STATEMENT OF OBJECTIVES (SOO)
48th Force Support Squadron Fitness Center Front Desk

1.0 **Purpose:** The purpose of this requirement is to replace the front desk at the 48th Force Support Squadron (FSS) Fitness Center to enhance customer service operations and modernize the facility's entrance.

2.0 **Background:** The current front desk at the 48 FSS Fitness Center is outdated and no longer meets the operational needs of the staff or the aesthetic standards of a modern facility. This project will replace the existing desk with a new, durable, and more functional unit that will improve staff workflow and customer interactions.

3.0 **Scope:** The contractor must provide all personnel, equipment, tools, materials, supervision, transportation, safety equipment, any other items and services necessary to perform installation of the audio system outlined in this Statement of Objectives (SOO). The location of the work will be the 48 FSS Fitness Center at RAF Lakenheath.

4.0 **Period and Place of Performance:** Within 90 days from time of award the demolition of the old desk and the installation of the new desk should be completed.

Installation to be performed at RAF Lakenheath Fitness Center (Building 904) United Kingdom, IP27 9PN.

5.0 General Requirements

5.1 Business Relations: The Contractor shall successfully integrate and coordinate all activity needed to execute this requirement. The Contractor shall manage the timeliness, completeness, and quality of problem identification. The Contractor shall promptly identify issues to the 48 FSS Point of Contact and take timely corrective action. The Contractor shall seek to ensure mission partner satisfaction and professional and ethical behavior of all contractor personnel.

5.2 Contract Management & Administration

5.2.1 Contract Management: The Contractor shall establish clear organizational lines of authority and responsibility to ensure effective management of resources assigned to the requirement. The Contractor must maintain continuity between the mission partner and the contractor's corporate offices.

5.2.2 Contract Administration: The Contractor shall establish processes and assign appropriate resources to effectively administer the contract. The Contractor shall respond to the Governments requests for contractual actions in a timely fashion. The Contractor shall have a single point of contact between the Government and contractor personnel assigned to

support the contract. The Contractor shall assign resources in order to maintain proper and accurate records related to this contract.

5.3 Subcontract Management: If applicable, the Contractor shall be responsible for any subcontractor and any subcontractor management necessary to integrated work executed under this contract.

5.4 Hours of Work: Workdays are from Monday through Friday excluding US federal holidays and UK bank holidays. Work hours are from 0800 to 1600 local UK time.

6.0 Delivery Objectives:

- The contractor is responsible for the complete demolition, removal, and legal disposal of the existing front desk and all associated debris.
- The contractor will deliver and install the new front desk, ensuring it is level, stable, and securely fastened to the wall/floor as required.
- The desk shall be approximately 20 feet long, 4 feet wide, and 4 feet high, with a modern two-tiered design to complement the fitness center's décor.
- The desk must accommodate four staff members, with the upper tier designed as a standing desk for two computer workstations.
- One end of the desk shall connect securely to an existing wall, and the opposite end shall feature a lockable half-height door for staff entry.
- The staff-facing side shall include integrated, lockable cabinets for secure storage and space for an approx. 75cm x 45cm x 60cm safe to be secured under the desk.
- The desk must include integrated cable management (grommets, concealed channels) to support two (2) staff computers, one (1) facility intercom systems, one (1) after-hours access computer system, and two (2) customer-facing tablets, ensuring a clean appearance.
- All electrical and data connections shall be tested and confirmed as fully operational upon completion.
- Materials used shall be durable and suitable for a high-traffic commercial environment, approved by the Government POC prior to fabrication.
- 48 FW logo is required to be placed on the front of the desk and must meet the aesthetic standards of a modern facility.
- Any damage by the contractor to the surrounding facility area during demolition or installation will be repaired at no additional cost to the Government.
- The new front desk must come with a minimum of a one (1) year warranty on materials and workmanship from the data of final installation.

7.0 Service and Maintenance: Contractor shall provide warranty service for the new front desk, covering all materials and workmanship for a minimum of one (1) year from the date of final installation and acceptance by the Government.

Attachments:

- Attachment 1: Fitness Center Floor Plan
- Attachment 2: 48 FW Logo