PERFORMANCE WORK STATEMENT (PWS)

Directorate of Public Works (DPW), Housing Division

Unaccompanied Personal Housing (UPH) Washer and Dryer Movement and Maintenance / Repair

Dated April 29, 2026

SECTION C – Performance Work Statement

Part 1
General Information

C.1. General: This is a non-personal services contract to provide Unaccompanied Personal Housing (UPH) Washer and Dryer Movement and Maintenance/Repair Services. The Government shall not exercise any supervision or control over the contract service providers performing the services herein. Such contract service providers shall be accountable solely to the Contractor who, in turn, is responsible to the Government. The Contractor, in turn, shall be accountable to the Government for Contractor or Subcontractor personnel.

C.1.1. Description of Services/Introduction: The Contractor shall provide all personnel, equipment, supplies, facilities, transportation, tools, materials, supervision, and other items and non-personal services necessary to perform Unaccompanied Personal Housing (UPH) Washer and Dryer Movement and Maintenance/Repair Services as defined in this Performance Work Statement (PWS), except for those items specified as government furnished property and services. The Contractor shall perform in accordance with (IAW) the terms and conditions of the contract and consistently with the established standards in this PWS and contract.

C.1.2. Background: Washers and Dryers 687 washer 737 dryer are required to be provided to Soldiers assigned to Fort Polk. Resident Soldiers in Fort Polk's barracks rely on washer and dryer service to sustain their quality of life. Approximately 3,000 Demand Maintenance Orders (DMO) were submitted during the past year. A representative listing of machines and locations are shown in Technical Exhibit C - Building Listing and Equipment Location.

C.1.3. Objectives: The basic service objective includes the following:

C.1.3.1. Repair machines located throughout the Fort Polk Installation.

C.1.3.2. Hook-up machines located throughout the Fort Polk Installation.

C.1.3.3. Salvage machines located throughout the Fort Polk Installation.

C.1.4. Scope: The Contractor shall furnish transportation, equipment, and personnel to repair, hook-up or salvage machines located throughout the Fort Polk Installation. Approximately 3,000 DMO have been issued during past yearly period. A representative listing of machines and locations are shown in Technical Exhibit C - Building Listing and Equipment Location. The Directorate of Public Works (DPW) Work Order Section, through the Contracting Officer Representative, will request work on a Demand Maintenance Order. The Contractor shall only be paid for work requested by this contract. The quality, location, and make of machines to be serviced may vary during the contract period. The Contractor shall hook-up and place machines in operable condition as stated in paragraph C.5.3.

C.1.5. Period of Performance: The period of performance (POP) shall be for one (1) Base Year of 12 months and four (4) 12-month option years.

C.1.5.1. Option to Extend Services: The Government may require continued performance of any services within the limits and at the rates specified in the contract IAW 52.217-8. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed six (6) months. The Contracting Officer may exercise the option by written notice to the Contractor any time prior to contract expiration.

C.1.6. General Information

C.1.6.1. Quality Control (QC): Quality Control is the responsibility of the Contractor. The Contractor is responsible for the delivery of quality services/supplies to the Government. The Contractor shall develop and maintain an effective quality control program to ensure services are performed in accordance with this PWS. The Contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services.

C.1.6.1.1. Quality Control Program: The Contractor's quality control program is the means by which he assures himself that his work complies with the requirement of the contract. The Quality Control Plan (QCP) shall be submitted to the Contracting Officer (KO) for approval within thirty (30) calendar days after contract award and within five (5) calendar days when changes are made thereafter. After acceptance of the quality control plan, the Contractor shall receive the Contracting Officer's acceptance in writing of any proposed change to his QC system.

C.1.6.1.1.1. The Contractor's quality program shall demonstrate its prevention-based outlook by meeting the objectives stated in the PWS throughout all areas of performance. The QCP shall be developed to specify the Contractor's responsibility for management and quality control actions to meet the terms of the contract.

C.1.6.1.1.2. The QCP, at a minimum, shall address process control and continuous process improvement; procedures for scheduling, conducting and documentation of inspection; discrepancy identification and correction; corrective action procedures to include procedures for addressing Government discovered non-conformances; procedures for root cause analysis to identify the root cause and root cause corrective action to prevent recurrence of discrepancies; procedures for trend analysis; and procedures for collecting and addressing customer feedback/complaints.

C.1.6.1.1.3. Upon request from the Contracting Officer's Representative (COR), the Contractor shall provide all reports generated as a result of the Contractor's quality control efforts. This shall include any summary information used to track quality control, including any charts/graphs.

C.1.6.1.1.4. The Contractor's QCP shall be incorporated into and become part of this contract after the plan has been accepted by the KO. Proposed changes made after KO acceptance shall be submitted in writing through the COR to the KO for review and acceptance prior to implementing any revision. The Contractor's QCP shall be maintained throughout the life of the contract and

shall include the Contractor's procedures to routinely evaluate the effectiveness of the plan to ensure the Contractor is meeting the performance standards and requirements of the contract.

C.1.6.1. Corrective Action Report (CAR): When the Contractor does not meet contract requirements, a correct action report may be issued. The CAR is a tool to document and address all contractual non conformance (deficiencies) when contract remedies are not used. CAR is a letter to a Contractor that identifies non conformance with a contract requirement and requests Contractor corrective action with the purpose to both correct the immediate non conformance and also prevent recurrence. The Contractor shall reply in writing prior to the suspense date. The response shall include an explanation for the unsatisfactory performance, corrective action taken, and procedures to preclude recurrence.

C.1.6.2. Quality Assurance: The Government shall evaluate the Contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan (QASP). This plan is a Government only document primarily focused on what the COR must do to ensure that the Contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable defect rate(s). When an observation indicates defective performance, the COR will require the Contractor or designated on-site representative to initial the observation to acknowledge the defective performance. The acknowledgement of the observation does not necessarily constitute Contractor concurrence with the observation, only that the Contractor has been made aware of the defective performance.

C.1.6.3. Recognized Federal Holidays: The Contractor is not required to perform services on the following holidays:

New Year's Day	1st day of January
Martin Luther King Jr.'s Birthday	3rd Monday of January
President's Day	3rd Monday of February
Memorial Day	Last Monday of May
Juneteeth	19th day of June
Independence Day	4th day of July
Labor Day	1st Monday of September
Columbus Day	2nd Monday of October
Veteran's Day	11th day of November
Thanksgiving Day	Last Thurs of November
Christmas Day	25th day of December

C.1.6.4. Hours of Operation: The Contractor shall be responsible for providing services between the hours of 8:00 a.m. – 4:30 p.m. Monday through Friday, except federal holidays or when the Government facility is closed due to local or national emergencies, administrative closings or similar Government directed facility closings. The Contractor shall, at all times, maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS when the government facility is not closed for the above reasons.

C.1.6.5. Place of Performance: The Contractor shall perform services under this contract at government facilities located at Fort Polk, Louisiana.

C.1.6.6. Type of Contract: The Government will award a Firm Fixed Price (FFP) contract.

C.1.6.7. Physical Security: The Contractor shall be responsible for safeguarding all Government equipment, information and property for contractor use. At the close of each work period, Government facilities, equipment, and material shall be secured.

C.1.6.7.1. Installation Physical Security

C.1.6.7.1.1. Contractors shall provide an access roster to Directorate of Emergency Services (DES), Physical Security Office of all employees monthly or when any personnel change occurs for access to Fort Polk. Access rosters must be forwarded by the COR to the Visitors Control Center (VCC) using a specific format electronically from a government computer. All personnel employed under this contract will adhere to all Fort Polk access control policies which include, weapons registration, transportation of weapons on the installation, access control policies, use of installation passes and identification (ID) cards, and the operation of motor vehicles.

C.1.6.7.1.2. An access roster will also be furnished to the Security and Intelligence Division (S&ID), Directorate of Plans, Training, Mobilization, and Security (DPTMS) quarterly for Contractor employees that require a common access card (CAC). A check of records through the National Crime Information Center (NCIC) Interstate Identification Index (III) is the Army minimum baseline background check for entrance onto Army installations for non-CAC Access Card holders to include entrance of visitors. Contractors will identities proof all employees using e-verify and ensure that no illegal immigrants are employed under the umbrella of this contract.

C.1.6.7.1.3. Physical Security Plan: The Contractor shall address the physical security aspects associated with contract performance in government furnished facilities. The plan shall describe how the security plan shall prevent unauthorized access, vandalism, pilferage, larceny, sabotage, and arson directed toward contractor controlled facilities (if applicable). A list of installation buildings for which the Contractor shall be responsible shall be included in the plan. The Contractor shall maintain an active security checklist for each facility under the Contractor's control. The plan shall comply with the provisions of Army Regulation (AR) 190-11, AR 190-13, AR 190-51, DoD 5100.76(D), 5220.22(D) and the Fort Polk, Installation Physical Security Plan. This security plan will be reviewed annually by the DES to ensure regulatory requirements. The Contractor shall submit the Physical Security Plan to the KO for review and acceptance within ten (10) work days after contract award date.)

C.1.6.7.1.4. Key Control: Keys will be issued to the Contractor by the Government. The Contractor shall establish and implement methods of making sure all keys/key cards issued to the Contractor by the Government are not lost, misplaced or used by unauthorized persons. All references to keys include key cards. No keys issued to the Contractor by the Government shall be duplicated.

C.1.6.7.1.4.1. The Contractor shall develop procedures covering key control that shall be included in the Quality Control Plan. Such procedures shall include turn-in of any issued keys by personnel who no longer require access to locked areas. The Contractor's Key Control Plan shall provide for government access, 24 hours a day, seven days a week, to all government-furnished facilities. The plan shall comply with AR 190-13, the Army Physical Security Program, and AR 190-51. The Contractor shall immediately report any occurrences of lost or duplicate keys/key cards to the Contracting Officer Representative.

C.1.6.7.1.4.2. In the event keys are lost or duplicated, the Contractor shall, upon direction of the Contracting Officer's Representative, re-key or replace the affected lock or locks; however, the Government, at its option, may replace the affected lock or locks or perform re-keying. When the

replacement of locks or re-keying is performed by the Government, the total cost of re-keying or the replacement of the lock or locks shall be deducted from the monthly payment due the Contractor. In the event a master key is lost or duplicated, all locks and keys for that system shall be replaced by the Government and the total cost deducted from the monthly payment due to the Contractor.

C.1.6.7.1.4.3. The Contractor shall prohibit the use of Government issued keys/key cards by any persons other than the Contractor's employees. The Contractor shall prohibit the opening of locked areas by contractor employees to permit entrance of persons other than contractor employees engaged in the performance of assigned work in those areas, or personnel authorized entrance by the Contracting Officer Representative.

C.1.6.7.1.5. Lock Combinations: Not Applicable

C.1.6.7.2. Installation Anti-Terrorism / Force Protection (AT/FP)

C.1.6.7.2.1. Pursuant to Department of Defense (DoD) Instruction Number 2000.16, V-1. DoD Antiterrorism (AT) Standards, dated May 11, 2025, each Contractor employee requiring access to a federally-controlled installation, facility and/or federally-controlled information system(s) shall complete AT Level I Awareness Training on an annual basis and receive a certificate of completion. The training is accessible from any computer and is available at https:// jkodirect.jten.mil/Atlas2/page/login/Login.jsf. The Contractor is responsible for ensuring that all applicable employees have completed anti-terrorism awareness training and shall certify that their workforce has completed the training through the submission of certificate(s) of completion to the Contracting Officer (KO) and the COR (if appointed) within five (5) working days after contract award or prior to access to a federally-controlled installation or information system.

