



**Aerospace Medical Certification Division (AMCD)
Administrative, Professional and Technical
Support Services (APT)
Statement of Work**

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1.0 Introduction and Overview

The mission of Federal Aviation Administration (FAA) Civil Aerospace Medical Institute (CAMI) is to assure civil aerospace safety through excellence in medical certification, aerospace medical education, human factors research, aerospace medical research and occupational health services.

Located in CAMI, the Aerospace Medical Certification Division (AMCD) is responsible for the administration of the United States (U.S.) program to fulfill the aerospace medical certification needs of holders of U.S. pilot certificates. AMCD receives an average of more than 1,000 applications for airman medical certification every day and is responsible for processing approximately 385,000 applications per year. AMCD is the most flexible, pilot-friendly, and safety-orientated medical certification system in the world, and is represented as a role model for other countries. The FAA FY15 Business Plan outlined the AMCD goal to maintain a rolling average processing time of 40 days or less for all priority medical certifications.

AMCD is responsible to ensure the nation's 700,000 pilots are medically fit to fly. Toward this end, the FAA requires pilots to have a valid medical certificate as mandated by 14 Code of Federal Regulations (CFR) Part 67- Medical Standards and Certification. The services that the AMCD provides include, but are not limited to:

- Establish certification procedures for airmen
- Review airmen medical records to ensure they meet FAA medical standards
- Issue FAA medical certificates
- Issue duplicate FAA medical certificates
- Maintain airmen's FAA medical record

1.1 Scope of Work

The intent of this acquisition is to obtain a contract in accordance with this Statement of Work (SOW) Section 6.0 for AMCD and other related lines of business in CAMI, located on the Mike Monroney Aeronautical Center (MMAC) in Oklahoma City, Oklahoma. The Contractor must be fully staffed on the first day of contract performance, and prepared to maintain a fully trained staff throughout the life of the contract.

1.2 Support Services

The Contractor must provide non-personal support services including administration, management, and performance of the tasks outlined in this SOW. As it pertains to the position, the Contractor must be able to perform to the Medical Certification Manual, Guide for Aviation Medical Examiners (AMEs), Code of Federal Regulations (CFR) Part 67, ISO-9001 certified FAA Aviation Safety (AVS) Quality Management System (QMS) procedures and written policies concerning aerospace medical certification and maintain familiarization with the automated medical support systems in operation. The Contractor

must be able to maintain key personnel and keep its staff current and capable of providing the necessary services in the fulfillment of the AMCD mission.

1.3 Normal Working Hours

The Contractor must provide services during the Government's primary operations, (Commencing no earlier than 6:00 AM and ending no later than 6:00 PM), Monday through Friday, except Federal Holidays or any other day(s) designated by Federal Statute, Executive Order, or Presidential Proclamation. Normal working hours are 8:00 AM to 4:30 PM. The ten federal holidays include New Year's Day; Martin Luther King, Jr. Day; Presidents' Day; Memorial Day; Independence Day; Labor Day; Columbus Day; Veterans Day; Thanksgiving Day; and Christmas Day. Overtime is not authorized. Telework is not authorized.

1.4 Period of Performance

The Period of Performance will be five (5) years, consisting of one (1) base year and four (4) one-year option periods

1.5 Place of Performance

The contract is to be performed primarily at CAMI, unless otherwise mutually agreed upon between the Government and Contractor. Periodically, contractors may have an alternate work site within 50 miles of the MMAC and considered local travel. This local travel will not be considered ODC.

2.0 Government Owned Property

2.1 Facilities

The Government will provide, without cost, adequate and necessary working space. All operating expenses, maintenance, and repairs of Government provided property will be furnished by the Government. Government property has been inspected for compliance with the Occupational Safety and Health Act (OSHA). No hazards have been identified for which work-around have been established. Should a hazard be subsequently identified, the Government will correct OSHA hazards according to government developed and approved plans of abatement taking into account safety and health priorities. A higher priority for correction will not be assigned to the property provided hereunder merely because of this contracting initiation. The fact that no such conditions have been identified does not warrant or guarantee that no possible hazard exists, or that work-around procedures will not be necessary or that the property as furnished will be adequate to meet the responsibilities of the Contractor. Compliance with OSHA and other applicable laws and regulations for the protection of employees is exclusively the obligation of the Contractor. Further, the government will assume no liability or responsibility for the Contractor. The Contractor shall not alter the property in any way and must provide in written detail the need to address modifications to Government provided facilities or equipment. The

Contractor must return the property to the Government in the same condition as received, fair wear and tear. The Contractor must reimburse the Government for repairs resulting from negligence of the contract employees. The property must only be used in the performance of this contract.

