**PERFORMANCE WORK STATEMENT**

**COMPUTER NUMERICAL CONTROL (CNC)**

**EQUIPMENT REPAIR SERVICES**

**9 April 2026**

**1.0 DESCRIPTION OF SERVICES.** The Contractor shall provide the technical expertise, engineering support, parts, material, and travel necessary to enable the Government to maintain and repair Government-owned Computer Numerical Control (CNC) equipment located in building 140 at Robins Air Force Base, Georgia. The Contractor shall provide support as required to the Government to keep the equipment functioning safely, effectively, and efficiently with the goal being to reduce downtime. The requirement includes the CNC equipment listed on attachment 1.

**1.1** NOTE - Due to ongoing Government efforts to replace obsolete CNC equipment, there is the possibility that some of the CNC equipment listed on attachment 1 will be replaced one for one with a new piece of equipment during the timeframe of award of this Performance Work Statement. However, the services required by the Contractor in this PWS will remain the same.

**1.1.1** Each piece of equipment listed performs milling and metal cutting operations utilizing its hardware under the guidance of software driven controller systems. Each of these machines, when operating properly, has the capability of producing a variety of aircraft parts in support of flight line production operations within required tolerance ranges up to +/-.0005.

This tolerance requirement is documented on the OEM aircraft manufacturer's drawings and must be met for form, fit, and functional requirements for the aircraft. All the aircraft parts produced by this equipment directly support flight-line operations and ultimately the war fighter.

**1.2 Corrective Repairs.** When a corrective repair is required, this will constitute an urgent requirement. Examples include encoders broken or blocked by chips, loose electrical connections that cause controller faults, and physical damage to the spindle/head. Corrective repairs shall be provided at two levels of support as needed to ensure the continued operation of the CNC equipment.

**1.2.1 Level one support – telephone support-**Firm Fixed Price- Level one support shall consist of the Contractor providing technical support by telephone to the Government. The Contractor shall provide technical telephone support from 7:00 am to 5:00 pm (EST), Monday through Friday. The Contractor shall provide priority status for technical support inquiries and shall respond by telephone within four (4) hours of being contacted by the Government Program Manager.

**1.2.1.1** The Government will first attempt to perform corrective repairs to the CNC equipment by utilizing technical support provided by the Contractor. If Contractor telephone support does not resolve the problem within sixteen (16) hours, level two support will be required.

**1.2.1.2 Level two support** – Firm Fixed Price

**1.2.1.3 Level two support** – Onsite Support/Shipping. The contractor shall be on site a minimum of two (2) business days per week. This onsite support will consist of the contractor providing technical assistance to the government point of contact on the assets listed in attachment

**1.2.1.4** Level two support will also include pre-paid one-way shipping for 12 separate items. During the troubleshooting phase of our maintenance activities there are times when we need to send a faulty component to the OEM for evaluation. These scenarios are when the OEM cannot give us a price to repair a component because they don't know what's wrong with it. So, they offer a free evaluation and

give a cost estimate of repair after the evaluation is complete. Once we receive the price for the repair, we will apply funds to the Level 3 support CLIN to accomplish the repair.

**1.2.2** Level three support-Time and Material

Upon determination through Level One and Level Two assessments that a required repair (or engineering service or software updates) is OEM-specific (e.g., involves proprietary knowledge, specialized software, unique configurations, or OEM-specific tooling), the Contractor shall engage the appropriate OEM/vendor to develop a repair plan.

No later than four (4) business days from the initial assessment, the Contractor shall submit a detailed Time and Materials (T&M) cost estimate to the Government Program Manager and Contracting Officer's Representative (COR). This estimate must include:

- A comprehensive breakdown of estimated labor hours by labor category.
- A complete bill of materials with itemized costs for all required parts and supplies.
- The official OEM/vendor quote.
- A total Not-to-Exceed (NTE) price for the entire repair action.

The Contractor shall not perform any repairs or procure any materials until written approval of the T&M cost estimate is authorized by the COR and CO for repairs exceeding $2,500.00. All repairs over $2,500.00 will be coordinated and approved by the COR. All work will be billed in accordance with the agreed-upon labor rates and actual material costs, not to exceed the authorized NTE price. **(CDRL A/B/C001, DI-ADMN-81401C NOT 1, Contract Change Proposals (CCPS).**

**1.2.2.1** NOTE. These complex CNC machines are an integration of various OEMs & vendor specific components & subcomponents, therefore the term 'OEM specific' can apply both to the overall machine OEM or any of the various OEM specific subcomponents.

