PERFORMANCE WORK STATEMENT (PWS) TEMPLATE

Automatic Door Maintenance and Repair Services

PART 1
GENERAL INFORMATION

1. General: This is a non-personal services contract to provide Automatic Door Maintenance and Repair Services. The Government shall not exercise any supervision or control over the contractor personnel performing the services herein. Such personnel shall be accountable solely to the Contractor, who, in turn, is responsible to the Government for overall contract performance.

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 automatic door inspections, preventive maintenance, and repairs as defined in this Performance Work Statement (PWS), except for those items specified as government-furnished property and services. The contractor shall perform all services to meet or exceed the standards and requirements set forth within this PWS.

1.2 Background: Arlington National Cemetery is our nation's most sacred shrine and the final resting place for our most revered military and political leaders. Arlington National Cemetery receives up to six million visitors per year, including visits from the President of the United States, other heads of state, and millions of tourists from around the world. The automatic doors at the Welcome Center serve as the primary gateway for these visitors. Their reliable operation is critical to managing visitor flow and providing a dignified first impression of this sacred space.

Approximately 6,000 funerals are conducted yearly, in addition to over 2,000 other official ceremonies. These events often receive the intense focus of the press and other media. Furthermore, the Administration Building is a key facility for family members attending funeral services. The automatic doors in this building must function flawlessly to provide seamless, unimpeded access for grieving families. A malfunctioning door in this context is not merely an inconvenience but an unacceptable source of additional stress during a time of mourning.

Because of Arlington's special significance and the sensitive nature of its operations, strict adherence to these specifications is essential. Failure to meet specifications will have a negative impact on our nation's image and will not be tolerated. The successful contractor forms a true partnership with the federal government to ensure those who served our nation, and their families, are properly honored.

1.3 Objectives:

Safety and Compliance

- Adherence to Standards: Ensure all automatic doors meet current safety standards, such as ANSI/BHMA A156.10 and A156.19.
- Regular Inspections: Conduct routine inspections, including 14-point checks, to identify and address potential safety hazards before they become critical issues.
- Compliance with Regulations: Maintain compliance with all local, state, and federal regulations, including the Americans with Disabilities Act (ADA), to ensure accessibility for everyone.

Operational Performance and Reliability

- Preventive Maintenance: The contractor shall perform and document scheduled Preventive Maintenance (PM) on a quarterly basis for all automatic door systems listed in this contract. This frequency is established to ensure maximum operational uptime, safety, and compliance with all applicable standards in a high-traffic government environment.
- Prompt Repairs: Provide timely and efficient repairs for any make or model of automatic door, with emergency service available 24/7.
- Minimized Downtime: Reduce disruptions to government operations by ensuring doors are repaired correctly on the first visit whenever possible.

Asset Management and Life Cycle Sustainment

- Extend Asset Life: Increase the operational lifespan of automatic door systems through proactive upkeep, thereby lowering the Total Cost of Ownership (TCO) for the government. All maintenance activities shall support the principles of life cycle sustainment as outlined in Army regulations, ensuring assets are managed effectively from installation through disposal.
- Asset Management: Maintain an accurate and detailed inventory of all automatic doors, including their location, manufacturer, installation date, and a complete service history. This data shall be sufficient to support government decisions regarding asset repair, replacement, or recapitalization in accordance with federal life cycle management principles.

Cost-Effectiveness

- Predictive Approach: Identify and address minor issues before they become major, costly repairs.
- Energy Efficiency: Ensure doors are properly sealed and operating efficiently to reduce heating and cooling costs.
- Warranty Management: Track and manage warranties to ensure that you receive the full benefit of manufacturer guarantees.

Reporting and Documentation

- Detailed Service Reports: Provide comprehensive reports for each service visit, detailing services performed, parts used, and clear recommendations for any further necessary actions.
- Transparent Invoicing: Ensure all invoices are clear, accurate, and include a valid purchase order number to facilitate prompt and accurate payment.

1.4 Scope: The contractor shall provide all-inclusive preventive maintenance and on-call repair services for the automatic door systems identified in Technical Exhibit 3, Equipment List. The contractor shall be responsible for providing all equipment and materials necessary for maintenance and repair, utilizing their professional expertise and adhering to standard industry practices. This scope encompasses all labor, materials, parts, supervision, and equipment required to perform scheduled multi-point inspections, adjustments, lubrication, and both emergency and non-emergency (routine) repairs. The contractor's primary responsibility is to ensure the safe, reliable, and compliant operation of all covered assets, thereby minimizing operational downtime and extending the equipment's useful life in direct support of the facility's mission.

1.5 Period of Performance: *The period of performance shall include a phase in period, one (1) base year of 12 months and four (4) 12-month option years.*

1.6 General Information

1.6.1 Quality Control: Quality control is the responsibility of the contractor. The contractor is responsible for the delivery of quality services/supplies to the government (see FAR 52.246-1, Contractor Inspection Requirements).