2.2 Equipment and Supplies

The Government shall provide to the Contractor, without cost, all office furniture, equipment, supplies, and materials required to successfully accomplish the requirements outlined in the SOW.

2.3 Obtaining Replacement of Government-Furnished Equipment

The Contractor must submit requests for replacement of Government-Furnished Equipment to the COR for processing. Such requests must specify the reason for the replacement request.

2.4 Transfer of Contractor Shredded Documents

If required, the Contractor must transfer all AMCD documents shredded in accordance with this effort to the CAMI dock and place in receptacle for center removal.

3.0 Security

The contractor shall ensure that employees observe and comply with all FAA/CAMI policies, regulations and procedures concerning; fire, safety, environmental protection, sanitation, identification, security, traffic, parking, limited access areas, gratuities, and conduct. Contract employees working in government facilities shall be responsible for compliance with applicable building and physical security requirements. These requirements include, but are not limited to, the use of authorized entrance and exit points, responsibility for securing doors, protecting government property from loss theft abuse or damage, and the use of telephones and computers for only mission related activities. The contractor shall be responsible for safeguarding all Government property issued for contractor use. The Contract personnel are required to perform services in secure facilities. Entrance into the working space requires Government issued key card. The Contractor employees may not begin work until forms are submitted and have been reviewed and authorized by the Civil Aviation Security Division, AMC-700.

3.1 Safe Guarding Airmen Sensitive But Unclassified (SBU) Information

The Contractor must have established quality control procedures upon contract performance. Quality assurance procedures must include:

- Procedures for safeguarding "Confidential" and "Sensitive" materials.
- Procedures for assurance that all documents are secured at all times and are never left unattended;

- Procedures to prevent discussion outside the immediate work area of information contained on any medical document;
- Procedures to prevent information from being disseminated to anyone regarding a specific individual
- Signed Non-Disclosure Agreements for all employees working with FAA Medical Records (including paper and electronic records)

4.0 On-Site Supervision

The Contractor must provide on-site supervision as is essential to carry out all the terms and conditions of this contract. The on-site supervisor, or designee with equal authority, shall be present on-site at all times during regular working hours, and as needed to fulfill contractual obligations. The Contractor must provide sufficient day-to-day contractor supervision of each employee and each current task order to ensure successful performance. Each employee shall be aware of his/her supervisor. At no time shall Contractor personnel be supervised by any government employee. The on-site supervisor must keep the COR informed where personnel shortages exist and provide a plan for how those areas will be covered. The on-site supervisor must inform the COR if any problems exist and propose a resolution. The on-site supervisor must maintain activity records and provide monthly status reports to the COR. The on-site supervisor must be an employee of the prime contractor. The on-site supervisor must be able to read, write and speak English fluently.

4.1 Monthly Status Reports

The Contractor must provide Monthly Status Reports (MSRs), and any other required reports, based on the deliverables identified in this SOW. The Contractor must provide an MSR that documents the activities of the previous month and identifies planned activities for the following month. The reports must be delivered to the COR and must include, at a minimum, the following information:

- Hours expended by task, labor category, and personnel
- Identification of risk areas with recommended remedial actions
- Status of all outstanding risks identified in previous MSRs
- Backlog, if any, in each section
- Any additional information pertinent to the Government in administering the performance of this effort or as requested by the COR

4.2 Weekly Status Reports

The Contractor must provide Weekly Status Reports (WSRs). The Contractor must provide WSRs indicating Scanning backlog (oldest date) and Correspondence production (number of letters mailed to airmen).

