS	Contractor Performance Assessment Reporting System
CTR	Contractor
DA	Department of the Army
DD254	Department of Defense Contract Security Classification Specification
DFARS	Defense Federal Acquisition Regulation Supplement
DISCO	Defense industrial Security Clearance Office
DMDC	Defense Manpower Data Center
DOB	Date of Birth
DoD	Department of Defense
DoS	Department of State
DSS	Defense Security Service
DSSR	DoS Standardized Regulations
FAR	Federal Acquisition Regulation
FFP	Firm Fixed Price
FGS	Final Governing Standards
FM	Financial Management
FOIA	Freedom of Information Act
FOUO	For Official Use Only
FSO	Facility Security Officer
FTE	Full Time Equivalent
FY	Fiscal Year
GFP/M/E/S	Government Furnished Property/Material/Equipment/Services
GSA	General Services Administration
HQ	Headquarters
HQ ACC	Headquarters Air Combat Command
HQDA	Headquarters, Department of the Army
HSPD	Homeland Security Presidential Directive
HSR	Hiring Status Report
IA	Information Assurance
IAW	In Accordance With
ID	Identification
IDIQ	Indefinite Delivery/Indefinite Quantity

IS	Information System(s)
JBLE	Joint Base Langley-Eustis
KO	Contracting Officer
KSA	Knowledge Skills and Abilities
LAN	Local Area Network
NAC	National Agency Check
NACI	National Agency Check with Inquiries
NDA	Non-Disclosure Agreement
NGB	National Guard Bureau
NISPOM	National Industrial Security Program Operating Manual
OASIS	One Acquisition Solution for Integrated Services
OCI	Organizational Conflict of Interest
OCO	Ordering Contracting Officer
OCONUS	Outside the Continental United States
OEBGD	Overseas Environmental Baseline Guidance Document
OSHA	Occupational Safety and Health Administration
PII	Personally Identifiable Information
PIPO	Phase In/Phase Out
PM	Program Manager
POC	Point of Contact
PRS	Performance Requirements Summary
PWS	Performance Work Statement
QA	Quality Assurance
QAE	Quality Assurance Evaluator
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Plan
SAP	Special Access Program
SAR	Special Access Required
SB	Small Business
SCI	Sensitive Compartmented Information
SCR	Service Contract Reporting
SF	Standard Form
SPP	Standard Practice Procedure
SSN	Social Security Number
TDY	Temporary Duty
TE	Technical Exhibit
TO	Task Order
TV	Television
USD(I)	Under Secretary of Defense for Intelligence
VGSA	Visitor Group Security Agreement
WAN	Wide Area Network
WAWF	Wide Area Work Flow

3.0 Government Furnished Property, Material, Equipment and Services (GFP/M/E/S): The Government will provide the property, material, equipment, and/or services listed below solely for the purpose of performance under this contract:

3.1 Property: The Government will furnish the necessary workspace for the contractor to perform services outlined in this PWS to include desk space, telephones, computers and other items necessary to maintain an office environment.

3.2 Equipment: *There is no designated Government Provided Equipment. The Government shall provide office space, Local Area Network (LAN) connections, computer (hardware and software), unclassified e-mail and internet access, and other standard office equipment necessary to support the Contractor. The Government may provide limited funds for equipment when the equipment requirements are established based on the program as developed by the Contractor. The Contractor shall abide by all Government regulations concerning the authorized use of the Government's equipment.*

3.3 Utilities: All utilities in the facility will be available for the contactor's use in the performance of this contract. The contractor shall instruct employees in utilities conservation practices. The contractor shall operate under conditions that preclude the waste of utilities, which include turning off the water faucets or valves after using the required amount.

3.4 Local Area Network (LAN): Unless otherwise stated, the Contractor (with a valid NAC check), shall be provided access to the host base's unclassified computer network and its inherent capabilities including, but not limited to: Internet access, electronic mail, and file and print services. The Contractor shall be aware of and abide by all Government regulations concerning authorized use of the Government's computer network including the restriction against using the network to recruit Government personnel or advertise job openings.

3.5 Data: The Government has unlimited rights to all deliverables of this PWS to include intellectual property rights.

4.0 Contractor Furnished Property, Materials, and Equipment (CFP/M/E):

4.1 General: Except for those items specifically stated to be Government-Furnished in Paragraph 3.0, the contractor shall furnish everything required to perform these services as indicated in Paragraph 1.1.