The contractor shall develop, implement and maintain an effective quality control system that includes a written quality control plan (QCP). The QCP shall implement standardized procedure/methodology for monitoring and documenting contract performance to ensure all contract requirements are met. The contractors' QCP must contain a systematic approach to monitor operations to ensure acceptable services/products are provided to the government. The QCP, as a minimum, shall address 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 re-occurrence of discrepancies; procedures for trend analysis; and procedures for collecting and addressing customer feedback/complaints. The contractor shall upon request provide to the government its quality control documentation. As it is an evaluation factor, a comprehensive written QCP shall be submitted with the contractor's proposal. Following contract award, three copies shall be submitted to the contracting officer (KO) and contracting officer representative (COR) within ten (10) working days. Any approved changes made thereafter must be submitted to the KO and COR within five (5) working days. . After

acceptance of the quality control plan the contractor shall receive the contracting officer's acceptance in writing of any proposed change to its QC system.

1.6.2 Quality Assurance: The government shall evaluate the contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan. This plan is a government only document primarily focused on what the government must do to assure that the contractor has performed in accordance with the requirements of the contract.

1.6.3 Federal Government Holidays

A. General Policy: The contractor is not required to perform scheduled preventive or routine maintenance on the Federal holidays listed below. Routine service requests received on a holiday will be addressed on the following business day in accordance with the PRS response times.
B. Exception for Mission-Critical Dates: Due to the national significance of ceremonies conducted at Arlington National Cemetery, the contractor is required to perform all scheduled services, including preventive and routine maintenance, on Memorial Day and Veterans Day. The contractor shall ensure all systems are fully operational and that any scheduled work is completed without disruption to cemetery operations.
C. Emergency Service Requirement: The contractor remains fully responsible for providing 24/7/365 emergency repair services on all days, including all Federal holidays, in accordance with the emergency response times defined in this PWS
D. Recognized Holidays: The following are the recognized Federal holidays for the purpose of this contract:

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

1.6.4 Hours of Operation: The contractor is responsible for conducting business between the hours of 5:00 AM and 7:00 PM, Monday through Friday, except on Federal holidays as specified in section 1.6.3, or when the government facility is closed due to local or national emergencies, administrative closings, or similar government-directed facility closings. For other than firm-fixed-price contracts, the contractor will not be reimbursed when the government facility is closed for the above reasons. The contractor must 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. When hiring personnel, the contractor shall keep in mind that the stability and continuity of the workforce are essential

1.6.5 Place of Performance: The work to be performed under this contract will be performed at Arlington National Cemetery (ANC)

1.6.6 Type of Contract: The government will award a (Type of contract to be determined by the contracting office and resource adviser (RA)).

1.6.7 Security Requirements: Contractor personnel (to include subcontractors) performing work under this contract must be able to successfully pass all required background checks and obtain the necessary access credentials at the time of proposal submission, and must maintain this eligibility for the life of the contract. The contractor is responsible for ensuring all personnel comply with the following:

- Regulatory Compliance: Comply with FAR 4.4 (Safeguarding Information), AR 190-13 (Physical Security), and all applicable ANC directives.
- Personnel Access: All personnel require a Joint Base Myer-Henderson Hall (JBMHH) AIE ID. For RFID access, an ANC ID Badge from the G2 Security Office is also required.
- Personnel Documentation: The contractor must submit a completed JBM-HH Form 190-16a for all personnel within five (5) workdays post-award and must provide updates for any changes in personnel within 24 hours.
- Vehicle Access: All contractor vehicles require ANC-issued passes. The contractor must maintain an updated vehicle list (including make, model, color, and license plate number) with the Contracting Officer's Representative (COR).
- Background Checks: Conduct limited background checks for all personnel via the National Crime Information Center (NCIC-III) and the Terrorist Screening Database (TSDB) in accordance with Army Directive 2014-05.

The overall security requirements are in accordance with the attached DD Form 254, Department of Defense Contract Security Classification Specification, if applicable. (The unit security monitor is responsible for initiating this form).

1.6.7.1 Physical Security: The contractor shall be responsible for safeguarding all government equipment, information and property provided for contractor use. At the close of each work period, government facilities, equipment, and materials shall be secured.

1.6.7.2 Key Control The contractor shall establish and implement methods of making sure all keys/key cards issued to the contractor by the government are not lost or misplaced and are not used by unauthorized persons. NOTE: All references to keys include key cards. No keys issued to the contractor by the government shall be duplicated. 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 shall immediately report any occurrences of lost or duplicate keys/key cards to the contracting officer.

1.6.7.2.1. In the event keys, other than master keys, are lost or duplicated, the contractor shall, upon direction of the contracting officer, 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 the contractor.

1.6.7.2.2. 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.

1.6.7.3 Lock Combinations. The contractor shall establish and implement methods of ensuring that all lock combinations are not revealed to unauthorized persons. The contractor shall ensure that lock combinations are changed when personnel having access to the combinations no longer have a need to know such combinations. These procedures shall be included in the Contractor's Quality Control Plan.

1.6.8 Personal Identity Verification (PIV). *N/A*.

1.6.9 Visit Notification. Beginning on 07 May 2025, the REAL ID Act will be in effect, meaning military bases and federal facilities will no longer accept a non-REAL ID compliant driver's license or identification card for access. Each state has different requirements for the documentation needed and the paperwork to be completed. All contractor personnel must consult with their local Department of Motor Vehicles office or review their state-specific Department of Motor Vehicles website to obtain complete instructions on how to obtain a REAL ID. It is the contractor's responsibility to ensure all personnel assigned to this contract possess compliant identification by the deadline to ensure uninterrupted access to all required places of performance.

