



STATEMENT OF WORK

eFAST Procurement Action 24-038

Administrative Support for William J. Hughes Technical Center for
Advanced Aerospace (WJHTC), Atlantic City, NJ.

Electronic Federal Aviation Administration
Accelerated and Simplified Tasks
(eFAST)

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1 Introduction

The purpose of this procurement is to provide administrative support to organizations located at the FAA William J. Hughes Technical Center for Advanced Aerospace (WJHTC), Atlantic City, NJ.

The scope of this effort includes providing a wide range of administrative support, business, financial, and facility management support services aimed at supporting the improvement of the efficiency and effectiveness of various FAA Organizations.

1.1 Background

The WJHTC intends to award and administer a follow-on contract for an existing administrative services contract.

1.2 Scope of Work

This Statement of Work (SOW) is intended to cover a variety of existing and future FAA requirements vital to the operations, and sustainment of work at the WJHTC. The Contractor must be able to provide services under the entire SOW to support the work at the WJHTC. This SOW delineates the specific functional task areas that establish the scope of this task order (TO).

The Contractor must provide all management, supervision, labor, and services (except as may be expressly set forth in this TO as furnished by the Government) and otherwise do all things necessary for, or incident to, the performance of the requirements set forth in Section 3.0 of this TO, as incrementally directed and authorized.

The primary objective of this SOW is to provide WJHTC staff offices with the support necessary to accomplish their goals, mandates, and objectives as defined by the FAA. The Contractor must provide competent, accurate and effective support for the following specific task areas as further defined in this SOW.

- Task 1: Task Order Management Support
- Task 2: Administrative Support
- Task 3: Facilities Resource Support
- Task 4: Program Management Support
- Task 5: Business and Financial Management Support

1.3 Contractor Performance

The Contractor must provide support to various FAA WJHTC Program Offices by performing the following:

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1.3.1 Personnel

The Contractor must provide English-speaking, skilled personnel with the capabilities necessary to successfully meet government requirements. This includes supervision/management staff as well as administrative support personnel. Required skill categories are defined in terms of typical duties and performance level standards.

The Contractor must provide personnel who possess the required knowledge and work experience in the disciplines needed to conduct and complete the work defined in this SOW.

The Contractor must provide skill levels and experience appropriate for the administrative level requested and task(s) to be performed at the Program Office level.

The Contractor must provide a continuity of services plan when a Contractor employee is on vacation or leaves employment to ensure the FAA WJHTC Program Office's needs are being met with the same level of service. To provide continuity of service to FAA Program Offices, in accordance with H.11 of eFAST MOA and AMS Clause 3.8.2-17 Key Personnel and Facilities (July 2019), Contractors must provide a qualified replacement administrative support personnel of equal level on-site when a Contractor employee is on vacation or leaves employment.

Contractor personnel must present a neat appearance, wear Personnel Identification Verification (PIV) badges, and must be easily recognized as Contractor employees. Contractor personnel attending meetings, answering phones, responding to emails, and working in other situations where their status is not obvious, must identify themselves as contractors to avoid creating the impression that they are Government personnel.

1.3.2 Resumes

The Contractor must provide resumes of personnel nominated to fill positions identified in the task order to the CO and COR who will review and concur or not concur on the qualifications, experience, and technical suitability of the individual to perform work under the task order against specifications set forth in the contract. The COR will provide the Program Office an opportunity to review the resume and determine if the candidate is acceptable, the COR will notify the CO and the Vendor of their decision. All Contractor personnel must be approved by the CO before performing work under the task order. If at any time, the Government has reason to believe that Contractor personnel may have fabricated work experience on their resume; this will be cause for replacement upon written notification to the Contractor.

Contractor personnel approved by the COR for performance of this contract must not be reassigned or removed without the written notification and consent of the COR and CO. If, for any reason, any Contractor personnel become unavailable for work under this contract, the Contractor must notify the CO and COR immediately. Upon the request and approval of the COR, the Contractor will replace such contractor personnel with Contractor personnel of equal or better abilities and qualifications.

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1.3.3 Non-Personal Services

The Contractor agrees that this is a non-personal service contract. For the purposes of the contract the Contractor is not, nor shall it hold itself out to be, an agent or partner of, or joint venture with, the Government; and that the Contractor shall neither supervise, nor accept supervision from, Government employees.

No personal services shall be performed under this Contract. No contractor employee will be directly supervised by the Government. All individual contractor assignments and daily work direction shall be given by the applicable contractor supervisor. If the contractor believes that any Government action or communication has been given that would create a personal services relationship between the Government and any contractor employee, the contractor shall promptly notify the Contracting Officer of this communication or action.

The contractor shall not perform any inherently governmental functions under this contract. No contractor employee shall hold him or herself out to be a Government employee, agent, or representative. No contractor employee shall state orally or in writing at any time that he or she is acting on behalf of the Government. In all communications (including meetings participation) with third parties in connection with this contract, contractor employees shall identify themselves as contractor employees and specify the name of the company for which they work. In all communications with other Government contractors in connection with this contract, the contractor employee shall state that they have no authority to in anyway change the contract.

The Contractor is the legally responsible employer and must maintain that relationship during the time its employees are assigned to work on this contract. The Contractor is solely responsible for all employee hiring, firing, discipline, promotions, training, bonuses, pay, and benefits.

Notwithstanding any other provision, this contract may not be used to provide personal services. Under the task order, all individual contractor personnel assignments and daily work direction shall be given by the Contractor's Task Order Program Manager.

1.3.4 Technical Direction

The Contractor must ensure that performance of the work under this contract must be subject to the technical direction of the COR. The term "technical direction" is defined to include, without limitation, the following:

- (a) Directions to the Contractor that shift work emphasis between work areas or tasks, require pursuit of certain lines of inquiry, fill in details or otherwise serve to accomplish the contractual Statement of Work (SOW);
- (b) Provision of written information to the Contractor which assists in the interpretation of drawings, specifications, or technical portions of the work description; and,

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(c) Review and where required by the contract, approval of technical reports, drawings, specifications, productions, and technical information to be delivered by the Contractor to the Government under the contract.

1.3.5 Determination of Change

(a) If, in the opinion of the Contractor, any instruction or direction by the COR falls outside the categories defined in paragraph H.7, the Contractor must not proceed but must notify the CO in writing within five (5) working days after receipt of any such instruction or direction from the COR.

(b) Upon receipt of the notification from the Contractor, the CO will advise the Contractor as follows:

(1) Within thirty (30) calendar days after receipt of the Contractor's letter and in writing, that the technical direction is within the scope of the contract effort and does not constitute a change to the contract; or

(2) Within thirty (30) calendar days after receipt of the Contractor's letter and in writing, that the instruction or direction is not within the scope of work and that the Government will not modify the contract, in which case the Contractor is not to perform the work requested by the COR.

1.3.6 Dissemination of Contract Information

The Contractor must not publish, permit to be published, or distribute for public consumption any information, oral or written, concerning the results or conclusions made pursuant to the performance of this contract, without the prior written consent of the Contracting Officer. This statement includes seminars, professional society meeting and conferences, and meetings with foreign dignitaries both government and from the private sector. Two copies of any material proposed to be published or distributed must be submitted to the Contracting Officer. The following schedule is established as a guideline when requesting consent (calendar days):

- Written information - 15 days
- Oral information - 15 days
- Congressional information - 10 days

Any Contractor proposals for perspective work, exclusive of this contract, for which the Contractor may employ information generated in the performance of this contract, the Contractor is required only to notify the Contracting Officer of its intent to submit a proposal. Such notification must include a brief description of the requirement for which the Contractor is proposing and indicate the Government or business entity to which the proposal is being submitted.

1.3.7 Personnel Requirements

The Contractor must provide a Task Order Program Manager to act as the administrative liaison with FAA's Contract Officials. The Contractor's Task Order Program Manager must directly

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supervise all personnel, subcontractors, and suppliers under this Contract (including all technical, configuration management, quality assurance, contract administration and other functions). The Contractor represents and warrants that these people are available and that the named Contractor Task Order Program Manager and its personnel must perform the duties outlined in this SIR.

1.3.8 Supervisory Control

All employees are assigned to work on this contract work under the supervision and control of the Contractor's Task Order Program Manager, who shall take direction solely from the Contracting Officer or the Contracting Officer's Representative.

1.3.9 Contractor Conduct

The Contractor must provide employees who conduct themselves in a responsible manner. Contractor employees must not disclose information obtained in the performance of contract duties to parties or individuals other than those Contractor and FAA personnel directly involved in the execution of the work described in this Task Order unless authorized by the Contracting Officer.

1.3.10 Maintenance of Records and Litigation Support

(a) The Contractor must maintain all records, notes, memoranda, correspondence, and Government documents, upon which notes or annotations have been made. These records must be maintained for a minimum of two (2) years following contract closeout, or longer if required by the Contracting Officer and needed for the completion of any litigation or hearings. The records must be freely delivered to the FAA upon request.

(b) In addition, the Contractor must reasonably support the FAA in third party litigation to the extent required in writing by the Contracting Officer. In the event any request for support to the FAA occurs during or after the period of performance of the contract, separate contractual arrangements will be made for costs incurred.

