PERFORMANCE WORK STATEMENT

FOR

LEASE WASHERS/DRYERS &

ELECTRIC COOK TOPS

316th Civil Engineer Squadron
Joint Base Andrews, Maryland
Revision 10: June 22 2026

1.0. DESCRIPTION OF SERVICES. The contractor shall furnish all personnel, equipment, tools, materials, supervision, transportation and all other items and services necessary to provide and install contractor owned washers/dryers and built-in electric cook tops on Joint Base Andrews (JBA), as defined in this Performance Work Statement (PWS) except where specified as Government-furnished property and services. Installation and maintenance of washers/dryers and built-in electric cook tops shall be in accordance with the procedures established by the respective appliance manufacturer. The appliance requirement and location listings are shown in Appendix A.

1.1. GENERAL APPLIANCE FEATURES. Reference Appendix A

1.1.1. STANDARD WASHERS. Washing machines shall be a major manufacturer's standard commercial heavy-duty automatic load model type units that meet the following minimum standards:

- 16 -pound minimum washing clothing capacity 3.5cubic feet or greater
- Top-loading or Front-loading
- Manually operated timer that can be controlled by the user
- Adaptive Water Levels
- Multiple Wash/Spin Speeds
- 1/3 horsepower (or larger) motor wired for 110-120 volts, 60 hertz
- Wash shall operate from a 20 ampere circuit without overload protection
- Three (3) prong electrical cord and provisions for an external grounding
- Non-coin operated
- Energy Star qualified
- Both stackable Washers and Dryers must be the same size for compatibility and aesthetics. Not to exceed 27 inches in width

1.1.2. STANDARD DRYERS. Dryers shall be a major manufacturer's standard commercial heavy-duty automatic models. The dryers shall operate by electricity and meet the following minimum capabilities:

- 14-pound minimum dry clothing capacity 7.0 cu. ft or greater
- Two (2) temperature settings (minimum)
- Three (3) cycles normal, permanent press, and delicate
- Thermostatic controlled temperatures
- 150 degrees maximum for electric dryers
- Front loading with safety switch to stop operations when door is opened
- External 4-inch vents from right rear back or bottom
- Electric dryers shall operate on 208/220 volt, 60 hertz, AC
- Dryers operated from a 30-ampere circuit without overload
- Up-front secured lint screens or filters located in the exhaust outlet port
- The filters shall be located for easy/convenient cleaning
- Non-coin operated

- **1.1.3. WASHER/DRYER LAUNDRY CENTER.** Approximate dimensions stackable Washers and Dryers must be the same size for compatibility and aesthetics.
  - Not to exceed 27 inches in width suitable for dormitory living. The space provided is 34" in width.
  - Two wash/spin speed combinations
  - Washer and dryer is one stacked unit
  - 3 wash cycles, preprogrammed settings for regular, permanent press and delicate clothes
  - Three (3) wash/rinse temperatures

- Three (3) water levels- Minimize water waste per cycle
- Electromechanical controls
- Auto Dry – Monitors air temperature with an automatic thermostat and ends the cycle when clothes are properly dried
- Four (4) dry cycles – Convenient preprogrammed settings for regular and delicate clothes
- Non-coin operated

1.1.4. STACKABLE DRYER/DRYER.

- 27" Stacked Electric Dryer/Dryer
- 12-14 cu. ft. Total Capacity
- Total 2 Dry Cycles
- 2-x 1/3 HP and Centered Controls
- Dryers operated from a 30-ampere circuit without overload
- Up-front secured lint screens or filters located in the exhaust outlet port
- The filters shall be located for easy and convenient cleaning
- Non-coin operated
- Defined as 2 dryer stacked as one unit or one unit with 2 dryers.

1.1.5. BUILT-IN ELECTRIC COOK TOPS 2 Burner. Approximate dimensions (HxDxW) shall be 3in x 16 5/8 in x 21 ¼ in suitable for dormitory living for 21" cook tops.

- Compact cook tops – 21" cook tops with 2 coil elements for specialty installations
- Coil heating elements – Removable elements provide even heat and are easy to clean
- Drip bowls – Removable bowls
- Heating Element "On" Light – Illuminates when the cooking surface is activated

1.1.5.1 Built- In Electric Cook Top 4 Burner- Building 1690. Approximate dimension (HxDxW) shall be 3-5in x 21-24in x up to a maximum of 30in, suitable for dormitory living for 30" cook tops.