In addition, the contractor must provide a minimum 24-hour advance visit notification to the Contracting Officer's Representative (COR) for any non-vetted visitors requiring access to the facilities. This notification is required for any individual not previously cleared for routine access under the security requirements outlined in this PWS.

1.6.10 Special Qualifications:The contractor is responsible for ensuring all technicians performing inspections, maintenance, and repairs possess and maintain current certification from the American Association of Automatic Door Manufacturers (AAADM). All work shall be performed by AAADM-certified technicians trained to the latest ANSI/BHMA A156.10 and A156.19 standards.

To ensure compliance, the contractor shall submit to the Contracting Officer's Representative (COR) a written roster of all personnel assigned to perform services under this contract. This

roster must be accompanied by a legible copy of the current AAADM certification for each individual.

This documentation must be provided:

- Prior to the contract start date for the initial team of technicians.
- Prior to any new or replacement technician beginning work on-site.
- Upon request by the COR at any time during the contract period of performance.

The contractor is solely responsible for tracking certification expiration dates and providing updated certificates to the COR before they expire. A technician with an expired certification is not authorized to perform work under this PWS.

1.6.11 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 Subpart 42.5, Post Award Orientation. The contracting officer, COR, and other government personnel, as appropriate, will meet periodically, quarterly as a minimum, with the contractor to review the contractor's performance. At these meetings the contracting officer 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.

1.6.12 Contracting Officer Representative (COR): The COR will be identified by separate letter. The COR monitors all technical aspects of the contract and assists in contract administration. The COR 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 personnel. 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 order.

1.6.13 Key Personnel: The personnel specified below are considered Key Personnel by the Government.

A. Designation and Authority: The contractor shall provide a Contract Manager (CM) and designate an alternate who shall act for the contractor when the CM is absent. The names of these individuals shall be designated in writing to the Contracting Officer Representative (COR) prior to the contract start date. The CM and their alternate shall have full authority to act for the contractor on all contract matters relating to the daily operation of this contract. The CM or alternate shall be available between 8:00 a.m. and 5:00 p.m., Monday through Friday, except on Federal holidays. The contractor shall provide a direct telephone number and email address for the CM and the alternate.

B. Qualifications:

- 1.6.13.1 Contract Manager and Alternate: The Contract Manager and Alternate must have a minimum of five (5) years of experience in managing service contracts of similar size and scope for commercial or government facilities. This experience must include scheduling, customer service, and direct oversight of technical personnel. The individual must be able to read, write, speak, and understand English.

- 1.6.13.2 Lead Service Technician: The Lead Service Technician must possess a current American Association of Automatic Door Manufacturers (AAADM) certification and have a minimum of seven (7) years of hands-on experience troubleshooting, repairing, and installing a wide variety of automatic door systems, including swinging, sliding, and revolving doors. The Lead Technician must demonstrate expert-level knowledge of current ANSI/BHMA safety standards.

1.6.14 Identification of Contractor Employees: The contractor (to include subcontractors) shall provide each employee an identification (ID) badge, which includes at a minimum, the company name, employee name and a color photo of the employee. ID badges for key personnel shall also indicate their job title. ID badges shall be worn at all times during which the employee is performing work under this contract. Each contractor (to include subcontractors) employees shall wear the ID badge in a conspicuous place on the front of exterior clothing and above the waist except when safety or health reasons prohibit. The contractor (to include subcontractors) shall be responsible for collection of ID badges upon completion of the contract or termination of employee. 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. All contract personnel attending meetings, answering government telephones, and working in other situations where their contractor status is not obvious to third parties are required to identify themselves as such to avoid creating an impression in the minds of members of the public that they are government officials. They must also ensure that all documents or reports produced by contractors are suitably marked as contractor products or that contractor participation is appropriately disclosed.

1.6.15 Anti-Terrorism and Operations Security Requirements:

- Contractor/subcontractor employees complete iWatch training per ANC Antiterrorism Officer (ATO) standards.
- Training within 60 days of award (30 days for new hires); records submitted to COR within 90 days.
- Comply with DoD/AR antiterrorism policies.

1.6.16. Supervision of Contractor Employees: The government will not exercise any supervision or control over contractor or subcontractor employees while performing work under

the contract. Such employees shall be accountable solely to the contractor, not the government. The contractor, in turn, shall be accountable to the government for contractor or subcontractor employees.

1.6.17 Contractor Travel *N/A*

1.6.18 Other Direct Costs *N/A*

1.6.19 Data Rights: The government has unlimited rights to all documents/material produced under this contract. All documents and materials, to include the source codes of any software, produced under this contract 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.

1.6.20 Organizational Conflict of Interest:

a. Purpose. The primary purpose of this clause is to aid in ensuring that:

(1) The Contractor does not obtain an unfair competitive advantage by establishing the ground rules for a future competition;

(2) The Contractor's objectivity and judgment are not biased because of its present or future interests (financial, contractual, organizational, or otherwise) which relate to work performed under this contract; and

(3) The Contractor does not obtain an unfair competitive advantage by virtue of its access to non-public or proprietary information belonging to others.

b. Definitions.