**1.3 Acceptance.** After all repair work and updates are complete, the Contractor shall perform a functional test of the equipment to ensure proper operation. The Government Program Manager will observe and approve the functional test results. The Contractor shall provide a maintenance log detailing all tasks completed. This information shall be submitted via email to the Government Program Manager and COR within two (2) days after the functional test. **(CDRL A/B/C002, DI-MISC- 80508B, Technical Report- Study Services – Maintenance Log)**

**1.4 Contractor Contact Information.** The Contractor shall provide the Government Program Manager and COR with technical support contact information to include telephone numbers, fax numbers, and email addresses to enable the Government to submit requests for level one, level two, and level three support.

## 2.0 SERVICES SUMMARY.

| PERFORMANCE OBJECTIVE | PWS REF | PERFORMANCE THRESHOLD |
|---|---|---|
| Respond to level two support | 1.2.1.3, 1.2.1.4 | The contractor shall be onsite a minimum of two business days per week and provide one-way shipping of 12 items per year. |
| Respond to level three support. | 1.2.2 | The contractor will coordinate with the appropriate OEM/vendor and provide a written repair estimate to the Government Program Manager and COR within four (4) business days of assessment. |

## 3.0 GOVERNMENT FURNISHED PROPERTY AND SERVICES. None

## 4.0 GENERAL INFORMATION

**4.1 Government Program Manager (PM).** The Contractor shall coordinate all repair activities with the following Government Program Manager who will serve as the Primary Government Representative as the point of contact through which all contractor-provided services will be requested and accomplished for MXSG. The Government Representative will not supervise the Contractor and is not empowered to make any contractual commitments or to authorize any contractual changes on the Government's behalf. The following individual will serve as Government Representatives for MXSG.

| GOVERNMENT PROGRAM MANAGER | ALTERNATE GOVERNMENT PROGRAM MANAGER |
|---|---|
| Name: Matthew Mason | Name: Micah Graves |
| Organization: 402 MXSG/MXDEQ | Organization: 402 MXSG/MXDEQ |
| Telephone: 678-630-6097 | Telephone: 478-222-4075 |
| Email: matthew.mason.23@us.af.mil | Email: micah.graves@us.af.mil |

**4.2 Contractor Program Manager**. The Contractor shall provide a Program Manager who shall be the single point of contact between the Contractor and the Government. The name and phone number of the Contractor's Program Manager shall be provided in writing to the Contracting Officer, Government Representatives, and COR no later than five (5) calendar days after contract award date.

**4.3 Access to Government Facilities.** The Government Program Manager will ensure that Government personnel escort Contractor personnel at all times while the Contractor is on Robins Air Force Base. The Air Force has mandated visitors, to include all non-DOD cardholders, to consent to a check of their criminal history prior to being allowed access to installations. The check is similar to a driver's license check and is conducted at the Visitor Control Center located by the Main Gate to the base.

**4.3.1** Contractor personnel will need their driver's license or state-issued ID, and a social security card, which will be checked by name, dates of birth and social security number. Contractor personnel who wish to drive on base must present a valid driver's license and vehicle registration

**4.3.2** The Contractor shall ensure Contractor personnel who require access to Robins Air Force Base or other Government facilities comply with the security procedures of the facility.

**4.4 Place of Performance and Hours of Work:** On-site contract services shall be performed at the Warner Robins Air Logistic Complex. The work will take place in building 140 at Robins Air Force Base, GA. The Contractor shall perform on-site services between the hours of 6:00 a.m. to 5 p.m. (EST), Monday through Friday. The Government may adjust the Contractor's work hours based on workload requirements, with the flexibility to start work earlier, work odd shifts, and/or work weekends. The Government will provide the Contractor with the required work hours (schedule) for contractor personnel and will provide a 48-hour notice prior to changing any work hours.

**4.5 Recognized Holidays**. Unless otherwise required by the Government, the Contractor shall not have access to Government facilities to work or telework on all federal holidays or during facility closings as authorized by the Government. If the holiday falls on Saturday, it is observed on Friday. If the holiday falls on a Sunday, it is observed on Monday.

**4.6 Security Requirements.**

**4.6.1 Government Security Regulations.** The Contractor shall ensure personnel, information, system, facility, and international security requirements are met in accordance with 32 CFR Part 117, National Industrial Security Program Operating Manual (NISPOM), Department of the Air Force Instruction (DAFI) 31-101, Base Defense Operations.