- **Compact cook top- Maximum of 30-inch cook tops with 4 coil elements for specialty installation**
- **Coil heating elements- Removable elements provide even heat and are easy to clean -or equivalent**
- **Drip bowls- Removable bowls – or equivalent**
- **Heating Element "On" light- illuminates when the cooking surface is activated**
- **220V -240V operation and must have 20amp and or 30amp max ampere.**
- **Contractor shall hardwire install of four burners cook tops if necessary.**
- **Contractor shall countertop alterations based on final specs of product and countertop furnishings.**

1.1.6. WASHERS DRYERS LAUNDRY CENTER SPECIAL SIZES

Washers Dryers Laundry Center shall be a major manufacturer home style standard and shall be no more than 24 inches wide for buildings 1350, 1351, 1690, 1691 & 1692.

1.1.6.1 Stackable Washer and Dryer Fire Station 1 and 2

Stacked Washers/Dryer combos shall be 21.5-pound capacity and dryers shall be 18-pound capacity for buildings 1287 & 3464 for both fire station having two stacked washer/dryer combo each.

1.1.7. VENT-LESS DRYER. Required at building 1380, Presidential Inn with approximate dimensions (No more than 27 inches wide in suitable for hotel living. Approximately 4.0 Cu. Ft Capacity (front load). Non-coin operated

1.1.8. FRONT LOAD WASHER. Approximate dimensions (Units can be no longer than 27 inches wide. Approximately 2.2 Department of Energy (DOE) Cu. Ft Frontload Washer. Non-coin operated

1.1.9 ADA WASHERS/DRYERS. Americans with Disabilities Act -ADA set up for users with disabilities. Front load washers with front controls. The reach range for washers and dryers must fall between 15 and 36 inches above the ground. Door height must be 15-36 inches above the ground (to the bottom edge of the door). Controls must: Rear controls need to be within 24 inches reach unobstructed.

Front controls need to be within 15-48 inches from the ground. Be operable with one hand and not require tight grasping, pinching or twisting of the wrist. Require less than 5lbs of force for activation.

1.2. INSTALLATION SCHEDULE. The contractor shall submit an equipment installation schedule to the contracting officer within five (5) working days after written notification of contract award. The schedule shall indicate the dates the equipment will be installed, number of units, and corresponding building numbers. All equipment required by the contract shall be fully installed and operational within two (2) weeks after installation. It is anticipated that all facilities will be occupied when appliance service is performed, therefore, the contractor agrees to cooperate to minimize disturbance to occupants. The contractor shall notify the Contracting Officer Representative (COR) 24 hours prior to performing any installation services.

1.3. INSTALLATION/REMOVAL OF MACHINES. The contractor shall provide all materials and labor required, to include furnishing any necessary adapters and hoses to install all washers and dryers to existing electrical outlets, drains, and vents in accordance with the manufacturer's specifications. Complete operating instructions shall be posted in each laundry room. All appliance initially installed by the contractor shall be brand new, fully operational, and free of dents and scratches. Chips or dents that are the result of normal usage shall be "touched-up" with a suitable paint to continue the good appearance of the appliance. Washers and dryers shall have a white factory-applied baked finish and be of the same manufacturer. All appliances shall be Underwriters Laboratories (UL) approved or certified by an equivalent-testing laboratory with the appropriate decal attached.

1.4. INSTALLATION AND REMOVAL DURING FACILITY MODIFICATION. The contractor shall be required to remove and install appliances in support of facility modification projects. All electrical operated equipment shall be installed in accordance with manufacturer's instructions and meet National Electric Code guidelines. The contractor shall be responsible for any necessary storage for appliances as changes occur.

1.5. SIGNS AND DECALS. The contractor shall place user instructions for proper/safe operation of the machines at each washer and dryer. For service call purposes, the contractor shall place a number on the front of each washer and dryer to identify each unit.

1.6. MAINTENANCE SERVICES.

1.6.1. PREVENTIVE MAINTENANCE. The contractor shall establish a preventive maintenance program to correct and prevent system failure and maximize the overall operating efficiency of the equipment. The contractor shall ensure equipment meets the required performance specifications as designed by the equipment manufacturer for electric dryers. Maintenance shall be scheduled and

performed at a time that will result in minimum inconvenience to residents and at no additional cost to the Government.

1.6.2. CORROSION TREATMENT CONTROL. The contractor shall inspect washing machines and dryers located in high moisture areas for possible corrosion development. Corroded areas shall be appropriately treated to reduce or inhibit corrosion development. Painted surfaces shall be repainted to match original color schemes.