(1) The term “Contractor” herein used means: (a) the organization (hereinafter referred to as "it" or "its") entering into this agreement with the Government; (b) all business organizations with which it may merge, join or affiliate now or in the future and in any manner whatsoever, or which hold or may obtain, by purchase or otherwise, direct or indirect control of it; (c) its parent organization if any and any of its present or future subsidiaries, associates, affiliates, or holding companies, and; (d) any organization or enterprise over which it has direct or indirect control now or in the future.

(2) The term "proprietary information" for purposes of this clause means any information considered so valuable by its owners that it is held secret by them and their licensees. Information furnished voluntarily by the owner without limitations on its use, or which is available without restrictions from other sources, is not considered proprietary.

c. Organizational Conflicts of Interest Examples. The following examples illustrate situations in which organizational conflicts of interest may arise. These examples are not all inclusive.

(1) Biased Ground Rules. This type of conflict may arise in situations where a company sets the ground rules for a future competition. For example, when a Contractor develops requirements then competes to provide products or services to satisfy those requirements, thus obtaining a competitive advantage.

(2) Impaired Objectivity. This type of conflict may exist where a Contractor's obligations under a contract require objectivity, but another role of the Contractor casts doubt on its ability to be truly objective. An example of this type of conflict is where a Contractor's work under one contract entails evaluating itself, its affiliates, or its competitors under a separate contract.

(3) Unequal Access to Information. This type of conflict may arise when a Contractor has access to nonpublic or proprietary information as part of its performance under a contract that gives it an unfair advantage in a competition for a later contract.

d. General Constraints. The provisions of FAR Subpart 9.5, Organizational and Consultant Conflicts of Interest, concerning organizational conflicts of interest govern this contract. Potential conflicts may exist in accordance with FAR 9.505-1, Providing Systems Engineering and Technical Direction, through 9.505-

4, Obtaining Access to Proprietary Information. In this regard, the Contractor is responsible for identifying any actual or potential organizational conflicts of interest to the Contracting Officer that arise as the result of performance under this contract. To avoid or mitigate a potential conflict related to performance under this contract, the Contracting Officer will impose appropriate constraints such as the constraints discussed below. Since it is impossible to foresee all of the circumstances that might give rise to organizational conflicts of interest, the constraints discussed below are not all inclusive and the Contracting Officer may impose constraints other than, or in addition to, the constraints listed below.

(1) The Contractor agrees that if it provides, under a contract or task order or delivery order, systems engineering and technical guidance for systems and programs, but does not have overall contractual responsibility, it will not be allowed to be awarded a contract or task or delivery order to supply the system or any of its major components or be a Subcontractor or consultant to a supplier of the system or any of its major components.

(2) The Contractor agrees that if it prepares complete specifications for non-developmental items or assists in the preparation of work statements for a system or services under a contract or task order or delivery order, it shall not be allowed to furnish these items, either as a prime Contractor, a Subcontractor or as a consultant.

(3) The Contractor agrees that it shall neither evaluate nor advise the Government with regard to its own products or activities. The Contractor shall objectively evaluate or advise the Government concerning products or activities of any prospective competitors.

(4) The Contractor agrees that if it gains access to proprietary information of other companies, it shall exercise diligent effort to protect such proprietary information from unauthorized use or disclosure. In addition, the Contractor agrees to protect the proprietary information of other organizations disclosed to the Contractor during performance of this contract with the same caution that a reasonably prudent Contractor would use to safeguard highly valuable property. The Contractor also agrees that if it gains access to the proprietary information of other companies it shall enter into written agreements with the other companies to protect their information from unauthorized use or disclosure for as long as it remains proprietary and to refrain from using the information for any purpose other than that for which it was furnished. The Contractor shall provide copies of such agreements to the Contracting Officer.

(5) If the Contractor, in the performance of this contract, obtains access to plans, policies, reports, studies, financial plans, data or other information of any nature which has not been released or otherwise made available to the public, the Contractor agrees that without prior written approval of the Contracting Officer, it shall not: (a) use such information for any private purpose unless the information has been released or otherwise made available to the public, or (b) release such information unless release is otherwise authorized under the contract or such information has previously been released or otherwise made available to the public by the Government.

e. Non-Disclosure Agreements. The Contractor shall obtain from each employee who has access to proprietary information under this contract, a written agreement which shall in substance provide that such employee shall not, during his/her employment by the Contractor or thereafter, disclose to others or use for their benefit, proprietary information received in connection with the work under this contract. The Contractor shall educate its employees regarding the restrictions so that they shall not use or disclose proprietary information or data generated or acquired in the performance of this contract except as provided herein.

f. Training. The Contractor shall effectively educate its employees, through formal training, company policy, information directives and procedures, in an awareness of the legal issues so that each employee shall know and understand the bsolute necessity of safeguarding information from anyone other than the Contractor's employees who have a need to know, and the U.S. Government.

g. Subcontracts. The Contractor agrees that it shall include the provisions in paragraphs d., e., and f. above and this paragraph in consulting agreements, teaming agreements, and subcontracts of all tiers which involve access to information or the performance of services described in paragraph d. above. The use of this clause in such agreements shall be read by substituting the word "consultant" or "Subcontractor" for the word "Contractor" whenever the latter appears.

h. Additional Constraints. If this contract provides for the issuance of task or delivery orders, such orders may impose additional requirements and restrictions relating to this clause to include the requirement for the Contractor and its Subcontractors and employees to furnish the Government with written non-disclosure agreements or statements of no conflict of interest. With regard to any proposal submitted by the Contractor in response to a Request for Task or Delivery Order Proposal, by submitting its proposal the Contractor represents that it has disclosed to the Contracting Officer, prior to the issuance of the task or delivery order, all facts relevant to the existence or potential existence of organizational conflict of interest.

i. Conflicts Involving Future Procurements. The award of this contract, task or delivery orders issued under this contract, Government taskings, or acquiescence in the Contractor’s performance of services hereunder shall not constitute or be interpreted as a determination that the Contractor is eligible to participate in future procurements, developmental efforts, implementation efforts, or related activities. Only the Contracting Officers for such efforts, applying the rules, principles, and procedures have the authority to determine whether a conflict exists in connection with such procurements.

j. Representations and Disclosures.