5.0 Definitions, Acronyms, References:

As used throughout this contract, the following terms shall have the meaning set forth below and specified as applicable:

5.1 General Definitions

Acceptable Quality Level (AQL)	The standard at which service is considered satisfactory as agreed upon by the Contractor and the Government.
Aerospace Medical Certification Subsystem	The web application used by Aviation Medical Examiners and their staff to transmit FAA flight physical data to the FAA
Alternative Dispute Resolution (ADR)	Process for the resolution of disputes regarding work determined to be unsatisfactory.
Aviation Safety (AVS) Quality Management System (QMS)	AVS is committed to continuously improving the world's safest aerospace system. AVS fulfills this commitment by responding to our stakeholders, supporting the interests of the flying public, valuing the contributions of each employee, and meeting the requirements of the AVS quality management system. (https://employees.faa.gov/org/linebusiness/avs/programs/qms/)
Contractor	The term Contractor as used herein refers to both the prime Contractor and any subcontractors. The prime Contractor shall ensure that his subcontracts (if any) comply with the provisions of this contract.
Contracting Officer (CO)	One with authority to enter into, administer, and/or terminate contracts and make related determinations.
Contracting Officer's Representative (COR)	The person designated and authorized in writing by the CO to be responsible for surveillance/monitoring of the Contractor's performance.
Document Imaging Workflow System (DIWS)	AMCD software that automates the FAA certification document control systems, the certification approval processes, and streamlines document control, review and routing throughout airmen medical certification by converting paper and medical documents into digital images. These converted images are used by the Government Legal Instrument Examiners, AMCD staff physicians, call center staff, Regional Offices, etc. to support airmen medical certification.
Government Owned Property	All property owned by or leased to the Government or acquired by the Government under the terms of the contract. Government property included both Government furnished property and Contract acquired property as defined in AMS Guidance T3.10.3.

Quality Assurance (QA)	Those actions taken by the Government to assure services meet the acceptable quality level established by the contract between the Contractor and Government.
Quality Assurance Surveillance Plan (QASP)	An organized, written, "living" document outlining the Government's methodology for monitoring Contractor performance.
Quality Control (QC)	Those actions taken by the Contractor to ensure Contractor performance meets the requirements of the contract.
On-Site Supervisor	The person designated by the Contractor who has authority to act for the Contractor on a day to day basis at the work site, and who directly supervises the work force. Assigned by the Contractor to manage the services outlined in the SOW.
Sensitive But Unclassified (SBU)	All material that contains airmen identification and medical records or an "Official Use Only" designation.

5.2 Acronyms:

AMCD	Aerospace Medical Certification Division
AMCS	Aerospace Medical Certification Subsystem
AME	Aviation Medical Examiner
AMED	Aerospace Medical Education Division
AMS	Acquisition Management System
CAMI	Civil Aerospace Medical Institute
CFR	Code of Federal Regulations
CO	Contracting Officer
COR	Contracting Officer's Representative
DIWS	Document Imaging Workflow System
FAA	Federal Aviation Administration
FOIA	Freedom of Information Act
LIE	Legal Instrument Examiner
PA	Privacy Act
ODC	Other Direct Cost
QC	Quality Control
QA	Quality Assurance
QMS	Quality Management System
SBU	Sensitive But Unclassified
SOW	Statement of Work

5.3 References

The Contractor must ensure all work is in full compliance with regulations expressed in the following procedures, orders, and programs unless otherwise directed by the Contracting Officer's Representative (COR):

- Title 14 of the Code of Federal Regulations (CFR), Part 67
- Office of Aerospace Medicine (AAM) Quality Management System (QMS):

https://my.faa.gov/org/linebusiness/avs/programs/qms/qms_homepages/aam.html

- Medical Certification Manual
- Guide for Aviation Medical Examiners
- Aeromedical Reference Manual
- FAA Acquisition Management Policy:
http://fast.faa.gov/AMP_TOC.cfm
- FAA Acquisition Toolset:
<http://fast.faa.gov/>
- ID Badge Online Application:
https://employees.faa.gov/org/staffoffices/ash/id_badge/
- Contractor & Industrial Security Program:
http://www.faa.gov/regulations_policies/orders_notices/index.cfm/go/document.information/documentid/15573
- Orders and Notices:
http://www.faa.gov/regulations_policies/orders_notices/index.cfm/go/document.list/parentTopicID/184
- Forms:
<http://www.faa.gov/library/forms/>
- Standard Operating Procedures:
<https://employees.faa.gov/org/staffoffices/afn/finance/sop/>

6.0 AMCD Administrative, Professional and Technical (APT) Support Services

The Contractor must provide skilled staff that understand the purpose, practices, and terminology of AMCD and other related lines of business, and possess the qualifications as described in the general areas outlined below. The list of essential duties is intended to be representative of the tasks performed. The Contractor can perform duties as assigned which are related or logical in assignment to the position and within scope.

