



Argent Technologies, LLC



Flight Surgeon Physician Joint Base Langley-Eustis, VA

In addition to the basic contract acquisition pws, the following requirements are required:

Physician Services

General Information: This TO is issued under the following arrangement

Personal Services: The following labor categories are under a personal services arrangement on this TO: 1 FTE Physician – Flight Surgeon

Quality Assurance: The Government will evaluate the Contractor's performance under this TO IAW a separate Quality Assurance Surveillance Plan (QASP). This Government-only plan is primarily focused on what the Government will do to ensure that the Contractor has performed IAW contract performance standards. The TO QASP provides a systematic method to evaluate performance to include how the performance standards will be applied, the frequency of surveillance, and the acceptable quality levels for each of the metrics identified in Exhibit 1, Performance Requirements Summary. The QASP is created with the premise that the Contractor is responsible for management and quality control actions to meet the terms of the TO while the Government is responsible for quality assurance actions.

Contracting Officer's Representative (COR): The following individual is designated as the COR for this TO:

COR Name: Michelle Castro **COR Email:** michelle.castro.9@us.af.mil **COR Telephone:** 757-764-0167

Recognized Holidays:

The Contractor will not be required to work on federally recognized holidays.

The Contractor will not be required to work on ACC Family Days.

Hours of Performance: Normal duty hours are 0800-1700. Monday through Friday with the expectation of 40 hours per week. The duty hours may be adjusted depending on the unit operational needs on a case-by-case basis at the discretion of the Contractor and in coordination with the unit leadership and COR

Alternate Work Location: Alternate work locations may be permitted for this task order on a case-by-case



basis with approval by the COR. The 633rd MDG will be an alternate duty location and the contractor's home of residence will be approved alternate work locations. Additionally, if requested by the Government, Contractor personnel will provide a verbal and/or written summary of work performed. If primary duty location is not available to the Contractor (i.e., office closed), then the Contractor may telecommute or work from an alternate location.

Recording Contractor Time: Changes to the recording of Contractor time identified in the contract PWS are as follows: The schedule will be confirmed by the COR. The Contractor will have a mechanism in place to accurately track Contractor's hours and provide documentation on a monthly basis to HQ ACC/SGP for verification of hours worked.

Substitute Contractors: If the Contractor substitutes permanent Contractors for a temporary period of time, the substitute shall meet the same qualification standards and health requirements as stated in the contract and TO. Substitutions will be required when the permanent Contractor is unavailable for more than 20 calendar days.

Closures: During a planned closure due to training, holiday or unplanned closure due to unusual and compelling circumstances (e.g., natural disasters, military emergencies, severe weather), the Contractor will:

- be compensated only for the actual hours the Contractor provided services
- be compensated for the unplanned closure (personal services only)

Place of Performance: The work to be performed under this contract will be at HQ ACC/SG Building#546 162 Dodd Blvd Joint Base Langley-Eustis, VA 23665-1995. Contractors shall receive notification two (2) weeks prior to the reassignment to another location with a 40-mile commuting radius of HQ ACC/SG Building#546 162 Dodd Blvd Joint Base Langley-Eustis, VA 23665-1995.

Mission Essential: The following labor categories are designated as mission essential: N/A

Quality Control Plan (QCP): The Contractor shall have a planned and systematic QCP that outlines the quality control process covering every aspect of the Contractor's operation under this TO. The Contractor shall submit a TO QCP to the TOKO as outlined in Exhibit 1 of this TO. The TOKO will approve the QCP in writing. The Contractor shall submit changes to an approved QCP to the TOKO for approval throughout the life of the contract.

Periodic Progress Meetings: Contractor will not be required to attend periodic progress meetings at no additional cost to the Government.

- 1. Contractor Representative:** The Contractor shall submit the Contractor representative contact information and any other key personnel, in writing, to the TOKO as identified in Exhibit 2 to this TO.



2. Representative Status Change: The Contractor shall notify the TOKO in writing of changes in the status (i.e., termination or replacement) of designated Contractor representative within two (2) business days of the change.

Contractor Travel: Reimbursement will be provided for travel within a 40-mile radius of the place of performance. Contractor travel requirements are as follows: N/A

Relocation Costs: The Government will not pay the Contractor to relocate.

Orientation: Orientation will be paid at the billable rate.

Computer Skill Competency: Each Contractor shall demonstrate competency as required in the contract and as follows: MicroSoft Office Suite (Word, Excel and Outlook)

ACC/SG Staff Training: Additional training requirements are as follows: Contractor may be required to travel to attend Aerospace Medicine training annually.

