Department of Defense
Defense Health Agency
Performance Work Statement

Preventive Maintenance and Repair of Food Service Equipment

01 August 2026

88th Medical Group at Wright-Patterson AF, Dayton, OH

1.0 GENERAL INFORMATION

1.1 Introduction and Scope

This is a non-personal services contract. The contractor shall provide all qualified personnel, supervision, services, materials, equipment, supplies, and transportation necessary to perform preventative maintenance, routine maintenance, emergency maintenance, and general repairs for the Nutritional Medicine Flight dining facility at Wright Patterson Air Force Base. The objective is to ensure all kitchen equipment is maintained in proper functioning condition, consistent with the manufacturer's standards.

1.2 Period of Performance (PoP)

The period of performance includes a base year and four (4) one-year option periods:

Base Year: 01 August 2026 – 31 July 2027
Option Year 1: 01 August 2027 – 31 July 2028
Option Year 2: 01 August 2028 – 31 July 2029
Option Year 3: 01 August 2029– 31 July 2030
Option Year 4: 01 August 2030 – 31 July 2031

1.3 Place of Performance

The work shall be performed at 4881 Sugar Maple Dr, Wright Patterson Air Force Base, Ohio, 45433, Building 830, in the Nutritional Medicine Flight dining facility.

1.4 Hours of Operation

The contractor shall conduct business Monday through Friday, 0600-1600, excluding Federal holidays. Contractor service time begins upon reporting to the Nutritional Medicine Flight to repair equipment and does not include travel time or time spent procuring parts. The contractor must maintain an adequate workforce for the uninterrupted performance of all tasks.

1.5 Federal Holidays

Contractor services are not required on the following Federal holidays:

New Year’s Day	Birthday of Martin Luther King, Jr.
Washington’s Birthday	Memorial Day
Juneteenth National Independence Day	Independence Day
Labor Day	Columbus Day
Veteran’s Day	Thanksgiving Day
Christmas Day	

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2.0 CONTRACTOR REQUIREMENTS

2.1 Personnel

2.1.1 Special Qualifications: Contractor technicians must be certified and experienced in commercial kitchen equipment repair. Technicians must comply with requirements for continuous learning to maintain required certifications. Specific qualifications include:

- R-410A Technician Certification with five (5) years of experience in refrigerants.
- HVAC Level II Certification with five (5) years of experience in HVAC.
- Five (5) years of focused experience in Commercial Kitchen Equipment Maintenance and Repair, OR five (5) years of experience in both Plumbing Maintenance/Repair and Electrical Maintenance/Repair.
- Technicians must be certified to perform maintenance on Hobart, Imperial, Traulsen, Thermal Rite, Cleveland, Cold zone, Federal Industries, Nu-Vu, Salvajor, Sani-serv, Utility Refrigerator, Woodstone, Insinkerator, Groen, Electrolux, and other commercial equipment.
- An individual possessing a current certification recognized by the manufacturer or an accredited third party (e.g., The Joint Commission, ANSI).

2.1.2 Conduct, Appearance, and Identification: Contractor personnel shall present a neat, clean, and professional appearance.

- **Uniform:** Jeans are permitted if clean and without holes. Pants should fit appropriately. Headgear (cap or hairnet) and beard coverings are required when working in food areas. The contractor shall provide specialized protective clothing (e.g., slip-resistant, electrically safe steel-toe boots) as required.
- **Identification:** Personnel must wear an identification badge displaying their name and company. They shall identify themselves as contractor support in all interactions.
- **Conduct:** The contractor shall not employ any individual identified as a potential threat to the health, safety, or security of the installation and its population.

2.1.3 Conflict of Interest: The contractor shall not employ any U.S. Government or Department of the Air Force employee if it would create a conflict of interest, unless approved in accordance with DoD Directive 5500.7, Standards of Conduct.

2.2 Security and Access

- **Reporting and Badging:** Upon arrival, contractor personnel will be escorted by a Nutritional Medicine staff member to Facility Management to sign in and obtain a visitor's badge. Personnel will not leave the service area without an escort.
- **Tools and Materials:** The contractor is responsible for the storage and safekeeping of all tools and materials. No permanent government storage space

will be provided. If equipment is removed from the facility for repair, the contractor shall be issued an AF Form 1297 (Temporary Issue Receipt).