1.3.11 AMS Clause 3.13-15 Confidentiality of Data

(a) In performance of this contract, the contractor and any of its subcontractors, may need access to and use various data and information in the possession of the Government. This data and information may have been obtained under conditions which restrict the Government's right to use and disclose this data and information or which may be adverse to the interests of the Government or other parties if it is disseminated or used in a capacity other than in performance of this contract. Therefore, the contractor and its subcontractors agree to abide by any restrictive use conditions on such data and not to: (1) knowingly disclose such data and information to others without written authorization from the Contracting Officer, unless it is already publicly available; or (2) use for any purpose other than the performance of this contract any data or information which bears a restrictive marking or legend which the contractor has gained access to through the performance of this contract, or information that should be marked according to FAA Order 1600.75 "Protecting Sensitive Unclassified Information (SUI)". For the sole purpose of this clause, "information" means any communication or representation of

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knowledge such as facts, data, or opinions in any medium or form, including textual, numerical, graphic, cartographic, narrative, or visual form.

(b) In the event the work required to be performed under this contract requires access to proprietary data and information of other companies, the contractor must obtain agreement from such other companies for such use unless such data are provided or made available to the contractor by the Government. Two copies of such company-to-company agreements must be furnished promptly to the Contracting Officer for information only. These agreements must prescribe the scope of authorized use and disclosure of the proprietary data and information as well as any other terms and conditions to be agreed upon between the parties thereto. It is agreed by the contractor that any such data or information, whether obtained by the contractor pursuant to the aforesaid agreement or from the Government, must be protected from unauthorized use by or unauthorized disclosure to any individual, corporation, or organization so long as it remains proprietary.

(c) The contractor agrees to conduct formal training to make employees aware of the requirement to maintain confidentiality of data and information as required above. The contractor must obtain from each employee in connection with this contract a signed Non-Disclosure Agreement. This agreement must provide that the employee will not, during employment or anytime thereafter, disclose or use for current or future benefit of any party any of the data (to include any form of Sensitive Unclassified Information (SUI) described in FAA Order 1600.75) or information not publicly available received in connection with the work under the contract.

(d) The contractor agrees to hold the Government harmless and indemnify the Government as to any cost/loss resulting from the unauthorized use or disclosure of third-party data or software by the contractor, its employees, subcontractors, or agents.

(e) The contractor agrees to include the substance of this clause in all subcontracts awarded under this contract. The Contracting Officer will consider case-by-case exceptions to this requirement for individual subcontracts in the event that: (1) the contractor considers this clause to be inappropriate and unnecessary in the case of a particular subcontract; (2) the contractor provides a written statement affirming absolute unwillingness of a subcontractor to perform, absent some relief from the substance of this prohibition and the reason why; (3) use of an alternate subcontract source would unreasonably detract from the quality of effort; and (4) the contractor provides the Contracting Officer timely written advance notice of these and any other extenuating circumstances.

(f) Except as the Contracting Officer specifically authorizes in writing, upon completion of all work under this contract, the contractor must return all such data and information described above obtained from the Government, including all copies, modifications, adaptations, or combinations thereof, to the Contracting Officer. Data obtained from another company must be disposed of in accordance with the contractor's agreement with that company, or if the agreement makes no provision for disposition, must be returned to that company. The contractor must further certify in writing to the CO that all copies, modifications, adaptations, or combinations of such data or information which cannot reasonably be returned to the Contracting Officer (or to the appropriate company), have been deleted from the contractor's

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(and any subcontractor's) records and destroyed. The FAA reserves the right to audit the deletion. The FAA must provide notice of the audit 10 calendar days prior to the audit.

(g) These restrictions do not limit the contractor's (or subcontractor's) right to use and disclose any data and information obtained from another source without restriction.

1.3.12 Recruitment and Retention

The Contractor must employ hiring and retention practices that allow the Contractor to identify, screen, place, monitor, train, and retain qualified candidates to fulfill service requirements under this contract. The Contractor must propose personnel that can pass a minimum background investigation.

1.3.13 Workload Management

The Contractor must implement management systems and controls for recording and monitoring workloads for all administrative tasks. A log of Contractor time spent on a task order contract shall be made available to the Government as requested.

1.3.14 Overtime

With respect to work performed under this contract, the Contractor must not exceed the hours, cost, or delivery time specified therein without notification to the COR and specific approval by the CO. The Contractor must obtain determination and written approval from the COR prior to performing work as overtime.

1.3.15 Travel

All travel must be submitted by the Program Office for prior written authorization of both the COR and CO. When travel has occurred in the billing month, the contractor must submit, with the invoice, copies of airline tickets (if e-tickets, boarding pass stubs), hotel invoices, and receipts for any expense over \$75.00 that the Contractor wishes to have considered for reimbursement by the FAA. In addition, the invoice must have a copy of the pre-authorization from the COR for the travel in question.

Contractor employees must perform business travel only upon the request and written authorization from the CO and COR. The Contractor must plan and perform all travel within the framework of Federal Travel Regulations.

1.3.16 Task Order Program Management - Onsite Support – Key Personnel

The Contractor will make provisions for the management, interaction, or direction of their personnel locally. The Contractor must provide onsite management that is physically present at the WJHTC. The onsite Manager's function is considered a separate labor category designated under the contract. Task Order Program Management is part of the FFP cost associated with the management of the contract.

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1.3.16.1 Onsite Management Functions

The Contractor must provide onsite management functions to include but not be limited to the following:

- (a) Manages and signs time and attendance for on-site Contractor personnel on-site;
- (b) Meets regularly with FAA managers to perform quality assurance;
- (c) Vets the resumes of possible Contractor personnel;
- (d) Trains all Contractor personnel on the use of FAA systems;
- (e) Develops and manages FAA WJHTC Standard Operating Procedures (SOP) (desk procedures) for support including proper phone answering etiquette, responsible for managing inventory of office supplies, printer cartridges, and all other duties. This must be fully developed within 6 months of start of the new contract.
- (d) Ensures that FAA WJHTC front office (Center Director) and FAA WJHTC Program Offices have coverage when administrative assistants are out of the office. FAA WJHTC front office (Center Director) and FAA WJHTC Program Offices must always have administrative support coverage.
- (f) Coordinates training requested by the FAA (PRISM, Government Travel system, ISO, mandatory training, and new/upgrades to Government systems).
- (g) Introduces new hires to other Contractor personnel (via email and in-person).
- (h) Manages succession planning for the staff.
- (i) Conducts performance evaluations for the Contractor and understands what individuals are ready for the next level up should a position become available.

1.3.17 Management of Contractor Personnel

The Contractor is responsible for the management, reward, and rating of employees, along with ensuring personnel present themselves with office etiquette. Contractor personnel may not act in a capacity that diminishes the distinction between Government and Contractor personnel. For example, they cannot serve as Points of Contact (POCs) for the Combined Federal Campaign (CFC), for holiday parties, retirement luncheons, or collect money for luncheons and parties.

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2 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):

2.1 FAA Orders and Notices

https://www.faa.gov/regulations_policies/orders_notices/index.cfm/go/

2.2 FAA Order 0000.1G. FAA Standard Subject Classification System

<https://www.faa.gov/documentLibrary/media/Order/0000.1G.pdf>

2.3 FAA Order 1360.16A, FAA Correspondence Policy:

https://www.faa.gov/regulations_policies/orders_notices/index.cfm/go/document.information/documentID/14560

2.4 U.S. Government Printing Office Style Manual, 2008

<https://www.govinfo.gov/content/pkg/GPO-STYLEMANUAL-2008/pdf/GPO-STYLEMANUAL-2008.pdf>

2.5 FAA Order 1700.6C, FAA Branding Policy, Use of the FAA Logo, FAA Signature and DOT Seal:

https://www.faa.gov/regulations_policies/orders_notices/index.cfm/go/document.information/documentID/14769

2.6 FAA Travel Policy (FAATP):

https://my.faa.gov/tools_resources/travel/travel_policy.html

2.7 FAA Acquisition Management Policy:

http://fast.faa.gov/AMP_TOC.cfm

2.8 FAA Acquisition Toolset:

<http://fast.faa.gov/>

2.9 ID Badge Online Application:

https://my.faa.gov/org/linebusiness/ash/programs/id_badge.html

2.10 FAA Order 1600.1F Personnel Security Program:

https://www.faa.gov/documentLibrary/media/Order/FAA_1600.1F.pdf

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2.11 FAA Forms:

<https://www.faa.gov/forms/>

3 Task Requirements

The Contractor must support activities in the sections identified below subject to the approval of the designated FAA COR. Specific requirements delineated under the sections below are not all inclusive and Contractor personnel may be required to perform other tasks directly related to the overall effort described herein, subject to Contractor and COR approval.

The Contractor must conduct the tasks described in the following sections.

3.1 Task 1 – Task Order (TO) Management Support

3.1.1 TO Management Support

The Contractor must provide contract management support to perform identified tasks efficiently, accurately, on time, and in compliance with the requirements. The Contractor must participate as a member of a government-led team when directed by the COR.