1.6.3. NOTIFICATION OF MALFUNCTION/DAMAGE. The facility managers will be instructed to report all instances of machine malfunctions to 316th Civil Engineer Squadron (CES) Customer Service at (301) 981-5151. The Customer Service representative will forward the information to the COR and provide the facility manager(s) with a work ticket. The Contracting Officers Representative (COR) will then contact the contractor.

1.6.4. SERVICE CALL RESPONSE. The contractor shall respond only to service requests made by the COR or Contracting Officer. Contractors shall be given tickets that will be annotated on the service log. On-site washer and dryer service and repair shall be provided no later than 48-72 hours after notification of service being required. The contractor shall ensure appliances are operational no later than one 5 business days after notification of service requirement by repairing or replacing the defective unit(s). If the contractor is unable to repair the malfunctioning unit, the contractor shall replace the unit. In these events, please contact the COR and CO to discuss options. . Close coordination of these records shall be made with the COR. Contractor repair personnel shall contact the COR upon arrival on base and after completion of all repairs. After repairs are complete, the contractor shall provide the COR a report containing the following information within 2 business days:

COR issued ticket number
Date/repair called in and completed
Building number
Machine type (stacked, electric, washer/dryer, cooktops)
Contractor-assigned machine number (unit number)
Serial number
Model number
Complaint (Reason for service call)
Action taken

1.6.4.1. SERVICE LOGS. The contractor shall establish and maintain a service log that tracks installations of appliances, maintenance and responses to service calls. Both the technician and the COR shall sign the service log after the technician has completed troubleshooting or repairing the equipment either through email or hard copy.

1.6.5. UNIT REPLACEMENTS. The contractor shall replace any malfunctioning unit that cannot be repaired within one (7) business days. Replacement also applies when use of a unit creates a safety hazard. The contractor shall ensure that a temporary issue receipt is prepared for appliances or components removed from JBA for off base repairs. The receipt shall include the contract number and signed by both the contractor and the COR. A duplicate copy shall be given to the COR before removing any item from the installation. The contractor shall remain fully responsible for all items until they are returned and inspected by the government.

1.7. VANDALISM. The contractor shall repair damages to washers/dryers due to misuse or vandalism. The contractor, Contracting Officer (CO) and COR will determine if damages are the result of misuse or vandalism before any equitable adjustment request is approved. Only the company can try to fix the appliance or make changes with the machines. Tampering with the machine other then functional use by anyone other then the contractor is prohibited.

1.8. QUALITY CONTROL. The contractor shall develop and maintain a quality program to ensure

washer and dryer services are performed in accordance with commonly accepted commercial practices. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. At a minimum, the contractor shall develop quality control procedures that address the areas identified in paragraph 2, Service Delivery Summary.

1.9. QUALITY ASSURANCE. The COR will inspect appliance installations and confirm that all appliances meet the requirements specified in accordance with the PWS. An evaluation of the contractor's performance will be conducted through intermittent on-site inspections of the contractor's quality control program and receipt of complaints from base personnel.

2.0 SERVICE DELIVERY SUMMARY

Performance Objectives	PWS Reference	Performance Thresholds	Assessment Method
Corrosion Treatment Control. The contractor shall inspect washing machines and dryers located in high moisture areas for possible corrosion development	1.6.2	The contractor will inspect all washers and dryers as a routine maintenance at least (2) times per month to ensure there is no corrosion.	Periodic surveillance along with validated customer complaint
Service Call Response. Customers are informed of expected repair time. Response and repairs are made within specified time.	1.6.4	The contractor shall ensure appliances are operational no later than five (5) days after notification of service requirement by repairing or replacing the defective unit(s).	Periodic surveillance along with validated customer complaint.
Perform Preventative Maintenance. Washers and dryers are fully operational.	1.6.1	No more than three (3) washer and dryer shall be at any time in a single month in one laundry area/building/unit inoperable	Periodic surveillances along with validated customer complaint.

Submit Service Reports. Accurate reports are delivered not later than 30 days of the following month.	1.6.4.1	No more than two (2) untimely and/or inaccurate reports in a single month.	Periodic Inspection

3.0 GOVERNMENT FURNISHED PROPERTY AND SERVICES None.

3.1. GOVERNMENT FURNISHED PROPERTY. None

3.2. GOVERNMENT FURNISHED SERVICES. The Government will provide reasonable services and utilities (such as electricity), police & fire protection, and emergency medical services. Expenses incurred by the contractor or any of its employees resulting from Medical Services provided by the Malcolm Grow Medical Center are the responsibility of the contractor.