4.2 Secret Facility Clearance: Not Applicable

4.3 Contractor Security Clearance: All tasks in this PWS will be conducted at the UNCLASSIFIED level.

5.0 Requirements: Services provided by the Contractor have the primary purpose of preventing the incidence and severity of neck and back pain. The services begin with an

assessment of each aircrew member to determine the current level of conditioning with regards to neck and back strength. The Contractor shall devise a program individualized for the aircrew member to increase conditioning to prevent neck and back pain. This assessment, training, and conditioning to prevent neck and back pain is referred to as pre-habilitation. Also, the Contractor shall educate each aircrew member on injury prevention and assist in injury recovery through a modified program based on the injury and through working with privileged providers who will oversee any program for injured aircrew. Ongoing assessment will be provided with formal assessments quarterly and as needed with remedial training as needed. The Contractor shall provide the functional support required to fulfill this PWS as described in the following tasks. The Period of Performance (PoP) is detailed in Paragraph 1.3. The level of effort required is detailed in Attachment B. The government reserves the unilateral right to exercise optional FTEs, as needed, in any given quantity, at any time during the performance period. The Contractor shall identify a single point of contact (POC) who has full authority to act for the Contractor on all matters relating to daily operations of the contract; has full authority to remove/replace personnel at the request of the CO at HQ HIANG; ensure completion of all in-processing and indoctrination actions for all newly-hired personnel; ensure all personnel receive and maintain documentation of their duties and responsibilities and orientation in these duties and responsibilities prior to performance start. This Contractor POC will communicate directly with the CO/COR on matters pertaining to the execution of this PWS.

5.0.1: The basing of Air Force aircraft and aircrew change on occasion and the level of support required for this program will change occasionally. The OHWS COR may, in these instances, increase the staffing requirements for this contract. When an increase in staffing is made, the contractor will meet the same hiring requiring timeline as with other hiring actions. Also, changes in manning and changes in the designation may require repositioning assigned contractors from one unit to another at the same location. This repositioning of contracted services within the same Air Force base may be directed by the OHWS PM at no additional contractor charge to the Government

5.1: The Contractor shall develop and provide a strength and conditioning program for neck and back as well as an overall fitness program (NBFP). The NBFP will enhance human performance and resistance to injury through a tailored program of strength and conditioning and overall fitness designed for the members being served with the goal of preventing neck and back pain. The NBFP will specifically target neck and back injury but will also strive to assist the member toward overall health and fitness. The NBFP will include physical training and conditioning utilizing all available assets for fighter aircrew.

5.1.1 The Contractor shall collect, analyze, resolve, disseminate, and archive information resulting from products created under this support and provide to the Government. This support is as follows:

5.1.2 Collect. The Contractor shall execute and collect information through direct observations, interviews, surveys, and strength and conditioning testing for fighter aircrew in the unit. The Contractor shall then perform the initial analysis of the collected

data and provide direct feedback to the COR and OHWS PM. This requires strength and conditioning testing, evaluating, identifying physical performance trends, and providing feedback for physical performance improvement, injury avoidance, and injury recovery. Other data will be required as the program evolves, such data may include injury rates, duration of recovery period, impact of neck and back pain on flying operations, and other data as needs are realized.

5.1.3 Analyze. The Contractor shall analyze collected information and research current professional references in order to facilitate in-depth analyses to determine trends, determine additional materiel or support requirements, determine future performance concerns, and other information observations as appropriate. Data collection and analyses shall be conducted on an ongoing basis with quarterly reporting to the COR, OHWS PM, and other reporting as requested. Where applicable, the results of these analyses should identify and prioritize physical training and rehabilitation gaps with recommendations so that the final product will be able to be disseminated to the correct audience for resolution in accordance with the Government's guidance. This includes providing any recommended performance training guidance necessary to enhance the aircrew member's capabilities.

5.1.4 Resolve. The Contractor shall recommend corrective actions and report findings characterized as issues or deficiencies that negatively impact the unit's performance, readiness, training or procedures to the unit commander in weekly or quarterly report as requested. The report will include recommendations on future mitigation techniques and preventative measures for each deficiency.