The Contractor must participate in a Kick-Off meeting between the Federal Aviation Administration (FAA), CO, COR, and Contractor to review SOW requirements and to understand work scope and deliverables. The Contractor must deliver the Kick-Off meeting minutes, and other meeting minutes, no later than one (1) business day after the meeting's occurrence. The Contractor must develop the meeting minutes to include: 1) the date and purpose of the meeting, 2) the names, positions, organizations, phone numbers, and e-mail addresses of all persons attending meetings, and 3) a description of action items assigned, actioned, and due dates for the completion of the action items. The Contractor must submit all meeting minutes to the COR for review and approval. The Contractor must incorporate all FAA comments into minutes and forward the minutes to the FAA for distribution. The Contractor must not distribute meeting minutes unless directed in writing by the COR.

3.1.2 Project Management Plan

The Contractor must develop and maintain a Project Management Plan (PMP). The FAA will use the PMP to assess the adequacy of the resources proposed and managed by the Contractor to accomplish the requirements of the SOW. The Contractor must provide a PMP to include each task of this SOW as follows:

- Description of the planned schedule to include all milestones and deliverables;
- Identification of each process step required for completing the work;
- Period of time needed to accomplish each step;
- Description of the staffing resources allocated to each task, i.e., staffing plan; and

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- Rationale for the project organization, staff utilization, and other resource allocations.

The Contractor must submit the initial PMP within five (5) business days after TO award. The Contractor must keep the PMP current and resubmit the PMP for COR approval whenever there are any proposed changes that result in a schedule impact of more than ten (10) business days.

3.1.3 Monthly Status Reports (FFP)

The Contractor must provide Monthly Status Reports (MSRs) 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 Contractor must deliver the reports to the COR, and the reports must include, at a minimum, the following information:

- Overview of work completed, work in progress, and work planned for each task;
- Hours expended by task, labor category, and personnel;
- Status of individual deliverables;
- Identification of risk areas with recommended remedial actions;
- Status of all outstanding risks identified in previous MSRs; and
- Any additional information pertinent to the Government in administering the performance of this effort or when directed by the COR.
- Financial Status:
 - Contract Line-Item Numbers (CLINs) used during month;
 - Cost/hours funded or apportioned by CLIN and color of money;
 - Cost/hours used by CLIN;
 - Projected date when 75% of funds are spent;
 - Projected date when funds are exhausted;
 - Funds/hours remaining by CLIN;
 - Other direct costs (ODCs) estimated, used, and remaining by month; and
 - Summary of expenditures by resource and labor category for the monthly reporting period, as well as cumulative year-to-date totals for the performance period.

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3.1.4 Quality Control Plan

The Contractor must develop and maintain a Quality Control Plan (QCP) to provide requirements specified in this SOW. The COR will review and approve the QCP, which must include the following:

- Identify the standards that are applicable to this effort;
- Include procedures for complying with those standards;
- Identify metrics and techniques for measuring quality and performance;
- Include an approach for eliminating the causes of unsatisfactory performance, i.e., procedures to identify, prevent, and ensure non-recurrence of defective services; and
- Address Task Order and SOW task level performance for applicable tasks.

The Contractor must perform Quality Assurance (QA) functions in accordance with the approved QCP. The Contractor must review and update the approved QCP upon any changes to the TO (e.g., additional duties, staffing changes, new quality assurance measures) or when directed by the COR. The Contractor must submit QCP updates to the COR within 15 business days of the FAA's request.

3.1.5 Program Management Review

The Contractor must meet quarterly with the WJHTC Program Offices, the PMO, CO and COR for a Program Management Review (PMR) at a mutual location when directed by the COR. The PMR must include discussion of the following:

- Contract/TO Information;
- Financial Summary;
- TO Staffing Summary;
- Performance Summary;
- Accomplishments;
- TO Quad Charts;
- Action Item Summary; and
- Subcontractor Status, if any.

The Contractor must provide all PMR materials at least five (5) business days prior to the scheduled meeting. The Contractor must prepare and deliver PMR minutes including action items, issues, resolutions, or specific FAA instructions no later than two (2) business days after the meeting.

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3.1.6 TO Transition-In and Transition-Out Support

The Contractor must assume full operational responsibility for services as defined in this SOW at full performance level in accordance with the transition plan and supporting timeline (submitted in their proposal) as further negotiated and approved by the COR upon TO award.

3.1.6.1 Transition-In Plan and Period

The first 30 business days from date of TO award constitute the Transition-In Period. To ensure a smooth transition in the change of work effort from the current contract, the Contractor must provide support during this time and submit a Transition-In Plan for COR approval within fifteen (15) business days after TO award that describes actions necessary for a successful transition of operational responsibilities to the Contractor. The Contractor must use this time to implement operating procedures described in the Transition-In Plan. The Contractor will be allowed access to facilities to familiarize the Contractor's supervisors, key personnel, and staff with equipment, reporting, work scheduling, and procedures. The COR will arrange for access to Government facilities. The Contractor personnel must observe the performance of services defined within this TO during the Transition-In period. However, the Contractor's actions to staff personnel and established procedures must not interrupt services at any time during this period.

The Contractor must prepare and deliver a Transition-In Plan that includes:

- A transition Work Breakdown Structure (WBS);
- Recommendations for work observance accomplished by current Contractor personnel;
- A schedule that details time to complete all staffing requirements, including new hiring of personnel; security clearances, if required; training requirements and identification of training, if necessary, of Contractor personnel; completion of the development of work plans and procedures; and QCP/procedure updates; and
- Identification of Contractor personnel available during the Transition-In period.

3.1.6.2 Transition-In Joint Inventory

The Contractor must collaborate with the Government to conduct a joint inventory of the Government Furnished Property (GFP) within 20 business days after TO award, when directed by COR. During the inspection/inventory, the Contractor must identify the equipment and documentation to transfer for Contractor use. The Contractor must prepare, certify, and submit a detailed Transition-In Joint Inventory Report. The Contractor must maintain the Inventory List as provided by the FAA throughout the life of the TO and provide quarterly updates. The Contractor must report any major changes occurring between quarterly updates to the Government within two (2) business days from the time of occurrence.

3.1.6.3 Transition-In Execution

The Contractor must use this time to implement operating procedures described in the Transition-In Plan. The Contractor will be allowed access to facilities to familiarize the Contractor's supervisors, key personnel, and staff with equipment, reporting, work scheduling,

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and procedures. The COR will arrange for access to FAA facilities. Contractor personnel must observe the performance of services defined within this TO during the Transition-In period. However, the Contractor's actions to staff personnel and established procedures must not interrupt services at any time during this period.

3.1.6.4 Transition-Out Plan and Period

The last 30 business days of the TO will constitute the Transition-Out Period and the Contractor must submit a Transition-Out Plan for Government approval that addresses the plans and procedures necessary to ensure continuity of operations to the successor. The Contractor must make available all Contractor equipment, material, and services required for the continued performance of the service. The Government reserves the right to assume, by negotiation, the possession of all facilities, equipment, material, and services necessary to provide and maintain operations. The negotiation of the transfer of all property for use by the Government after TO completion will take place during the Transition-Out Period.

During the Transition-Out period, personnel of the incoming workforce may observe operations and performance methods of the Contractor. This will allow for orderly turnover of facilities, equipment, and records and will help to ensure continuity of operations. The Contractor must not defer any requirements for the purpose of avoiding responsibility or transfer such responsibility to the successor before the end of the last performance period. The Contractor must fully cooperate with the successor and the Government during the Transition-Out period.

3.1.6.5 Transition-Out Inventory

The Contractor must conduct a joint inventory of GFP with the successor. Fifteen (15) business days prior to the end of the TO, the Contractor must prepare, certify, and submit a Transition-Out Inventory Report for approval by the Government. The inventory will include the same data as required for the Transition-In inventory. The Contractor must note all valid discrepancies arising from the inventory. A Government representative will determine the validity of the discrepancy. If it is determined that the Contractor is responsible for the discrepancy due to negligence, the Contractor must correct the discrepancy prior to performance expiration, or the cost of repair is deducted from the final payment to the Contractor. At the completion of the last performance period, the Contractor must return the same property or property equal in type, kind, quality, and quantity of items as originally furnished by the Government and accepted by the Contractor. The Contractor must return property no longer required during the execution of TO within ten (10) business days of the end of its use and document the return as part of the Contractor's inventory management. The Contractor must return Government property in the same or better condition as when originally furnished, less normal wear and tear.

3.1.6.6 Transition-Out Execution

The Contractor must provide support to execute phase-out in accordance with the Transition-Out Plan. The Contractor must not disrupt or adversely impact the provision of services and must achieve a smooth and orderly transfer of responsibility to the successor.

Approximately fifteen (15) business days prior to the TO's end date, the Contractor must provide the following to the COR:

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- All documentation as of the most recent revision;
- Final financial report;
- Final status report including a projection of activities for the remainder of the TO;
- Transition-Out Inventory Report; and
- Participate in a closeout meeting with the FAA (details and participants determined by the COR).

The Contractor must return all FAA security badges to the COR by closeout of the TO.