C.1.6.7.2.1.1. Special Instructions:

a. Using a search engine such as GOOGLE, search for "Joint Knowledge Online" or "JKO" to begin the process. Once at the website, follow the instructions below:

Clicks:

b. Select "No DoD CAC"
c. Then choose "I am a US Mil, Government Civil Servant, or Contract Employee"
d. Click on "I've been directed to take required training on JKO"
e. Click on "Courses"
f. Select "I do not have a .MIL, .GOV, or .NDU.EDU address or I am a Multi-National Student"
g. Fill out the contact sheet and email to sponsor (This is the COR)
h. Sponsor will email to the JKO help desk. (This is the COR)

Approval Process:

1) Help desk sends non-CAC user an email with User ID
2) Help desk will send a separate email with an electronic token to register a new password (token is good for 24 hours)
3) New User follows the instructions in the email and enters a new password

4) User will need to enroll in Course # JS-US007-14 (User has up to 30 days to complete the course)

C.1.6.7.2.2. In the event that the automated system is not available (e.g., server problems), Level I AT Awareness Training can be provided by a qualified instructor. Contact the installation AT/FP Office for guidance. If the training is not completed online, the Level I AT Awareness instructor qualification must be coordinated with the installation Antiterrorism Officer or (installation security equivalent) and the resultant name(s) of approved instructors shall be provided the KO or designee along with all associated cost or schedule impacts to the contract.

C.1.6.7.2.3. Anti-terrorism performance (AT Level I Awareness Training attendance and compliance) may be documented as a performance metric under the resultant contract, and be part of past performance information in support of future source selections.

C.1.6.7.2.4. DoD Cyber Awareness Training: All Contractor employees, to include subcontractors, requiring access to Army installations, facilities and controlled access areas shall complete the annual Cyber Awareness Training located at the U.S. Army Information Awareness (IA) Training Center website https://jkodirect.jten.mil/Atlas2/page/login/Login.jsf. initial training and annual refresher training. Contractor shall certify that their workforce has completed the training through the submission of completion certificate(s) to the KO and the COR (if appointed) within thirty (30) calendar days of arrival on post and annually thereafter.

C.1.6.7.2.5. Access and General Protection/Security Policy and Procedures: All Contractor personnel, to include associated subcontractors, performing work under this contract shall comply with applicable installation, facility and area commander installation/facility access, local security policies and security procedures provided by the Security Manager Government representative. Contractor personnel shall provide all information required for background checks to meet installation access requirements to be accomplished by the Installation Provost Marshal Office (PMO), Director of Emergency Services (DES) or Security Office. Contractor personnel shall comply with all personal identity verification requirements as directed by Department of Defense (DOD), Headquarters Department of the Army (HQDA) and local policies. In addition to the changes otherwise authorized by this contract, should the Force Protection Condition (FPCON) at any individual facility or installation change, the Government may require changes in Contractor and subcontractor security matters or processes.

C.1.6.7.2.6. IAW DoDI 2000.12, all DoD and non-DoD Tenants will comply with the installation AT Program.

C.1.6.7.2.7. iWATCH. The Contractor, and all associated subcontractors, shall brief all employees on the local iWATCH program (training standards provided by the Requiring Activity Anti-Terrorism Officer (ATO)). This local developed training will be used to inform employees of the types of behavior to watch for and instruct employees to report suspicious activity to the COR. This training shall be completed within ten (10) calendar days after contract award and within 10 calendar days of new employees commencing performance with the results reported to the COR NLT 10 calendar days after contract award

C.1.6.7.2.7.1. iWatch is simply common awareness. Contract employees can be good sources of information. iWatch training would include organization instructions on “things to look for” and a phone number to call in case the contract employees have information regarding possible terrorist or criminal activities. Providing contractors with awareness materials such as the iWatch

brochure or wallet card is a cost effective alternative to training. The card describes suspicious activity and can be modified to include the COR in reporting procedures. Samples of the iWatch brochure and posters are available on the Anti-terrorism Enterprise Portal (ATEP) at https://army.deps.mil/army/sites/PMG/prog/ATEP/iWATCH%20Army/Forms/AllItems.aspx and https://www.army.mil/e2/c/downloads/287489.pdf

C.1.6.7.3. Installation OPSEC

C.1.6.7.3.1. In accordance with AR 530-1, Operations Security (OPSEC), dated 12 December 2023, and DoDM 5205.02- M, DoD Operations Security (OPSEC) Program Manual, dated January 24, 2023, contract personnel shall complete initial OPSEC Level I training which consists of initial and continual awareness training. Within the first thirty (30) calendar days of arrival on Fort Polk, contract personnel shall complete initial OPSEC training either by on-line training through the Fort Polk Share Point OPSEC site on the intranet or the Defense Security Services website at: https://securityawareness.dcsa.mil/opsec/index.htm.

C.1.6.7.3.2. The Contractor shall ensure all applicable employees have completed OPSEC initial training and annual refresher training. Contractor shall certify that their workforce has completed the training through the submission of completion certificate(s) to the Contracting Officer and the Contracting Officer's Representative (if appointed) within thirty (30) calendar days of arrival on post and annually thereafter.

C.1.6.7.3.3. Operations Security (OPSEC) Awareness Training attendance and compliance may be documented as a performance metric under the resultant contract, and be part of past performance information in support of future source selections.

C.1.6.7.4. Installation Threat Awareness and Reporting Program (TARP)

C.1.6.7.4.1. In accordance with AR 381-12, 13 June 2025, paragraph 1-10l, all Contractors will attend live TARP training at least annually. Live training must be scheduled with the local Counter Intelligence Office (902d Military Intelligence). This training shall be completed within 90 calendar days of contract award.

C.1.6.7.4.2. Contractors over whom they have cognizance attend live TARP training at least annually and report threat-related incidents, behavioral indicators and other matters of counter intelligence interest specified in AR 381-12, paragraph 3 to the facility Security Officer, the nearest military CI Office, the Federal Bureau of Investigations, or the Defense Security Service. Methods of reporting include: online at https://www.inscom.army.mil/isalute/ and by phone at 1-800-CALL-SPY (1-800-225-5779).

C.1.6.7.5. Homeland Security Presidential Directive 12 (HSPD 12) Requirements

C.1.6.7.5.1. Requirements apply to any contract where contractor employees will access multiple Installations or require access to the government information systems.

C.1.6.7.5.1.1. All personnel hired under this contract who do not require a security clearance must have a favorable National Agency Check with Inquiries (NACI) to be issued a Common Access Card (CAC). The Contracting Officer Representative (COR) will ensure new hires complete a NACI through the Personnel Security Investigation Portal (PSIP) by initiating a request through Security and Intelligence Division (S&ID) no later than fifteen (15) calendar days from the date of hire and completing the investigation (submission to OPM) within thirty (30) calendar days.

Personnel who require a security clearance must be processed by their company Facility Security Officer (FSO) or company Security Manager.

C.1.6.7.5.2. Instructions for completing the NACI process will be sent to the Project/Program Manager, Security Manager and the COR once the contract has been awarded and one of the above personnel notifies S&ID for the initiation. The Contractor shall schedule fingerprinting appointments with S&ID. Personnel will not be able to work under this contract until the NACI has been submitted to PSIP as required. Personnel requiring a CAC who do not receive a favorable NACI will not be allowed to perform services under this contract.

C.1.6.7.5.3. All employees requiring a common access card for physical access to multiple Installations or access to the government information systems may be granted a CAC after the successful submission of the NACI through PSIP and a favorable fingerprint review by S&ID. An unfavorable NACI adjudication can result in the loss or denial of computer access, physical access or employment.

C.1.6.7.5.4. Sponsoring organizations, activities whose personnel do not need access to multiple Installations or access to the government information systems will submit a completed access control roster to the Visitor Control Center (VCC). They may receive a MOBILISA visitor card for the terms of their contract (until contract end date, not to exceed 3 years) when sponsored on an access roster. If not sponsored, they will only receive a pass for up to seven (7) days.

C.1.6.7.5.5. MOBILISA card expirations may be updated to reflect a new contract period by submitting an updated access control roster to the VCC.

C.1.6.7.5.6. Access rosters may only be submitted via e-mail to the VCC by a .mil, .gov, .AAFES, address by the COR or security activity, all others will be returned without action.

C.1.6.7.6. Installation Access Control

C.1.6.7.6.1. Access Control: Procedures for commercial vehicle access to Fort Polk are subject to change without prior notice. Current access information may be obtained by calling Physical Security Office at (337) 531-7756 or the Visitor Control Center at (337) 531-0380.

C.1.6.7.6.1.1. Contractor and Contractor Employee Vehicle Identification: Contractor-owned/operated vehicles used in the performance of services under this contract on Fort Polk, LA shall maintain legible markings (Logo) located on both sides of all contractor furnished vehicles and equipment, which shall include, at a minimum, the contractor's name (in at least three inch high letters), contractor's telephone number, and contractor assigned vehicle identification number. Vehicles operated by the Contractor and by contractor employees shall be registered on post through the Provost Marshall Office, if required by the installation. The Contractor shall provide the Government a list of all contractor assigned vehicle identification numbers with a brief description of the vehicle to include make, year, model and color. Any changes to this list during the performance of the contract must be submitted in writing to the Contracting Officer within five (5) working days of the change. COR must be notified thirty (30) calendar days prior to any new/rented/leased vehicle is brought on the installation.

C.1.6.7.6.1.2. Vehicle Operation on the Installation: DOD contract employees assigned to operate either Government owned or leased equipment, or Contractor owned or leased equipment in performance of their contract shall be certified, by the contractor and at the contractor's expense, as being fully qualified to operate the vehicles/equipment to which they are assigned.

The prime contractor shall document all operators' qualifications. This documentation shall be provided to the COR three (3) business days prior to any contract employee engages in any mode of equipment operation. Updated documentation shall be provided to COR as certifications are renewed or employees are newly certified. Motor vehicle operators shall comply with Louisiana State Law and Fort Polk rules and regulations regarding motor vehicle use and shall be trained and licensed for the various categories of vehicles used in support of this contract.

C.1.6.7.6.1.3. Private/Contractor Owned or Leased Vehicles: Contractors performing work on Fort Polk, regardless of the origin of the work. The contractor shall have a Safety and Occupational Health Program implemented that is tailored to meet the safety requirements of the contract and associated tasks and products of the contract. Prior to commencement of work, this program will be documented in the contractor's safety plan which will be provided to the Garrison Safety Office (GSO) at 7130 Pennsylvania Avenue, Building 4209 Modular D, telephone number (337)531-1981, or email: usarmy.polk.imcom.mbx.garrison-safety@army.mil.Operators shall have a valid State driver's license or appropriate commercial license. A Louisiana State Commercial Driver's License (CDL) is required for operation of all vehicles rated at 2 ½ tons or any vehicle hauling hazardous materials regardless of size. All motorcycles riders will comply with DODI 6055.4, AR 385-10, the Army's Safety Program and personal protective equipment for riding motorcycles/ATV on the installation.

C.1.6.7.6.2. Security Searches/Checks: Contractor and Contractor employees are subject to security searches/checks. Persons found in possession of firearms, ammunition, explosives, pyrotechnic devices, knives, other lethal weapons, or removing Government equipment, supplies, and/or food will be prosecuted and/or barred from the installation.