5.1.5 Disseminate. The Contractor shall release findings based on approved recommendations in the form of reports, summaries, publications, entries into systems of record. The Contractor shall prepare a weekly report to be included in the staff meeting highlighting the status and progress of the unit; the specific content of the report can be tailored at the site COR's request. Additionally, findings will be packaged to be incorporated into future training.

5.1.6 Archive. All work products, whether electronic, hard copy, or notes, including any information, reports, and products, are the property of the Government. All equipment that is Government-furnished will be accounted for using Government procedures.

5.2 Task: Physical Therapist (PT). The PT provides pre-habilitation of musculoskeletal conditions in fighter aircrew and referrals to the MTF if needed. As such, the Contractor shall evaluate and provide prehabilitative assessment and maintenance to fighter aircrew personnel. Pre- habilitation is intended to strengthen the core musculoskeletal system to enhance resistance to neck and back injury. Also, overall musculoskeletal strengthening and healthy lifestyle education is addressed as part of an overall health maintenance program to enhance injury resistance. Such overall strength and conditioning, focusing on neck and back, will improve the overall quality of life for fighter aircrew.

5.2.1 Subtasks. The Contractor shall:

5.2.1.1 Initial Evaluation: Evaluate and provide pre-habilitation for all assigned fighter aircrew. Fully communicate with medical provider in the MTF (when appropriate). Perform initial evaluation, design individual training program, and establish records for all fighter aircrew personnel within 90 days of contract start. Follow-up appointments will be based on need, pre-habilitation plans, and any potential coordination with members' healthcare team.

5.2.1.2 Develop Individualized Program (IP) for each member served: The PT, working with any other team members, to include strength and conditioning coach, athletic trainer, or members of the local MTF medical team when appropriate, will develop an IP for each assigned aircrew member. The goals of this IP are to increase neck and back conditioning and overall health to minimize the risk of neck and back injury and to minimize the severity of any injury experienced by the member.

5.2.1.3 Program Implementation Phase: After an IP has been developed the PT, as part of the OHWS team, will guide ongoing implementation of the IP. The OHWS team will encourage regular participation of the member working on the IP. The OHWS team will monitor progress and continually reassess and adjust the IP to ensure the member is making the best progress possible.

5.2.1.4 Advise unit commanders on matters related to injury prevention and rehabilitation. Identify opportunities for improvement. Develop protocols and standard operating procedures (SOP) for fitness programs.

5.2.1.5 Advise unit commanders of administrative matters, purchasing of supplies and equipment, and supplemental fiscal requests related to interventions and professional services provided.

5.2.1.6 Conduct equipment, product, and literature reviews to ensure that the OHWS program continues to improve as our understanding of injury prevention evolves.

5.2.1.7 Communicate with the servicing MTF when an aircrew member has a medical condition or injury requiring medical care.

5.2.1.8 Refer fighter aircrew personnel with a new duty-limiting condition to the servicing MTF.

5.2.1.9 Ensure safe and effective operation of equipment and contribute to a safe working environment.

5.2.2 Attend annual required training IAW guiding instructions. Unit leadership will allow for attendance at necessary conferences or courses to complete continuing education units required to maintain certification.

5.2.2.1 Provide Human Performance and Prehabilitative trending metrics report to include: musculoskeletal pain, duration of pain, origin of pain, types of pain, conditions which may require surgery, and trends of musculoskeletal pain over periods of time. Metrics will also capture lost duty time due to aeromedical disposition of DNIF as well as personnel removed from training status/duties (i.e. # days out of training), aircrew perceptions of neck and back pain, aircrew perceptions of overall effectiveness of the OHWS program, duty and deployment limiting profiles, flying waiver information related to neck and back pain, and Medical Evaluation Board (MEB) information related to neck and back pain. Human Performance metrics shall also be gathered to assess fighter aircrew compliance with the OHWS program. Relevant factors for the human performance metrics will include low back and neck strength and range of motion. Other metrics may be requested as the program matures and new information is available to guide new measures to improve aircrew performance and to improve the OHWS program.

5.2.3 Knowledge, Skills, and Abilities (KSAs).

5.2.3.1 The Physical Therapist must be a current Licensed Physical Therapist and hold the degree of Doctor of Science in Physical Therapy (DScPT) from an American Physical Therapy Association (APTA)-accredited institution specifically for Physical Therapy. No other degree will be accepted for this position. Possession of certification through the American Board of Physical Therapy Specialties (ABPTS) as either an orthopedic clinical specialist (OCS) or sports certified specialist (SCS), or certification through the National Athletic Trainers Association (NATA) as a certified athletic trainer is required.