6.1 Mail/File Clerk (DOL Labor Category: General Clerk I)

The Contractor must provide AMCD Mailroom and Medical Records support to include the following tasks:

- Process the documentation received in support of medical certification in the AMCD mailroom
- Receive, date stamp (exception: Congressional Requests and FOIAs) and bundle by document classification for distribution
- Collect interoffice correspondence for distribution
- Process all requests for hard copy file retrievals.
- Maintain AMCD document destruction (collecting and shredding) of SBU documents for compliance with in accordance with FAA Order 1350.14b, Records Management.

- Transfer all AMCD documents shredded in accordance with this effort to the CAMI dock and place in receptacle for center removal

6.2 Document Preparation & Scanning Clerk (DOL Labor Category: General Clerk II)

The Contractor must provide AMCD Documentation Preparation and Scanning support to include the following tasks:

- Prepare documents for scanning
- Categorize and scan documents into the Document Imaging Workflow System (DIWS). (Average of almost 6,000 documents a day.) Type of documents includes EKGs, MRIs, CT Scans, Drug & Alcohol Lab Work Results, Faxes, FedEx, and Incoming Mail.
- Convert microfiche files into scanned documents and then follow normal scanning procedure.
- Prepare documents in accordance with AMCD guidelines, policies, procedures, rules and regulations.
- Verify policies and procedures are followed in the receipt, routing, and processing of documents.

6.3 Electronic Document Technician (DOL Labor Category: Word Processor III)

The Contractor must provide Electronic Document Technician support to include the following tasks:

- Document Preparation and Scanning tasks as stated above, AND
- Access, update, and resolve issues with electronic documents
- Sort and categorize within the FAA electronic system (such as DIWS)

6.4 Scanning Lead (DOL Labor Category: Administrative Assistant)

The Contractor must provide Section Lead support to include the following tasks:

- Collaborate with FAA personnel to address questions and resolve issues
- Manage activities in their assigned section (Scanning and Mailroom/Files/Correspondence)
- Train new employees
- Provide guidance to their contractor staff
- Perform functions as the alternate to on-site supervisor
- Perform ad-hoc projects as requested by the COR/PMO

6.5 FOIA Clerk (DOL Labor Category: Word Processor III)

The Contractor must provide Freedom of Information Act (FOIA) support to include the following tasks:

- Prepare FOIA packet for Government review
- Coordinate with Government FOIA Specialist
- Enters notes in the FOIA Tracking System

- Print record through DIWS
- Check AMCD system of records for hard copy records, CDs, and/or color scans
- Inspect printed record for accuracy
- Deliver completed packets to AMCD Division Manager for signature
- Follow AMCD guidelines, policies, procedures, rules, and regulations

6.6 Correspondence Clerk (DOL Labor Category: Word Processor III)

The Contractor must provide correspondence support for AMCD to include the following tasks:

- Retrieve letters ready for printing
- Review letter for formatting errors
- Make formatting corrections
- Return to the Legal Instrument Examiner (LIE), if necessary
- Process letter and route through DIWS as instructed
- Make notation in DIWS when letter is complete
- Prepare return envelopes
- Sort and prepare for mailing

6.7 Call Center Agent (DOL Labor Category: General Clerk III)

The Contractor must provide AMCD Call Center support to include the following tasks:

- Maintain an average of 10% or less abandoned calls per month.
- Receive incoming calls from airmen, AMEs, pilot advocacy groups, etc. Types of calls include certification status, letter clarifications, general information and AME Guide information.
- Prepare Telephone Action Request (TAR) issued to address problems, forward to supervisor for review and action.
- Receive calls from FAA Regions, Headquarters, Security, Flight Standards, and Attorneys (authorized by letter from airman)
- Provide accurate information in accordance with AMCD policy

6.8 Call Center Lead (DOL Labor Category: General Clerk III, with Lead differential)

The Contractor must provide AMCD Call Center management support to include the following tasks:

- Manage Call Center activities
- Monitor Call Volume in the CMS Supervisor application
- Triage Call Center agent request for escalation of issues
- Fields Supervisor calls
- Distributes policy updates to Call Center agents
- Provides guidance to Call Center agents
- Collaborate with FAA for issues/questions as the Point of Contact for Call Center