(1) The Contractor represents that it has disclosed to the Contracting Officer, prior to award of this contract, all facts relevant to the existence or potential existence of organizational conflict of interest.

(2) The Contractor represents that if it discovers an organizational conflict of interest or potential conflict of interest after award of this contract, a prompt and full disclosure shall be made in writing to the

Contracting Officer. This disclosure shall include a description of the action the Contractor has taken or proposes to take in order to avoid or mitigate such conflict.

k. Remedies and Waiver.

(1) For breach of any of the above restrictions or for non-disclosure or misrepresentation of any relevant facts required to be disclosed concerning this contract, the Government may terminate this contract for default, disqualify the Contractor for subsequent related contractual efforts, and pursue such other remedies as may be permitted by law or this contract. If, however, in compliance with this clause, the Contractor discovers and promptly reports an organizational conflict of interest (or the potential thereof) subsequent to contract award, the Contracting Officer may terminate this Contract or any task or delivery order issued under this Contract for convenience if such termination is deemed to be in the best interest of the Government.

(2) The parties recognize that this clause has potential effects which will survive the performance of this contract and that it is impossible to foresee each circumstance to which it might be applied in the future. Accordingly, the Contractor may at any time seek a waiver from the cognizant Contracting Officer by submitting a full written description of the requested waiver and the reasons.

1.6.21 COMBAT TRAFFICKING IN PERSON.

IAW FAR 52-222-50. Contractor Requirements.

The Contractor shall –

(1) Notify its employees of
(i) The U.S. Government's zero tolerance policy.
(ii) Actions that will be taken against employees for violations of this policy.

(2) Take appropriate action.

Part II, Trafficking in Persons (TIP)

1. The Contractor has a procedure for notifying employees of TIP and proof of such notification on file via:
i. Training records or

ii. Employee signature

2. Has documented actions on file citing appropriate action to TIP violations.

3. Record of documented violations to date (if any).

4. The Contractor has a procedure for notifying the Contracting Officer if information is received or actions related to TIP are observed.

1.6.22. IAW FAR 39.2, *(Applicable to IT services only):* HQIIS shall be compliant with Section 508, an amendment to the United States Workforce Rehabilitation Act of 1973. The Contractor

shall ensure all HQIIS applications are accessible to people with disabilities and that current and future requirements to maintain compliance with Section 508 are met.

1.6.23 PHASE IN /PHASE OUT PERIOD: N/A

PART 2
DEFINITIONS & ACRONYMS

2. **DEFINITIONS AND ACRONYMS:**

2.1. DEFINITIONS:

2.1.1. CONTRACT ADMINISTRATOR. The official government representative delegated authority by the contracting officer to administer a contract. This individual is normally a member of the appropriate contracting/procurement career field and advises on all technical contractual matters.

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

2.1.3. CONTRACTING OFFICER. 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.

2.1.4. 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.

2.1.5. DEFECTIVE SERVICE. A service output that does not meet the standard of performance associated with the performance work statement.

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

2.1.7. 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.

2.1.8. 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.

2.1.9. PHYSICAL SECURITY. Actions that prevent the loss or damage of government property.

2.1.10. QUALITY ASSURANCE. The government procedures to verify that services being performed by the contractor are acceptable in accordance with established standards and requirements of this contract.

2.1.11. QUALITY ASSURANCE SPECIALIST. An official government representative concerned with matters pertaining to the contract administration process and quality assurance/quality control. Acts as technical advisor to the contracting officer in these areas.

2.1.12. QUALITY ASSURANCE SURVEILLANCE PLAN (QASP). An organized written document specifying the surveillance methodology to be used for surveillance of contractor performance.

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

2.1.14. SUBCONTRACTOR. One that enters into a contract with a prime contractor. The government does not have privity of contract with the subcontractor.

2.1.15. WORK DAY. The number of hours per day the contractor provides services in accordance with the contract.

2.1.16. WORK WEEK. Monday through Friday, except for federal holidays unless specified otherwise.

2.2. ACRONYMS:

ACOR	Alternate Contracting Officer's Representative
AFARS	Army Federal Acquisition Regulation Supplement
AR	Army Regulation
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 Contract Security Requirement List
DFARS	Defense Federal Acquisition Regulation Supplement
DMDC	Defense Manpower Data Center
DOD	Department of Defense
FAR	Federal Acquisition Regulation
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

3. <u>GOVERNMENT FURNISHED ITEMS AND SERVICES</u>:

3.1. Services: The government will not provide any services

3.2 Facilities: The government will not provide any facilites

3.3 Utilities: The government will not provide any utilities

3.4 Equipment: The government will not provide equipment

3.5 Materials: The government will not provide

PART 4
CONTRACTOR FURNISHED ITEMS AND SERVICES

4. CONTRACTOR FURNISHED ITEMS AND RESPONSIBILITIES:

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 Section 3 of this PWS.