5.2.3.2 The Physical Therapist must have experience working with professional and/or collegiate athletes, or equivalent. A minimum of four (4) years' experience is desired. The Physical Therapist must have experience working in an orthopedic out-patient physical therapy clinic or sports medicine clinic. A minimum of five (5) years' experience of this type is desired. Past experience working with combat-related injuries in strongly preferred.

5.2.3.3 Possess oral and written communication skills in order to meaningfully interact with peers, outside agencies, vendors, providers, and Military Health System (MHS) stakeholders to exchange information, provide briefings and presentations, participate in research, and develop metrics to advance effective and efficient aircrew neck and back pain prevention.

5.2.3.4 Skill in effective team dynamics in order to facilitate the exchange of information/education, enhance goal achievement, and identify change in system or policy at any level.

5.2.3.5 Knowledge of local, state, federal laws, Air Force guidance, DoD guidance, and professional code of ethics and practice standards in order to ensure adherence within legal and professional parameters.

5.2.3.6 Knowledge and skill in using quality and risk management programs to identify issues to improve practice and ensure compliance.

5.2.3.7 Skill in use of research tools in order to critically evaluate existing practices, opportunities, and outcomes.

5.2.3.8 Knowledge of computers and software applications in order to conduct data collection, tracking, trending, and analysis.

5.2.3.9 Ability to design and present computer-generated outcome analysis information in order to provide timely, effective peer and higher level educational programs or project briefings.

5.2.3.10 Possess current certification in basic Cardiopulmonary Resuscitation (CPR) to include Automated External Defibrillator (AED) training.

5.3 Task: Massage Therapist (MT). MTs must possess and maintain an active, current, and unrestricted license or certification from the US jurisdiction where the service is to be provided. MTs provide pre-habilitation of musculoskeletal conditions in fighter aircrew. As such, the Contractor shall evaluate and provide massage therapy to fighter aircrew personnel as part of a pre-habilitation program. Pre-habilitation is intended to strengthen core musculoskeletal (MSK) system to enhance resistance to neck and back injury. Also, healthy lifestyle education is addressed as part of an overall health maintenance program to enhance injury resistance. Such massage therapy as part of an overall program, focusing on neck and back pain, will improve the overall quality of life for fighter aircrew.

5.3.1 Subtasks. The Contractor shall:

5.3.1.1 Provide initial evaluation. Evaluate and provide pre-habilitation for all assigned fighter aircrew. Follow-up appointments will be based on need, prehabilitative plans, and any potential coordination with members' military and/or civilian healthcare team.

5.3.1.2 Develop Individualized Program (IP) for each member served. The MT, working with other team members will develop an IP for each assigned aircrew member requesting services of the MT. The goals of this IP are to increase neck and back conditioning and overall health to minimize the risk of neck and back injury and to minimize the severity of any injury experienced by the member by addressing neck and back strain encountered by aircrew members.

5.3.1.3 Provide ongoing massage therapy. Every fighter crewmember will have varying degrees of need with regard to massage therapy. The MT will optimize scheduling to maximize the benefit to the fighter aircrew involved. The MT will determine the optimal time for each therapy visit and ensure as many of the fighter crew as practical receive

therapy. This will involve assessing the greatest needs and implementing a schedule strategy to best meet the needs for massage therapy focusing on neck and back pain.

5.3.1.4 Advise unit commanders on matters related to injury prevention. Identify opportunities for improvement.

5.3.1.5 Advise unit commanders of administrative matters, purchasing of supplies and equipment, and supplemental fiscal requests related to interventions and professional services provided.

5.3.1.6 Conduct equipment, product, and literature reviews to ensure that the OHWS program continues to improve as our understanding of injury prevention evolves.

5.3.1.7 Communicate with the servicing MTF when an aircrew member has a medical condition or injury requiring medical care.

5.3.1.8 Refer fighter aircrew personnel with a new duty-limiting condition to the servicing MTF.

5.3.1.9 Ensure safe and effective operation of equipment and contribute to a safe working environment.

5.3.1.10 Attend annual required training IAW guiding instructions. Unit leadership will allow for attendance at necessary conferences or courses to complete continuing education units required to maintain certification. The Government is not responsible for any expenses related to this training and the Government will not be charged for contract services during any absence for Contractor training.