3.2 Task 2 – Administrative Support

The Contractor must provide administrative support to the following FAA WJHTC Program Offices: the Director (ANG-E), Laboratory Services Division (ANG-E1), Aviation Research Division (ANG-E2), Airport Technology R&D Branch (E26), Center Operations Division (ANG-E3), Research & Development Management Division (ANG-E4), Air Traffic Systems T&E Services Division (ANG-E5), Enterprise Services T&E Division (ANG-E6), Financial Management Services Division (ANG-A4), Portfolio Management & Technology Development Office (ANG-C), NAS Enterprise Services Group, (AJW-17), Facilities and Security Service, (AJW-24), En Route & Oceanic Second Level Engineering Group, (AJM-25), Civil Right WJHTC, Washington HQ & EEO Complaint Services (ACT-9), and Acquisition & Grants Division (AAQ-600) by performing the following tasks:

3.2.1 Administrative and Clerical Functions

- Perform front desk receptionist duties, which includes greeting and escorting visitors. The Contractor must follow the appropriate visitor processes to coordinate guest visitations and escort visitors to their meeting destination upon arrival. The Contractor must serve as the point of contact for the visitor unless another point of contact is designated.
- Perform daily mail distribution, including the collection, coordination, and delivery of mail from the mailroom to other Administrative Support in the organization.
- Conduct telephone services to include answering the office phones and delivering messages. The Contractor must record all messages via email to include information such as, who, what, when, and where. Urgent requests and emergency calls (i.e., time sensitive) will require face-to-face communication with the appropriate FAA WJHTC Program Office.
- Maintain office records and files, electronically and/or as hard copies, and prepare automated office management related reports and other documents when directed by the COR.

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- Upon approval of the recommendations by the FAA WJHTC Program Office, incorporate approved edits on the relevant office procedure documents.
- Upon FAA WJHTC Program Office approval, develop, prepare, and coordinate program-related correspondence such as letters, emails, and memorandums in accordance with [FAA Order 1360.16A](#), [FAA Correspondence Policy](#), [FAA Order 1700.6C](#), [FAA Branding Policy](#) and [U.S. Government Printing Office Style Manual](#) and additional requirements provided by the COR from the FAA WJHTC Program Office.
- Arrange meetings, conferences, and travel. Attend meetings/conferences, when needed. This includes preparing support materials, reserving meeting locations, taking accurate meeting minutes, and following up with summary notes/minutes or reports from meetings. The Contractor must prepare and distribute meeting and teleconference notes/minutes, which must reflect attendees, decisions made, action items and pertinent supporting information. The meeting minutes will be filed electronically based on procedures provided by the COR from the FAA WJHTC Program Offices.
- Create and maintain integrated program schedules for program activities.
- Design and prepare briefings, special presentations, reports, charts, and media in accordance with [FAA Order 1360.16A](#), [FAA Correspondence Policy](#), [FAA Order 1700.6C](#), [FAA Branding Policy](#) and [U.S. Government Printing Office Style Manual](#), to enhance communication effectiveness and mission support.
- Prepare support materials and briefing books (i.e., development of the weekly Executive Schedule Binder) in accordance with [FAA Order 1700.6C](#), [FAA Branding Policy](#), [U.S. Government Printing Office Style Manual](#).
- Maintain and manage the FAA WJHTC calendars and coordinate/schedule meetings and facility visits. In addition, the Contractor must notify the impacted parties as soon as possible when changes and/or updates are made to the calendar/schedule. The Contractor must understand the organization hierarchy of leadership to efficiently resolve scheduling conflicts. The calendar must show accurate meeting times, location(s), and other attendees. The calendar will be maintained in Microsoft Outlook and the Contractor must print copies of the calendar/schedule, when directed by the COR.
- All support levels will utilize Microsoft's Office suite of business applications.

3.2.2 Prepare Procurement Request

The Contractor will work independently and competently to provide support in the preparation of Procurement Requests (PRs). The preparation of Procurement Requests requires that the Contractor access the PRISM system. The Contractor will not certify or approve any PR. To gain access, the Contractor employee must sign a Non-Disclosure Agreement (NDA) and be approved by the COR. The Contractor will be provided training in the appropriate role for

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preparation of PRISM PRs if needed. At no time will the Contractor input PRs for their own contract.

3.2.3 *Input of Travel Authorization*

The Contractor will work independently and competently to provide support for the input of Travel Authorizations. The preparation of Travel Authorizations requires that the Contractor access the Government Travel System. In order to gain access, the Contractor employee must sign a non-disclosure agreement and get COR approval. The Contractor will be provided training in the preparation of Travel Authorizations in Government Travel System, if needed.

3.2.4 *Time and Attendance Reporting*

The Contractor will assist FAA WJHTC Program Offices with running Time and Attendance Discrepancy Reports to aid management in identifying necessary corrections. In the instance that federal employees do not know how to make corrections in CASTLE, the Contractor will assist with guiding the employee through the process but cannot make the corrections for the employee. Time entries on behalf of a federal employee by the Contractor is only allowed with management's approval if an employee is unexpectedly absent from the office due to an emergency and the cutoff for timecard approvals is pending. In order to gain access, the Contractor employee must sign a non-disclosure agreement and be approved by the COR. The Contractor will be provided CASTLE training in the preparation of Time and Attendance Records, if needed.

3.2.5 *Attend Technical Meetings and Presentations*

The Contractor will, upon Government request, and in accordance with this contract, attend technical meetings, working groups, meetings, and management meetings. As well as supporting offices as required in the planning, management, and administration of meetings; preparation of briefing materials, slides, attendee/distribution lists; and preparation of post-meeting preparation and distribution of meeting notes.

3.2.6 *File Custodian (FC) Support*

The Contractor must provide File Custodian support to the FAA by performing the following tasks:

- (1) Maintaining a level of records management proficiency to effectively manage FAA WJHTC Program Office files.
- (2) Ensuring that official FAA records are filed in accordance with applicable file plan.
- (3) Preparing records, required documentation, and record boxes for transfer or retirement of official records.
- (4) Filing and coding records in accordance with [*FAA Order 0000.1G, FAA Standard Subject Classification System*](#).

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(5) Ensuring that all FAA records that are destroyed onsite are properly destroyed, and destruction date is documented on DOT Form 1350.24, "Records Destruction Form."

(6) Responding in a timely manner to all data calls from the Records Management Office (RMO) for information concerning records maintained by FAA WJHTC Program Office that is subject to data call.

3.2.7 Levels of Administrative Support Responsibilities (LR)

This paragraph details the nature of the work to which the Administrative Support Labor Category, identified in Section 8 of the SIR Attachment C- Statement of Work, is expected to exercise initiative, and judgment, and other general requirements for each Level of Responsibility (LR).

The following table provides the responsibilities by level:

Level Responsibility (LR)	Responsibilities (includes, but not limited to)
LR-1	<p>LR-1 Carries out recurring office procedures independently. Selects the guideline or reference which fits the specific case. Task Order Program Manager provides specific instructions on new assignments and checks completed work for accuracy. Performs varied duties including or comparable to the following:</p> <ul style="list-style-type: none">• Responds to routine telephone requests which have standard answers. Refers calls and visitors to appropriate FAA WJHTC Program Office. Controls mail and assures timely FAA WJHTC Program Office response. May send form letters;• As instructed, maintains FAA WJHTC Program Office's calendar, makes appointments, and arranges for meeting rooms;• Reviews materials prepared for Program Office's approval for typographical accuracy and proper format;• Maintains recurring internal reports, such as Time and Attendance Discrepancy Reports, office equipment listings, correspondence controls, and training plans;• Upon FAA WJHTC Program Office approval managing the inventory of supplies, printing, maintenance, or other services. Types, takes, and transcribes dictation, and establishes and maintains office files.

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LR-2	<p>LR-2 Handles differing situations, problems, and deviations in the work of the office according to the FAA WJHTC Program Office's general instructions, priorities, duties, policies, and program goals provided by the COR. The Task Order Program Manager may assist the Administrative Assistant with special assignments. Duties include or are comparable to the following:</p> <ul style="list-style-type: none">• Screens telephone calls, visitors, and incoming correspondence. Personally, responds to requests for information concerning office procedures and determines which requests should be handled by the FAA WJHTC Program Office that receives the request, or other FAA WJHTC Program Office.• May prepare routine, non-technical correspondence for signature by FAA WJHTC Program Office personnel;• Schedules tentative appointments without prior clearance. Makes arrangements for conferences and meetings and assembles established background materials. May attend meetings and record and report on the proceedings;• Reviews outgoing materials and correspondence for internal consistency and conformance with the FAA's procedures. Assures that proper clearances have been obtained, when needed;• Collects information from the files or FAA WJHTC Program Office personnel for routine inquiries on office program(s) or periodic reports. Refers non-routine requests to FAA WJHTC Program Office Program Manager;• Explains to Contractor staff the requirements concerning office procedures.• Coordinates personnel and administrative forms for the FAA WJHTC Program Office and forwards for processing.
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LR-3	<p>LR-3 Uses greater judgment and initiative to determine the approach or action to take in non-routine situations. Interprets and adapts guidelines, including unwritten policies, precedents, and practices, which are not always completely applicable to changing situations. Duties include or are comparable to the following:</p> <ul style="list-style-type: none">• Anticipates and prepares materials needed by the FAA WJHTC Program Office for conferences, correspondence, appointments, meetings, telephone calls, etc., and informs Task Order Program Manager and FAA WJHTC Program Manager on matters to be considered;• Reads publications, regulations, and directives and refers those that are important to the FAA WJHTC Program Office;• Prepares special or one-time reports, summaries, or replies to inquiries, selecting relevant information from a variety of sources such as reports, documents, correspondence, other offices, etc., under FAA WJHTC Program Office's general guidelines provided by the COR.
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LR-4	<p>In addition to administrative duties, this position will provide administrative support to FAA Executives, (i.e., Director, Deputy Director, Chief Scientist, or Equivalent), with office management responsibilities to include CASTLE support. May be required to work independently on projects requiring research and preparation of briefing charts and other presentation materials. Duties include or are comparable to the following:</p> <ul style="list-style-type: none">• Notes commitments made by the FAA Executive during meetings and arranges for FAA WJHTC Program Office implementation. Arranges for the FAA WJHTC Program Office to represent the organization at conferences and meetings, establishes appointment priorities, or reschedules or refuses appointments or invitations;• Reads outgoing correspondence for the FAA Executive's approval and alerts writers to any conflict with the file or departure from FAA policies. Summarizes the content of incoming materials, specially gathered information, or meetings to assist the FAA Executives; coordinates the new information; draws attention to important parts or conflicts; follows up with others to ensure actions items are completed in a timely and efficient manner;• In the FAA Executive's absence, ensures that requests for action or information are relayed to the appropriate FAA personnel; as needed, interprets requests, and helps implement action; makes sure that information is furnished in a timely manner; decides whether the FAA Executive should be notified of important or emergency matters;• Has delegated control of the FAA Executive's calendar coordinating meetings and briefings with other FAA WJHTC senior managers;
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3.3 Task 3 – Facilities Resource Support

