

PWS
APPENDIX A
Task Descriptions

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Task 1 - Program Management and Administration**Scope of the Task**

The contractor shall furnish a Project Manager and Alternate Project Manager, who will be responsible for providing oversight and management of all contract personnel employed in performance of this contract. The contractor shall also furnish any additional clerical, administrative, and technical support, logistics services, and instructor oversight positions required for the management and administration of these requirements, which are proposed as direct cost. Performance requirements include:

Labor Distribution Tracking System

CMEL utilizes a management information system comprised of, in part, a labor distribution reporting (LDR) system established by FAA Order 2700.37, 'Labor Distribution Reporting.' The primary objective of LDR is to provide accurate visibility of FAA personnel costs so that organizational resources can be applied effectively to enable increased efficiency in achieving FAA's mission and accomplishing organizational performance goals.

Contract personnel, as part of their normal duties under this contract, will be required to enter LDR data directly into the FAA CASTLE LDR system, <https://castle.faa.gov/taldr/>, or current applicable FAA activity data tracking system (ADTS) or provide the required information to the COR. CMEL will determine what method, format of data, and data collection to be used and advise the contractor.

Program Management- Fulltime Position(s)

The CMEL contract requires a full-time Program Manager and Alternate Program Manager(s) to provide oversight and scheduling of resources. Full time personnel are also required to execute the CMEL Operational Schedule and Tasking, maintain the integrated scheduling database and daily operation of contract personnel and to ensure the tasks assigned to contract personnel are completed in accordance with the terms of the contract. Program Management will be responsible for the instructor assignments and coordinate with FAA Training Coordinators to ensure quota for core courses. The Program Manager shall have the authority to represent the contractor in dealing with on-site FAA COTRs. The Program Management staff will coordinate the Operational Schedule and Tasking with FAA CO or designee, provide weekly status via attendance at scheduled meetings, and teleconferences when required. They will also provide oversight of the content and integrity of course materials and methods; provide guidance and support to instructors, developers and FAA Program Management on development requirements and quality assurance of all delivery, design, development and update and maintenance of course materials, as well as any management plans for new and potential customers requesting services.

Registrar - Fulltime Position

The CMEL contract requires a Registrar as administrative support for the execution of the CMEL Operational Schedule and Tasking. The Registrar will also provide time-accounting of contractor personnel using the FAA CASTLE or current applicable FAA labor distribution report (LDR) system; schedule/coordinate the ATN and assist in the coordination of student enrollments in support of the CMEL Operational Schedule and Tasking. The registrar will coordinate the tracking of distance learning courses taken through CMEL and serve as the CMEL site administrator for the AMC web, permitting access to the distance learning database. The registrar will assist in the compilation of documents required for ACE and/or SACS (Southern Association of Colleges and Schools) visits. The registrar will access the FAA human resource information management computer system, currently e-LMS, to monitor class enrollments and provide updates to aid in monitoring enrollments and disenrollments and the need to add or cancel classes. Personnel providing services will be the focal point for all training record computer operations, scheduling courses or cancelling them, enrolling or disenrolling students for all resident and field classes, and for all classes for which training credits and certification go into participants training histories.

The registrar will:

1. coordinate the following with FAA Training personnel: adjustments, class roster changes, new classes, and canceled classes;
2. track and report all classes for enrollment totals and unused quota, enter course completions and grades into student training records;
3. produce attendance/completion rosters and graduation certificates for each class, extract student transcripts and mail to student and/or university or college with a certification letter, upon request of student;
4. assist Program Manager(s) with fiscal year class requirements
5. generate reports as required
6. send out pre-course notices and assignments to enrollees and ensure that materials are accessible.
7. enroll FAA staff members into training upon request, and record completions of same.
8. coordinate enrollment information and changes with the front desk.
9. ensure enrolled students are directed to the Academy Student Information System (ASIS) to receive pre-course information and Welcome letters.
10. maintain a waiting list and assist field training staff to do the same.
11. other administrative duties as assigned

TECHNICAL SUPPORT – Fulltime Positions

The contractor shall furnish personnel to assist in the software, hardware support and bench repairs of equipment and furniture. The technical support services include the following requirements:

- **Computer Specialist**

This task will require software technical support and training for all CMEL software applications and installation of automated data processing (ADP) software. The software support person will also check ADP systems and correct user introduced malfunctions; configure user software to meet specific user needs, research and recommend new software applications to the FAA, structure and maintain individual computer workstations and ensure accessibility to the LAN. Currently the primary software package used by CMEL is Microsoft Office Professional. Other software packages used are Adobe, Citrix, Corel, Micro Worlds, Ventana Group Systems, Veritas, Micro 2000, Elron, Macromedia, 20/20 Insight, Principia Prod and various publications software. Duties will include teaching and training of software used at CMEL.