C.1.6.7.6.3. Compliance with Regulations: The Contractor and Contractor employees shall comply with all applicable Fort Polk regulations promulgated by the Commanding General, Fort Polk, LA, as well as all applicable Federal and State safety laws and security regulations. Applicable Post regulations including, but not limited to, fire, safety, sanitation, security, and firearms or other lethal weapons, will be made available to the Contractor upon request.

C.1.6.7.6.4. Instructions for Access: The following information is provided to assist in creating an access roster for personnel requiring access to Fort Polk.

C.1.6.7.6.4.1. All unescorted visitors to Fort Polk must be vetted at the Visitors Center, located adjacent to the main gate on Louisiana Avenue (Building 5903). Personnel requiring unescorted access will present a state issued Real ID Act compliant driver's license (check status of your state at: https://www.dhs.gov/real-id-enforcement-brief). Visitors who do not have a Real ID act compliant driver's license may use alternate forms of ID to proof their identity. Contact the Fort Polk Visitor's Center at (337) 531-7907 to obtain a listing of authorized alternate forms of Identity. Each visitor with acceptable screening results will be issued an access control credential for unescorted access to the installation. Personnel with unfavorable screening results may be denied unescorted access to Fort Polk. Law enforcement data obtained during the vetting process will not be released by personnel at the Visitors Center. A waiver process has been established for personnel who are denied unescorted access. Generally, waivers will be processed within five (5) business days of completion.

C.1.6.7.6.4.2. Under the Trusted Traveler Program, escorted visitors who are accompanied by Department of Defense-affiliated personnel (active-duty Soldiers, civilian common access card (CAC) holders, retiree ID card holders, DoD dependent ID card holders, and civilian contractor CAC holders) will not require vetting for access and will only need to produce a valid ID card; these visitors must be in the immediate vehicle of the escorting card holder. DoD affiliated personnel will be responsible for their escorted visitors on the installation. Personnel who are enrolled and vetted through the Rapid Gate program or possess an installation issued ID/Pass do not have escorting (Trusted Traveler) privileges.

C.1.6.7.6.1.3.1.2. The Contractor shall protect the lives and health of its employees, government employees, and the public from its operations and those of its lessees, tenants, or subcontractors and comply with Federal, State, and local safety and health laws and regulations. The Contractor shall also protect government property.

C.1.6.7.6.4.2. Both the pass and the ID card will grant access at all Fort Polk Access Control Points. All personnel will be required to be vetted through the MOBILISA handheld scanners.

C.1.6.7.6.4.3. The Fort Polk Visitors Center is open 8-4:30 Monday thur Friday. The increase in operating hours will facilitate current operations and allow visitors more flexibility to obtain access. For additional information concerning access control please contact the Visitors Center at 726-780-1396.

C.1.6.7.6.4.4. Access Rosters: Personnel whose contracts exceed 180 days in duration are required to be processed for a CAC. Personnel whose contract is less than 180 days in duration will receive a personnel pass valid until the expiration of the contract or business venture date. Access Rosters are required to be submitted to the Visitors Control Center (VCC) for all contractor personnel. An example of an Access Roster can be provided by the VCC upon request. The roster is self-explanatory, but at a minimum will contain the individual's name, social security number (SSN), date of birth, contract number, duration of visit, and point of contact for access.
C.1.6.7.6.4.5. Access Rosters MUST be submitted for the contractor by the appointed Contracting Officer's Representative (COR) or the designated Government Point of Contact. Any roster submitted by a commercial ISP (example @yahoo.com, @gmail.com, etc.) will not be accepted and must be verified through the Physical Security Office (337) 531-7756.

C.1.6.8. Special Qualifications: The Contractor shall be responsible for ensuring all personnel performing work under this contract possess and maintain current appliance manufacturer'scertification to service each type of washer and dryer during the execution of this contract.

C.1.6.9. Contract Administration and Management

C.1.6.9.1. Post Award Conference/Periodic Progress Meetings: The Contractor agrees to attend any post award conference convened by the contracting activity or contract administration office in accordance with Federal Acquisition Regulation (FAR) Subpart 42.5, Post Award Orientation. The Post Award Conference will also be utilized to ensure Contractor understands all HSPD-12 requirements. The Contracting Officer (KO), Contracting Officer's Representative (COR), and other Government personnel, as appropriate, may meet periodically with the Contractor to review the Contractor's performance. At these meetings, the KO and/or COR will apprise the Contractor of how the Government views the Contractor's performance and the Contractor will apprise the Government of problems, if any, being experienced. Appropriate action shall be taken to resolve outstanding issues. These meetings shall be at no additional cost to the Government. If the Contractor does not concur with any portion of the minutes/MFR, recorded by the Government, the non-concurrence shall be provided in writing to the KO within three (3) calendar days following receipt of the document. contract administration will be effected by the KO. Communications pertaining to contractual administrative matters shall be addressed to the KO. No changes in or deviation from the terms and conditions shall be affected, without a written modification to the contract, executed by the KO authorizing such changes. The KO will approve all submittal and plans required in this PWS.

C.1.6.9.2. The following provides the roles and their respective authority during the performance of the contract:

C.1.6.9.2.1. Contracting Officer Representative (COR): The KO will appoint a COR during the performance of this contract. Additional Government personnel may be assigned to assist in contract oversight IAW AR 70-13, *Management and Oversight of Service Acquisitions*. Other surveillance personnel may be designated as COR or ACOR, and shall be trained and appointed IAW DoDI 5000.72, *DoD Standard for Contracting Officer's Representative (COR) Certification* and DFARS 201.602-2. The ACOR will serve as on-site representatives of the COR in performance of actual contract surveillance, if they meet all COR training, experience requirements, and are appointed by the KO as an ACOR. The COR/ACOR will provide assistance in identification and resolution of problems, conflicts in priority, subtask requirement definitions, and other operations type problems. The COR/ACOR will perform in accordance with the responsibilities and duties identified in the appointment letter.

C.1.6.9.2.2. COR Authority: A letter of designation issued to the COR, a copy of which is sent to the Contractor, states the responsibilities and limitations of the COR, especially with regard to changes in cost or price, estimates or changes in delivery dates. The COR is not authorized to change any of the terms and conditions of the resulting contract.

C.1.6.9.2.2.1. COR/ACOR Functions: COR/ACOR monitors all technical aspects of the contract and assists in contract administration. The COR/ACOR is authorized to perform the following functions: assure that the Contractor performs the technical requirements of the contract; perform inspections necessary in connection with contract performance; maintain written and oral communications with the Contractor concerning technical aspects of the contract; issue written interpretations of technical requirements, including Government drawings, designs, and specifications; monitor Contractor's performance and notify both the Contracting Officer and Contractor of any deficiencies; coordinate availability of Government furnished property; and provide site entry of Contractor personal.

C.1.6.10. Contractor Employees

C.1.6.10.1. Key Personnel

C.1.6.10.1.1. Program Manager (PM): The Contractor shall designate in writing a Program Manager (PM) and Alternate Program Manager (APM) who is responsible for performance of the work. The Program Manager shall have full authority to act for the Contractor on all contract matters relating to daily operation of the contract. The Alternate Program Manager shall act for the Contractor when the Program Manager is absent. The Contractor shall provide the name, address, and telephone numbers of the PM and APM to the Contracting Officer at the Post Award Conference. The Program Manager shall manage and coordinate this contract and act as the central point of contact with the Government. This individual may serve in a dual capacity (such as Mechanic and Program Manager). The Program Manager or Alternate Program Manager shall be available between the hours of 8:00 am. - 4:30 pm., Monday through Friday except Federal holidays or when the Government facility is closed for administrative reasons.

C.1.6.10.1.2. Key personnel shall not be added to or removed from the contract without express acknowledgement of the KO and COR.. Any changes to the working status of these key personnel shall be transmitted (in writing) to the KO and COR within ten (10) work days of the proposed change. If, for any reason, any of the key personnel becomes, or is expected to become, unavailable for work under this contract for a continuous period exceeding thirty (30) work days, the Contractor shall promptly replace personnel with personnel who possess qualifications equal to or better than that of the original employee. The Contractor shall ensure all key personnel terminated or released from employment under this contract are replaced within ten (10) work days of the termination.

C.1.6.10.2. Personnel List: The Contractor shall provide in writing, to the Contracting Officer and Contracting Officer's Representative, a list of all Contractor employees no later than five (5) calendar days after the contract award. The list shall include each employee's name, job title, telephone number, employment date with the Contractor, and a legible photocopy of each employee's certifications and licenses. The Contractor shall revise and resubmit it to the Contracting Officer within five (5) calendar days of any changes of personnel.

C.1.6.10.3. All Contractor employees shall be legal U.S. residents. The Contractor shall immediately remove any employee that is not a legal U.S. resident.

C.1.6.10.4. Contractor Identification. The Contractor shall ensure all personnel be identified as a Contractor to distinguish themselves (*e.g.,* badge, company logo, or uniform) from Government employees. The Contractor shall ensure all correspondence and reports produced are marked as Contractor products or that Contractor participation is appropriately disclosed. When prime contractor or subcontractor personnel send e-mail messages as a part of contract performance (or otherwise relating to contract matters), each sender shall include his/her name (both first and last names), E-mail address, and the name of the individual's employer.

C.1.6.10.4.1. Identification Badges: The Contractor (to include subcontractors) shall provide each employee a company identification (ID) badge prior to their commencement of work. All Contractor personnel shall be identifiable by contractor uniform with name tag and by wearing a clearly readable badge, furnished by the Contractor, made of durable material or plastic. Identification Badges shall be worn at all times during which the employee is performing work under this contract. The ID format is subject to approval by the Government. IDs shall be laminated and, at a minimum, include: the company name, employee name, identification number, issue and expiration dates, job title, and color photograph of the employee. Each Contractor (to include subcontractors) employee shall wear the identification badge on the outer garment in a conspicuous place on the front of exterior clothing, above the waist, when performing under the Performance Work Statement (PWS) unless otherwise specified herein or approved by the Government or when safety or health reasons prohibit.

C.1.6.10.4.1.1. A listing of issued identification cards shall be furnished to the Contracting Officer prior to the contract performance date and updated as needed to reflect Contractor and Subcontractor personnel changes.

C.1.6.10.4.1.2. Employee Departure: The Contractor shall immediately notify the Contracting Officer's Representative when an employee terminates employment that has access to Fort Polk, the government information systems or data. The Contractor (to include subcontractors) shall be responsible for collection of identification badges and common access cards upon completion of the contract or termination of employee. The Contractor shall ensure all common access cards issued to employees are returned to the Government upon termination of employment and released employee names are to be stricken from the roster maintained by DES & S&ID immediately upon release.

C.1.6.10.5. Standards of Conduct. Contractor personnel's conduct shall not reflect discredit upon the Government. It is essential that all Contractor personnel meet the highest standards of professionalism and personal integrity. The Contractor shall ensure all personnel present a professional appearance while working on the Government installation. The Contractor's employees shall observe and comply with all local policies and procedures concerning fire, safety, environmental protection, sanitation, security, and possession of firearms or other lethal or illegal weapons or substance. The Contractor shall ensure their personnel do not perform work under the influence of alcohol, illegal prescribed drugs or any other incapacitating agents. The Contractor shall ensure all Contractor employees, providing services under this contract conduct themselves and perform services in a professional, safe, and responsible manner. The Contractor shall remove, from the job site, any employee for reasons of misconduct or security. The Contractor shall ensure employee conduct complies with 41 USC 423, *Procurement Integrity*. The Contractor shall also ensure that no Contractor employees conduct political related activities or events on the installation.