6.9 AMCS Support Agent (DOL Labor Category: Computer Operator III)

The Contractor must provide AMCS Computer Help Desk support to include the following tasks:

- Maintain an average of 10% or less abandoned calls per month.
- Receive incoming calls and emails from AMEs, AME staff, AAM Regional medical offices, etc.
- Create, delete, and modify AMCS account user names and passwords
- Troubleshoot AMCS technical issues and report any issues that cannot be resolved to appropriate personnel
- Assist users with common AMCS issues
- Correct mistakes in exam transmission per AME request and make a DIWS note recording the change

6.10 Aeromedical Examiner (DOL Labor Category: Professional)

The Contractor must provide AMCD Aeromedical Examiner support to include the following tasks:

- Maintain currency with the Aeromedical Reference Manual, MedList, Medical Certification Manual, Guide for Aviation Medical Examiners, Part 67 of Title 14 Code of Federal Regulations, written policies and procedures concerning medical certification, and associated Medical Support Systems.
- Perform and complete projects as requested by the COR/PMO where AMCD manager determines need (eg. reviewing and researching medications in preparation for the Pharmacy & Therapeutics Committee, reviewing the MedList for accuracy, reviewing and documenting case outcomes to help determine future policy/procedure).

6.11 Administrative Assistant (DOL Labor Category: Administrative Assistant)

The Contractor must provide Section Lead support to include the following tasks:

- Collaborate with FAA personnel to address questions and resolve issues
- Manage activities in their assigned section (Scanning and Mailroom/Files/Correspondence)
- Train new employees
- Provide guidance to their contractor staff
- Perform functions as the alternate to on-site supervisor
- Perform ad-hoc projects as requested by the COR

6.12 Medical Records Inspection Clerk (DOL Labor Category: Medical Record Clerk)

The Contractor must provide AMCD Medical Records Inspection support to include the following tasks:

- Review medical documentation for accuracy.
- Review content of medical records for compliance with Freedom of Information Act (FOIA) and Privacy Act

- Identify and flag all incongruences for Government redacting & correction.
- File documents in accordance with FAA procedure.

6.13 Educational Technologist (DOL Labor Category: Educational Technologist)

The Contractor must provide Educational Technologist support to include the following tasks:

- Prepare multi-media documents and presentations with emphasis on image production
- Participate in seminars workshops and other scheduled events.
- Support CAMI's iZone Media Production group including taking photographs, creating PowerPoint presentations, running audio for CAMI events
- Support Aviation Medical Examiner Seminars
 - Enroll participants
 - Record completions for pre-requisite testing required of attendees
 - Prepare training material packets
 - Review PowerPoint presentations for appropriate format
 - Prepare speakers' compensation packages
 - Coordinate speaker schedules
 - Coordinate with Government employees regarding Basic Seminar requirements

6.14 CAMI Library Technician (DOL Labor Category: Word Processor III)

The Contractor must provide CAMI Library management support to include the following tasks:

- Organize library materials and information
- Provide a variety of Administrative functions to support the Library.
- Process print and non-print library materials, preparing them for inclusion in library collection.
- Maintain computer databases used to locate library materials
- Assist users in the use of library online catalog, bibliographic databases, and indexes to locate books and other materials.
- Search library resources, compile bibliographies, and provide information on subjects of interest to the organization.
- Carry out circulation functions and procedures, including but not limited to, processing interlibrary loans, maintaining circulation records, charging and discharging materials, shelving/re-shelving materials.
- Maintain table of contents routing service to alert patrons to current research.
- Prepare and inspect bindery materials.

6.15 Data Analyst (Professional)

The Contractor must provide AMCD Data Analysis support to include the following tasks:

- Coordinate with the AMCD manager or delegate to perform scientific work that involves designing, developing, and adapting mathematical, statistical, and other scientific methods and techniques to perform risk analysis
- Analyze management problems and provide recommendations and insight about the probable effects of alternative solutions to these problems.
- Develop demographic and longitudinal information regarding identified medical conditions in airman medical applicants using the FAA's Medical Support Systems extensive databases. Trend data to include, medical conditions requiring special issuance and Conditions AMEs Can Issue (CACI) medical certifications. Results of this data analysis will identify conditions, therapies and interventions which can either ensure safe, continued medical certification or similarly identify circumstances which require limiting of aeromedical certification.