5.3.1.11 Assist in providing Human Performance and Prehabilitative trending metrics report to include: musculoskeletal pain, duration of pain, origin of pain, types of pain, and trends of musculoskeletal pain over periods of time. Metrics will also capture lost duty time due to aeromedical disposition of DNIF as well as personnel removed from the daily flying schedule but not requiring medical treatment, limitations of training status/duties (i.e. # days out of training), aircrew perceptions of neck and back pain, aircrew perceptions of overall effectiveness of the OHWS program, duty and deployment limiting profiles, flying waiver information related to neck and back pain, and Medical Evaluation Board (MEB) information related to neck and back pain. Human Performance metrics shall also be gathered to assess the OHWS program. Other metrics may be requested as the program matures and new information is available to guide new measures to improve aircrew performance and to improve the OHWS program.

5.3.2 Knowledge, Skills, and Abilities (KSAs).

5.3.2.1 MT will have graduated from a MT certification program. The MT will maintain a license or certification from the state in which the service is to be provided.

5.3.2.2 The MT must have experience working with professional and/or collegiate athletes, or equivalent. A minimum of two (2) years' experience is desired.

5.3.2.3 Possess oral and written communication skills in order to meaningfully interact with peers, outside agencies, vendors, providers, and Military Health System (MHS) stakeholders to exchange information, provide briefings and presentations, participate in research, and develop metrics to demonstrate or advance effective and efficient aircrew neck and back pain prevention.

5.3.2.4 Skill in effective team dynamics in order to facilitate the exchange of information/education, enhance goal achievement, and identify change in system or policy at any level.

5.3.2.5 Knowledge of local, state, and federal laws and regulations, professional code of ethics, AF guidance, DoD guidance, and practice standards in order to ensure adherence within legal and professional parameters.

5.3.2.6 Skill in use of research tools in order to critically evaluate existing practices, opportunities, and outcomes.

5.3.2.7 Knowledge of computers and software applications in order to conduct data collection, tracking, trending, and analysis.

5.3.2.8 Ability to design and present computer-generated outcome analysis information in order to provide timely and effective peer and higher level educational programs or project briefings.

5.3.2.9 Possess current certification in basic Cardiopulmonary Resuscitation (CPR) to include Automated External Defibrillator (AED) training.

6.0 COR DESIGNATION. The CO will provide the Contractor with a COR Designation Memorandum to inform the Contractor of the designated COR on the contract.

6.1 Performance Evaluation. Contractor performance is subject to Government COR surveillance to ensure PWS compliance. The Contractor shall comply with the following:

6.1.1 Access. The Contractor shall permit the CO or COR access to all work areas, records, and data used in the performance of the contracted services. The Contractor shall provide support, and not interfere with the CO, CORs, state, federal, and other designated personnel in the performance of their official duties. Access shall be provided as soon as possible, but not to exceed one (1) workday after the request.

6.1.2 Non-conformances. Identify and control non-conformances through root cause analysis, corrective actions, and preventive actions. Focus on eliminating the cause to

prevent reoccurrence. Maintain records of non- conformities and actions taken. Correct and provide response to all Government-identified non-conformances IAW time frames specified by the CO. This contract identifies two types of non-conformances: Minor and Major.

6.1.3 Minor Non-conformance. A minor non-conformance is a non-conformance, which by itself does not adversely impact mission, safety of personnel and/or equipment, performance (quality), schedule (delivery), or cost. It normally does not increase risk to the Government. Minor non-conformances are typically low risk and are communicated through notices; first notices are issued for any identified non-conformance, second notices are issued for repeat non-conformances or failing to correct issues within a reasonable amount of time. Upon receipt of a non-conformance notification (first or second notice), the Contractor shall complete applicable sections and return it to the CO within time constraints directed by the CO in the notice. A formal corrective action plan is not required for notices.