**4.6.2 Contractor Security Clearance.** This requirement does not require security clearance. The Contractor shall ensure Contractor personnel have a valid security clearance appropriate to the access required for proper accomplishment of contract/order requirements. Contractor personnel shall not be authorized access to classified and/or sensitive, but unclassified, information and/or materials or be permitted to work on classified and/or sensitive, but unclassified, projects and/or programs without a proper security clearance and a need-to-know. Contractor personnel whose clearances have been suspended or revoked shall immediately be denied access to classified and/or sensitive, but unclassified, information.

**4.6.3 Communications Security (COMSEC)**. The Contractor shall use only secure communications methods and/or equipment to transmit or otherwise transfer classified and/or sensitive, but unclassified, information in accordance with 32 CFR Part 117.21, National Industrial Security Program Operating Manual (NISPOM).

**4.6.4 Access to Government Systems.** The Contractor will not require or be provided access to the base network or any Government Automated Information System.

**4.6.5 Access to Government Facilities/Contractor ID (Badging).** The Contractor shall ensure Contractor/subcontractor personnel who require access to Robins AFB or other Government facilities comply with the security requirements of the installation.

**4.6.5.1 Visitors Only – No Badging ID.** The Air Force has mandated all visitors consent to a check of their criminal history prior to being allowed access to installations. The check will be conducted at the Visitor Control Center (VCC) off Watson Boulevard, Robins AFB, GA. Visitors requiring unescorted access will need their driver's license or state-issued ID along with insurance and registration if driving on base. The pass issued by the Visitor Control Center authorizes unescorted entry to Robins AFB for the bearer only. For visitors, a short-term pass is up to 60 days. Any time greater than 60 days requires a secondary form of ID (Social security card, birth certificate or passport).

**4.6.6 Operations Security (OPSEC).** The purpose of OPSEC is to reduce the vulnerability of USAF missions to adversary collection and exploitation of critical information. The Contractor shall comply with DoDD 5205.02E "DoD Operations Security (OPSEC) Program", DoD Manual 5205.02 "DoD Operations Security (OPSEC) Program Manual" and AFI 10-701 "Operations Security (OPSEC)" to protect United States (U.S. Government interest). The Contractor shall ensure compliance with OPSEC requirements including procedures to protect classified and/or sensitive, but unclassified, Government projects and/or programs. The Contractor shall ensure Contractor personnel who perform work at Robins AFB or another Government facility comply with the OPSEC procedures of the facility.

**4.6.7 Security Incident or Violation**. The Contractor shall immediately notify the Government Security Office of any potential or actual security incidents or violations including potential or actual unauthorized disclosure or compromise of classified and/or sensitive, but unclassified, information.

**4.6.8**. **Supply Chain Risk Management.** The Contractor shall implement risk management procedures to ensure that system, equipment, components, software, maintenance equipment, and supplies do not incorporate counterfeit parts, malicious code, or other elements that would allow

adversaries to gain access to data and critical program information and disrupt operations. Contractor risk management procedures shall comply with:

- DoDI5000.83 DAFI 63-113, *Technology and Program Protection to Maintain Technological Advantage*
- SAE Aerospace Standard AS5553D, *Counterfeit Electrical, Electronic, and Electromechanical (EEE) Parts; Avoidance, Detection, Mitigation and Disposition,*
- National Institute of Standards and Technology (NIST) Special Publication 800-53 Rev 5, *Security and Privacy Controls for Information Systems and Organizations*

**4.7 Contractor Identification.** Contractor personnel shall wear visible identification designating them as contractors at all times while on Robins Air Force Base.

**4.8 Contractor Vehicle Entr**y. The Contractor shall contact the Robins Air Force Base Visitor's Center to and comply with local procedures for obtaining credentials and vehicle entry. Information may be obtained by calling the following phone number: Commercial 478-222-1972.