7.0 Qualifications of Personnel

All labor categories require the best combination of expertise and competence available to perform the duties described in the Service Contract Act Directory of Occupations issued by the Department of Labor and the work/skills defined in this SOW that are obtainable at prevailing or negotiated wage rates. The scope of this SOW is not meant to exclude administrative tasks or specific efforts under a task that may require unique/temporary combinations of expertise, competence and/or responsibility. The Contractor must provide capable employees trained and qualified as outlined below. All employees must be able to speak and understand English. All employees must be competent in the FAA's email system, Microsoft Office (Word and Excel), and where necessary to fulfill the requirements outlined in the SOW, DIWS as well as other Medical Support Systems (MSS) applications as necessary. The Contractor must provide non-personal support services including administration, management, and performance of the tasks outlined in this SOW. The Contractor must be able to perform to the Medical Certification Manual, Guide for Aviation Medical Examiners, Code of Federal Regulations Part 67, ISO-9001 certified FAA Aviation Safety Quality Management System procedures and written policies concerning aerospace medical certification and maintain familiarization with the automated medical support systems in operation. The Contractor must be able to maintain key personnel and keep its staff current and capable of providing the necessary services in the fulfillment of the AMCD mission. The Contractor is solely responsible for hiring, selecting/non-selecting, upgrading/promoting, work assignment, work related awards or discipline, approving work schedules/absences, labor-management issues, career planning, or compensation for all employees working or with potential to work under this SOW. Employees must meet or exceed any applicable quota assigned to their task. Any suspected or actual incident of FAA personnel being involved in these processes must be reported to the CO.

7.1 Qualifications of On-Site Supervisor

The Contractor must provide a full-time on-site supervisor who must be physically on-site during all normal work hours, and be responsible for competent performance of all work. The on-site supervisor shall possess a minimum of 10 years' experience in certification support services or support services of similar magnitude and scope of the total requirement of the contract. The on-site supervisor must have 5 years' experience supervising 40 to 50 employees.

7.2 Qualifications of Mail/File Clerk (General Clerk I)

The Mail/File Clerk must possess a minimum typing speed of 25 words per minute. The General Clerk I must be competent in Microsoft Office. The General Clerk I must be able to follow a few clearly detailed procedures in performing simple, repetitive tasks in the same sequence, such as filing documents in a chronological file or operating office equipment (i.e. photocopier, mailing machine).

7.3 Qualifications of Document Preparation & Scanning Clerk (General Clerk II)

The Document Preparation & Scanning Clerk must be competent in Microsoft Office and be able to perform assigned task using the AMCD's automated system(s). Must independently complete assignments. Must be organized and detail-oriented. Must be able to perform to AMCD guidelines, policies, procedures, rules and regulations. Assures that policies and procedures are followed in the receipt, routing, and processing of documents. Medical terminology training preferred.

7.4 Qualifications of Electronic Document Technician (Word Processor III)

The Electronic Document Technician must meet all the qualifications of 7.3. In addition, must have a comprehensive knowledge of word processing software applications and office practices and a high degree of skill in applying software functions to prepare complex and detailed documents. The Electronic Document Technician independently completes assignments and resolves problems.

7.5 Qualifications of Scanning Lead (Administrative Assistant)

The Scanning Lead must possess a minimum of 5 years' experience with a combined set of skills working with aerospace medical certification support services or support services of similar magnitude and scope of the total requirement of this contract. Must be competent in Microsoft Office, the FAA's email system, and applicable AMCD Medical Support Systems. Must be able to work independently and solve problems. Must have excellent communication skills. This position must have an understanding of all elements within the statement of work. Experience supervising employees preferred.

7.6 Qualifications of FOIA Clerk (Word Processor III)

The FOIA Clerk must be competent in Microsoft Office and the FAA's email system. Must independently complete assignments and resolve problems. Must be able to perform to AMCD guidelines, policies, procedures, rules and regulations. Medical terminology training preferred. Must be able to type 45 words per minute.

7.7 Qualifications of Correspondence Clerk (Word Processor III)

Must meet the qualifications noted in 7.6.

7.8 Qualifications of Call Center Agent (General Clerk III)

The Call Center Agent must possess all qualifications noted in 7.4 and must also possess exceptional telephone and customer service skills. The Call Center Agent must be able to work in a fast-paced, high-pressure environment. Medical Terminology preferred.