4.0 GENERAL INFORMATION

4.1. HOURS OF OPERATION. Hours of operation are from 6:30 AM to 4:30 PM Monday through Friday.

4.2. FEDERAL HOLIDAYS. The following is a list of Federal Holidays observed by this installation:

New Year's Day
Martin Luther King's Birthday
Veterans Day
Juneteenth
Independence Day
Labor Day
Columbus Day
Memorial Day
Inauguration Day
President's Day
Thanksgiving Day
Christmas Day

4.3. SECURITY REQUIREMENTS. All contractor employees shall carry contractor photo identification at all times. Contractor employees shall comply with any base security measures implemented at all times. This includes but is not limited to vehicle and goods searches and identification checks during times of increased security. All personnel employed by the contractor in performance of this contract, or any representative of the contractor entering the Government installation, shall abide by all security regulations of the installation.

4.3.1. The contractor shall be responsible for the action of any of their sub-contractors and their employees who are working on JBA.

4.3.2. The contractor and sub-contractor, if hiring U.S. citizen(s), shall ensure that they are in possession of a valid State driver's license or State issued Identification Card and birth certificate. The contactor and/or subcontractor may hire non U.S. citizens if they are in possession of Green Card, Social Security Card, Resident Card, Work Visa and State issued Identification Card. If driving on base a State driver's license with real ID required, vehicle insurance and vehicle registration is required.

4.3.3. FEDERAL CRIMINAL HISTORY BACKGROUND CHECK. The contractor and all employees of the contractor requiring access to JBA controlled areas, to include all areas within the pathfinder fence, will be required to successfully undergo a Federal Criminal History Background Check and be fingerprinted. The contractor shall be responsible for all costs associated with fingerprinting and the Federal Criminal History Background Check. The authorization number is 00625G, and should be

entered in the ORI space on the back of the blue card. For updated information on obtaining federal background checks visit the MD Department of Public Safety and Correctional Services website at: http://www.dpscs.state.md.us/publicservs/bgchecks.shtml or call the number below.

CJIS – Central Repository
6776 Reisterstown Road, Suite 102
Baltimore, MD 21215

Or

CJIS – Central Repository
P.O. Box 32708
Pikesville, MD 21282-2708

Contact CJIS at 410-764-4501 or toll free at 1-888-795-0011 if you have questions about the procedure or the associated fees.

4.3.4. WEAPONS. Weapons of any sort are not authorized on JBA, this includes guns, knives, swords, nun chucks, brass knuckles, or any other weapon that has a sole purpose to injure or maim. Combination tools such as Leatherman and small pocket knives with folding blades less than four inches are authorized if used in the performance of duty. Those found in violation of this directive are subject to apprehension, criminal charges and debarment from the installation.

4.3.5. ILLEGAL CONTROLLED SUBSTANCE. The U.S. Federal Government is the most vocal opponent of the drug industry and it has set the de facto international standards regarding the legality and illegality of different drugs. Illegal controlled substance and narcotics are not authorized on JBA what so ever, controlled substances may not be transported on the installation via vehicle or on an individual person, i.e., marijuana/Cannabis, cocaine, crack cocaine, LSD, Methamphetamine (Meth), Heroin, Anabolic steroids, Psilocybin mushrooms, are some of forbidden substances (this list is not all inclusive). Prescription medications are authorized for the person the medication is issued to; however the medication must not be expired and the label must clearly indicate the name of the person the medication is issued to. Otherwise the prescription medication may be deemed illegal by the law enforcement officials. Those found in violation of this directive are subject to apprehension, criminal charges and debarment from the installation.

4.3.6. BASE ACCESS. Identification cards and vehicle registrations shall be obtained from the Visitor Control Center (building 1832) located at the main gate entrance of JBA. Owners must present valid drivers' licenses, current registration, proof of insurance, and any other information deemed necessary to obtain a vehicle pass. While on the premises of JBA or any of its affiliate sites, Contractor personnel shall represent themselves as non-government employees by conspicuously displaying badges at all times.

4.3.6.1. Lost vehicle and entry passes shall be reported immediately to Security Police, and the COR.

4.3.7. PHYSICAL SECURITY. The contractor shall be responsible for safeguarding all Government property provided for contractor's use. At the end of each shift, all government facilities, equipment, and materials shall be secured. The contractor shall be responsible for providing and placing all barricades and safety devices during any activities and comply with all Occupational Safety and Health Standards (OSHA).