C.1.6.10.5.1. The Contractor, his employees working under this contract and any representative of the contractor entering the government installation shall conform to AR 190-5 Motor Vehicle Traffic Supervision and shall be subject to checks which may be deemed to assure that no violations occur. The Contractor or any employee shall not be permitted on the installation when such a check reveals that his presence would be detrimental to the security of the installation or to the accomplishment of the work. The Contracting Officer may require the contractor to remove any employee for security or misconduct.

C.1.6.10.5.2. All personnel employed by the Contractor in the performance of this contract, or any representative of the Contractor entering the Government reservation, shall abide by all the regulations of the installation which may be in effect during the contract period.

C.1.6.10.6. Removal of Contractor Personnel: The Government reserves the right to require physical removal of any Contractor personnel from the job site who endanger persons or property, or whose continued employment is inconsistent with the interest of military core values and security. The Government also reserves the right to require the Contractor to physically remove from the job site, any employee found to be under the influence of alcohol, drugs or any other incapacitating agent or any employee involved in the theft of Government property. The physical removal from the job site of such personnel shall not relieve the Contractor of the requirement to provide personnel to perform services.

C.1.6.10.7. Contractor Hiring Restrictions: The Contractor shall not hire or subcontract with off-duty or former Government employees whose employment would result in a conflict with AR 600-50, *Standards of Conduct*.

C.1.6.11. Contractor Travel: Not applicable

C.1.6.12. Other Direct Costs: Not applicable

C.1.6.13. Data Rights: The Government has unlimited rights to all documents/material produced under this contract to the extent permitted by the data rights clauses. The parties mutually acknowledge their understanding that this is the government's intent. All documents and materials, to include the source codes of any software, produced under this task order shall be government-owned and are the property of the government with all rights and privileges of ownership/copyright belonging exclusively to the Government. These documents and materials may not be used or sold by the contractor without written permission from the Contracting Officer. All materials supplied to the government shall be the sole property of the government and may not be used for any other purpose. This right does not abrogate any other government rights.

C.1.6.14. Organizational Conflict of Interest: Not Applicable

C.1.7. Phase-In/Phase-Out Period:

C.1.7.2. Phase-Out: Prior to the completion of this contract, transition and turnover with removal of equipment shall occur, at which time the incoming Contractor will begin to field new equipment. This will allow for orderly turnover of equipment, and will help to ensure continuity of services. The outgoing Contractor is ultimately responsible for performing full services IAW the contract, during the phase-out period, until machines are uninstalled, and shall not defer any requirements for the purpose of avoiding responsibility or of transferring, such responsibility to the succeeding Contractor. The outgoing Contractor shall fully cooperate with the succeeding Contractor and the Government, so as not to interfere with their work or duties. Additionally, as new equipment is installed during the phase-in period, each Contractor shall bill for only actual machines installed. The phase-in schedule provided by the incoming Contractor MAY be incorporated into this contract in order to effect a smooth and orderly transition.

C.1.7.2.1. Phase-In/Phase-Out (PIPO) Period:To minimize any decrease in productivity and to prevent possible negative impacts on additional services, the outgoing Contractor shall have all personnel on board during the phase-out period. The outgoing Contractor shall be prepared to transition the work load to the newly selected Contractor during the thirty (30) day prior to the termination of the of the contact phase-out period, which will occur at the end of the period of performance of the contractual effort.

C.1.7.2.2. Phase-In Plan. The incoming Contractor shall develop a phase-in plan to effect a smooth and orderly transfer of contract responsibility to a successor. The plan shall fully describe

the Contractor's approach to the following issues, at a minimum: removal of Contractor property; data and information transfer; clean-up of Contractor work areas; turn-in of Government issued identification cards, and any other actions required to ensure continuity of operations. The Contractor shall provide the Phase-out Plan to the KO and COR upon exercise of the fourth option period.

C.1.8. Safety

C.1.8.1. All work shall be conducted in a safe manner and shall comply with Occupational and Safety Health Administration (OSHA) and the Army Corps of Engineers Safety and Health Requirements Manual (EM-385-1-1). If the Contractor fails or refuses to comply promptly with safety requirements, the Contracting Officer may issue an order stopping all or part of the work until satisfactory corrective action has been taken. No part of the time lost due to any such order shall be made the subject of claim for extension of time or for excess costs or damages to the Contractor.

C.1.8.1.1. The Contractor shall be responsible for enforcement of all safety requirements, to include contractor and subcontractor personnel. The Contractor shall comply with AR 385-10, The Army Safety Program. The Contractor shall develop and implement a safety program for its employees. The Contractor shall submit the Safety Plan to the KO for review and acceptance within ten (10) work days of commencement of work.

C.1.8.1.2. The Contractor shall protect the lives and health of its employees, government employees, and the public from its operations and those of its lessees, tenants, or subcontractors and comply with Federal, State, and local safety and health laws and regulations. The Contractor shall also protect government property.

C.1.8.2. Accident Reporting; The contractor shall report accidents/mishaps to the contracting officer's representative (COR) and Property Administrator in accordance with (IAW) FAR 52.245-1, (vii)(B). It shall be the responsibility of the COR to report in the Procurement Integrated Enterprise Environment (PIEE) IAW DFARS 252.245-7002: If an on-the-job injury occurs which prevents a contractor employee from reporting for work on their next regularly assigned shift, the contractor shall prepare DA Form 285AB, US Army Accident Investigation Report, in triplicate. The Contractor shall forward the original and one copy of the report to the COR and the Garrison Safety Officer within seven (7) calendar days after the accident. Any technical advice and assistance necessary in accident investigating and reporting may be requested from the Installation Safety Officer. If any claims are made by a third party against the contractor as a result of an accident which occurs in connection with the contractor's performance, the Contractor shall submit a full report, in writing, within three (3) hours of the initiation of the claim, to the COR. The Garrison Safety Office and COR will receive a monthly copy of the OSHA 300 Log no later than the 5th calendar day of each month. (In the event of a serious injury, the Contractor shall immediately notify the Garrison Safety Office, the COR, the Director of Public Works and OSHA (if required)). In the event of a Class A or B accident, the SP will provide any and all requested information to the accident investigation board. In addition the following should also be reported:

(1) Injury or occupational illness to on-duty contractors.
(2) Damage to Government Furnished property provided to a contractor.
(3) Contractor accidents involving Army property and personnel.

C.1.8.3. The COR will inform the Garrison Safety Office of instances where the contractor has been notified to take immediate action to correct serious or imminent danger conditions.

C.1.8.4. The Garrison Safety Office as well as other Safety Personnel on Fort Polk reserves the right to perform visual inspections of the contractor's and subcontractor's job site. Any noncompliance or violations will be reported to the COR.

C.1.8.5. Emergency Medical Treatment: Emergency medical treatment will be provided by the Bayne-Jones Army Community Hospital (BJACH) in order to prevent undue suffering or loss of life. Emergencies will be treated only during the period of emergency and appropriate action will be taken to discharge or transfer such patients as soon as the emergency period ends. Charges for medical care will be at the prevailing rate and at the Contractor's or Contractor employee's expense.

C.1.8.6. Damage Reports: In all instances where Government property or equipment is damaged by Contractor's employees, the Contractor shall provide a verbal report to the COR, or their designated representative, within four (4) hours of occurrence. A completed typed original plus one copy of DA FORM 3975 (MP Report Form) shall be delivered to the COR, or their designated representative, within five (5) calendar days of occurrence, explaining the circumstances of the accident and the extent of damage. The Contractor shall be responsible for costs to repair or replace damaged property.

C.1.8.7. Fire Prevention and Protection: The Contractor shall comply with the provisions of AR 420-90, Fire Prevention and Protection. The Contractor shall report fire hazards and unsafe working conditions that interfere with the performance of this contract to the Contracting Officer.

C.1.8.8. Equipment Safety

C.1.8.8.1. All equipment used in the performance of this contract shall be kept intact and in good repair at all times. The Contractor shall comply with OSHA requirements and pertinent provisions of the publication, Safety and Health Requirements, EM 385-1-1, Department of the Army, Corps of Engineers.

C.1.8.8.1.1. Contractor shall not ever leave any equipment unattended while in use or unsecured while being stored at the work site.

C.1.8.8.2. All equipment used under this contract may be inspected by the COR prior to its use. If the equipment is at any time deemed unsafe or unserviceable by the COR, the Contractor shall remove equipment from the work site immediately and have it repaired to a safe and operable condition. The Government does not assume and hereby specifically disavows any duty to inspect the equipment in order to assure safe operation. The Contractor or Subcontractor(s) at any tier are at all times responsible for assuring equipment is in a safe and serviceable condition, and shall perform all tasks in a safe, responsible manner.

C.1.8.9. Personnel Safety

C.1.8.9.1. Contractor shall perform work requirements in a manner to protect building occupants from any harm or injury. Work shall be scheduled to afford this protection.

C.1.8.9.2. Contractor shall immediately correct all safety deficiencies upon notification of the deficiencies by the Contracting Officer/COR, and shall notify the Contracting Officer/COR of the corrective action to be taken, and completion date.

C.1.8.9.3. Contractor shall have competent personnel trained and capable of dealing with minor personnel injuries. In addition to this, each crew of workers shall be provided with first aid kits complying with OSHA and other Federal and State requirements to care for minor injuries normally sustained by contract personnel performing services on washers and dryers.

C.1.9. Lost and Found Property: The Contractor shall turn in articles of personal and monetary value found by contractor employees to the Provost Marshall, Building 201, Fort Polk, Louisiana, by the end of the following day.

C.1.10. Maintenance

C.1.10.1. Maintenance Plan: The Contractor shall develop and implement an operating plan for a preventive maintenance and recurring maintenance programs for all equipment and furnishings identified throughout the PWS and its associated Technical Exhibits. The Contractor shall conduct the required facility inventory IAW Para. C.1.11.2 to develop their plan as the technical exhibits are not all inclusive of listing all equipment located at each facility.

C.1.10.1.1. The Contractor shall incorporate all frequency requirements and log sheet requirement within each piece of equipment as listed in Technical Exhibit C - Building Listing and Equipment Location. Maintenance shall comply with PWS requirements and shall comply with all, but not limited to, Army Regulations (AR), manufacturer recommendations, and all ASME, NEC, ASHRAE, OSHA, EPA, NFPA, National Fuel Gas, CFR 92, CFR 49, ANSI and National Plumbing codes and regulations and standards that are applicable to the specific equipment or systems at each location.

C.1.10.1.2. The plan shall describe all work that is to be performed during each frequency of maintenance and during which day and month the monthly, quarterly, semi-annual, and annual recurring maintenance is to be performed. In these plans the Contractor shall ensure that they develop a maintenance checklist for all primary and supporting equipment. The checklists shall at minimum, indicate a document number and phase, work description, frequency, work to be performed during each frequency, facility number, craftsman's name performing work and date work was performed. Maintenance Plan shall be submitted to the KO no later than thirty (30) working days after contract award. The Contractor shall update the plan(s) as changes occur, submitting a copy of the proposed plan to the KO and COR for approval not later than thirty (30) working days prior to the proposed effective date of the updated plan.