7.9 Qualifications of Call Center Lead (General Clerk III, with Lead Differential)

The Call Center Lead must possess all qualifications noted in 7.8 and possess leadership, communication and organization skills.

7.10 Qualifications of AMCS Support Agent (Computer Operator III)

The AMCS Support Agent must be able to perform assigned task using the AMCD's automated system(s). Must be competent with Microsoft Internet Explorer and/or other equivalent web browser. Must be competent in Microsoft Office, the FAA's email system, and applicable AAM Medical Support Systems. Must be able to work independently and solve problems. Must possess exceptional telephone and customer service skills. The AMCS Support Agent must assist the government with system testing and provide results of that testing. The AMCS Support Agent may assist with training AMEs in the use of AMCS.

7.11 Qualifications of Aeromedical Examiner

The Aeromedical Examiner must be a Board Certified physician or equivalent (with Contractor submitted waiver) with minimum of 5 years' experience within the last 10 years. The support services required by this position include review of AME reports, documentation of findings and the recommendation for Medical Certification adjudication processes.

7.12 Qualifications of Administrative Assistant

The Administrative Assistant must possess a minimum of 5 years' experience with a combined set of skills working with aerospace medical certification support services or support services of similar magnitude and scope of the total requirement of this contract. Must be competent in Microsoft Office, the FAA's email system, and applicable AAM Medical Support Systems. Must be able to work independently and solve problems. Must have excellent communication skills. This position must have an understanding of all elements within the statement of work. Experience supervising employees preferred.

7.13 Qualifications of Medical Records Inspection Clerk (Medical Record Clerk)

The Medical Records Inspection Clerk must possess a minimum typing speed of 25 words per minute. Must be able to review contents of medical records and assemble into standard order. They must review records to ensure only pertinent data is included and return to appropriate personnel for correction.

7.14 Qualifications of Educational Technologist

The Educational Technologist must possess a minimum of 5 years' work experience with combined set of skills working with CAMI support services or support services of similar magnitude and scope of the total requirement of this contract. The Educational Technologist must be organized, have excellent communication skills, and be able to perform seminar support services as required to support Government seminars, workshops, and other scheduled events.

7.15 Qualifications of Library Technician (Word Processor III)

The CAMI Library Technician must possess a postsecondary certificate or an associate's degree. Must be competent in Microsoft Internet Explorer (or a similar web browser) and Microsoft Office applications. Must have knowledge of current interlibrary loan software. {Experience in a health science library; with the Online Computer Library Center, Inc (OCLC); or the National Library of Medicine's Docline interlibrary loan subsystems preferred}. Must have excellent organizational and communication skills. Must be able to work independently and with others in a collegial, service-oriented, rapidly changing environment. Must be able to organize data related to acquiring and/or cataloging library materials. Work requires some physical exertion for recurring activities such as pushing loaded book trucks, stooping, bending, reaching, and lifting moderately heavy items up to 35 lbs., such as boxes of books or journals.

7.16 Qualifications of Data Analyst

Master's degree with at least 12-15 hours of upper level statistics courses. Must have excellent analytical, communication, presentation, and problem-solving skills. Must be able to understand computer programming languages to design and develop new techniques and models. Must have excellent communication and presentation skills and be able to present statistical information and ideas so others will understand.

8.0 Cardiologist/Internal Medicine Electrocardiogram Review (Professional)

AMCD requires a physician to provide consultative services. The physician must furnish all necessary services to review, provide medical interpretation, record, and formulate recommendations using current AMCD guidelines. ECGs include, but are not limited to, standard and 12-lead resting. All ECGs will be assigned by the Contracting Officers Representative (COR). ECGs will be assigned in batches; each batch will contain 80 ECGs. If necessary, partial batches may be assigned. ECGs may be reviewed via DIWS. Physicians

may work at the Civil Aerospace Medical Institute (CAMI) on the campus of the Mike Monroney Aeronautical Center (MMAC) in Oklahoma City, Oklahoma or remotely. Consulting services require the completion of assigned ECG batches within 3-7 days of receipt.

8.1 Deliverables

- Invoice to be returned with completed batch of ECGs
- ECG Batch Control Report returned with completed batch of ECGs

9.0 Quality Control

AMCD requires a physician to provide consultative services. The physician (Contractor) The Contractor must assure quality assurance to the highest level to ensure the greatest protection possible to airmen, AMEs, the flying public, and the National Airspace.