6.1.4 Major Non-conformance. A major non-conformance is a non-conformance that adversely impacts (or has the potential to impact) mission, safety of personnel and/or equipment, performance (quality), schedule (delivery), or cost. This type of nonconformance increases risk to the Government and therefore has a risk assessment rating of moderate or high. An example of increasing risk would be a significant number of recurring non-conformances, which is an indication of inadequate preventive measures/actions and lowers the Government's confidence that the Contractor can provide quality services on time and within costs. The CO will communicate major non-conformances on a Corrective Action Request (CAR) form with a suspense date for the Contractor's corrective action plan. As a minimum, the Contractor's corrective action plan will address:

- Action taken to fix the immediate problem
- Root cause analysis of the problem to determine cause
- Corrective action on the cause of the problem
- Actions taken to prevent recurrence

7.0 ENVIRONMENTAL SAFETY AND HEALTH.

7.1 Environmental Requirements. The Contractor shall comply with all applicable federal, state and local environmental statutes, instructions, manuals, handbooks, regulations, guidance, policy letters and rules (including all changes and amendments), and all Presidential Executive Orders in effect on the date of issuance of this contract. The Contractor shall comply with the highest degree of environmental protection where any disagreements exist. For OCONUS work, the Contractor shall also comply with all applicable host nation statutes and agreements. In addition, the Contractor shall comply with the following publications: the DoD Overseas Environmental Baseline Guidance

Document (OEBGD) or the Final Governing Standards (FGS), if adopted for a particular location.

7.2 Safety and Health Requirements. The Contractor shall comply with all applicable Occupational Safety and Health Administration (OSHA) and Air Force Occupational Safety and Health (AFOSH) standards, technical orders, regulations and referenced publications both within and outside of the United States. The Contractor shall comply with the highest degree of safety protection where any disagreements exist.

8.0 HUMAN RESOURCE MANAGEMENT.

8.1 Personnel Qualifications. Provide qualified personnel at contract start that meet or exceed the stated Knowledge, Skills, and Abilities (KSA) qualification requirements in the contract, or as stated in the proposal when considered as an evaluation factor relevant to an award decision and incorporated into the resulting contract award. The Contractor shall not remove any personnel performing under this contract without coordination with the CO and COR. The Government reserves the right to provide waivers for proposed Contractor personnel who do not meet the tasks identified in Section 4.0. Waivers are only granted at the written acceptance of the CO.

8.2 Moving Expenses. Moving expenses related to Contractor personnel are the responsibility of the Contractor and shall not be billed to the Government.

8.3 Personnel Maintenance. Maintain minimal personnel turnover throughout the life of the contract. Ensure continuation of services during personnel absences due to sickness, leave, and voluntary or involuntary termination from employment such that impact to the Government is minimal. Once a Contractor knows that an employee is leaving and will no longer support a task, the Contractor shall provide written documentation to the CO and COR within three (3) business days of the employee advising the Contractor of his/her intent to leave. This written notification shall include the date and time the position will be vacant, the reason the employee will no longer work on the task, anticipated replacement date, and what management corrective action will be taken to ensure task mission completion. Position vacancies shall not exceed 14 calendar days unless approved in writing or otherwise directed in advance by the CO. Optional FTEs,shall not exceed 30 calendar days unless approved in writing or otherwise directed in advance by the CO.

8.4 Replacement/Substitution. Prior to replacing/substituting personnel performing on this contract, the Contractor shall provide a sufficiently detailed qualification summary/resume of proposed personnel for Government coordination. This paragraph shall also apply when, at or prior to the start of contract performance, the Contractor provides any personnel for work who were not part of, or who replace any, personnel submitted and evaluated as part of a contract proposal.

8.5 Removal of Personnel at Government Request. The Government may request removal (permanent or temporary) of personnel on this contract for security, safety,

performance, or health reasons, upon discovery of fraudulent resume documentation, or when Contractor personnel behave in an unprofessional manner that would be considered unacceptable by a reasonable person. The Contractor shall provide a sufficiently detailed qualification summary/resume of proposed personnel for Government coordination prior to replacing/substituting personnel under these circumstances.

8.6 Patient Lists. Patient lists, no matter how developed, shall be treated as confidential information IAW the Privacy Act and the Health Insurance Portability and Accountability Act (HIPAA). Lists and/or names of patients shall not be disclosed to or revealed in any way for any use outside the MTF, except through MTF specified processes.