The Imaging Technologies Section, ANG-E412 requires the support of a Facilities Resource Coordinator. The Facilities Resource Coordinator provides crucial Technical and Administrative support to the conference room management activities at the WJHTC. The Facilities Resource Coordinator role has been an integral part of the WJHTC's conference room management program in providing consistent and effective technical support and administrative services. Safe, well-maintained conference and meeting spaces updated with the latest technologies are critical in providing productive communication and collaboration to support the WJHTC's mission of aviation safety.

- Tasks include, but are not limited to:

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3.3.1 WJHTC Conference Room Auditing, Assessment and Maintenance

- Conducts regular assessments of the conference rooms to ensure a safe and effective meeting space for users. This includes ensuring furniture and audio-visual equipment is in a safe and organized condition, including cabling which could pose a trip hazard. Also monitors the physical appearance of the rooms and submits work requests for repairs such as painting and carpeting as necessary.
- Conducts a periodic assessment and testing of conference room audio-visual equipment for proper operation and configuration, including flat screen displays, projection systems, routing and control systems, remote video conferencing and meeting interface equipment such as cameras, microphones, and speakers. Must possess knowledge and understanding of conference room audio-visual equipment installation, operation and functionality including cable connectivity, audio/video signal routing and software settings and configuration. Troubleshoots and resolves issues independently to the greatest extent possible. Reports unresolved issues to FAA's Imaging Technical Manager.
- Provides recommendations to the FAA Imaging Technologies Manager for improvements and repairs. This includes assessment of overall room condition including walls, ceilings and floor carpeting, furniture upgrades such as conference room tables and chairs and technical audio-visual improvements.
- Advises the FAA Imaging Technologies Manager of work requests that require submission to Center Operations for any necessary repairs and work required in the conference rooms and monitors request status. Reports to FAA Imaging Technologies Manager when the work is completed or there are any pending issues.
- Maintains a spreadsheet to monitor and track room assessments, condition and inventory of room furniture and audio-visual equipment.

3.3.2 WJHTC Room Audio-Visual Technical Support

- Provides audio-visual technical support to WJHTC users of the conferences and meeting rooms of the WJHTC campus to ensure required audio-visual presentation and remote conferencing and meeting technology is functioning properly.
- Responsibilities will include setup, operation, maintenance and troubleshooting of the audio-visual and presentation equipment including, but not limited to video projection systems, laptop computers, flat screen LED video displays, video conferencing and remote meeting systems, and audio projection systems. Coordinates with the National Service Center (NSC) to resolve any IT related issues.
- Works with Imaging Technologies personnel to coordinate installation and maintenance of conference room audio-visual technologies and capabilities to improve room functionality for the end-user, including installation of technology to facilitate remote Zoom and MS Teams meetings such as in-room cameras, microphone, and speaker systems.

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- Works with Imaging Technologies personnel to develop user-guides with instructions to operate the equipment in each room.

3.3.3 WJHTC Conference Room Scheduling Coordination

- Provides support to assist WJHTC personnel in the scheduling of meetings using the FAA WJHTC's conference room scheduling system.
- Monitors the conference room scheduling system to ensure accuracy of reservations and application is functioning properly. Reports any scheduling issues or system errors to FAA Imaging Technologies Manager.
- Coordinates with conference room application developers to correct any errors or problems with the reservation application.
- Evaluates conference room usage and scheduling policies to make recommendations to the FAA to improve efficiency and availability to the WJHTC community.

3.4 Task 4 – Program Management Support

ANG-E directorate requires support for business and planning efforts. The Program Management support will coordinate briefings, presentations, reports, and correspondence on behalf of FAA Executives. They will collaborate with lead planners and WJHTC Division Managers to update ANG business tools, products, and deliverables.

Tasks include, but are not limited to:

- Assist with coordination of directorate business planning and reporting.
- Assist with coordination/development of executive briefings, status reports, project schedules, basic flow charts, and other general administrative documentation.
- Assist with the maintenance/facilitation of the executive strategic tracker spreadsheet.
- Assist with reporting the status of strategic/operational initiatives.
- Assist with coordination of personnel and business forms* and forwarding for processing:
 - Job Analysis Tool (JAT) forms & JAT cover sheets
 - Recruit Action forms
 - Staffing Priority List
- Assist with coordination of updates to the Senior Management Team (SMT) event list, knowledge sharing network (KSN), and shared drive.

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- Assist with coordination for FAA WJHTC Program Office's on special projects, i.e., All Hands Meetings, Town Hall Meetings
- Develop, track, update, and maintain action item trackers/matrices for the FAA WJHTC Program Offices.
- Review/write/draft/edit correspondence for review and approval.
- Log and track all correspondence in the Electronic Document Management System (EDMS)
- Attend ANG-1 correspondence meetings, as needed.
- Collect, coordinate, and prepare directorate final responses to all Freedom of Information Act (FOIA) requests for approval.
- Assist with or schedule and attend meetings to accomplish the above tasks.

**Staffing Plan Note: Personnel forms referenced above will not include personally identifiable information (PII).*

3.5 Task 5 – Business and Financial Management Support.

Various WJHTC's Organizations require Business and Financial Management support to draft, enhance, and maintain internal and external functionalities as the organization moves forward with Program Office requirements. The Contractor must provide data entry of budgets and financial reports and support drafting of justifications for operations (OPS), facilities & equipment (F&E), and research, engineering & development (RE&D), and Airport Program (AIP) funding.

The Contractor must provide business, financial and administrative support to the Program Office by performing the following Tasks:

- Provide pre-award support, such as assist in the FAA WJHTC Program Office's development of Statement of Work and Independent Government Cost Estimate.
- Provide day-to-day business and administrative support to appropriate FAA WJHTC Management Team and Program Directorates. The Contractor must develop and/or review assigned program processes, procedures, and artifacts to ensure satisfaction of content requirements and adherence to necessary and appropriate organizational guidelines.
- Assist the FAA WJHTC Program Office in collecting data on the overall organizational effectiveness and day-to-day efficiency. Assist the FAA WJHTC Program Office in documenting business processes and improvements.
- Monitor, track, and report organizational and/or programmatic performance trends. The Contractor must conduct research on specific issues and quick turn-around areas

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requiring inputs from external and internal sources involving organizational requirements, and programmatic and implementation issues. The Contractor must develop strategies for enabling techniques for quick application of new technology and procedures. The Contractor must develop and coordinate SOPs.

- Coordinate with the FAA to monitor and evaluate current business performance and trends and verify that established standards are met. The Contractor must recommend improvements to correct deficiencies.
- Participate in and support meetings, conferences, and forums for FAA WJHTC Program Offices and other external activities.
- Assist with the collection, review and tracking of budget related recommendations from FAA budget and financial guidance received in FAA orders, directives, financial statements, and reporting systems such as Delphi (i.e., DOT accounting system), Financial Management System (FMS), Capital Investment Plan (CIP), as well as RE&D, AIP, and OPS accounts.
- Assist FAA WJHTC Program Office financial personnel and/or COR in the evaluation of budget estimates, summary analyses of cost and pricing data and the collection and validation of financial data to assist with identifying funding shortages and availability of funds.
- Provide correspondence and inventory tracking to support management.
- Develop and provide schedules, distribute meeting agendas, prepare and distribute meeting minutes.
- Develop and provide technical writing and graphical reports.

4 End Results/Deliverables

This section describes 1) the products and tangible end results that are expected from each task contained in the previous section, 2) the date each deliverable is due, and 3) the Government acceptance criteria. The Contractor must verify that all submitted deliverables conform to applicable FAA policies, standards, and guidelines as listed in Section 2 of this SOW and any specific formatting requirements when directed by the COR.

The Contractor must incorporate all deliverables into the PMP for tracking and reporting purposes. The Contractor must obtain the COR's approval in writing on all deliverables.

All days are **business days** unless otherwise specified. The Government will conduct an initial review of each deliverable in accordance with the "Initial Review" terms listed in the Acceptance Criteria section below. The definitions for the terms are as follows:

- a. Technical Performance Execution (TPE): Task activities performed with little to no re-work/re-performance required.