ACC/SG Staff Standards: Specific policies, procedures, and instructions/regulations for the place of performance are as follows: Adhere to PWS Description of Service (See Below)

Occupational Health: The Contractor shall not be required to obtain documentation of required physical testing or a report of a physical examination.

Tuberculosis Screening: The additional immunization/screening requirements for the risk of exposure to tuberculosis (TB) are as follows: N/A

Competency-Based Contractor Interviews: Prior to Contractor placement, the Government will contact the Contractor to determine if the Contractor meets the requirements set in the contract and/or TO

DESCRIPTION OF SERVICES

Duty 1: Provides comprehensive aerospace medical consultative services and staff functions at the MAJCOM level to the Air Combat Command (ACC/SG) Surgeon and Chief of the Aerospace Medicine Division (ACC/SGP) for the full spectrum of Aerospace Medicine Enterprise (AME) activities.

Duty 2: Provides consultation on the execution of the AME to include aerospace medicine, occupational and environmental medicine, preventive medicine, and public health programs including Public Health Emergency Officer (PHEO) duties as required.

Duty 3: Provide expert recommendations on implementation and application of Department of Defense (DoD), Air Force (AF), Air Force Medical Service (AFMS), Defense Health Agency (DHA), and ACC guidance and standards for the AME.

Duty 4: Review compliance of AME programs via the Management Internal Control Toolset (MICT) self-



assessment communicator for ACC MTFs and provide feedback/recommendations.

Duty 5: Review, provide quality assurance, and make recommendations on Special Operational Duty (SOD) examinations via the Physical Examination Processing Program (PEPP) to the ACC/SGP certification authority and make dispositions as appropriate.

Duty 6: Reviews, provides quality assurance and make recommendations on the flying class medical waivers for all ACC personnel via the Aeromedical Information Management Waiver Tracking System (AIMWTS) to the ACC/SGP waiver authority and make dispositions as appropriate.

Duty 7: Provide consultation to the Personnel Reliability Assurance Program (PRAP) to include implementation of Arming Use of Force (AUoF).

Duty 8: Provide consultation to the Public Health Emergency Officer (PHEO) plans and programs. Provides consultation for implementation of the Base Operational Medicine Clinic (BOMC). Implements policies and procedures and prepares directives governing flight medicine, preventive medicine, and occupational medicine.

Duty 9: Provides MAJCOM program/process recommendations and medical consultation services for pre- and post-deployment health assessments, annual Preventive Health Assessments (PHA), PRAP, Security Clearances, Overseas Clearances, Pre-Confinement Evaluations, Line of Duty Determination (LOD), and occupational and fitness for duty medical evaluations.

Duty 10: On as needed basis, validates appropriate follow-up and documentation of all clinical and diagnostic procedures IAW the Accreditation Association for Ambulatory Health Care (AAHC), The Joint Commission (TJC), and Health Services Inspection (HSI) guidelines for special cases that require MAJCOM intervention or collaboration.

Duty 11: Advises on the evaluation and en-route care process to medically clear patients in preparation for Aeromedical Evacuations (AE) to and from medical treatment facilities.

Duty 12: Provides MAJCOM level guidance for all of the above as appropriate.

Duty 13: Serve as a Non-Empaneled Medical Officer (NEMO) to the 633d MDG in the Flight and Operational Medicine Clinic (FOMC), maintaining privileges at the 633d MDG, and providing at a minimum 40 hours of direct patient care each year. The contractor will: Manage disorders and injuries unique to flying or special programs. Provide complex aeromedical decision making to include aeromedical dispositions for flying/special operational duty (includes drafting and reviewing: aeromedical waivers; signing initial, periodic, Duty Not Involving Flying, Return-to-Flying (AF 1042s); Duty Limiting Condition Reports (AF 469); Notification of Air Force Member's Qualification Status (AF 422)). Perform flying and other special duty physical examinations, Pre-and Post-Deployment health assessments as well as Preventative Health Assessments (PHA). Address, manage, and document medical issues pertaining to the Personnel Reliability Program (PRP), Security



Clearances, Overseas Clearances, Pre-Confinement evaluations, Line of Duty Determination (LOD), and Occupational and fitness for duty medical evaluations – all of which will be performed for active duty, reserve, and ANG members, as well as eligible civilian, DoD and dependent beneficiaries.