9.0 Applicable Publications: Publications applicable to this PWS are listed below:

Publication (Chapter/Page)	Date of Publication	Mandatory or Advisory	Website
Federal Acquisition Regulation			https://www.acquisition.gov/?q=browsefar
Defense Federal Acquisition Regulation Supplement			http://www.acq.osd.mil/dpap/dars/dfarspgi/current/index.html or https://www.acquisition.gov/dfars
Joint Travel Regulation (JTR)			https://www.defensetravel.dod.mil/site/travelreg.cfm
DoDM 1000.13-M-V1 DoD Identification (ID) Cards (Enclosure 2, paragraph 3.b)	01/23/2014 (Change 1: 07/28/2020)		http://www.esd.whs.mil/Directives/issuances/dodm
Federal Information Processing Standards (FIPS) Publication 201-2 Personal Identity Verification (PIV) of Federal Employees and Contractors (paragraph 9)	August 2013		http://nvlpubs.nist.gov/nistpubs/FIPS/NIST.FIPS.201-2.pdf
DoDM 5200.2 Procedures for the DoD Personnel Security Program (PSP)	04/03/2017		https://www.esd.whs.mil/Directives/issuances/dodm/
DoDI 5200.46 DoD Investigative and Adjudicative Guidance for Issuing the Common Access Card (CAC)	09/09/14 (Change 1: 05/04/2018)		https://www.esd.whs.mil/Directives/issuances/dodi/

Homeland Security Presidential Directive (HSPD)-12 Policy for a Common Identification Standard for Federal Employees and Contractors	08/27/2004		https://www.dhs.gov/homeland-security-presidential-directive-12
DoDI 5400.11 Department of Defense Privacy and Civil Liberties Programs	01/29/2019		https://www.esd.whs.mil/Directives/issuances/dodi/
DoD 5400.11-R Department of Defense Privacy Program	05/14/2007		https://www.esd.whs.mil/Directives/issuances/dodm/
DoDD 8140.01 Cyberspace Workforce Management	10/05/2020		https://www.esd.whs.mil/Directives/issuances/dodd/
DoD 8570.01-M Information Assurance Workforce Improvement Program	12/19/2005 (Change 4: 11/10/2015)		https://www.esd.whs.mil/Directives/issuances/dodm/
DoD 5220.22-M National Industrial Security Program Operating Manual (NISPOM)	02/28/2006 (Change 2: 05/18/2016)		https://www.esd.whs.mil/Directives/issuances/dodm/
AFI 10-245 Antiterrorism	03/28/2013 (Certified current 03/30/2017)		https://www.e-publishing.af.mil/Product-Index/#/?view=pubs&orgID=10141&catID=1&series=-1&modID=449&tabID=131
AFI 31-101 Security Forces Standards and Procedures	08/18/2020		https://www.e-publishing.af.mil/Product-Index/#/?view=pubs&orgID=10141&catID=1&series=-1&modID=449&tabID=131
AFMAN 31-113 Security Forces Standards and Procedures	03/05/2013 Change 1: 12/02/2015		https://www.e-publishing.af.mil/Product-Index/#/?view=pubs&orgID=10141&catID=1&series=-1&modID=449&tabID=131
AFPD 17-1 Information Dominance Governance and Management	04/12/2016		https://www.e-publishing.af.mil/Product-Index/#/?view=pubs&orgID=10141&catID=1&series=-1&modID=449&tabID=131
AFMAN 17-1301 Computer Security (COMPUSEC)	02/12/2020		https://www.e-publishing.af.mil/Product-Index/#/?view=pubs&orgID=10141&catID=1&series=-1&modID=449&tabID=131

AFI 10-701 Operations Security	7/24/2019 (Change 1: 06/09/2020)		https://www.e-publishing.af.mil/Product-Index/#/?view=pubs&orgID=10141&catID=1&series=-1&modID=449&tabID=131

9.1 Applicable Forms: Forms applicable to the PWS are listed below:

Form	Date	Website
DD 1172-2 Application for Identification Card/DEERS Enrollment	Mar 2017	http://www.dtic.mil/whs/directives/forms/index.htm
I-9 Employment Eligibility Verification	10/21/2019	https://www.uscis.gov/sites/default/files/files/form/i-9.pdf
DD 441 Department of Defense Security Agreement	Feb 2020	http://www.dtic.mil/whs/directives/forms/dd/ddforms0001-0499.htm
DD 250 Material Inspection and Receiving Report	Aug 2000	https://www.esd.whs.mil/Directives/forms/dd0001_0499/

TECHNICAL EXHIBIT 1

Performance Requirements Summary (PRS)

This PRS includes performance objectives the Government will use to determine contractor performance and will compare contractor performance to the Acceptable Quality Level (AQL).