4.3.8. RETRIEVING IDENTIFICATION MEDIA. All Government issued identification must be returned to the COR upon expiration of the contract or employee termination, whichever comes first. Failing to do so will result in the withholding of the final payment.

4.4. PERFORMANCE OF SERVICES DURING CRISIS DECLARED BY THE NATIONAL COMMAND AUTHORITY OR OVERSEAS COMBATANT COMMANDER. In the event the contractor is unable to perform his daily operations due to peacetime emergency and/or wartime contingency disturbances, etc., neither the Government nor the contractor shall take action for non-compliance with contract requirements. Upon notification by the Contracting officer or COR, the contractor shall perform emergency and special event services (Contingencies, Operational Readiness Exercises or Inspections, Facility operations.) as required. During extreme State and Federal emergencies please contact the COR or CO for further guidance.

4.5. SAFETY. Contractor shall comply with all applicable Occupational Safety and Health Administration (OSHA) and Air Force Office of Safety and Health (AFOSH) standards.

APPENDIX A

Appliance Requirement and Locations:

Building Number	Facility	Standard Washer	Standard Dryer	Ventless Dryer	Front Load Washer	ADA Washer	Washer/Dryer Laundry Center (Stacked as one unit)	Stackable Dryer/Dryer	Stackable Washer/ Dryer	Built-it Electric 2-Cook Tops	Built-it Electric 4-Cook Tops
1287	West Fire Department								2		
3464	East Fire Department								2		
1350	DVQ						6				
1351	DVQ						4				
1380	Presidential Inn	24		35	11	3					
3305	Entomology Shop	1	1								
1911	Alert Facility	1	1								
1624	Dorm	12						16			
1631	Dorm	12						12			
1690	Dorm	10						10			60
1691	Dorm	10						12		60	
1692	Dorm						40			40	
	Total Units	**70**	**2**	**35**	**11**	**3**	**50**	**50**	**4**	**100**	**60**

NOTE: Stackable Dryer/Dryer is defined as Defined as 2 dryer stacked as one unit or one unit with 2 dryers.

5.0 TRANSITION PERIOD. The contractor shall provide a complete transition plan to ensure a smooth transition in the change of work effort. Contractor shall have no more than 15 days from the start of the contract performance period to transition the work effort. The plan shall be submitted to the CO as part of the proposal. The transition is two weeks from **16 July 2026- 01 August 2026**. The following shall be addressed: (a) the scope of the transition; (b) transition strategy; (c) timeline for completing the transition; and (d) governance for the 4transition. Additionally, a transition out plan will be required. The contractor shall submit a Phase-Out Plan for contract completion tasks when directed by the CO. The requirements for the plan will be detailed in a CO tasking letter. Phase-out is at no additional cost to the government. At a minimum, it is anticipated that the following items will need to be addressed in the Plan: a. identification of all tasks required for complete contract transition or closeout; b. a schedule that identifies

the recommended sequencing and duration of these transition/close-out tasks to include a joint inventory of all assets involving government and follow-on contractor personnel; and c. assist the government and follow-on contractor as required with planning and executing a smooth turnover to ensure minimal mission impact. Notice to contractor: Building 1690 is currently under renovation, and the 80 appliances will not be installed during transition period after contract award. The Government will coordinate with the contractor once these units are needed and installed. Units for 1690 will be on a separate option CLIN and will be exercised or not based on Government need.

6.0 LEASE TERMS

1. PARTIES

This Appliance Lease Agreement ("Agreement") is entered into between:

- The Lessor: [Contractor Name], an entity with its principal place of business at [Contractor Address].
- The Lessee: The United States Government ("the Government"), as represented by the 316th Contracting Squadron, acting on behalf of the 316th Civil Engineer Squadron at Joint Base Andrews, Maryland.

2. BACKGROUND & GOVERNING DOCUMENTS

This Agreement governs the lease of commercial appliances as detailed in this contract and its incorporated Performance Work Statement (PWS) for Lease Washers/Dryers & Electric Cook Tops, Revision 9, dated 26 May 2026. All terms and conditions of the contract and PWS are incorporated herein by reference.

3. LEASE TERM

The period of performance for this lease shall be from **1 August 2026**, inclusive of a Base Year and any formally exercised Option Years in accordance with the contract, and end on **31 July 2031**. The Government reserves the right to extend the services until **31 January 2032** by exercising 52.217-8

4. LEASED EQUIPMENT & LOCATIONS

The Lessor shall provide, install, and maintain the following contractor-owned appliances ("Leased Equipment") across various facilities at Joint Base Andrews, MD, as detailed in the PWS Appendix A.