Evaluate living and working environment to detect and control health hazards and prevent disease and injury within the Aerospace arena. Provide direct primary outpatient care to patients. Perform minor ambulatory surgical procedures. Order and interpret diagnostic and testing procedures to include laboratory and radiological examinations. Coordinate with facility and community resources to provide multi-disciplinary comprehensive care to all patients, taking into account factors such as new and/or emerging procedures and techniques and patient's personal history, environment, and mission as well as information gained through diagnostic test. Provide advice by telephone and/or in person to other physicians, non-physician providers, nursing, and para-professional staff on the care of patients with urgent, emergent, and non-urgent medical problems. Document clinical encounters and patient instructions into the medical record via current electronic medical record system and prepares appropriate clinical narrative summaries for both civilian and military occupational programs, to include aeromedical waiver cases that are submitted for higher headquarter review. Advise and educate medical and dental staff on treatment for flying and special operational personnel.

Duties may require travel for a variety of purposes including, but not limited to, meetings, conferences, to provide or receive training, or Staff Assistance Visits (SAV). Similarly, travel may be required for meetings, conferences or other activities involving MAJCOM level SGP staff.

GOVERNMENT FURNISHED PROPERTY, EQUIPMENT, AND SERVICES

1. **Government Provided Documentation:** The Government will provide access to relevant organizations' information, documentation, manuals, texts, briefs, and other materials as required and available.
2. **Government Provided Equipment/Office:** The Government shall provide office space, Local Area Network (LAN) connections, computer (hardware and software), unclassified and classified e-mail and internet access and other standard office equipment (Defense Switched Network (DSN) and commercial telephone access) necessary to support the Contractor. Laptops may be issued via hand receipt and will be returned to the Government following completion of requirements for their use.

PERFORMANCE REQUIREMENTS

Labor Category: Physician Services – Physician - Flight Surgeon HCW Qualifications (Contract PWS 4.2; 4.2.3; 4.2.4; 4.2.6.4.4)

- **Degree/Education:** Doctor of Medicine (M.D.) or Doctor of Osteopathy (D.O.). Must have completed clinical internship and residency.
- **Certifications in addition to Basic Life Support:** Advanced Cardiac Life Support (ACLS).



- **Experience:** Within the last 5 years have a minimum of 3 years providing care in a Flight Medicine clinic.
- **Board Certification:** Aerospace Medicine or Flight Medicine.
- **Licensure/Registration:** Possess and Maintain current U.S Medical License.
- **Qualifying Package:** The Contractor shall provide a complete, current, and accurate qualifying package for the Flight Surgeon upon notice of a Contractor requiring permanent replacement or substitution. The qualifying documentation may be electronic or hardcopy but must be easily viewed and understood. Qualifying documentation for the preliminary Government minimum requirements shall consist of the following:

- Candidate Telephone Number
- Documentation of meeting/exceeding education and experience requirements
- Documentation of meeting licensure requirements
- Documentation of meeting certification requirements
- Initial background check on candidate

Credentialing Package for Non-Privileged Contractor: The Contractor shall provide a complete, current, and accurate credentialing packages for all Contractors required to be credentialed, but not privileged, within the timeframes established in the TO as outlined in the applicable agency instructions and regulations. The type of information in a credentialing package includes, but not is limited to, qualifying degrees, education, professional experience, licensure/registration, and certification requirements.

Credentialing Package for Privileged Contractors: The Contractor shall provide a complete, current, and accurate credentialing package for See Exhibit 2 below within See Exhibit 2 below.

- **Clinical Competency:** Each Contractor requesting clinical privileges shall be required to demonstrate clinical competency within the past two years in the required clinical discipline as specified in this PWS.
- **Drug Enforcement Administration (DEA) Registration:** N/A
- **Security Investigative Requirements:** The Contractor shall ensure employees comply with the following security requirements not already identified in the contract PWS:
 - Contractors shall be subject to the following additional security investigative processes, to include appointments with Security Managers (HQ ACC/SGS Security Manager (757) 764-1359):
 - Contractors shall be subject to the following security processes for fingerprints:



- The Contractor shall complete SF-85 Questionnaire for National Security Positions (or equivalent OPM investigative product) and OF 306. All credentialed and non-credentialed Contractors must make an appointment with the Unit Security Manager for the first duty day at the place of performance and must have completed the SF-85 and OF306. As a minimum, contractor personnel shall successfully complete a Tier 1 (T1) Investigation before operating government-furnished workstations that have access to Air Force automated information systems.
- Tier 1 (T1) Investigation. At a minimum, contractor personnel must be able to obtain and maintain a favorable suitability/fitness determination under 5 CFR 731 or equivalent.
- The Government will submit background investigations for positions that require a Common Access Card (CAC) and/or IT access only. Prior to CAC issuance, an FBI fingerprint check must be completed without adverse comment, and the T1 Investigation or equivalent must be initiated.
- CACs will not be issued before the fingerprint check results have been completed and the investigation has been opened/scheduled at National Background Investigations Bureau.
- Fingerprints and the appropriate investigation will be submitted by the Government.