C.1.10.2. Equipment Inventories: The Contractor shall maintain a current and accurate inventory of all Government-owned washer and dryer's and located in the Directorate of Public Works, Housing Division. The inventory will include, but not limited to, the items listed in each functional Technical Exhibit. Inventory records shall include serial number, model number, manufacturer, voltage rating, amp rating, British Thermal Unit (BTU)rating, frame type and type, etc. by facility number or location. The Contractor shall submit any modifications, such as newly installed equipment, removed equipment or changed equipment inventory, by functional area, of all equipment located on Fort Polk to the COR within ten (10) working days after modification.

C.1.10.2.1 The Contractor shall within the first year of this contract submit a compiled list of all equipment and associated auxiliary equipment to the COR. This list shall, at a minimum, contain Facility Number/Location, Equipment Name, Manufacturer, Model No, Serial No, Quantity, Voltage and Amp Rating, BTU Rating, Frame type and size. The Contractor shall update the equipment list as changes occur, submitting a copy of the proposed change/s to the COR for approval not later than ten (10) working days prior to the proposed effective date of the equipment change.

C.1.11. Environmental Changes: The Contractor shall be aware of changes in the environment on FT. Polk. Buildings may be scheduled for demolition, and/or under renovation, or be completed with renovation, therefore a number of washers and dryers may need to be removed and potentially relocated. With continued installation growth or personnel reductions, it may be possible that the need for the number of washers and dryers could increase or decrease as well.

C.1.12. Environmental Non-Conformance: In order to protect the natural and human environment of the installation from any damage or harm caused by the activities of the Contractor and its subcontractors in the performance of this contract, the Contractor and subcontractors shall comply with the following: all applicable Federal, State, and Local laws; applicable Army Regulations; Fort Polk's Environmental Regulation; Fort Polk's Environmental Policy; as well as other specific environmental requirements stated elsewhere in this contract. The Contractor shall notify the KO or COR in writing, in addition to any verbal notification of such conflicts. The Contractor shall be liable for all fines, penalties, and costs which result from violations of, or failure to comply with, all such local, State, or Federal laws, rules, and regulations. All unsafe acts or conditions fostered by the Contractor or Contractor personnel may be grounds for the KO, COR, or emergency personnel to halt any and all contractor performance with a commensurate deduction of monies due the Contractor, until such unsafe conditions are corrected.

C.1.12.1. In accordance with JRTC and Fort Polk Regulation 200-1, the Contractor shall contact the installation environmental office for information, policies, regulations, assistance, guidance, and questions concerning environmental requirements prior to the commencement of work and during the performance of work if new issues arise. The Contractor shall immediately contact the environmental office if any Federal, State, Local, or Army authority visits the worksite or contacts the contractor verbally or in writing pertaining to activities performed on Fort Polk. The installation environmental office is located in building 2516 at the intersection of Mississippi Avenue and 23rd Street. The installation environmental office can be reached by phone at (726) 780-0991.

C.1.12.2. Environmental Management System (EMS) roles, responsibilities and requirements (EMS-R3). Contractors shall comply and conform to the following EMS-R3:

C.1.12.3. Perform all contract processes, activities, and services within the guidelines and procedures of the Fort Polk EMS and refer any EMS-R3 conformance questions through the Contracting Officers Representatives (COR) to the EMS management representative (EMSMR) for resolution prior to the end of first month of the base year.

C.1.12.4. Assign a representative to attend all quarterly environmental quality controls committee (EQCC) meetings.

C.1.12.5. Assign Environmental Compliance Officers (ECO) as stated elsewhere in this contract specifications and required by JRTC and Fort Polk Regulation 200-1.

C.1.12.6. Review the Fort Polk list of processes, activities, and services and identify through the COR to the EMSMR all processes, activities, and services they will be performing during this contract performance and insure contractor conformance with the Fort Polk EMS procedure for identifying significant aspects and impacts.

C.1.12.7. Ensure that all contract personnel on site are competently trained to perform the processes, activities, and services they are assigned and in EMS awareness, all phases of environmental protection and pollution control requirements related to the activities and tasks they will perform.

C.1.12.8. Perform all contract processes, activities, and services within established Fort Polk operational procedures and controls for those processes, activities, and services. The Contractor must obtain written approval through the COR from the EMSMR to not follow established operational procedures and controls.

C.1.12.9. Report immediately any non-conformance with EMS-R3 to the COR and EMSMR. Immediately implement the corrective actions directed by the EMSMR through the COR to correct all non-conformance.

C.1.12.10. Submit to audits and inspections from Contracting Officers, Contracting Officer Representatives (COR), Directorate of Public Works, Environmental and Natural Resource Management Division (ENRMD) staff, as necessary to evaluate conformance with Fort Polk EMS-R3.

C.1.12.11. Submit work sites and environmental records/documents for assessment during the installation's Annual Environmental Performance Assessment (AEPA) conducted in October of each year. The AEPA evaluates environmental performance and EMS conformance. The AEPA results are briefed to installation top management. Contractors are required to develop and brief corrective action plans to top management for any non-conformance or negative AEPA findings.

C.1.12.12. Personnel Training: In accordance with JRTC and Fort Polk Regulation 200-1, the Contractor shall ensure that all Contractor personnel on site are adequately trained in all phases of environmental protection and pollution control requirements related to the activities and tasks they will perform. The Contractor shall conduct environmental protection/pollution control meetings for all personnel prior to commencing contract activities. Additional meetings shall be conducted for new personnel and when site conditions change. The training and meeting agenda shall include: methods of detecting and avoiding pollution; familiarization with statutory and contractual pollution standards; installation and care of devices, instruments required for monitoring purposes to ensure adequate and continuous environmental protection/pollution control; anticipated hazardous or toxic chemicals or wastes, and other regulated contaminants; recognition and protection of archaeological sites, artifacts, wetlands, and endangered species and their habitat that are known to be in the area. (The Contractor shall maintain a record of the training, and submit a roster of attendees to the Contracting Officer within two (2) work days after completion of the training. The training shall be completed within thirty (30) calendar days after contract award date.)

C.1.12.13. National Environmental Policy Act (NEPA): In accordance with JRTC and Fort Polk Regulation 200-1, if any new/additional Contractor activities are deemed necessary beyond those

identified in this contract, the Contractor shall submit those activities for environmental analysis under NEPA to the installation environmental office prior to commencement of the activities. If the Contractor activities require any alterations or modifications to installation real property, the Contractor shall submit the proposed real property actions for environmental analysis under NEPA to the installation environmental office prior to altering or modifying any installation real property. If NEPA is not required for new/additional activities, or real property alterations, the Contractor shall obtain and maintain written verification from the installation environmental office that NEPA documentation is not required. The Contractor shall incur liabilities as a result of performing activities or altering real property on the installation without first verifying through the installation environmental office if NEPA is required. The Contractor shall incur liabilities if failing to fully comply with the directed actions outlined in all completed NEPA document.

C.1.12.14. Permits and Responsibilities: The Contractor shall be responsible for complying with all permits and commitments required by Federal, State, Army, and Installation environmental laws and regulations affecting the Contractor activities under this contract. The Contractor shall be responsible for conducting all activities within established installation operation manuals, standard operation procedures, and operational controls that govern those activities performed by the Contractor. The Contractor shall maintain a copy of all relevant permits, notifications, certifications, operations manuals, standard operation procedures, and other established guidance documentation that govern the activities they perform. The Contractor shall coordinate with the installation's environmental office for information on permits, notifications, certifications, operations manuals, standard operation procedures and other guidance documentation prior to commencement of contract activities. The Contractor shall incur liabilities as a result of performing activities that are non-conformant with established permits, notifications, certifications, operations manuals, standard operation procedures and other guidance documents, and be responsible for any resulting fines or penalties issued by the regulatory agency.

C.1.12.15. Spill Prevention: The Contractor shall comply with the Installation Spill Prevention Control and Countermeasure Plan (SPCC), copy available in the Technical Library, including but not limited to, practice good housekeeping, inspect storage areas, report potential releases, participate in spill response procedures and determine potential impacts of other environmental requirements on SPCC compliance. The Contractor shall comply with the Installation Storm Water Pollution Prevention Plan, copy available in the Technical Library. The Contractor shall implement/promote good housekeeping practices required by the plan throughout the installation. The Contractor shall perform operations in accordance with the Clean Water Act (CWA), Safe Drinking Water Act (SDWA) and all State, Federal and Army regulations. The Contractor shall operate and maintain state permitted facilities, when applicable, in accordance with Army approved and established Operation and Maintenance (O&M) manuals.

C.1.12.16. Hazardous Materials (HM) Management: The Contractor shall recommend approaches in the workplace to reduce waste generation while ensuring that all Contractor operations and facilities comply with the Resource Conservation Recovery Act (RCRA), Emergency Planning and Community Right to Know Act (EPCRA), Department of Transportation (DOT) requirements, the Federal Insecticide and Fungicide and Rodenticide Act (FIFRA) and the Toxic Substances Control Act (TSCA). The Contractor shall comply with all applicable toxic substances control act requirements. In accordance with JRTC and Fort Polk Regulation 200-1, the Contractor is required to manage, store, handle, use and dispose hazardous materials in accordance with the following guidelines:

C.1.12.17. The Contractor shall develop a spill plan that includes a list with locations of all HMs used and stored on site. A copy of the spill plan shall be posted in all HM storage areas. The

Contractor shall maintain a HM inventory list on site and submit a copy of Fort Polk Form-234 to the installation environmental office within the first two weeks of the first month of each Fiscal Year quarter. The submitted Fort Polk Form-234 will report HM inventory for the previous quarter. The Contractor shall submit a Spill Plan to the KO for approval within thirty (30) calendar days of contract award.

C.1.12.18. In-use HMs shall be stored in secondary containment. The Contractor shall maintain spill kits in HMs storage areas.

C.1.12.19. The Contractor shall ensure that proper MSDSs are available on site for all HMs used and stored. Personal protection equipment (PPE) specified in the MSDSs shall be supplied and easily accessible.

C.1.12.20. The Contractor shall ensure that caps and lids are in place on all containers when not in use.

C.1.12.21. The Contractor shall provide spill control and cleanup equipment near all HM storage areas.

C.1.12.22. Environmental Compliance Officers: The Contractor shall designate, prior to the contract performance start date, personnel to perform Environmental Compliance Officer (ECO) functions in accordance with requirements of AR 200-1 and JRTC & Fort Polk Regulation 200-1. First line supervisors, leaders, or a designated representative for each work area that stores hazardous materials or hazardous wastes, generates hazardous wastes, or uses hazardous materials shall be designated as the work area's ECO along with an alternate ECO. For the purposes of this requirement, a "work area" shall be considered to be any activity or shop area performing a function (e.g., rebuild, painting, air conditioning). Work areas normally consist of from three to twenty employees. If a work area consists of more than 20 employees, additional ECO(s) shall be designated. Work areas shall have at least one ECO on duty at all times during contract performance. Within 60 days of award each designated ECO and alternate shall successfully complete the 40-hour ECO course provided on post by the Installation Environmental Office. In addition, each ECO must successfully complete an 8-hour annual refresher. Annual re-certification (e.g., refresher training) must be completed within ninety (90) days of each anniversary of the 40-hour ECO course. Failure to meet this requirement will necessitate re-taking the 40-hour course. The Contractor shall coordinate with the Installation Environmental Office to schedule basic and refresher training courses. The positions of Environmental Compliance Officers are not full time positions. Individuals may perform other duties provided they are available to perform Environmental Compliance Officer duties when required.