Appliance Type	Base Quantity (CLIN 0001)
Standard Washer & Dryer	60
Standard Dryer	2
Ventless Dryer	35
Front Load / ADA Washers	11
ADA Washers	3

Washer/Dryer Laundry Center	50
Stackable Dryer/Dryer & Washer/Dryer	40
Built-in Electric 2-Burner Cook Tops	100
Built-in Electric 4-Burner Cook Tops (Building 1690)	60
Standard Washers (Building 1690)	10
Stackable Dryer (Building 1690)	10
Stackable Washer and Dryer Fire Station 1 and 2	4
Total Base Units	385

5. OPTIONAL REQUIREMENT: BUILDING 1690

This Agreement acknowledges Optional CLINS (X009, X010, X011) for 80 units for Building 1690. The Government is under no obligation to exercise this option. If exercised via contract modification, the Lessor shall provide, install, and maintain these units at the same firm-fixed-unit price as the base requirement.

6. LEASE PAYMENTS

Invoicing and payment shall be conducted on a firm-fixed-price, per-unit basis as established in the contract schedule. The Government shall only be liable for payment for units that are fully installed, operational, and accepted by the Contracting Officer's Representative (COR) in accordance with the PWS.

7. LESSOR'S OBLIGATIONS (SERVICES INCLUDED)

The Lessor agrees to provide all necessary management, labor, tools, and equipment to perform the following, as detailed in the PWS:

- Installation: All Leased Equipment shall be delivered and installed brand new, fully operational, and free of defects (PWS 1.3). An installation schedule shall be submitted and approved by the COR.
- Preventive Maintenance: The Lessor shall execute a proactive maintenance program to ensure all units remain fully operational and to prevent system failures (PWS 1.6.1).
- Service Call Response: The Lessor shall respond to all service requests from the COR within 48-72 hours and ensure the appliance is operational no later than five (5) business days after notification (PWS 1.6.4).
- Unit Replacement: Any malfunctioning unit that cannot be repaired within seven (7) business days shall be replaced by the Lessor at no additional cost (PWS 1.6.5).

- Corrosion Control: The Lessor will inspect and treat units in high-moisture areas to prevent corrosion (PWS 1.6.2).
- Quality Control & Reporting: The Lessor shall maintain service logs and provide accurate reports as specified in the PWS (PWS 1.6.4.1, 1.8).

8. LESSEE'S OBLIGATIONS (GOVERNMENT RESPONSIBILITIES)

- Access: The Government will provide the Lessor with access to facilities during normal hours of operation (PWS 4.1) to perform its duties.
- Utilities: The Government will provide reasonable utilities (electricity, water, etc.) necessary for the operation of the Leased Equipment (PWS 3.2).
- Notification: Facility Managers will report all appliance malfunctions to the COR, who will then formally issue a service request to the Lessor (PWS 1.6.3).

9. TITLE TO EQUIPMENT

Title to the Leased Equipment shall remain with the Lessor at all times. The Government shall not acquire any equity in or title to the equipment by virtue of this Agreement.

10. DAMAGE AND VANDALISM

The Lessor shall be responsible for repairing damages due to normal wear and tear. For damages determined by the CO and COR to be the result of misuse or vandalism, the Lessor may be entitled to an equitable adjustment (PWS 1.7).

APPENDIX B

General Definitions:

Defective Service: A service output that does not meet the standard performance specified in the contract for that service.

Quality Assurance: A planned 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 purposes of this manual, quality assurance refers to actions by the government.

Quality Control: Those actions taken by a Contractor to control the production of outputs to ensure that they conform to the contract requirements.

Professional: Conforming to the technical or ethical standards of profession. Possessing skill, experience and competence in a profession.

Technical Definitions:

Commercial Washers: An automatic washer that easily handles big loads, 3.3 cu. Ft., and front or top load, non-coined operated, capacity, white in color.

Commercial Dryers: Electric, extra-large capacity with 7.1 cu. ft. cylinder volume, non-coined operated.

Stackable Dryer/Dryer: Electric or dryers in one unit, large load capacities with 7.1 cubic feet cylinder

volume, non-coined operated. Defined as 2 dryer stacked as one unit or one unit with 2 dryers.

Washer and Dryer Laundry Center: A top-load washer and front load dryer stacked in one unit, heavy duty home style, non-coined operated.

Work Order: A written or computer generated request as directed through the COR to accomplish specific task(s) as required or identified in the PWS.