This task requires automation and network support for approximately 180 desktop workstations and notebooks. Processor speeds range from Pentium III 933 MHz to 3.4 K. Microsoft operation systems and Office Professional are installed on all systems. There is a Lab with 25 workstations with special meeting management software installed (Ventana Group Systems) and also requires the technical support of this Lab for any group sessions scheduled. The CMEL Library has workstations for staff and guest use during and after normal business hours and weekends. There are thirty-eight (38) printers and copiers; all are networked. There are eight classrooms that have overhead projectors, VCR's and workstations that require set-up prior to class and conference usage. The contractor will maintain, upgrade, adapt or expand the equipment as required by the CO or designee. This task will require inventory and issuance of all software in the CMEL facility. The contractor will learn and maintain applicable FAA Academy applications for use at CMEL. This includes the Academy Student Information System (ASIS), and the Academy Evaluation System, among others.

The contractor will recommend and implement software solutions to improve efficiency of operations in all aspects of CMEL. This may include development of database applications, spreadsheets, and data repositories.

The contractor shall ensure that all software developed or installed upon CMEL workstations and networks complies with all FAA Information Security System formats and directives.

All troubleshooting, repairs, support will be documented by a work order and kept on file to ensure continuation of operations.

- **Network Administrator**

This task will require personnel to maintain, upgrade, adapt or expand the local area network (LAN) of AMA-3 CMEL. Personnel will provide back-up to the servers, coordinate with Academy, MMAC, ARC and FAA officials regarding IT inspections and upgrades. CMEL currently has a LAN that consists of over 550 Ethernet ports located through out the facility and the backbone is a Cabletron 6000 switched system. There is a Cabletron 9000, switched system, 96 ports, 10/100 MHz, and approximately seventeen (17), 24 and 48 port hubs and the hubs are a mix of 10 MHz and 10/100 MHz capability. There are currently five (5) servers in use. The operating systems on all servers are Microsoft NT4 or later. Personnel will provide recommendations and/or vendor quotes to the CO or designee for the procurement of new hardware and hardware to support the LAN. Personnel will be required to receive, unpack, inspect, test and prepare all new IT and AV equipment for installation at CMEL; prepare, review, update and implement the Security, Recovery and Contingency plans as required by FAA order; prepare excess and outdated equipment for removal from the property system and manage equipment maintenance contracts and new equipment warranties. Personnel will support satellite broadcast, web casts and any computer based training.

LIBRARY SUPPORT

The contractor shall furnish personnel to provide library services during hours of operation, including but not limited to managing the library collection and circulation, providing reference and research services, automation support, maintaining interlibrary loan services and reviewing the CMEL webpage to ensure up-to-date information and FAA web page standards are met. The hours of operation of the library will be 3:00 p.m. to 9:00 p.m. Monday – Friday.

Duties required for this task are:

1. Maintain library collections of books, serial publications, documents, audiovisual and other materials.
2. Manage the library's serial holdings by maintaining records of receipt and by developing a serials holdings list.
3. Prepare and arrange audiovisual programs for presentation to groups and possibly lead discussions after film showings. Advise those planning audiovisual programs on technical problems, such as acoustics, lighting and program content.
4. Maintain the library collection by shelving materials as they are returned, filing changes to loose leaf documents and FAA directives, making sure book ends provide support to materials, repairing worn books, and recommending disposal of obsolete materials.
5. Provide general ready reference assistance and directional information service to library users, including interlibrary loan as needed.
6. Oversee copyright compliance.
7. Evaluate materials, considering their technical, informational, and aesthetic qualities and make recommendations for procurement of items, including vendors and quotes; arrange for previews of new offerings.

8. Provide and prepare displays of materials to support FAA's model EEO program and special emphasis month displays.
9. Open and close CMEL library.
10. Interface with the librarian at the FAA Aeronautical Center to share holdings, cooperate on materials acquisition, etc.
11. Manage lending library to students and other customer request

LOGISTIC SERVICES- Fulltime Position(s):

The contractor shall furnish personnel to assist in the procurement of training supplies and materials necessary for the operation of CMEL, monitor and maintain established inventory levels of supplies, materials and property management, shipping and receiving of materials, distribution and stocking of training materials and document reproduction. These logistics services include the following requirements:

- **Procurement and Property Management**

This requires personnel to research best-value for required materials and supplies, acquire pricing quotes and create purchase requisitions using the FAA procurement system. The Logistics staff will maintain a database of qualified suppliers based on FAA procurement regulations and a tracking system of each procurement request generated. A monthly report of all procured items, vendor and cost will be provided to the FAA. Personnel will be required to create bulk print request for classroom books and other bulk printing request. Personnel will be required to coordinate with instructors and FAA personnel on the materials required for course offerings and to ensure all supplies and materials are available when required.