C.1.12.23. Environmental Assessments: In accordance with JRTC and Fort Polk Regulation 200-1, the installation environmental office reserves the right to conduct an indefinite number of work site inspections to ensure Contractor compliance with all applicable environmental laws and regulations. The Contractor shall cooperate with installation environmental personnel during the inspection and provide any information requested during the inspection.

C.1.12.24. Environmental Non-Compliance: In accordance with JRTC and Fort Polk Regulation 200-1, the Contractor shall immediately report any nonconformance with environmental requirements specified in the contract or applicable Federal, State, Local laws, and/or Army and Installation regulations to the installation environmental office or COR. The COR and installation environmental office will notify the Contractor verbally and in writing of any

observed noncompliance with Federal, State, and Local laws, Army or Installation environmental regulations, permits, and other environmental requirements. The Contractor shall, after receipt of such notice, inform the COR of the proposed corrective action and take such action when approved by the Contracting Officer. The Contractor shall treat such notice as a requirement to immediately take action to either correct the violation or otherwise make their actions comply with applicable environmental laws, regulations or procedures. If the Contractor fails or refuses to comply promptly, the Contracting Officer may issue an order stopping all or part of the work until satisfactory corrective action has been taken. No part of the time lost due to any such stop order shall be made the subject of a claim for extension of time or for excess cost or damages by the Contractor unless it was determined that the Contractor was in compliance. Stop work orders are in addition to any other actions the COR may take under the contract, or in accordance with the Federal Acquisition Regulation or Federal Law. If a state or federal agency issues a Notice of Violation relating to the Contractor's activities, the Contractor will be responsible for any resulting fines or penalties issued by that agency.

PART 2
DEFINITIONS AND ACRONYMS

C.2.1. DEFINITIONS:

C.2.1.1. CONTRACTOR. A supplier or vendor awarded a contract to provide specific supplies or service to the government. The term used in this contract refers to the prime.

C.2.1.2. CONTRACTING OFFICER (KO). A person with authority to enter into, administer, and or terminate contracts, and make related determinations and findings on behalf of the government. Note: The only individual who can legally bind the government.

C.2.1.3. CONTRACTING OFFICER'S REPRESENTATIVE (COR). An employee of the U.S. Government appointed by the contracting officer to administer the contract. Such appointment shall be in writing and shall state the scope of authority and limitations. This individual has authority to provide technical direction to the Contractor as long as that direction is within the scope of the contract, does not constitute a change, and has no funding implications. This individual does NOT have authority to change the terms and conditions of the contract.

C.2.1.4. CONTRACT/PROGRAM MANAGER. The Contractor's on-site representative. The Contract Manager shall be delegated authority to manage and coordinate all phases of the contract.

C.2.1.5. CONTRACTOR PERSONNEL. Contractor and subcontractor employees performing working under this contract.

C.2.1.6. DEFICIENCY/DEFECTIVE SERVICE. A service output that does not meet the standard of performance associated with the Performance Work Statement (PWS).

C.2.1.7. DELIVERABLE. Anything that can be physically delivered, but may include non-manufactured things, such as meeting minutes or reports.

C.2.1.8. GOVERNMENT-FURNISHED PROPERTY (GFP) OR GOVERNMENT PROPERTY (GP). Property in the possession of, or directly acquired by, the Government and subsequently made available to the Contractor.

C.2.1.9. KEY PERSONNEL. Contractor personnel that are evaluated in a source selection process and that may be required to be used in the performance of a contract by the key personnel listed in the PWS. When key personnel are used as an evaluation factor in best value procurement, an offer can be rejected if it does not have a firm commitment from the persons that are listed in the proposal.

C.2.1.10. MACHINES. Clothes washers and/or clothes dryers.

C.2.1.11. PHYSICAL SECURITY. Actions that prevent the loss or damage of Government property.

C.2.1.12. QUALITY ASSURANCE. A planned and systematic pattern of all actions necessary to provide confidence that adequate technical requirements are established; products and services conform to established technical requirements; and satisfactory performance is achieved. For the purposes of this document, quality assurance refers to actions by the Government.

C.2.1.13. QUALITY ASSURANCE SPECIALIST (QAS) – An official Government representative concerned with matters pertaining to the contract administration process and quality assurance/quality control. Acts as a technical advisor to the Contracting Officer in these areas.

C.2.1.14. QUALITY ASSURANCE SURVEILLANCE PLAN (QASP). The Government's organized written document specifying the surveillance methodology to be used for surveillance of Contractor performance.

C.2.1.15. QUALITY CONTROL. All necessary measures taken by the Contractor to assure that the quality of an end product or service shall meet contract requirements.

C.2.1.16. REPAIR. Those actions taken by the contractor to restore machines to operating conditions.

C.2.1.17. SALVAGED MACHINES. Machines which have been classified as non-repairable by the Government. The government retains ownership of these machines.

C.2.1.18. SUBCONTRACTOR. One that enters into a contract with a prime contractor. The Government does not have privity of contract with the subcontractor.

C.2.1.19. WORK DAY. The length of time during a day in which the Contractor provide services in accordance with the contract. Also referred to as Business Day.

C.2.1.20. WORK WEEK. Monday through Friday, unless otherwise specified.

C.2.2. ACRONYMS:

ACOR	Alternate Contracting Officer's Representative
AFARS	Army Federal Acquisition Regulation Supplement
AR	Army Regulation
CAC	Common Access Card
CCE	Contracting Center of Excellence
CFR	Code of Federal Regulations
CMR	Contract Manpower Reporting
CONUS	Continental United States (excludes Alaska and Hawaii)
COR	Contracting Officer Representative
COTS	Commercial-Off-the-Shelf
DA	Department of the Army
DD250	Department of Defense Form 250 (Receiving Report)
DD254	Department of Defense Form 254
DD1466	Building Pass
DFARS	Defense Federal Acquisition Regulation Supplement
DMDC	Defense Manpower Data Center
DOD	Department of Defense
FAR	Federal Acquisition Regulation
FP	Fort Polk
HIPAA	Health Insurance Portability and Accountability Act of 1996
KO	Contracting Officer
OCI	Organizational Conflict of Interest
OCONUS	Outside Continental United States (includes Alaska and Hawaii)

ODC	Other Direct Costs
PIPO	Phase-In/Phase- Out
POC	Point of Contact
PRS	Performance Requirements Summary
PWS	Performance Work Statement
QA	Quality Assurance
QAP	Quality Assurance Program
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Program
TE	Technical Exhibit

PART 3
GOVERNMENT FURNISHED PROPERTY, EQUIPMENT AND SERVICES

C.3. GOVERNMENT FURNISHED ITEMS AND SERVICES:

C.3.1. Services: The Government will provide office space and space for storage of repair parts at Buildings 4363 and 4365. This space will also be the location for all appliance repair and salvaging of appliances that cannot be done at the original location.

C.3.2. Facilities: The Government will provide the Contractor Program Manager (PM) with office space at Building 4363 located on 7660 Kentucky Avenue, Fort Polk, LA 71459. The Alternate Program Manager (APM) shall occupy the same office space while performing duties during the absences of the PM.

C.3.3. Utilities: The Government will provide all utilities in the facility to the Contractor for their use in performing tasks outlined in this PWS. The Contractor shall instruct all employees in utilities conservation practices. The Contractor shall be responsible for operating under conditions that preclude the waste of utilities, which include turning off the water faucets or valves after using the required amount to accomplish cleaning vehicles and equipment.

C.3.4. Equipment: The Government will provide all Washers and Dryers to be install.

C.3.5. The Government will furnish a copy of the Manufacturer's Operators Manual for each type of appliance, and suggested parts list within ten (10) workdays of contract award date.

PART 4
CONTRACTOR FURNISHED ITEMS AND SERVICES

C.4. CONTRACTOR FURNISHED ITEMS AND RESPONSIBILITIES:

C.4.1. General: The Contractor shall furnish all supplies, equipment, facilities and services required to perform work under this contract that are not listed under Part 3 of this PWS.

C.4.2. Materials: The Contractor shall provide necessary to meet the requirements under this PWS.

C.4.3. Warehousing of Supplies and Materials: The Contractor shall store (warehouse) supplies and materials in Buildings 4363 and 4365.

C.4.4. Government provided equipment is listed in paragraph C.3.4.

C.4.5. Equipment: The Contractor shall provide necessary to meet the requirements under this PWS.

C.4.6. Service Tags or Labels: The Contractor shall furnish service tags or labels of not less than six inches long by four inches wide with an adhesive back to record a permanent record of service performed on each machine.

C.4.7. Uniforms and Identification Badges: The Contractor shall provide each employee with uniforms and identification badges meeting the requirements of Section C.1.6.7.13. and C.1.6.12.1.

C.4.8. To facilitate Government surveillance of contractor work performance, the Contractor shall provide all original receipt, issue, and turn in documents to the COR. At the end of each contract year all records will be boxed in proper order and turned over to the Government.

PART 5
SPECIFIC TASKS

C.5. SPECIFIC TASKS:

C.5.1. Basic Services: The Contractor shall provide services to repair, hook-up or salvage machines in Unaccompanied Personal Housing buildings located throughout the Fort Polk Installation.

C.5.2. Repair Machines: The Contractor shall repair machines in UPH buildings throughout the Fort Polk Installation.

C.5.2.1. The Contractor shall contact the Contract Inspection Branch by telephone at 337-531-0043, or in person at 8:00 a.m., Monday through Friday, excluding legal public holidays, for receipt of DMO and before departing from Fort Polk each workday.

C.5.2.2. The Contractor shall perform work to repair machines listed on each Demand Maintenance Order using guidelines, the Program Manager (PM) tasks and recurring maintenance tasks listed in the applicable functional equipment as listed in Technical Exhibit C - Building Listing and Equipment Location and shall comply with all (but not limited to) Army Regulations (AR), manufacturer recommendations, and all ASME, NEC, ASHRAE, OSHA, EPA, NFPA, National Fuel Gas, CFR 92, CFR 49, ANSI and National Plumbing codes and regulations and standards that are applicable to the specific equipment or systems at each location.

C.5.2.3. Repairs include, but are not limited to, adjusting, lubricating, cleaning, leveling, spot painting, or replacing defective components such as timers, heating elements, electrical cords, hoses, belts, knobs, switches, transmissions, motors, and other normal appurtenances.

C.5.2.3.1. The Contractor shall clean and lubricate or replace (if worn or will not rotate freely) roller supports, clean and lubricate or replace (if worn or will not rotate freely) idler pulley, clean drum backing plate holes, replace drum felt seal with a manufacturer's repair kit on each dryer.

C.5.2.3.2. The Contractor shall remove any accumulation of lint in machines each time a dryer is serviced.

C.5.2.4. After servicing the dryer, the machine shall be free of any accumulation of lint. If branch circuit breaker (fuse) is tripped (blown), the Contractor shall reset breaker to provide power to the machine. If power cannot be restored, the Contractor shall advise the COR to have power restored.

C.5.2.5. After completion of repair work, the Contractor shall run the machine through a complete operating cycle to ensure successful operation.