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- b. Schedule Compliance (SC): Contractor provides deliverables on due dates and meets project milestones or schedules.
- c. Deliverable Quality (DQ): Deliverables are complete, accurate and compliant with task requirements.
- d. Cost Control (CC): Successful delivery of task requirements within originally specified estimated cost.

The following provisions and the applicable SOW Section(s) (as listed in the Acceptance Criteria for each deliverable in the table below) govern the FAA's final acceptance of each deliverable:

3.10.4-4 Inspection of Services—Both fixed price & Cost Reimbursement (April 1996)

3.10.4-5 Inspection- Time and Material and Labor Hour (April 1996)

Task	End Result/Deliverable	Due Date	Acceptance Criteria
1	Kick-Off Meeting Minutes	Within 1 day after Kick-Off Meeting	Initial Review: SC, DQ Kick-Off Meeting Minutes capture all relevant topics discussed and summarize contractor's understanding of work scope and SOW requirements. The Minutes are in an acceptable format, meet COR approval of content, and are prepared in accordance with SOW Section 3.1.1.
1	Project Management Plan (PMP)	15 days after TO start; Updates within 5 days whenever any proposed changes are expected to result in a schedule impact of more than 10 days	Initial Review: SC, DQ The PMP is accurate, complete, submitted on time in the COR approved format and is prepared in accordance with SOW Section 3.1.2.
1	Monthly Status Reports (MSRs)	10 th day of 1 st full month following TO start; Every 10 th day of each month thereafter	Initial Review: SC, DQ The MSRs are accurate, complete, submitted on time in the COR approved format and are prepared in accordance with SOW Section 3.1.3.
1	Quality Control Plan (QCP)	30 days after TO start; Updates within 15 days of COR request or change to TO	Initial Review: SC, DQ The QCP is accurate, complete, submitted on time in the COR approved format and is prepared in accordance with SOW Section 3.1.4.

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Task	End Result/Deliverable	Due Date	Acceptance Criteria
1	Program Management Review (PMR) Documentation	Quarterly, 5 days prior to the PMR	Initial Review: SC, DQ PMR Documentation is accurate, complete, submitted on time in the COR approved format and is prepared in accordance with SOW Section 3.1.5.
1	Program Management Review (PMR) Minutes	Within 2 days after each PMR	Initial Review: SC, DQ PMR Minutes are accurate, complete, submitted on time in the COR approved format and are prepared in accordance with SOW Section 3.1.5.
1	Transition-In Plan	15 days from TO award	Initial Review: SC, DQ The Transition-In Plan establishes the staffing and all other actions necessary to assume operational responsibility on the first day of the Task period of performance. The Plan includes a WBS, staffing details, and transition-in schedule depicting Transition-In milestones. The Plan meets COR approval of content and is prepared in accordance with SOW Section 3.1.6.1.
1	Transition-In Joint Inventory Report	3 days after completion of Transition-In Inventory. Updates quarterly or within 2 days of major changes	Initial Review: SC, DQ The Transition-In Inventory Report identifies all equipment and documentation to transfer to the Contractor during the period of performance for use in meeting SOW requirements. The Report meets COR approval of content and is prepared in accordance with SOW Section 3.1.6.2.

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Task	End Result/Deliverable	Due Date	Acceptance Criteria
1	Transition-Out Plan	30 days before the end of the TO	Initial Review: SC, DQ The Transition-Out Plan establishes the transition process the contractor will follow to relinquish operational responsibility upon the end date of the TO. Includes a Transition-Out schedule, meets COR approval of content and is prepared in accordance with SOW Section 3.1.6.5 & 3.1.6.6
1	Transition-Out Inventory Report	15 business days prior to the end of the TO	Initial Review: SC, DQ The Transition-Out Inventory Report identifies all equipment and documentation returned from the Contractor, including a detailed list of all discrepancies between the Transition-In Inventory Report and the Transition-Out Inventory Report. The Report meets COR approval of content and is prepared in accordance with SOW Section 3.1.6.6.
1, 2, 5	Meeting Notes/ Minutes	Within one (1) day of meetings or conferences	Initial Review: SC The Meeting Notes/Minutes are accurate, complete, submitted on time in the COR approved format and prepared in accordance with SOW Sections 3.1.1, 3.2.1 and 3.5
2, 3,4	Briefing Materials and Status Reports	Within three (3) days from request when directed by the COR and/or Workflow Manager	Initial Review: SC The Briefing Materials and Status Reports are accurate, complete, submitted on time in the COR approved format and prepared in accordance with SOW Sections 3.1.3, 3.2.5 and 3.4.

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Task	End Result/Deliverable	Due Date	Acceptance Criteria
1, 5	SOPs, and Documentation, Process Documentation, Work Plans, and Corporate Communications Materials	When directed by the COR	Initial Review: DQ The SOPs, and Documentation, Process Documentation, Work Plans, and Corporate Communications Materials are accurate, complete, submitted on time in the COR approved format and prepared in accordance with SOW Section 3.5,

5 Period of Performance

The period of performance of this requirement is one (1) base year followed by four (4) one-year options, which if exercised, will be a maximum of 5-years from the date of contract award.

6 Place of Performance

The primary work location for support under this contract is on-site at the FAA WJHTC in Atlantic City, New Jersey with the exception of approval of AD HOC or Situational Telework as described in Section 12.0 Telework

However, some tasks may require the Contractor to travel to one or more locations, noted below, in support of the work effort, as indicated by the Contracting Officer Representative (COR):

- FAA Headquarters
- Other FAA Facilities
- Other locations within the continental United States (CONUS), as necessary, to support work under this SOW

This applies to all SOW tasks.

7 Work Schedule

The Contractor must perform work under this contract as follows:

- 40 hours per week, not to exceed 1880 hours per year, per labor category;
- Workdays are Monday through Friday for eight (8) hours each workday; and,

Work must be performed during the core hours of 6:00am and 5:30 pm, subject to the requirements of the Program Office.

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8 Anticipated Labor Categories

This section identifies the anticipated Labor Categories and Qualifications that will apply to this task order.

eFAST CLIN Number	eFAST LCAT	SCA LCAT/Series	eFAST Qualifications	Tasks include, but are not limited to:
	Task Order Program Manager	Program Manager	Requires degree – 15 Relevant Years' Experience	Performs tasks identified in SOW sections 1.3.8 & 3.1 and must meet the minimum labor category qualifications identified in the eFAST MOA, Attachment J-3.
	Administrative Support II	Secretary II	High School Degree - 3 Years' Experience	Performs tasks identified in SOW section 3.2, LR1, and LR2, and must meet the minimum labor category qualifications identified in the eFAST MOA, Attachment J-3.
	Administrative Support III	Secretary III	High School Degree -6 Years' Experience	Performs tasks identified in SOW section 3.2, LR,1, LR2, and LR3, and must meet the minimum labor category qualifications identified in the eFAST MOA, Attachment J-3.
	Administrative Support IV	Administrative Assistant	High School Degree - 10 Years' Experience	Performs tasks identified in SOW section 3.2, LR1, LR2, LR3, and LR4, and must meet the minimum labor

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				category qualifications identified in the eFAST MOA, Attachment J-3.
	Technical Support III	Not applicable	High School Degree – 6 years' Experience	Performs tasks identified in SOW section 3.3 and must meet the minimum labor category qualifications identified in the eFAST MOA, Attachment J-3.
	Intermediate I Business/Financial /Management Analyst	Not applicable	Requires College Degree – 3 Years Experience	Performs tasks identified in SOW section 3.4 and must meet the minimum labor category qualifications identified in the eFAST MOA, Attachment J-3.
	Intermediate I Business/Financial /Management Analyst	Not applicable	Requires College Degree – 3 Years Experience	Performs tasks identified in SOW section 3.5 and must meet the minimum labor category qualifications identified in the eFAST MOA, Attachment J-3.

9 Other Direct Costs (ODCs)

ODCs are not anticipated. In the unlikely event that this situation arises, the COR and CO must approve the expense in advance of purchase and profit cannot be added to the item's cost. The Contractor must comply with eFAST MOA Section B.2 for all ODCs, including travel for this TO.

The FAA does not consider local travel by off-site Contractor personnel as ODCs and will not reimburse. Local travel is defined as within a fifty (50) mile radius of FAA William J. Hughes

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Technical Center for Advanced Aerospace. The FAA does not consider cell phone expenses as ODCs and will not reimburse.

The Contractor must coordinate all other ODCs with the COR and be approved in advance and in writing by the contracting officer (CO) before expenditure.

10 Referenced Clauses

All terms and conditions of the eFAST MOA 2021 are applicable to this TO. The following clauses from “SECTION I - CONTRACT CLAUSES” of the eFAST MOA apply to this Task Order.