**4.9 Quality Management System (QMS)**: The Contractor shall ensure the quality of services through a quality and/or inspection system. Within 15 days of contract award, the Contractor shall submit a Quality Control Plan (QCP) to the Government Representatives addressing detection of quality program problems and defects, identification of root causes for quality related problems/defects, correction of root causes related to detected problems/defects, and follow-up to ensure quality related problems/defects do not recur. The plan shall include the schedule of quality assurance/control inspections planned by the Contractor. **(CDRL A/B/C003, DI-QCIC-81722/T, Quality Program Plan**)

**4.10 Agency Affirmative Procurement Program.** In accordance with RFO 23.102 (Policy) and 23.103 (Procedures), 100% of purchases of Environmental Protection Agency (EPA)-designated products included in the Comprehensive Procurement Guidelines (CPG) list [https://www.epa.gov/smm/comprehensive-procurement-guideline-cpg-program] and/or United States Department of Agriculture (USDA)-designated products included in the biobased product listings [http://www.biopreferred.gov] shall, at a minimum, meet the EPA or USDA standards for recovered materials or bio based content, respectively, unless an item cannot be acquired competitively within a realistic timeframe, meet appropriate performance standards, and/or be acquired at a reasonable price.

**4.10.1** The Contractor shall provide estimates and verification of recovered material for EPA-designated CPG products and certification for both EPA-designated CPG products and USDA-designated biobased products. In accordance with the Robins Air Force Base, Georgia / Affirmative Procurement Program (formerly Green Procurement Program (GPP)) Plan, the Contractor shall provide estimates and certifications to the Government for completion of the applicable attachment(s) to be included in the Purchase Request (PR) package.

**4.11 Other Government Furnished Equipment and Services.**

The Government will provide the following property/services as needed to facilitate Contractor repairs in a timely and cost-effective manner:

- Building hoists
- Stands
- Forklifts
- Man-lifts
- Special tooling

- Drawings
- Schematics
- Program/data backups
- Software backups

**4.11.1** The Government will provide operators for all Government furnished equipment and/or machinery such as hoists, man-lifts, and forklifts, etc. However, if a situation should arise that requires the Contractor to assist the Government with operating a piece of equipment listed in paragraph 3.0 that requires special Government authorization, or sign-off, the Government will be responsible for providing this service to the Contractor.

**4.11.2** Government furnished property attachment will be completed when GFP is identified.

**4.12 Environmental Management System (EMS).** Environmental Management Systems (EMS) Awareness Training: All contractor personnel working on Robins AFB who perform activities on the installation are required to complete Air Force-provided initial EMS Awareness Training. It is the responsibility of the Prime Contractor to ensure that all sub-contractors, vendors, and employees complete this training prior to beginning work on Robins AFB. Notification of training completion shall be sent to the Robins AFB Contracting Officer (CO) and the Contract Surveillance Management Office (CSMO) POCs to be maintained in the contract file for tracking purposes. Failure to provide documentation of EMS Training may result in termination of the contract.

**4.12.1** EMS training is provided by Environmental Management. Contractors have two options to satisfy the mandatory EMS Awareness Training requirement. (Front Desk: 478-926-1176)

**4.12.2** Option 1: Contractors can register for an account through The Environmental Awareness Course Hub (TEACH), the Air Force training database: https://usaf.learningbuilder.com/account/login/?ReturnUrl=%2f
Search for Course ID: EMS110UHHZ00293
Directions:

1. Hover your mouse over the Courses and Transcripts tab.
2. Click on Transcripts
3. Click into the TEACH Course Completion Log by clicking the orange Continue or Begin button.
4. When you are on the transcript, click on the blue "Search for Course" button.
5. When the pop up appears enter the course name or course number and press search.
6. Once you find the course you want to add, click on the +Select button to add the course to your transcript. (Note: TEACH may not supported by Internet Explorer; recommend using Chrome.)

**4.12.3** Option 2: Contractor requests a copy of the Robins EMS Awareness Training PowerPoint Presentation from Environmental Management. The request should be sent to the Environment Management Office at the following email address, jessica.parker.15@us.af.mil. Once the presentation is received, the contractor is responsible for ensuring that all his/her employees view the training. **(CDRL A/B/C004 DI-MGMT-80368A/T, Status Report/EMS Training)**

**4.13** ISO 50001 – Energy Management System. Due to the WR-ALC being ISO 500001 certified, all contractors are subject to the Energy Management System (EnMS) requirements and shall abide by certification guidelines whenever applicable.

**4.13.1.** EnMS Training. All contractor personnel working on Robins AFB who perform activities on the installation are required to complete Air Force provided initial EnMS Training. It is the responsibility of the Prime Contractor to ensure that all sub-contractors, vendors, and employees complete this training prior to beginning work on Robins AFB.

**4.13.1.1.** EnMS training is provided by the Energy Assurance Office. The Contractor shall request the training by sending an email to 402MXSG.MXDEA.EnergyAssurance@us.af.mil.