C.5.2.6. The Contractor shall respond to DMO IAW established times in Para. C.5.11. After responding to the DMO, the Contractor shall complete all work/repairs within 48 hours of response. If materials or parts are required the Contractor shall complete the DMO within business three (3) calendar days of equipment or parts arrival from their vendor or from the government.

C.5.2.7. The Contractor shall list any DMO not completed on the day of response date of the Demand Maintenance Order number. The Contractor shall provide to the COR the DMO number, building number, machine serial number, the reason the repairs were not made, and the estimated date repairs will be completed and shall submit to the COR by 8:00 a.m. the following workday.

C.5.2.7.1. If the repairs cannot be made because the Contractor or his supplier does not have the needed parts in stock, the Contractor shall make purchases from another supplier in order to affect the repair. In no case shall machines remain un-repaired for more than ten (10) calendar days for lack of repair parts.

C.5.2.7.2. The Contractor shall not retain DMOr without first notifying the COR. Historical data reveals approximately nine percent (9%) of DMO cannot be completed on the first call (attributed to power outages, inability to access buildings, and similar problems).

C.5.2.8. Contractor personnel shall coordinate with the unit's point of contact listed on the Demand Maintenance Order to gain access to locked buildings and/or laundry rooms and to obtain location of the machines in the building.

C.5.2.9. The Contractor shall tag the machine with the repair date after repairs are completed.

C.5.2.10. The Contractor shall not use locked buildings or locked laundry rooms as a reason not to repair machines.

C.5.2.10.1. The Contractor shall coordinate with the Contracting Officer Representative any recurring difficulties that prevent accomplishment of DMO.

C.5.2.11. When work is completed, the Contractor shall prepare a Daily Service Report listing the cost of parts installed per machine, the total number of each type of machine repaired, and the total cost of parts for that day. The contractor shall attach completed service orders to the report and shall deliver completed report to the COR Building 330, by 8:00 a.m. the following workday

C.5.2.12. When the Contractor receives a Demand Maintenance Order or is performing scheduled maintenance for a machine that appears beyond economical repair (labor and new repair parts exceed approximately seventy-five (75) percent of replacement cost if the machine is two or less years old or 60 percent of replacement cost if over two years old), the Contractor shall notify the COR before proceeding with the repair. The COR will determine if the machine is salvageable IAW Para. C.5.10.4.

C.5.3. Hook-up Machines: The Contractor shall hook-up machines in UPH buildings throughout the Fort Polk Installation IAW Para. C.5.2.6. & C.5.11.

C.5.3.1. The Government will furnish machines to the point of installation and will provide utility outlets. The Contractor shall make electrical and hose connections, level the machine, and run machine through a complete operating cycle to ensure proper operation during hook-up.

C.5.4. Salvaged Machines: The Contractor shall salvage machines in UPH buildings throughout the Fort Polk Installation up on approval from Army Housing Office Chief.

C.5.4.1. The Contractor shall strip salvaged machines when requested by the Contracting Officer's Representative as a one for one swap.

C.5.4.2. The Contractor shall strip the machine on-site of parts listed in Para. C.5.4.3. The Contractor shall test them for operation, and shall stock them in a used parts inventory. If used replacement parts are available, the Government reserves the right to furnish used repair parts from salvaged machines. Used parts inventory stockade levels will be determined by the Government. These stockade levels will be subject to change at any time depending upon usage requirements. The Government maintains ownership of the parts.

C.5.4.3. The Contractor shall strip the following parts from machines:

C.5.4.3.1. Washer timers.

C.5.4.3.2. Washer transmission.

C.5.4.3.3. Washer motor.

C.5.4.3.4. Washer water pump.

C.5.4.3.5. Washer wiring harness.

C.5.4.3.6. Washer tub (inner and/or outer).

C.5.4.3.7. Dryer motor.

C.5.4.3.8. Dryer drum.

C.5.4.3.9. Other miscellaneous used parts when specifically directed by the Contracting Officer Representative.

C.5.4.4. The Contractor shall develop and maintain an inventory list of used, operable government repair parts listing quantities, part number, make/model, and description. The Contractor shall provide two copies of this inventory to the COR on the first workday of each month.

C.5.4.5. After obtaining approval from the Army Housing Office Chief to salvage parts from the machine and all usable parts have been stripped, the contractor will remove the remaining portion/s of the machine and turn it in to FMO (Furnishings Management Office), as part of the one for one swap IAW Para. C.5.10.2 & C.5.10.4.

C.5.5. Service Tag or Label: The Contractor shall attach a service tag or label to each machine serviced. The Contractor shall initial and date the service tag or label each time a service is rendered.

C.5.6. Clean Dryer Vents: The Contractor shall clean dryer vents and vent piping annually from the discharge of the dryer to the interior of the building to include all exterior components. Dryer vents shall be considered clean when the entire length of the vent and all exterior components are free of lint, dust, and debris. The Contractor shall clean dryer vents and vent piping from the discharge of the dryer to the interior of the building to include all interior components of the dryer.

C.5.7. Screen Repair: The Contractor shall repair or replace damaged dryer screens.

C.5.8. Assessment: The Contractor shall assess machines at miscellaneous buildings throughout Fort Polk within eight (8) hours after receipt of a Demand Maintenance Order. Assessment is defined as checking the machine to determine its serviceability.

C.5.8.1. Monthly Reports**:** The Contractor shall provide the following monthly inventory reports to FMO.

C.5.8.1.1. UPH Combined Monthly Inventory Report later than the 5th working day of each month

C.5.8.1.2. UPH's Monthly Manpower Report No later than the 5th working day of each month

C.5.8.1.3. UPH Roster No later than the 5th working day of each month IAW C.1.6.7.1.1.

C.5.8.1.4. Issues, Turn-In(s) Replacements No later than the 1st working day of each month

C.5.8.1.5. Salvage Repair Parts Report 1st workday of each month

C.5.8.1.6. Backlog Report**:** Contractor shall provide to the COR by the second work day of the month, a listing of all backlogged DMO's with an updated status on when repairs will be completed. Backlogged is any DMO not in compliance with DMO completion times IAW Para. C.5.2.6 and C.5.11.

C.5.8.1.7. Monthly Preventive Maintenance Report: The Contractor shall provide a preventive maintenance report to the COR IAW Technical Exhibit B – Deliverables Schedule. This monthly report shall contain, at a minimum, building number, equipment type, assigned serial/control number, date of inspection, and type of preventive maintenance performed. No later than the 5th working day of each month

C.5.8.1.8. Monthly Demand Maintenance Order/Repair Report: The Contractor shall provide a report of DMO and repairs performed during the month IAW Technical Exhibit 2 – Deliverables Schedule. This monthly report shall contain, at a minimum Date of Demand Maintenance Order (DMO), Building Number, Equipment I.D. Number, Equipment Model Number, Serial Number, type of maintenance/repair performed, and date completed. No later than the 5th working day of each month

C.5.9. Signage and Labels: The Contractor shall place government provided labels on machines within 10 calendar days of contract start date. For later replacement installations, such signage shall be placed with the machine.

C.5.9.1. Operating Instructions: During completion of DMO's or scheduled maintenance, the Contractor shall ensure the Operating Instructions are in place of the laundry room. If any Operating Instructions are missing or destroyed the Contractor will notify the COR within one business day. The Contractor shall provide facility number and laundry room number to the COR.

C.5.10. Washer and Dryer Maintenance Services: All washer and dryer services shall be performed according to the requirements listed in the Performance Work Statement. All machines, listed on Technical Exhibit C - Building Listing and Equipment Location, by model number shall be serviced.

C.5.10.1. Maintenance Services: Contractor shall provide maintenance services to Government owned washer and dryer equipment.

C.5.10.1.1. Preventive Maintenance (PM) t asks and recurring maintenance tasks listed in the applicable functional areas and shall comply with all (but not limited to) Manufacturer Recommended Maintenance and Services, Army Regulations (AR) , and all ASME, NEC, ASHRAE, OSHA, EPA, NFPA, National Fuel Gas, CFR 92, CFR 49, ANSI and National Plumbing codes and regulations and standards that are applicable to the specific equipment or systems at each location.

C.5.10.1.2. Contractor shall furnish all labor, tools, materials, equipment, and supervision necessary maintained all commercial grade equipment located in the defined areas stated IAW, Technical Exhibit C - Building Listing and Equipment Location. Maintenance shall be IAW Para C.1.11. Maintenance.

C.5.10.2. Removal of Equipment: Contractor shall provide replacement of inoperable machines where machines become unserviceable or fail to comply with specifications. If a machine requires replacement, it shall be replaced with a new or like-new machine within 48 business hours of notification. The Contractor shall obtain the replacement washers and dryers from the Government IAW C.3.4.

C.5.10.3. Vandalism: Immediately report vandalism to Fort Polk Military Police, the COR and KO.

C.5.10.4. NON-FAIR WEAR AND TEAR (NFWT) : DMO will be issued to the Contractor for maintenance and repairs to the equipment; however, during the maintenance and repairs, based on experience, expertise and/or observations made while work is performed, the Contractor may find where equipment may be not due to NFWT. The Contractor shall coordinate with the COR to make a determination that the work is NFWT. If the damages are determined NFWT, the COR will coordinate with the unit POC. The Contractor will provide a compiled list of all material, equipment and labor to the COR for the repair.

C.5.10.4.1. If the machine/appliance is not repairable IAW NFWT and Para. C.5.2.12., the Contractor shall coordinate with the COR to do a direct exchange with the UPH Furnishing Branch located at Building 4363 or 4365. Before the Contractor takes the machine to the UPH Furnishing Branch for a direct exchange, they shall comply with Para. C.5.4. Salvaged Machines.

C.5.10.4.2. For all machines/appliances that have been Direct Exchanged the Contract shall ensure that each machine/appliance has been properly labeled and tagged IAW Para. C.5.9.

C.5.10.5. Found Items: Items found in the laundry rooms and equipment shall be turn over to the Facility managers as soon as possible. If Housing representative is not available, found items shall be turned over to the COR.

C.5.10.6. Work Stoppage: The Contractor shall immediately report all work stoppage to the COR.

C.5.10.7. The Contractor shall not leave tools, supplies or materials unattended /unsecured while servicing the washers and or dryers. The Government will not be responsible for any missing, stolen or lost pieces or parts left unattended by the Contractor. The Contractor shall not store any tools, supplies or material at the buildings where service is being performed on contract equipment.

C.5.10.8. The Contractor is forewarned that there may be calls for services that may be the result of clogged drains, no electric power, or items unrelated to the operation of the washers and dryers.

C.5.10.8.1. The Contractor is only responsible for the washers and dryers, and their associated equipment and attachments.

C.5.10.8.2. The contract shall not work any item that is part of the facility. These calls shall not be worked or repaired. The Contractor shall have this DMO cancelled. The Contractor shall notify the COR of the DMO and coordinate with the Directorate of Public Works, Service Contracts Branch, at Building 330 to initiate a DMO to the DPW Operations and Maintenance Contractor.

C.5.11. Demand Maintenance Order (DMO) R esponse Time: DMO's require an onsite response within two (2) working days of creation of the DMO and shall be completed within thirty (30) calendar days from the date of request.

C.5.11.1. POC shall be contacted either before or upon arrival of the work site.

C.5.11.2. If POC cannot be contacted (maybe unavailable) , the Contractor shall annotate dates, times and means of attempted communications. The Contractor shall notify the COR whenever circumstances arise that will prevent the contractor from completing Routine DMO within the thirty (30) day time period (i.e., awaiting materials).