The following clauses/provisions will be included by REFERENCE:

- 3.1.7-1 Exclusion from Future Agency Contracts (July 2018)
- 3.1.7-2 Organizational Conflict of Interest (July 2018)
- 3.1.7-4 Organizational Conflict of Interest - Mitigation Plan Required (April 2012)
- 3.1.7-5 Disclosure of Conflict of Interest (July 2018)
- 3.1.7-6 Disclosure of Certain Employee Relationships (January 2019)
- 3.5-10 Patent Rights – Ownership by the Contractor (January 2009)
- 3.5-13 Rights in Data – General (October 2014)
- 3.5-16 Rights in Data - Special Works (January 2009)
- 3.5-14 Representation of Limited Rights Data and Restricted Computer Software (January 2009)
- 3-5-15 Additional Data Requirements (January 2009)
- 3.6.4-23 Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment (January 2021)
- 3.10.4-5 INSPECTION - TIME-AND-MATERIAL AND LABOR-HOUR (APR 1996)
- 3.10.1-11 GOVERNMENT DELAY OF WORK (APR 1996)
- 3.10.1-24 NOTICE OF DELAY (MAR 2009)
- 3.8.2-22 SUBSTITUTION OR ADDITION OF PERSONNEL (OCT 2006)
- 3.1.9-1 ELECTRONIC COMMERCE AND SIGNATURE (JUL 2020)
- 3.1.7-1 EXCLUSION FROM FUTURE AGENCY CONTRACTS (JUL 2018)
- 3.1.7-2 ORGANIZATIONAL CONFLICTS OF INTEREST (JAN 2023)
- 3.1.7-4 ORGANIZATIONAL CONFLICT OF INTEREST - MITIGATION PLAN REQUIRED (OCT

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2019)

3.1.7-5 DISCLOSURE OF CONFLICTS OF INTEREST (JUL 2018)

3.1.7-6 Disclosure of Certain Employee Relationships (January 2019)

3.1.8-1 CANCELLATION, RESCISSION AND RECOVERY OF FUNDS FOR ILLEGAL OR
IMPROPER ACTIVITY (OCT 2014)

3.1.8-2 PRICE OR FEE ADJUSTMENT FOR ILLEGAL OR IMPROPER ACTIVITY (OCT 2019)

3.2.2.3-25 REDUCING THE PRICE OF A CONTRACT OR MODIFICATION FOR DEFECTIVE
COST OR PRICING DATA (JAN 2022)

3.2.2.3-27 SUBCONTRACTOR COST OR PRICING DATA (JAN 2022)

3.2.2.3-83 PROHIBITION AGAINST CONTRACTING WITH INVERTED DOMESTIC
CORPORATIONS (OCT 2015)

3.2.2.7-6 PROTECTING THE GOVERNMENT'S INTEREST WHEN SUBCONTRACTING WITH
CONTRACTORS DEBARRED, SUSPENDED, OR PROPOSED FOR DEBARMENT (APR 2023)

3.2.2.7-8 DISCLOSURE OF TEAM ARRANGEMENTS (APR 2008)

3.2.4-16 ORDERING (APRIL 2011)

3.2.5-1 OFFICIALS NOT TO BENEFIT (APR 2021)

3.2.5-3 GRATUITIES OR GIFTS (OCT 2019)

3.2.5-4 CONTINGENT FEES (OCT 1996)

3.2.5-5 ANTI-KICKBACK PROCEDURES (OCT 2019)

3.2.5-8 WHISTLEBLOWER PROTECTION FOR CONTRACTOR EMPLOYEES (APR 1996)

3.2.5-13 CONTRACTOR CODE OF BUSINESS ETHICS AND CONDUCT (APR 2023)

3.2.5-14 DISPLAY OF HOTLINE POSTER(S) (APR 2023)

3.3.1-1 PAYMENTS (JUL 2018)

3.3.1-5 PAYMENTS UNDER TIME-AND-MATERIALS AND LABOR-HOUR CONTRACTS (OCT
2021)

3.3.1-7 LIMITATION ON WITHHOLDING OF PAYMENTS (JUL 2018)

3.3.1-14 LIMITATION OF FUNDS (JUL 2018)

3.3.1-15 ASSIGNMENT OF CLAIMS (JUL 2018)

3.3.1-17 PROMPT PAYMENT (JAN 2021)

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- 3.3.1-20 PROVIDING ACCELERATED PAYMENT TO SMALL BUSINESS SUBCONTRACTORS (OCT 2012)
- 3.3.1-33 System for Award Management (July 2018)
- 3.3.1-34 PAYMENT BY ELECTRONIC FUNDS TRANSFER- SYSTEM FOR AWARD MANAGEMENT (JUL 2018)
- 3.3.1-36 Availability of Funds- Option Periods under a Continuing Resolution (April 2008)
- 3.3.1-39 FUNDING - TIME-AND-MATERIALS AND LABOR-HOUR CONTRACTS (JUL 2018)
- 3.3.2-1 FAA COST PRINCIPLES (OCT 2019)
- 3.5-1 AUTHORIZATION AND CONSENT (APR 2023)
- 3.6.1-1 NOTICE OF TOTAL SMALL BUSINESS SET-ASIDE (OCT 2019)
- 3.6.1-3 UTILIZATION OF SMALL, SMALL DISADVANTAGED, WOMEN-OWNED, SERVICEDISABLED VETERAN OWNED, AND HUBZONE SMALL BUSINESS CONCERNS (JAN 2021)
- 3.6.1-7 LIMITATIONS ON SUBCONTRACTING (JUL 2021)
- 3.6.2-9 EQUAL OPPORTUNITY (JUL 2023)
- 3.6.2-12 EQUAL OPPORTUNITY FOR VETERANS (APR 2022)
- 3.6.2-13 EQUAL OPPORTUNITY FOR WORKERS WITH DISABILITIES (APR 2022)
- 3.6.2-16 NOTICE TO THE GOVERNMENT OF LABOR DISPUTES (OCT 2018)
- 3.6.2-35 Prevention of Sexual Harassment (October 2018)
- 3.6.2-39 TRAFFICKING IN PERSONS (JUL 2023)
- 3.6.2-40 NON-DISPLACEMENT OF QUALIFIED WORKERS (APR 2024)
- 3.6.3-16 Drug Free Workplace (March 2009)
- 3.6.3-23 DELIVERY OF ELECTRONIC AND PAPER DOCUMENTS (JAN 2020)
- 3.6.4-10 RESTRICTIONS ON CERTAIN FOREIGN PURCHASES (JAN 2010)
- 3.6.4-20 Correspondence and Deliverables in English (January 2012)
- 3.6.4-23 Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment (January 2021)
- 3.6.6-2 SEAT BELT USE BY CONTRACTOR EMPLOYEES (APR 2023)
- 3.6.6-3 CONTRACTOR POLICY TO BAN TEXT MESSAGING WHILE DRIVING (JUL 2023)
- 3.8.2-11 Continuity of Services (October 2018)

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- 3.8.2-22 Substitution or Addition of Personnel (October 2006)
- 3.8.2-17 Key Personnel and Facilities (July 2019)
- 3.8.9-2 PROHIBITION ON CONTRACTING FOR CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT (JUL 2023)
- 3.9.1-1 CONTRACT DISPUTES (JAN 2020)
- 3.9.1-2 PROTEST AFTER AWARD (AUG 1997)
- 3.10.1-7 BANKRUPTCY (APR 1996)
- 3.10.1-9 Stop-Work Order (October 1996)
- 3.10.1-9 Alternate I Stop-Work Order (October 1996)
- 3.10.1-11 Government Delay of Work (April 1996)
- 3.10.1-12 Changes--Fixed-Price (April 1996)
- 3.10.1-14 CHANGES – TIME AND MATERIALS OR LABOR HOURS (APR 2022)
- 3.10.1-18 Notification of Changes (April 1996)
- 3.10.1-22 Contracting Officer’s Representative (April 2012)
- 3.10.1-24 Notice of Delay (March 2009)
- 3.10.1-25 NOVATION AND CHANGE-OF-NAME AGREEMENTS (OCT 2007)
- 3.10.1-26 Contractor Performance Assessment Reporting System (April 2021)
- 3.10.1-27 Changes - Increases to Contract Ceiling (April 2013)
- 3.10.1-28 CHANGES REQUIRED BY LAW (OCT 2023)
- 3.10.2-1 Subcontracts (Fixed-Price Contracts) (January 2019)
- 3.10.2-3 SUBCONTRACTS (TIME-AND-MATERIALS AND LABOR-HOUR CONTRACTS) (JUL 2023)
- 3.10.6-1 Termination for Convenience of the Government (Fixed Price) (October 1996)
- 3.10.6-7 EXCUSABLE DELAYS (OCT 1996)
- 3.13-10 CONTRACTOR ATTENDANCE AT FAA SPONSORED TRAINING (JAN 2003)
- 3.13-11 Plain Language (July 2006)
- 3.13-13 Contractor Policy to Ban Text Messaging While Driving (January 2011)
- 3.13-15 Confidentiality of Data and Information (November 2016)
- 3.13-16 Records Management (January 2020)

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3.2.4-34 OPTION TO EXTEND SERVICES (OCT 2019)

3.2.4-35 OPTION TO EXTEND THE TERM OF THE CONTRACT (JUL 2021)

3.3.1-11 AVAILABILITY OF FUNDS FOR THE NEXT FISCAL YEAR (APR 1996)

3.3.1-33 SYSTEM FOR AWARD MANAGEMENT (APR 2022)

3.8.9-4 PROHIBITION ON CONTRACTING FOR HARDWARE, SOFTWARE, AND SERVICES DEVELOPED OR PROVIDED BY KASPERSKY LAB AND OTHER COVERED ENTITIES (JUL 2023)

3.8.9-5 PROHIBITION ON USING BYTEDANCE COVERED APPLICATIONS INCLUDING TIKTOK (JUL 2023)

3.13-16 RECORDS MANAGEMENT (OCT 2023)

3.14-2 CONTRACTOR PERSONNEL SUITABILITY REQUIREMENTS (JUL 2023)

3.14-3 Foreign Nationals as Contractor Employees

3.14-4 ACCESS TO FAA FACILITIES, SYSTEMS, GOVERNMENT PROPERTY, AND SENSITIVE UNCLASSIFIED INFORMATION (JUL 2023)

3.14-5 Sensitive Unclassified Information (SUI)

3.14-14 Cooperation with Defensive Counterintelligence Program (DCIP) Requirements

3.10.1-9 STOP-WORK ORDER (OCT 1996)

Additionally, noting the following Representations, Certifications, and Other Statements of Bidders are requirements applicable of resultant Task Order.