**4.13.2.** Notification of training completion shall be sent to the Energy Assurance Office (402MXSG.MXDEA.EnergyAssurance@us.af.mil) and the CSMO POC to be maintained for tracking purposes. Failure to provide documentation of EnMS Training prior to beginning work may result in termination of the contract. (**CDRL A/B/C005 DI-MGMT-80368A/T, Status Report/EnMS Training)**

**4.14 Contractor Safety Program**. (See Appendix C, Part II, Para 7) The Contractor shall establish and maintain an acceptable safety program in accordance with their accepted Safety and Health Plan. The Air Force is part of the OSHA Voluntary Protection Program (VPP). All shall familiarize themselves with the requirements of VPP. Information on the VPP can be accessed at http://www.osha.gov/dcsp/vpp/index.html. Additionally, the Contractor is responsible for the safety and health of all subcontractor employees. No more than two Class C mishaps per contract year and Zero Class A or B mishaps will be tolerated. All changes to the plan must also be submitted in writing and approved by the Government.

**4.14.1** Safety and Health Plan: Within 10 calendar days after contract award, the contractor shall email a copy of their company Safety Plan that is required to ensure compliance with the Occupational Safety and Health Act (OSHA) (Public Law 91-596) to 402mxw.se.wf@us.af.mil. The Safety Plan will be provided to the Safety Office for review. The Safety Office will provide acceptance or non-acceptance within 5 working days of receipt to the government point-of-contact who will notify the CO. (**CDRL A006, DI-SAFT-82080/T NOT 1, Contractor's Safety Plan).**

**4.14.2** The Contractor Safety Plan shall address in detail the items listed in the Contract Appendix C, Part II through Part IV as applicable. For task specific procedures identified in the Contract Appendix C, the contractor's internal procedures for those tasks must be identifiable within the submitted Safety Plan or shall be provided in an amendment or addendum to the company's Safety Plan. If task specific procedures identified in the Contract Appendix C, are not submitted with the contractor's Safety Plan, the submitted Safety Plan will be returned as NOT ACCEPTED. The contractor will have 5 working days to resubmit the Safety Plan, amendment or addendum to address or correct issues identified for non-acceptance. The Safety Office will provide acceptance or non-acceptance of the resubmission within 5 workings days of receipt to the government POC who will notify the CO.

**4.15 Mishap Notification**. (See Appendix C, Part II, Para 5) The Contractor shall notify the Robins AFB Safety Office telephonically at (478)327-4862 during duty hours and (478)926-3567 after hours, within four (4) hour after initial notification of all mishaps or incidents for damage to DoD property (material plus labor) entrusted by this contract and employee injuries as a result of the contract operation. A follow-up (written or e-mail) of this mishap/incident notification shall be sent within three calendar days to the Government Representative, the Procurement Contracting Officer (PCO), CSMO Representative (with a copy to program manager), who will forward it to the Safety Office. The information that is not available at the time of the initial notification shall be provided within 20 calendar days after the mishap. Mishap notification shall contain, as a minimum, the following information:

a. Contract, Contract Number, Name and Title of Person(s) Reporting
b. Date, Time and exact location of accident/incident
c. Brief Narrative of accident/incident (Events leading to accident/incident)
d. Cause of accident/incident, if known
e. Estimated cost of accident/incident (material and labor to repair/replace)
f. Impound Authority Name and Phone Number (as applicable)
g. Nomenclature of equipment and personnel involved in accident/incident
h. Corrective actions (taken or proposed)
i. Other pertinent information

**(CDRL A/B/C007, DI-SAFT-81563 NOT 2, Accident/Incident Report)**

**4.16 Essential Services During Crisis**. The Services Acquisition Lead (SAL) has determined, by placing in writing their decision, that this requirement is not Mission Essential (M-E) in accordance with DFARS 237.76-7023, Continuation of Essential Contractor Services.

**4.17 Inspection of Services/Inspection of Supply**: In accordance with the Inspection of Supply/Services clause(s) identified in the contract/order, the Government reserves the right to inspect Contractor performance.

**4.18** Invoice/Payment and Receipt/Acceptance: In accordance with DFARS clause 252.232-7003, Electronic submission of Payment Requests and Receiving Reports, the Contractor shall submit/process payment requests (invoices, Receiving Reports or combos) and receipt/acceptance documents via Procurement Integrated Enterprise Environment (PIEE) through module Wide Area Workflow (WAWF). Access at the following site: https://piee.eb.mil/

**5.0 APPENDICES:**

**5.1** CNC EQUPMENT LIST