Performance Objective	Performance Standard	Acceptable Quality Levels (AQL)	Surveillance Method / By Whom
5.2.1 / PT Initial Evaluation and Assessment	Complete an initial evaluation of 100% of HIANG F-22 pilots as soon as practical	No more than two (2) instances of failure to provide expected services each month	Periodic Inspection / Government POC will review report to ensure assessment standards are met.
5.2.2 / PT Primary Prehabilitation and/or Injury Prevention Services	Complete biometric and physiological assessment of 90% of participating pilots every 12 months	No more than two (2) instances of failure to provide expected services every twelve (12) months	Periodic Inspection / Government POC will review report to ensure assessment standards are met.
5.2.3 / PT Post-Flight Treatments	Perform a post-flight treatment on 95% of HIANG F-22 pilots requesting one on PT work days	No more than two (2) instances of failure to provide expected services each month	Periodic Inspection / Government POC will review report to ensure assessment standards are met.
5.2 – 5.3 /Monthly Metrics	Contractor provided monthly report to COR NLT than last business day of the month	Report is received later than the final business day of the month twice	

		during the period of performance.	
5.3.1 / MT Initial Evaluation and Assessment	Complete an initial evaluation of 100% of HIANG F-22 pilots as soon as practical	No more than two (2) instances of failure to provide expected services each month	Periodic Inspection / Government POC will review report to ensure assessment standards are met.
5.3.5 / MT Ongoing Massage Therapy	Accommodate 90% of HIANG F-22 pilots requesting Massage Therapy	No more than two (2) instances of failure to provide expected services each month	Periodic Inspection / Government POC will review report to ensure assessment standards are met.

TECHNICAL EXHIBIT 2

Deliverables Schedule

PWS Reference / Deliverable Title	Frequency	Number of Copies	Medium/Format	Submit To
1.4.5.1.5 Receipt for each CAC card returned to the DEERS office	Within 7 calendar days of returning issued CACs to the DEERS office upon departure or dismissal of each contractor employee	1	Electronic Submission	TA/COR
1.4.5.3 AT Level 1 Awareness Training Certificates	Provide within 15 calendar days after employee completes training.	1	Electronic Submission	COR
1.4.5.9 OPSEC Training Certificates	Provide within 15 calendar days after employee completes training.	1	Electronic Submission	COR
1.4.10 Identification Media	Return within 14 days of employee's departure from contract performance.	Original(s)	Hard Copy	KO
1.6.1 Data Collection and Analyses Report	Quarterly	1	Electronic Submission	COR
1.6.2 Weekly Staff Report	Weekly	1	Electronic Submission	Unit CC
1.6.3 Human Performance and Pre-habilitative Trending metrics	NLT the last business day of each month	1	Electronic Submission	COR

5.2.1 / PT Initial Evaluation and Assessment	Provide within 15 calendar days after appointment	1	Electronic Submission	COR and Flight Medicine Physician
5.2.4 / PT Strength & Conditioning / Prehabilitation Results	Provide by the last business day of each month	1	Electronic Submission	COR and Flight Medicine Physician
5.2.6 / PT Chart Notes for Program Services Provided	Provide upon request, within 3 business days	1	Electronic Submission	COR, Flight Medicine Physician and/or requesting client's medical practioner
5.2.6 / PT Chart Notes regarding missed appointments	Document as required / Provide upon request, within 3 business days	1	Electronic Submission	COR
5.2.9, 5.2.9.1 / PT FOUO Preventative Exercise Report	Provide by the last business day of each month	1	Electronic Submission	COR and Flight Medicine Physician
5.3.1 / MT Initial Evaluation and Assessment	Provide within 15 calendar days after appointment request	1	Electronic Submission	COR and Flight Medicine Physician
5.3.2 / MT Chart Notes for Program Services Provided	Provide upon request, within 3 business days	1	Electronic Submission	COR, Flight Medicine Physician, and/or requesting client's medical practitioner
5.3.4 / MT Chart Notes regarding Missed Appointments	Document as required / Provide upon request, within 3 business days	1	Electronic Submission	COR
5.5 CMRA	Annually, NLT 31 October	1	Electronic Submission	http://www.ecmra.mil