This requires personnel to monitor and maintain established inventory levels of required supplies and materials. Personnel will be required to update the FAA property management system and be required to prepare on a quarterly basis an inventory report of in-use Government property including furniture. All acquisitions, losses, damages and disposals shall be documented by the contractor in accordance with FAA orders. The contractor shall be required to inventory all Government-owned property on an annual basis scheduled by the CO or designee. The contractor shall maintain all property records in the prescribed FAA inventory tracking system, currently Automated Inventory Tracking System (AITS).

- **Materials Handling and Repairs**

This requires personnel to ship, receive, distribute and stock training materials, supplies, mail and correspondence required in the operation of CMEL. This will require the loading and unloading of materials and supplies, collection of required receiving reports with an estimated 4,000 items per month. Supplies and materials required for field delivery of course will be coordinated with instructors and sent to prescribe destination(s). Requirements include on-site reproduction for low volumes of documents, which require quick turnaround to support CMEL training, conferences, and briefings. Personnel will be required to assemble the materials, rosters and books for each course and have them in the classroom one day prior to start of resident deliveries and to the field location three days prior to start of class.

This task requires the performance check, repair and maintenance of various types of administrative and training equipment and furniture. See Attachment 1, "Government Property and Equipment List", for a listing of furniture types that will require repair service. This list will be modified as new items are purchased and old items are excessed. The contractor shall be required to replace any classroom equipment problems on the list arising during scheduled classroom activities occurring between 7:30 a.m. and 4:30 p.m., Monday through Friday. All equipment problems causing classroom interruptions shall be corrected by replacing equipment or exchange with operating spares, within 30 minutes of notification of the problem. The contractor shall be required to provide corrective actions on all equipment problems causing interruptions to an administrative activity within one hour of notification. The government will provide the replacement/spare parts when required to correct the deficiencies. The contractor will provide all common tools required to replace/maintain equipment

listed. Whenever possible, the service and repair work shall be performed at a time and location that will not interfere with CMEL classroom activities.

Factory Repair and Warranty: The contractor shall coordinate all repair and warranty service work to be performed by the equipment manufacturer or an authorized repair shop, as determined by the CO or designee.

HEALTH AWARENESS

The contractor shall furnish personnel on Tuesday, Wednesday and Thursday to conduct health screening services, health information and wellness activities to CMEL employees and resident students. The performance requires the following services:

1. Blood chemistry analysis to be taken one day a week between 7:00 am & 8:00 am
2. Debriefing of blood chemistry analysis on an individual basis
3. Blood pressure measurement
4. Body fat measurement
5. Physical fitness evaluation
6. Other health assessments as may be required
7. Classroom briefings on health risks and healthy lifestyles to course requiring this information
8. Classroom briefings on manager's responsibilities in promoting healthy lifestyles and the health awareness program as endorsed by the FAA.
9. Distribution of information on health risks and healthy lifestyles
10. Recommendation of related media available for purchase
11. Promotion and encouragement of CMEL personnel, students and guest to participate in CMEL activities which contribute to individual health
12. Certify CMEL instructors in Cardiovascular Pulmonary Resuscitation (CPR) and First Aid
13. Coordinate maintenance of CMEL wellness facility and equipment.
13. Preparation and distribution of health awareness newsletters and materials.

RESEARCH AND EVALUATION - Fulltime Positions

The contractor shall furnish personnel to collect evaluation data, enter evaluation data in the Academy Evaluation System, administer need assessments, conduct interviews, implement benchmarking studies, provide data for ACE course reviews and for accreditation agencies, generate reports, provide assistance to the cadre of FAA staff in designing or modifying evaluation tools, and recommend leading edge techniques and instruments to support content areas. This task is specified by H.R. 3058, Section 819, item 3 which requires the collection and entry of evaluation data for each CMEL course and any Fee for Services (FFS) course delivery. Evaluation will assess: participant satisfaction, achievement of learning objectives, transfer of learning to the workplace, return on customer expectations, return on investment, and organizational results. Data collection tools could include questionnaires, interviews, direct observations, critical incident analysis, actual work products, achievement tests and performance measures and review of records, etc. Contract Evaluators will be required to conduct benchmarking studies and needs assessments and to provide input to AMA-3 via the CO or designee. Systematic training evaluation processes shall be used for initiating, designing, and implementing needs assessment and evaluation, for analyzing the findings, and for reporting the results. Administration of individual assessments (normally termed 360° feedback) may be required in support of a course. This data will be collected electronically and reports will be generated for submittal and provided to the FAA. Needs assessment includes researching, defining, and evaluating the training and conferencing needs of existing customers, as well as identifying potential customers and their needs.