4.2 Secret Facility Clearance: N/A

4.3. Materials: The contractor shall furnish all materials, supplies, and replacement parts necessary to meet the requirements under this PWS. This includes, but is not limited to, lubricants, cleaning supplies, sensors, motors, gearboxes, belts, weather stripping, and all other components required to maintain and repair the automatic door systems. All replacement parts shall be Original Equipment Manufacturer (OEM) or OEM-approved equivalents.

4.4. Equipment: The contractor shall furnish all tools and equipment for industry standards

PART 5
SPECIFIC TASKS

5. Specific Tasks:

5.1. Basic Services. The contractor shall provide comprehensive, all-inclusive preventive maintenance and on-call repair services for all automatic door systems identified in Technical Exhibit [3], Equipment List. The primary objective is to ensure the safe, reliable, and continuous operation of all covered assets while maintaining strict compliance with all applicable safety standards, including ANSI/BHMA A156.10 and ANSI/BHMA A156.19.

5.2. Task Heading.

5.2.1 Preventive Maintenance (PM): The contractor shall perform scheduled PM on a quarterly basis for all designated automatic doors. Each PM service shall include, at a minimum, all tasks outlined in the manufacturer's latest recommendations and the Government's checklist provided in Technical Exhibit [3]. These tasks include, but are not limited to:

- Inspection: Thoroughly inspect all mechanical and electrical components, including motors, controls, sensors, locking hardware, safety devices, belts, rollers, and tracks.
- Lubrication: Lubricate all moving parts in accordance with manufacturer specifications to ensure smooth operation and reduce wear.
- Adjustment: Test and adjust door speed, opening/closing force, sensor patterns and sensitivity, and back-check/latching functions to ensure optimal, safe performance.
- Cleaning: Clean tracks, sensors, and other components to remove debris that could interfere with proper door operation.
- Safety System Checks: Perform and document functional tests on all safety features, including motion/presence sensors, emergent "breakout" functions, and reverse-on-contact mechanisms to verify they are operating correctly per ANSI/BHMA standards.

5.2.2. On-Call and Emergency Repair: The contractor shall provide on-call repair services for any reported malfunctions or breakdowns.

- A. Emergency Repairs: For any condition defined as an "Emergency" (posing a security or immediate safety risk), the contractor shall provide response services 24 hours a day, 7 days a week, 365 days a year, in accordance with the response times defined in the PRS.
- B. Routine Repairs: For all "Routine" (non-emergency) malfunctions, the contractor shall provide response services during normal business hours, in accordance with the response times defined in the PRS.
- C. Parts and Execution: The contractor shall diagnose, troubleshoot, and repair all mechanical and electrical problems. All replacement parts shall be Original Equipment Manufacturer (OEM) or a superior equivalent. If an OEM part is obsolete, the contractor shall propose a suitable replacement for COR approval prior to installation.

5.2.3 Documentation and Reporting: The contractor shall create, maintain, and provide detailed records of all services performed.

- Service Reports: A detailed service report shall be completed and submitted to the COR within two (2) business days of each service visit (PM or repair). The report must document the work performed, the technician's name, parts used/installed, and any recommendations for future service.
- Asset Service History: The contractor shall maintain a complete and current service history log for each individual asset. This log must track all service dates, actions taken, and parts replaced over the life of the contract. This log shall be made available to the COR upon request and shall be delivered to the Government in an editable electronic format upon contract completion.

5.3. Service Contract Report (SCR): The Contractor shall report ALL Contractor labor hours (including Subcontractor labor hours) required for performance of services provided under this contract for the Department of the Army via a secure data collection site. The Contractor is required to complete all required data in the System for Award Management (SAM) using the following web address: http://www.sam.gov. Reporting inputs shall be for the labor executed during the period of performance during each Government FY, which runs from October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year. As part of its submission, the Contractor will also provide the estimated total cost (if any) incurred to comply with this reporting requirement.

Steps for Submitting a Service Contract Report (SCR)

1. Go to www.sam.gov and log in.
2. Select Entity Registrations and then select Service Contract Reporting.
3. SAM displays your entities which have service contracts and meet the reporting criteria. Select View by entity to see the service contracts for each entity.
4. Next, select Add for the service contract against which you want to create a Service Contract Report. Each service contract which meets the FAR Subpart 4.1703 reporting thresholds is displayed.
5. You will be taken to the Complete Service Contract Report page. SAM displays the contract details and allows you to report. You are required to enter the following information: • Total Amount Invoiced: Total dollar amount invoiced for services performed during the previous Government fiscal year under the contract (this amount should include the prime and any subcontract amount).

• Prime Contractor Hours Expended: Prime contractor direct labor hours expended on the services performed during the previous Government fiscal year. The amount you enter is automatically divided by 2,080 hours to calculate a Full Time Employee (FTE) equivalent, displayed under the Prime Contractor Hours Expended as Prime Contractor FTEs.