3.2.2.3-82 PROHIBITION ON CONDUCTING RESTRICTED BUSINESS OPERATIONS IN SUDAN

- CERTIFICATION (JUL 2012)

3.2.5-7 DISCLOSURE REGARDING PAYMENTS TO INFLUENCE CERTAIN FEDERAL

TRANSACTIONS (JAN 2022)

3.2.2.3-81 PROHIBITION AGAINST CONTRACTING WITH INVERTED DOMESTIC

CORPORATIONS-REPRESENTATION (OCT 2015)

3.3.1-35 CERTIFICATION OF REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (APR 2022)

3.6.4-19 PROHIBITION CONTRACTING WITH ENTITIES ENGAGING IN CERTAIN ACTIVITIES OR TRANSACTIONS RELATED TO IRAN- REPRESENTATION AND CERTIFICATIONS (JUL 2023)

3.8.9-1 REPRESENTATION REGARDING CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT (JUL 2023)

3.8.9-3 COVERED TELECOMMUNICATIONS EQUIPMENT OR SERVICES- REPRESENTATION (JUL 2023)

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3.13-4 CONTRACTOR IDENTIFICATION NUMBER - UNIQUE ENTITY IDENTIFIER (UEI) (APR 2022)

11 Government Furnished Information (GFI) /Government Furnished Property (GFP)

ODCs are not anticipated. In the unlikely event that this situation arises, the COR and CO must approve the expense in advance of purchase and profit cannot be added to the item's cost. The Contractor is responsible and accountable for all Government property provided to the Contractor under this TO. The Contractor and contractor personnel must comply with FAA security and ethics rules and regulations regarding the use of Government systems and equipment. The Contractor will be responsible for ensuring that contract personnel are aware of and comply with relevant FAA rules and regulations regarding the use of Government facilities, systems, and equipment. The Government can deny or restrict access to or use of any system, facility, or equipment if it is being used in violation of FAA rules and regulations.

The Contractor must comply with associated Government property clauses and contract requirements, including submission of an annual GFP Report. Upon Task Order expiration, the Contractor must return all GFI/GFP back to the Government. The Contractor must deliver all FAA property in accordance with this SOW or when requested by the COR.

The FAA will make GFP available for Contractor personnel requiring direct access to GFI and/or systems located behind the FAA's network firewall. This includes FAA contractor PIV card, FAA contractor email address, and FAA laptop with appropriate software and hardware.

The Contractor must only use FAA approved laptops in the performance of work under this TO.

12 Telework

AD HOC OR SITUATIONAL TELEWORK may be approved by the FAA in the event of exceptional circumstances. These circumstances include but are not limited to hazardous road conditions in the winter months, building closures, public transportation concerns, and in some instances - government shut-downs. The Contracting Officer's Representative (COR) must approve any request for the Contractor to telework for an exceptional circumstance. The provision for ad-hoc or situational telework will be authorized by the Government in writing, based on administrative support needs to ensure continuity of operations during exceptional circumstances. Telework arrangements must be coordinated on an as needed basis and approved by the COR prior to contractor's performance. A telework request must be sent by the Contractor Program Manager to the COR, with a copy to the Contracting Officer (CO), and FAA Manager being supported by the requesting Contractor employee. Final approval will be given in writing from the COR. A report of telework activities shall be submitted by the Contractor employee to the Contractor Program Manager for each day telework is performed. The Contractor Program Manager shall submit the report to the CO and COR by the end of each week. The Contractor is responsible for and shall adhere to the accountability, protection and security of government furnished property and information in accordance with applicable agency policies and procedures.

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13 Contract Type

This contract is hybrid Firm Fixed Price (FFP), Time & Materials (T&M). Before exercising an option period, the Government will review the requirement at that time and determine whether additional tasks can be made into FFP.

The Contractor must perform services in accordance with the SOW and only to the level of funds obligated to the TO (the Not-to-Exceed Ceiling Amount), in accordance with AMS Clause 3.3.1-39 Funding - Time-and-Materials and Labor-Hour Contracts.

The Government will incrementally fund all Task Orders.

14 Limitations of COR

Technical direction will be issued in writing by the COR and must be within the scope of SECTION 3 Task Requirements. The COR does not have the authority to, and may not issue any technical direction which:

- (a) Constitutes an assignment of additional work outside the scope of work;
- (b) Constitutes a change;
- (c) In any manner causes an increase or decrease in the total estimated contract price, or the time required for contract performance;
- (d) Changes any of the expressed terms, conditions, or specifications of the contract; or
- (e) Interferes with the Contractor's right to perform the terms and conditions of the contract.

15 Contracting Officer's Authority

(a) The Contracting Officer has the responsibility for ensuring the performance of all necessary actions for effective contracting, ensuring compliance with the terms of the contract, and safeguarding the interests of the United States in its contractual relationships. In this regard, the Contracting Officer is the only individual who has the authority to enter into, administer, or terminate this contract.

(b) In addition, the Contracting Officer is the only individual authorized to approve changes to any of the requirements under this contract, and notwithstanding any provision contained elsewhere in this contract, said authority remains solely with the Contracting Officer.

16 Interpretation or Modification

No oral statement of any person and no written statement by anyone other than the Contracting Officer or his/her designated, authorized representative, acting within the limits of the authority

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specified in such designation, shall modify, or otherwise affect any provision of this contract. All requests for interpretation shall be made in writing to the Contracting Officer.

17 Access to Government Property and Facilities

(a) As part of the effort required under this contract, access to the Federal Aviation Administration William J. Hughes Technical Center for Advanced Aerospace (WJHTC) in Atlantic City, New Jersey may be necessary. Contractor personnel will be granted ingress and egress to such facilities after first coordinating access through the FAA COR or Contracting Officer during normal work hours as necessary for performance of the Contract.

(b) While Contractor personnel are at the Government site, they are required to comply with all rules and regulations in effect at that site and must have a contractor identification badge displayed at all times. Contractor personnel must comply with all rules and regulations governing employee conduct with respect to health and safety, not only as they relate to themselves but also to other Government employees or agents of the Government. The Contractor must also exercise proper care of all property at the Government site regardless of whether title to such vests with the Government or not.

(c) The facilities to which Contractor personnel will have access will remain in the Government's custody and will not be considered as property or facilities furnished to the Contractor.

(d) The Government facilities to which Contractor personnel will have access under this Contract will be made available during the entire Contract performance period. In the event such facilities are not made available as scheduled, the Contracting Officer will, upon timely receipt of written request from the Contractor, make a determination of the delay, if any, caused by the unavailability and make an equitable adjustment to the delivery schedule and costs (exclusive of profit pursuant to the Changes clause.)

18 Support Contractors

(a) The FAA may contract with support Contractors for services to include contract administration, functioning as a Contracting Officer's Representative (COR) and assisting in technical reviews. Employees of these support Contractors may attend meetings between the Contractor and the FAA, observe and participate with Government personnel in functions and performance tests, and have access to the Contractor's facilities as related to any effort under this contract; however, no support Contractor has the authority to issue direction to the Contractor or to change the contract.

(b) In the event that the FAA utilizes support Contractors in this capacity, the Contractor agrees to cooperate with the support Contractors by engaging in discussions with support Contractor personnel, and permitting support Contractor personnel access to information and data to the same degree such access is accorded Government personnel. The CO will provide a list of support Contractors upon request.

19 Approval and Removal of Personnel

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The COR will review the qualifications of personnel proposed to perform work under the contract resulting from this SIR. The Contracting Officer may notify Contractor personnel of substandard job performance and/or personal behavior. The Contracting Officer will provide notice to the contractor when the Contracting Officer finds that any contractor employee is incompetent, careless, unsuitable, or otherwise, objectionable, or whose conduct appears contrary to the public interest, or inconsistent with the best interest of national security. The contractor must take appropriate action, including the removal of such employees from working on this FAA contract, at their own expense. The contractor agrees to insert terms that conform substantially to the language of this clause in all subcontracts under this contract.

In the event of a personnel change during the contract period, the contractor must provide with the resume a letter containing a brief explanation of the personnel change. The FAA will review and provide the contractor with a concurrence letter based on the qualification provided. The contractor must allow a minimum of 10 working days for this response to the contractor's submittals, except for the period immediately after contract award. Costs incurred in violation of this clause will be deemed as unallowable costs. Proposed personnel are required to self-certify the accuracy of their resume with their signature and date.