Most assessments will be conducted using CMEL's license with 20/20 Insight or the FAA eLMS platform. CMEL employs Kirkpatrick's 1st, 2nd and 3rd level evaluation strategies to improve quality

and demonstrate return on investment. Levels 4 and 5 may be implemented during this contract ward period. End-of-course questionnaires provide Level 1 evaluation data, which is used for systematic quality improvement. Level 2 evaluations include tests as well as pre/post-assessments focused on specific course objectives. CMEL shares data with stakeholders on an as-needed basis.

PUBLICATIONS - Fulltime Positions

The contractor shall furnish personnel to edit, review and create training and other documents. Personnel will provide word processing capability, graphic design and webpage design. These publications services include the following requirements:

- **Editorial Services**

Editorial services require writing, proofreading, and editing of material for reports, manuals, briefs, proposals, instruction books, catalogs, and related publications in support of instructor delivery/services. The editor will coordinate assignments with the instructional designer. All course materials will be ready for CO or designee review at least one (1) week prior to final submittal.

The editor:

1. Interviews Subject Matter Experts and reads journals, reports, and other material to become familiar with technologies, methods, agency policies, and tools to integrate new initiatives.
2. Organizes material and completes writing assignment with clarity, conciseness, style and terminology.
3. Reviews published materials and recommends revisions or changes in scope, format, content and media selection.
4. Maintain records and files of work and revisions.
5. Select photographs, drawings, sketches, diagrams and charts to illustrate material.
6. Assist in laying out material for publication. May arrange for production and distribution of material.
7. Other duties may require writing speeches, articles, and public or employee relations releases. May require edit, standardize, or make changes to material prepared by other writers. May specialize in writing material regarding work methods and procedures.

- **Document Preparation**

This task requires the editing, word processing and graphic design of course books, instructor guides, wall charts, transparencies, posters, charts, slides, door signs and any documents required to support the CMEL Operational Schedule and Tasking. This sub-task will also require miscellaneous document creation to support FAA staff in the operation of CMEL and the creation of documents to support the CMEL website. These individuals provide graphics development assistance in the preparation of instructional lessons, and perform clerical and typing duties associated with the preparation of instructional lessons, and other related instructional material developed for the FAA's training program. Duties may include, but need not be limited to, archiving course documents, typing memoranda, letters, scripts, lesson plans, reports, and various types of training materials, as well as training publications and course control documentation, with duties frequently involving extensive use of macros and imbedded graphics. Duties may also include developing computer graphics designed by other specialists, conceptualizing computer graphics and creating designs with minimal instruction, incorporating graphics into training materials and other documents utilizing desktop publishing concepts and methods, and maintaining a graphics library.

Task 2 - Instructional Services

Scope of the Task

The contractor shall provide personnel to conduct resident, field and distance learning modes of training. This task includes the requirements described below:

The contractor shall furnish instructors to conduct resident training, field based training and distance learning for FAA employees and other Government employees on leadership skills identified by task analyses and competency studies. Blended learning employing distance modules will often be an essential part of the program. Resident courses will normally be 3-10 days in length and field courses are normally 3-5 days in length, and shall employ experiential tools such as behavior modeling as well as current knowledge of agency directives and initiatives. Students shall be assessed by using skill practices, projects and tests.

The curriculum will include both established courses and other training activities. Some courses/activities in the curriculum will be scheduled on a relatively regular basis while others may be scheduled on a demand basis only. The curriculum will be flexible enough to accommodate modification as needed.

Refer to <http://www.cmel.faa.gov/COURSEDE/CI-crs.htm> for additional guidance concerning the courses.

Instructors will be required to prepare for delivery, set-up classrooms, debrief FAA Program Manager where necessary and maintain and update the courses listed on Appendix C.

Task 3 - Instructional Design

Scope of the Task

The contractor shall provide personnel to design, develop or redesign training courses, course materials, and support media for resident, field and independent study programs. The contractor may be required to develop and revise correspondence study, computer based, video based and other distance learning courses and support media. This task includes the requirements described below:

Instructional Design

Performance requires instructional design, development, maintenance, and research of training courses, course materials and support media for resident, field and distance learning programs to execute the CMEL Operational Schedule and Tasking using the Instructional Systems Design (ISD) model and FAA Standard 028-C. Personnel may be required to develop and oversee instructor course content development/maintenance. Training program design may incorporate various approaches such as experiential, competency-based instruction, behavior modeling, action learning, and other state-of-the-art instructional technologies. Duties may include, but need not be limited to, developing training proposals, conducting job task and/or needs analyses, maintaining course development templates, benchmarking, finding effective assessments and conducting instructional analysis and evaluation of various types of course materials. Duties shall include coordination with editors and publications. Instructional Design personnel will be required to provide completed course materials which may include course design guides, instructor notes, handouts, course book items, video script treatments and support media. All new designs require FAA COTR approval before proceeding to development of course activities and materials. The contractor will meet timeframes specified in task responses and/or project management plans, which are approved by the FAA.