3.0 SPECIFIC TASKS

3.1 Maintenance Services

The contractor shall provide the following maintenance services:

- **Preventive Maintenance:** Performed quarterly, unless the manufacturer's guidelines state otherwise, to keep equipment in good operating condition. Preventive maintenance shall be scheduled during the first week of the third month of each quarter (March, June, September, and December). The contractor shall coordinate with the Government to schedule this service to overlap with the first Wednesday of these respective months. The dining facility is closed on the first Wednesday of each month for cleaning, and aligning maintenance with this closure ensures unobstructed access to the equipment. This service includes inspecting excessive wear, checking gaskets and seals, cleaning condenser coils, and ensuring coolant levels are correct. Preventive maintenance is required for: combi ovens, stoves, evaporator coil units, salad bar, ice makers, serving lines, and ware washing machines.
- **Remedial (Non-Emergency) Maintenance:** The contractor shall respond to non-emergency service calls within 24 hours. This on-call service is available 24/7.
- **Emergency Maintenance:** The contractor shall respond to emergency service calls within 4 hours. An emergency is defined as any equipment failure that creates a physical hazard impeding safe execution of kitchen duties or increases the risk injury through continued use or involves the ware washing system or disposal system. Any maintenance required outside of normal operating hours (0600-1600, M-F), on weekends, or on holidays is considered emergency maintenance.

3.2 Replacement Parts

a) Part Specifications and Sustainability: The contractor shall provide all necessary labor and replacement parts to perform repairs and preventive maintenance in accordance with Original Equipment Manufacturer (OEM) guidelines. All parts must be new OEM parts unless otherwise specified in writing by the Government; refurbished or used parts are not acceptable. All parts must meet or exceed the manufacturer's specifications and carry a minimum warranty of 90 days.

IAW FAR 52.223-23, when providing replacement parts, components, or entire replacement units (e.g., motors, compressors), the Contractor shall ensure those items are ENERGY STAR® certified or designated by the Federal Energy Management Program (FEMP) to the maximum extent practicable. Any cleaning chemicals or lubricants utilized shall meet EPA Safer Choice or USDA Certified Biobased standards.

b) Approval: Prior written approval from the equipment custodian or NCOIC is required for all part purchases. In emergency situations, verbal approval is acceptable but must be followed by written confirmation within 24 hours.

c) Pricing and Invoicing: Markup on parts shall not exceed 5% of the manufacturer's published price. Shipping and handling costs are not subject to the 5% markup and shall be invoiced at actual cost. The contractor shall provide supporting documentation (e.g., official price lists, receipts) for all part and shipping costs with each invoice.

d) Property: All installed parts become Government property. Replaced parts become contractor property for proper disposal.

3.3 Equipment Inventory

The contractor shall add new or replacement equipment to the preventative maintenance schedule as directed by the Nutritional Medicine Flight.

4.0 DELIVERABLES

4.1 Invoices

All invoices shall be submitted through Wide Area Workflow (WAWF). The invoice must reflect all work accomplished, parts used, a description of work, and total labor charges.

4.2 Service Report

A verbal service explanation shall be provided to a Nutritional Medicine representative on the day of service. A detailed written service report shall be provided within 48 hours. The report must include:

- Reason for the maintenance call
- Time required for the maintenance
- A list of repair parts utilized with prices
- A complete description of all work performed
- Name and signature of the service technician
- Signature of an authorized Nutritional Medicine representative (NCOIC, Flight Leadership, or Equipment Custodian).

5.0 GOVERNMENT & CONTRACTOR FURNISHED ITEMS

5.1 Government-Furnished Items

The Government will provide adequate workspace, heat, light, ventilation, and electrical outlets at the equipment location. Use of an office telephone for local calls to procure parts is authorized. No permanent office space will be provided.

5.2 Contractor-Furnished Items

The contractor shall furnish everything needed to perform this contract

6.0 PERFORMANCE STANDARDS & REMEDIES

The government will monitor the contractor's performance against the standards listed in the summary table below. The government reserves the right to inspect all services called for in this contract, at all times and places. If any services do not conform to contract requirements, the government may require the contractor to re-perform the services at no additional cost.

Performance Objective	PWS Para	Performance Standard	Method of Assessment	Remedy
PRS-1: Timely Service Response	3.1	No more than two deviations per month from specified response times (Emergency: 4 hrs.; Remedial: 24 hrs.; Preventive: Quarterly).	100% Inspection	Government requires resolution within 5 working days.
PRS-2: Equipment Maintained	3.1	All equipment is maintained in good operating condition per OEM standards. Zero defects are acceptable.	100% Inspection / Periodic Checks	Re-performance of service at no additional cost.

PRS-3: Sustainable Parts & Materials	3.2	95% compliance utilizing ENERGY STAR / FEMP parts and biobased/EPA Safer Choice chemicals to the maximum extent practicable.	Periodic inspection of Contractor's parts invoices and Safety Data Sheets (SDS).	Contractor shall replace the non-compliant item at no additional cost. If immediate replacement disrupts operations, the deficiency will be documented for past performance evaluation.
PRS-4: Accurate & Timely Reporting	4.2	Service reports are delivered within 48 hours and contain all required information. No more than one error per month.	100% Inspection	Correction of report within 2 working days.

7.0 POINTS OF CONTACT

7.1 Contractor Point of Contact

The contractor shall provide an emergency contact phone number and a daily operations contact phone number for troubleshooting and service calls.