The Contractor must provide a draft Quality Control Plan prior to the initiation of contract performance and must provide a final quality control plan within 30 days of contract award. The plan must include the Contractor's policies and procedures and be in compliance with the all current FAA Aviation Safety Quality Management System requirements for the handling of:

- Procedures for safeguarding "Confidential" and "Sensitive" materials.
- Procedures for assurance that all documents are secured at all time and are never left unattended;
- Procedures to prevent discussion outside the immediate work area of information contained on any medical documents.
- Procedures for an Inspection System covering all the services to be performed throughout the contract period.
- Processes and methodology of identifying deficiencies in the quality of services performed before the level of performance becomes unacceptable.

10.0 Performance Evaluation Meetings

The Contractor must participate in performance evaluation meetings upon written request of the COR or CO. Performance of tasks as outlined in the SOW will be evaluated to determine whether or not it meets the performance requirements of the contract.

11.0 Transition Plan

The Contractor must provide a detailed transition plan including its policies and procedures for providing adequate staffing prior to contract award.

(a) Phase-In: A period not-to-exceed 60 days will be allowed for the transition from one contractor to another to be accomplished in a well-planned, orderly, and efficient manner.

This period will be the time for initial orientation for contract administration and will provide a time for detailed operational orientation for contact supervisory personnel. It will include transfer of processes and responsibility upon the expiration of the current contract, and start date for the new services. The Contract services must as a minimum conduct the following in accordance with the SOW:

- Identify personnel assignment and procedures necessary to perform assigned tasks.
- Identify performance goals for each event in the transition.
- Identify and conduct training and orientation activities not provided by the Government.
- Identify facility resources and equipment.
- Identify and plan for other training and actions necessary to ensure quality control.
- Identify and initiate other FAA guidance

The new contractor shall assume full contract performance, and assume responsibility for all tasks on the effective date of the Task Order (issued for obligation of funds).

(b) Phase-Out: At the conclusion of any performance period, including option periods or extensions, the services provided under this contract may revert to an in-house Government operation or may be awarded to another contractor. The contractor shall be required to assist in transition activities as identified by CO/COR.

The Contractor must provide a detailed transition plan including its policies and procedures for providing adequate staffing upon contract award.

12.0 Deliverables

The Contractor must provide the following reports in Contractor format:

Deliverable	Due Date	Acceptance Criteria
Monthly Status Reports	7th day of the following month	The MSRs are accurate, complete, submitted on time, and prepared in accordance with SOW Section 4.1
Weekly Status Reports	As requested by the COR	The WSRs are accurate, complete, submitted on time, and are prepared in accordance with SOW Section 4.2
Ad-hoc Technical Reports	As requested by the COR	The Ad-hoc Technical Reports are accurate, complete, submitted on time, and are prepared in accordance with SOW Section 6.15

Deliverable	Due Date	Acceptance Criteria
Draft Quality Control Plan (QCP)	7 days after award	QCP identifies all Contractor Quality Assurance controls, methods, and/or processes to meet SOW requirements. QCP meets COR approval of content and is prepared in accordance with SOW Section 9.0.
Final Quality Control Plan (QCP)	30 days after award	QCP identifies all Contractor Quality Assurance controls, methods, and/or processes to meet SOW requirements. QCP meets COR approval of content and is prepared in accordance with SOW Section 9.0.
Phase-In Plan	15 days after Task Order award	The Phase-In Plan is accurate, complete, submitted on time, and is prepared in accordance with SOW Section 11.0.
Phase-Out Transition Plan	60 days before the end of the POP.	The Phase-Out Transition Plan is accurate, complete, submitted on time, and is prepared in accordance with SOW Section 11.0.
ECG Batch Invoice	7 days after receipt of assigned batch	The ECG Batch Invoice is accurate, complete, submitted on time, and is prepared in accordance with SOW Section 8.0.
ECG Batch Control Report	with completed batch of ECGs	The ECG Batch Control Report is accurate, complete, submitted on time, and is prepared in accordance with SOW Section 8.0.

13.0 Over and Above

The acquisition may necessitate additional support services deemed necessary to the CAMI mission as outlined in the Flight Plan. The Contracting Officer will request a proposal from the Contractor as the necessity for additional support is required (i.e. Medical Records Technician, Pathology Coder, EKG Technician, Digital Content Producer). These changes shall be incorporated into the Contract through Bilateral modification.