6. Report any required Tier 1 subcontractor information by selecting the Add Tier 1 Subcontract Information button.
7. When you are ready to submit the report, select Submit. This saves your report and returns you to the Select Service Contract page where you can create other SCRs or edit an existing SCR.

SCR reporting is mandatory for service contracts in excess of $3 Million in the following service acquisition portfolio groups:

- *Logistics Management Services*
- *Equipment Related Services*
- *Knowledge-Based Services*
- *Electronics & Communications Services*

PART 6
APPLICABLE PUBLICATIONS

6. APPLICABLE PUBLICATIONS (CURRENT EDITIONS)

6.1. The contractor (to include sub-contractors) must abide by all applicable regulations, publications, manuals, and local policies and procedures. The following, while not all-inclusive, are particularly relevant to this contract:

- Federal Acquisition Regulation (FAR): As applicable to all U.S. Federal Government contracts.

Specific parts relevant to service contracts include FAR Part 37.

- Americans with Disabilities Act (ADA): All automatic doors must be installed and maintained in compliance with the ADA Standards for Accessible Design to ensure they are accessible.

- ANSI/BHMA A156.10: American National Standard for Power Operated Pedestrian Doors. This is the primary standard for full-power automatic doors.

- ANSI/BHMA A156.19: American National Standard for Power Assist and Low Energy Power Operated Doors. This standard applies to low-energy and power-assisted doors.

- ANSI/BHMA A156.38: American National Standard for Low Energy Power Operated Sliding and Folding Doors.

- UL 325: Standard for Safety for Door, Drapery, Gate, Louver, and Window Operators and Systems. This includes requirements for vehicular gate operators and entrapment protection.

- NFPA 101: National Fire Protection Association's Life Safety Code.

- NFPA 80: Standard for Fire Doors and Other Opening Protectives.

- International Building Code (IBC): The current edition as adopted by the local jurisdiction.

TECHNICAL EXHIBIT 1
Performance Requirements Summary

The Contractor service requirements are summarized into performance objectives that relate directly to mission failure if not accomplished. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success.

Performance Objective	PWS Reference	Standard	Performance Threshold	Incentive/Disincentive
PRS #1 Preventive Maintenance	5.21	Complete 100% of quarterly PM tasks for all doors per the checklist in TE-4 and manufacturer's specifications.	All required PM must be accurately completed and documented within the specified quarter.	100% review of submitted PM reports and service logs by the COR.
PRS #2 Emergency Response	5.2.2A	An "Emergency" is a condition that poses a security or immediate safety risk (e.g., door will not close, entrapment hazard). Contractor must have a certified technician on-site.	On-site within two (2) hours of an emergency notification. 95% successful compliance per month. No single failure to respond shall exceed four (4) hours.	Review of COR service logs and Contractor's time-stamped service tickets.
PRS #3 Routine Response	5.2.2.B	A "Routine" call is a non-emergency malfunction (e.g., slow operation, unusual noise). Contractor must have a certified technician on-site.	On-site by the end of the next business day following a routine service notification.	95% successful compliance per month.
PRS #4 Repair Completion	5.2.2	All doors must be returned to full, compliant operation.	*Emergency Repairs: Door must be fully operational within eight (8) business hours of technician's arrival. Routine Repairs: Door must be fully operational within two (2) business days of*	Analysis of contractor service reports, COR logs, and time-stamped repair completion records.

			technician's arrival. (Both are subject to parts availability, with the contractor required to use expedited shipping for critical parts not in local stock.)	
PRS #5 Accurate & Timely Reporting	5.2.3	All service reports for PM, emergency, or routine calls must be complete, accurate, and submitted to the COR.	Reports must be submitted to the COR within two (2) business days of service completion.	98% successful compliance per month.

TECHNICAL EXHIBIT 2

DELIVERABLES SCHEDULE

Deliverable	Frequency	# of Copies	Medium/Format	Submit To
Quality Control Plan (QCP)	**Once, then as updated**	**With proposal, and within 10 days of any change.**	**Electronic (PDF)**	**CONTRACTING OFFICER**
Quarterly PM Report	Quarterly	Within 5 business days of the last PM visit of the quarter.	Electronic (PDF)	**COR**
Service Ticket Report Orders	Per Service Call	Within 24 hours of call completion.	Electronic (PDF)	**COR**
Root Cause Analysis Report	Per Recurring Incident	Within 10 business days of a third failure on the same component within a 90-day period.	Electronic (PDF)	COR

TECHNICAL EXHIBIT 3

ESTIMATED WORKLOAD

DATA DOOR TYPES,

LOCATION & PARTS

LIST

Door Location	Door ID	Door Type
Welcome Center	**170-039171**	Stanley M Force Heavy Duty Full Energy Swing Doors
Welcome Center	**170-039172**	Stanley M Force Heavy Duty Full Energy Swing Doors
Welcome Center	**170-039175**	Stanley M Force Heavy Duty Full Energy Swing Doors
Welcome Center		Stanley M Force Heavy Duty Full Energy Swing Doors
Welcome Center	**170-039168**	Stanley M Force Heavy Duty Full Energy Swing Doors
Welcome Center	**170-039169**	Stanley M Force Heavy Duty Full Energy Swing Doors
Welcome Center	**170-039170**	Stanley M Force Heavy Duty Full Energy Swing Doors
Administration Building	**170-039173**	Stanley Dual Duraglide 5200 BP sliding doors
Administration Building	**170-039174**	Stanley Dual Duraglide 5200 BP sliding doors
Southern Expansion doors will be added once known equipment information		