Initial Placement: The Contractor shall ensure employees begin performance as follows:

Malpractice Insurance for Non-Personal Services: N/A

Schedule Management: The TO will establish the work schedule and billable hours for each Contractor. The Contractor shall maintain a process to monitor work and billable hours on the TO.

Schedule Management for Personal Services: The work schedule for each labor category is as follows: Duty days: Monday – Friday. Duty Hours: Eight (8) hours of duty per day, between the hours of 0800 and 1700.

On-Call Hours: N/A

Overage Hours: N/A

Scope of Work: Contractor will not be able to bill the Government for participation in administrative functions (i.e., orientation, quality improvement programs, clinical/administrative data collection, meetings, and training). Specific tasks associated with administrative duties beyond the tasks outlined in the contract PWS includes:
None

Billing for Services: The Contractor will only be paid for the actual hours the employee provides services with the following exception for personal services HCWs: N/A

Reports: The minimum level of metrics maintained at the TO level include Contractor overall fill rate, on-time fill percentage, turnover rate, and replenish rate. Acceptable Quality Levels (AQLs) on these metrics are set in



Exhibit 1, PRS in this TO. The minimum values for AQLs on TO metrics are set as follows:

Overall Fill Rate: > 80%

On-Time Fill Percentage: > 80% **Turnover Rate:** < 25% **Replenish Rate:** > 80%

The minimum level of metrics will be calculated as follows: N/A

1. **Overall Fill Rate:** The overall fill rate is the percentage of the total amount of required FTE-weighted days (i.e., purchased) filled in a reporting period. The overall fill rate is calculated by dividing the sum of FTE-weighted days HCWs fill a position in a reporting period by the total number of required FTE-weighted days in the same reporting period.
2. **On-Time Fill Percentage:** Percentage of FTEs filled by the required start date during the reporting period. The on-time fill percentage is calculated by dividing the number of initial and replacement FTEs assigned with a required start date in a reporting period filled on time by the total number of initial and replacement FTEs assigned with a required start date in the same reporting period.
3. **Turnover Rate:** The number of FTEs that turned over during a reporting period. The turnover rate is calculated by dividing the number of assigned FTEs turned over in a reporting period (for any reason unless the TOKO informs the PMO not to count the turnover) by the total number of assigned FTEs in the same reporting period. Turnovers occurring less than 30 calendar days before the end of the TO will not be counted as a turnover for this metric.
4. **Replenish Rate:** The replenish rate is a measure of how well assigned positions remain filled in a reporting period. The replenish rate is calculated by dividing the sum of FTE-weighted assigned Contractor days in a reporting period by the sum of FTE-weighted days available subsequent to initial Contractor assignment start dates in the same reporting period.
5. **Additional Metrics:** Additional metrics, to include customer satisfaction, complaint resolution percentage or local metric, on this TO are not identified in Exhibit 1, PRS.

OTHER TERMS, CONDITIONS, AND PROVISIONS

Health Insurance Portability and Accountability Act (HIPAA): Additional or supplemental instructions unique to HIPAA for this TO are as follows: Follow 633rd MDG policies for completing and maintaining HIPAA required training as a privileged provider.

APPLICABLE PUBLICATIONS

Publications: In addition to the publications listed in the contract, the Contractor shall abide by the following applicable regulations, publications or manuals



DEPARTMENT OF DEFENSE (DoD)		
PUB. NO	TITLE	DATE
DoDD 8500.01	Cybersecurity	07 Oct 19
AIR FORCE INSTRUCTION (AFI)		
PUB NO.	TITLE	DATE
AFI 33-115	Information Management	21 Jun 16
DAFI 34-160	Mortuary Affairs Program	03 Mar 22
DAFMAN 48-123	Medical Examination and Standards	20 Feb 24
AFI 33-322	Records Management and Information Governance Program	28 Jul 21
AFI 41-117	Medical Service Officer Education	31 Aug 23

I have read and fully understand the minimum qualifications and duties and will comply with all requirements under this contract service.

(Print Name)

(Signature)

(Date)