C.5.12. Demand Maintenance Orders (DMO's) : The Contractor shall pick up DMO from the Directorate of Public Works, Service Contracts Branch, at Building 330, no later than 8:00 am. daily. (Example of DMO will be provided at the post award meeting).

C.5.12.1. The Contractor shall furnish the completed original copy of the DMO to the COR, provide one copy to the responsible individual at the facility who would signed the DMO at time of completion and maintain one copy for contractor records.

C.5.12.2. Signed and completed DMO shall be returned to the COR within two (2) work days after work has been completed.

C.5.13. Authorization to enter buildings. Upon receipt of DMO, the Contractor shall notify the unit requester (POC) via telephone number, as stated on the DMO form, of the date and time that the contractor intends to provide services prior to arrival to the work site. This notification will provide the Contractor with authorization to enter the building(s) for the purpose of installing, servicing, repairing and /or replacing machines.

C.5.13.1. The Contractor shall obtain the signature of the POC on theDMO prior to beginning work, and after work is accomplished. If unit request cannot be contacted, the Contractor shall immediately inform the COR.

Demand Maintenance Orders (DMO):

- Work classification (maintenance, repair or construction & priority)
- Work/problem nature
- DMO Number
- Date and time reported
- Location of work requirement (e.g., building/facility/activity code)
- Name and telephone number of requester
- Required completion date, where applicable
- Completion date

C.5.14. Rework: The Contractor shall correct, as required, those maintenance deficiencies which are determined to be due to poor workmanship by the contractor, on services that fail during the warranty period or during a quality assurance inspection performed by the COR or his/her representative. Rework shall be at no additional expense to the Government and will begin within one day from notification of deficiency.

PART 6
APPLICABLE PUBLICATIONS

6. **APPLICABLE PUBLICATIONS (CURRENT EDITIONS):**

6.1. The Contractor must abide by all applicable regulations, publications, manuals, and local policies and procedures. The Government has coded the following publications either as advisory (A) or mandatory (M). The Contractor shall follow those coded mandatory. The Contracting Officer will negotiate any change in publications which affects contract performance.

6.2. Regulatory documents directly applicable to the Performance Work Statement are listed below, and are categorized as either mandatory or advisory. The Contractor is only obligated to follow the mandatory publications. The advisory publications are not contractually binding, but are to be used for information and guidance. Government publications which are considered mandatory shall be made available to the contractor by the COR no later than 30 calendar days after award. Supplements or amendments to these required publications may be issued during the life of the contract; therefore, the Contractor shall establish, through the COR, follow-on requirements with the publications distribution center. Any such changes to applicable mandatory documents which cause a change in the scope of performance within the meaning of the changes section of contract clause entitled "Contract Terms and Conditions-Commercial Items", or would impose additional costs, shall not be implemented by the Contractor until a change order or modification is issued by the Contracting Officer. The Contractor shall ensure that all required documents and applicable changes are posted and up-to-date. The entire document is considered applicable unless a specific part (subject area) of the document is referenced, in which case only that specific part is applicable. The Contractor shall comply with directives from any applicable federal, state, and local requirements as they relate to washer and dryer repair services. In the event of a conflict between laws and regulations applicable to this contract, the Contractor shall refer the issue to the contracting officer before taking action.

Title 10 USC 2775

AR 25-2	Information Assurance
AR 530-1	Operations Security (OPSEC)
AR 420-1	Army Facilities Management
AR 420-1	Army Facilities Management, Chapter 3, Section IX, Furnishings
FAR	Federal Acquisition Regulation, Part 46, Quality Assurance
AR 735-5	Policies and Procedures for Property Accountability
AR 740-1	Storage and Supply Activity Operations
AR 385-10	The Army Safety Program
AR 710-2-2	Supply Support Activity Supply System: Manual Procedures
CTA 50-909	Field and Garrison Furnishings and Equipment
CTA 50-970	Expendable/Durable Items (Except Medical, Class V, Repair Parts, and Heraldic Items)

PART 7
TECHNICAL EXHIBIT LISTING

C.7. <u>Technical Exhibit List</u>:

C.7.1. Technical Exhibit A – Performance Requirements Summary.
C.7.2. Technical Exhibit B – Deliverables Schedule.
C.7.3. Technical Exhibit C – Building Listing and Equipment Location.

TECHNICAL EXHIBIT A
PERFORMANCE REQUIREMENTS SUMMARY

Performance Objective	Performance Standard	Performance Threshold	Incentives / Disincentives
PRS #1 DMO Response Time PWS Para. C.5.2.1. C.5.11. The Contractor shall contact the Contract Inspection Branch by telephone at 337-531-0043, or in person at 8:00 A.M., Monday through Friday, excluding legal public holidays, for receipt of DMO and before departing from Fort Polk each workday. The Contractor shall provide onsite response within two (2) working days of creation of the DMO and shall be completed within thirty (30) calendar days from the date of request.	Contact Contract Inspection Branch, by phone or in-person, at 8:00 A.M. to receive DMO and prior to daily departure of the installation. DMO onsite response services shall be accomplished within two (2) working days of creation of the DMO and completed within thirty (30) calendar days from the date of request.	Contact Contract Inspection Branch each workday at 8:00 A.M. to receive DMO and prior to departure of the installation. DMO onsite response services shall occur within two (2) working days 95% of the time. DMO services shall be completed within thirty (30) calendar days from the date of request 95% of the time. AQL: 5%	Data collected during the performance period shall be used to substantiate objective ratings of contractor performance. Trends of less than acceptable performance could result in negative CPARS ratings.
PRS #2 Machine Repair PWS C.5.2.6. C.5.2.7.1. The Contractor shall complete all work/repairs within 48 hours of response. If materials or parts are required, the Contractor shall complete the DMO within three (3) calendar days of equipment or parts arrival from their vendor. In no case shall machines remain unrepaired for more than ten (10) calendar days for lack of repair parts.	Repairs shall be completed within 48 hours of response. If materials or parts are required, work order shall be completed within three (3) calendar days of equipment or parts arrival from vendor. In no case shall machines remain unrepaired for more than ten (10) calendar days due to lack of repair parts.	Repairs shall be completed within 48 hours of response time 95% of the time. Work orders shall be completed within three (3) calendar days of equipment or parts receipt 95% of the time. Machines requiring repair parts for maintenance shall be fully operational within ten (10) calendar days (of what) 95% of the time AQL: 5%	

PRS #3 Equipment Installation/Hookup PWS Para. C.5.3. C.5.3.1. The Contractor shall make electrical and hose connections, level the machine, and run machine through a complete operating cycle to ensure proper operation during hook-up.	The Contractor shall make electrical and watertight hose connections, level the machine, and run machine through a complete operating cycle to ensure proper operation during hook-up.	During equipment installation, electrical and hoses shall be connected prior to running the machine through a complete operational cycle. No deviation. AQL: 0%	Data collected during the performance period shall be used to substantiate objective ratings of contractor performance. Trends of less than acceptable performance could result in negative CPARS ratings.
PRS #4 Phase-out Period PWS Para.C.1.7.2 The outgoing Contractor shall be prepared to transition the workload to the newly selected Contractor during the Thirty-(30) day phase-out period, which will occur at the end of the period of performance of the contractual effort.	The outgoing Contractor is ultimately responsible for performing full services IAW the contract, during the phase-out period, until machines are uninstalled, and shall not defer any requirements for the purpose of avoiding responsibility or of transferring responsibility.	Contractor during the thirty (30) day phase-out period AQL: 2%	Data collected during the performance period shall be used to substantiate objective ratings of contractor performance. Trends of less than acceptable performance could result in negative CPARS ratings.

TECHNICAL EXHIBIT B
DELIVERABLES SCHEDULE

Deliverable	Frequency	Medium/Format	Submit To
Designation of Contract Program Manager PWS C.1.6.10.1.1.	At the Post Award Conference	Microsoft Word	KO and COR via email
Designation of ECO PWS C.1.13.22.	Prior to contract performance start date	Microsoft Word	KO and COR via email
Quality Control Plan PWS C.1.6.1.1.	Within thirty (30) days after contract award; within five (5) calendar days of changes	Microsoft Word	KO and COR via email
Maintenance Plan PWS C.1.11.1. PWS C.1.11.1.2	No later than thirty (30) working days after award; not later than thirty (30) working days prior to the proposed effective date of the update plan	Microsoft Word	KO and COR via email
Physical Security Plan PWS C.1.6.7.1.3.	Within ten (10) work days after contract award date	Microsoft Word	KO and COR via email
Safety Plan PWS C.1.8.1.1.	Per PWS within ten (10) working days after contract award/date of commencement of work	Microsoft Word	KO and COR via email
AT Level 1 Training PWS C.1.6.7.2.1.	Within 5 working days after contract award and annually thereafter	PDF	COR via email

iWATCH Training PWS C.1.6.7.2.7.1.	Within 10 calendar days after contract award; New employees within 10 calendar days of commencing performance under the contract.	PDF	COR via email
OPSEC Training PWS C.1.6.7.3.	Within 30 calendar days of arrival on Fort Polk and annually thereafter	PDF	COR via email
Annual Cyber Awareness Training PWS C.1.6.7.2.4.	Within thirty (30) calendar days of arrival on post and annually thereafter.	PDF	COR via email
Deliverable	**Frequency**	**Medium/Format**	**Submit To**
Spill Plan PWS C.1.13.17.	Within thirty (30) calendar days of contract award.	Microsoft Word	KO and COR via email
Personnel/Access Roster PWS C.1.6.7.1.1.	Access Rosters are required to be submitted for all employees monthly or when any personnel change occurs to the Visitors Control Center (VCC) for all contractor personnel	Microsoft Word	COR via email
Daily Service Report PWS C.5.2.11.	As per PWS, submit daily a cost listing of parts installed per machine, the total number of each type of machine repaired and the total cost for parts per day	Microsoft Word	COR via email
UPH Combined Monthly Inventory Report CDRL PWS C.5.8.1.1.	Not later than the fifth (5^{th}) working day of the following month	Microsoft Word	COR via email

UPH Roster PWS C.5.8.1.3.	Not later than the fifth (5th) working day of the following month	PDF	COR via email
Issues, Turn-In(s) and Replacements Report PWS C.5.8.1.4.	No later than the first (1st) work day of the month	PDF	COR via email
Salvaged Used Repair Parts Report PWS C.5.4.4. PWS C.5.8.1.5.	First workday of each month	PDF	COR via email
Backlog Report PWS C.5.8.1.6.	No later than the second (2nd) work day of the month	PDF	COR via email
Monthly Preventive Maintenance Report PWS C.5.8.1.7.	No later than the 5th working day of each month	PDF	COR via email
Monthly Demand Maintenance Order/Repair Report PWS C.5.8.1.8.	No later than the 5th working day of each month	PDF	COR via email
Deliverable	**Frequency**	**Medium/Format**	**Submit To**
Signage and Labels PWS C.5.9.	The Contractor shall place government provided labels on machines within 10 calendar days of contract start date. For later replacement installs, such signage shall be placed on each machine.	Microsoft Word	COR via email
Manufacturer's Suggested Preventive Maintenance Checklist PWS C.3.5.	Suggested parts list within ten (10) workdays of contract award date.	Microsoft Word	COR via email

TECHNICAL EXHIBIT C
BUILDING LIST & EQUIPMENT LOCATION

Tech Exhibit .xlsx