Stanley M Force Heavy Duty Full Energy Swing Doors

Core Operator & Control Electronics

Component Description	Standard Part Number
MC521 Pro Controller (Black or Yellow Label)	313969 / 185101-1
Operator Assembly (Complete Motor/Gearbox)	112000 / AS3129S3852-W
Motor Assembly (Sub-component)	112003
Encoder Assembly / Rev Counter	112006
Power Close Module	R313367 / 313367
Motor Gearbox Operator Rubber Mounts	Varies (e.g., AS121191)
Switch Module, PC Board	516671
Switch Module Housing	157643

Internal Cams & Operator Hardware

Component Description	Standard Part Number
Breakout Cam	112035
Auxiliary Cam	112036
Latch Cam	112038
Stop Cam	112039
Collar Cam	112040
Magic-Swing Adapter Plate	112074
Stop Mount Brackets	112037
Retaining Ring	413779

Arms, Tracks & External Hardware

Component Description	Standard Part Number
Offset Concealed Arm and Track Assembly (23")	AS9029S7411376-A
Left Hand Inswing Pull Arm Assembly (with hardware)	AS3129S2250
Inswing Pull Arm Slide Block Assembly	AS7129S0706
Inswing Arm Track End Cap Bracket	AS5129S4878

Sensors & Activation Switches

Component Description	Standard Part Number
Swing Guard Sensor System (Full Energy specific)	AS7129S4513
Sentrex 3 Sensor System (Single Door)	AS3129S3979
On / Off / Hold Open Key Switch Assembly	AS3129S3421
Superscan / Bodyguard Presence Sensors	Varies by package

Stanley Dura-Glide 5200 BP (Bi-Part) Telescoping Automatic Sliding Door.

Core Drive and Control Systems

- Controller: iQ Controller or MC521 Pro Controller (Microprocessor-based with safety logic)
.
- Motor/Gearbox Operator Assembly: 1/4 HP DC Motor with gear drive
.
- Encoder Sensor: Rev counter with harness (tracks door position and speed)
.
- Drive Belt: Heavy-duty toothed timing belt
.
- Power Supply: 24VDC power supply component (requires 120 VAC, 50/60 HZ main power)
.

Header and Track Assembly

- Header Box: Standard 8 1/8" High x 6" Deep (houses the motor, belt, and controller)
.
- End Plates & Header Covers: Aluminum covers for the header assembly
.
- Track Assembly: The overhead track where the hanger wheels glide
.
- Jamb Tubes and Fillers: Framing members for the side limits of the door

.

Door Panels and Hardware

- Sliding Panels (SX) & Stationary Sidelites (SO): Typically narrow (2.0") or medium (4.0") stiles with 4" bottom rails
.
- Top Hanger Rollers / Carrier Wheels: Bearings that suspend the door on the track
.
- Anti-Rise Wheels: Prevents the sliding panels from being lifted off the track.
- Bottom Guides / Fork Guides: Located at the bottom of the door to keep the panels aligned during sliding and telescoping.
- Pivot Assembly (Bottom and Top): Specifically for the emergency breakout function.
- Ball Detents & Detent Spring Assemblies: Holds the breakout panels securely in place during normal sliding operation
.
- Threshold: Accommodates floor hardware and bottom guides

- Weatherstripping: Pile and adhesive-backed weatherstripping (vinyl/felt) to seal the gaps between panels

Sensors & Activation

- Motion/Activation Sensors: Typically mounted on the header (e.g., SU-100 motion sensors)
.
- Doorway Holding Beams (Presence Sensors): Photoelectric safety beams installed across the threshold to detect pedestrians and prevent closing
.
- Breakout Switches / Magnetic Contacts: Cuts power to the sliding mechanism when a panel is pushed open for emergency egress (prevents motor damage)
.

Security & Switching (Optional/Configurable)

- Locks: 3-Point locks, Solenoid Locks (Fail-Safe or Fail-Secure), or cylinder locks
.
- Control Switches: Rocker switches, Rotary knobs, or Keyed switches (used to toggle modes like "Off," "Automatic," "Hold Open," "Reduced Opening")

.

TECHNICAL EXHIBIT 4

SERVICE CALLS – HISTORICAL DATA

1.0 Purpose

This exhibit provides historical data on service calls for automatic door maintenance and repair. The data is intended to assist the contractor in understanding the potential workload and in preparing their proposal. This data is for informational purposes only and does not constitute a guarantee of future call volume or type.

2.0 Historical Service Call Data

The following table details the service call history for the past three fiscal years, categorized by Routine and Emergency service calls.

Fiscal Year	Total Annual Calls	Routine Service Calls	Emergency Service Calls
FY24	115	85	30
FY25	128	95	33
FY26	135	102	33
Average	126	94	32

3.0 Definitions

- Routine Service Call: A service request initiated for non-urgent repairs, preventive maintenance, or scheduled service. These are typically addressed during standard business hours.

- Emergency Service Call: A service request for a critical malfunction that poses a safety risk, impedes mission-critical operations, or compromises security. These calls may occur at any time and require an immediate response.