PERFORMANCE WORK STATEMENT

For

WASHER / DRYER LEASING & MAINTENANCE SERVICES

Located at:

LITTLE ROCK AFB, ARKANSAS (LRAFB)

PURCHASE REQUEST: FA4460-26-R0003

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SECTION I:

1.0. DESCRIPTION OF SERVICES

1.1 General Scope. This is a nonpersonal services contract to provide washer / dryer leasing & maintenance services. The government shall not exercise any supervision or control over the contract service providers performing the services herein. Such contract service providers shall be accountable solely to the contractor who, in turn, is responsible to the government

1.1.1 Description of Services/Objectives. The contractor shall provide all management, personnel, equipment, supplies, facilities, transportation, tools, materials, supervision, and other nonpersonal services necessary to perform washer / dryer leasing & maintenance services as defined in this Performance Work Statement (PWS) except for those items specified as Government Furnished Property and services. The contractor shall meet the standards in this contract. This includes the planning, coordination, and surveillance of the activities necessary to ensure disciplined work performance and timely resources application to accomplish all tasks under the contract. The contractor shall be responsible for maintaining communication with the Contracting Officer (CO) and the designated Contracting Officer's Representative (COR), and to immediately notify both the CO and the COR of any problems that would prevent the timely performance of this contract. The contractor is responsible for and required to implement, and maintain management control systems necessary to plan, organize, direct, and control all activities under this contract. The services are required to install and maintain the leasing of washers and dryers for LRAFB. These services include all management, tools, supplies, equipment and labor necessary to furnish, install and maintain the leasing of washers and dryers located in the buildings identified in Appendix 2. A periodic maintenance schedule shall be developed before the start of the contract. The Contractor shall provide, at Contractor expense, all necessary utility connections for installation and operation of washers and dryers to the connection point at the wall only. The installation of washers and dryers will be in accordance with all local, state, and federal plumbing and electrical codes.

1.2 Background: Little Rock Air Force Base (LRAFB) requires continuous, reliable laundry capabilities to support personnel residing in or utilizing various designated facilities across the installation, to include dormitories, training pipelines, and fire departments. To effectively meet this sustainment and quality-of-life requirement without the logistical burden of government-owned equipment, LRAFB utilizes a comprehensive commercial leasing and maintenance model for all required washers and dryers.

1.3. Inherently Governmental Function. The contractor shall not perform inherently governmental functions as defined in FAR Subpart 7.5 in relationship to this PWS.

1.4. Period of Performance. This is a 5-year contract with 1 basic year and 4 one-year option years with a 6-month extension if necessary.

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

6-month Extension: 01 Oct 2031 to 30 April 2031

1.5 Place of Performance. The contractor shall perform the services in the PWS at Little Rock Air Force Base, AR.

1.6. Specific Tasks.
All washers & dryers furnished under this contract shall be brand new upon initial installation and shall remain in a "like new serviceable and mechanical condition" throughout the contract performance period as defined in this Performance Work Statement (PWS)

1.6.1 Specific Tasks.

1.6.1.1 If the washer/dryer shows signs of abuse or misuse, the COR will initiate a financial liability investigation (FLI) to determine if the damage was intentional or accidental. If it is determined that the damage was intentional, the member will be held financially accountable for the repair or replacement of the damaged unit, not the contractor.

1.6.1.2 All washers shall have porcelain enamel white finish and shall be automatic, continuous duty, self-service, commercial type washers with at least 3 adjustable water levels (small, medium, and large).

1.6.1.3 All washers and dryers will meet and/or exceed ENERGY STAR qualified and FEMP designated guidelines. All washers and dryers provided will have earned the ENERGY STAR label and meet the ENERGY STAR specification for energy and water conservation efficiency.

1.6.1.4 The use of the ENERGY STAR washers and dryers shall not jeopardize the intended use or detract from the overall quality to be provided to LRAFB.

1.6.1.5 All Installation, replacement, services and maintenance shall comply with the Federal Acquisition Regulation (FAR) to provide ENERGY STAR qualified and FEMP designated products for this contract.

1.6.1.6 All washers shall be capable of operating on 110-volt, 20-amp circuits without overloading circuits under normal operation.

1.6.1.7 All washers shall have a minimum of three cycles: normal, permanent press, and delicate fabrics, and a minimum of three water temperatures selections: cold, warm and hot. A safety lid switch will preclude operation while door is open.

1.6.1.8 Dryers shall be 220-volt, with 16-pound minimum dry weight capacity and have a minimum of three temperature ranges for all fabrics.

1.6.1.9 Stackable dryer (See dimensions in Appendix 2) units shall be a minimum of 10-pound dry weight capacity.

1.6.1.10 Dryers will contain a drying timer to be selected for desired drying periods of fabric.

1.6.1.11 All washers and dryers will be shockproof and have a safety switch to preclude operation while door is open.

1.6.2 Contract Transition:

1.6.2.1 All washers and dryers shall be fully installed and operational within 10 calendar days of the contract period and be removed within 10 calendar days of the end of contract.

1.6.2.2 Machines not removed within 10 calendar days may be removed and stored by the Government, and the Contractor is liable for any expense thereby incurred.

1.6.2.3 Washers and dryers shall be maintained in accordance with manufacturers' recommendations and standard commercial practices.

1.6.3. Service Call Response

1.6.3.1. The Contractor shall respond to a repair service request within 24 hours of notification, excluding weekends and holidays. Service repair calls will occur when appliances malfunction or fail to operate properly.

1.6.4. Preventive Maintenance.

1.6.4.1 All washer and dryers are maintained according to the manufacturer's recommendations to include any preventive maintenance tasks.

1.6.4.2 Semi-annual cleaning shall be provided for all dryers: to remove lint from the blower assembly and dryer vents.

1.6.4.3. Ensure the vent outside is maintained.

1.6.4.4 Ensure all washers and dryers operate safely, are clean and are free of corrosion.

1.6.4.5 All replacement parts will be new or reconditioned, and all reconditioned parts must meet manufacturer's specifications for reconditioning.

1.6.4.6 Provide a scheduled preventative maintenance program to include but not limited to replacement of worn, damaged or malfunctioning equipment. This schedule will be provided to the COR annually.

1.6.4.7 A preventive maintenance checklist, identifying the items which were inspected, noting all maintenance needed or completed, will be provided to the COR.

1.6.4.8 All repairs and preventive maintenance will be accomplished within 72 hours of a service call being placed.

1.6.5. Report Status.

1.6.5.1 Provide two (2) logbooks to report status of all washer and dryer equipment malfunctions.

1.6.5.2 Logbooks will be maintained by the COR for 19 CES and shall be annotated when any repair of a washer and/or dryer machine is conducted or with the status of when repairs will be provided if an immediate repair is not possible.

1.6.6 Signs

1.6.6.1 An approved sign or decal shall be placed, detailing operating instructions, on each washer/dryer.

1.6.6.2 The sign or decal will also contain the Contracting Officer Representative (COR) telephone number for users reporting appliance problems.

1.6.6.3 Each washer and dryer will have some kind of identification code permanently marked, with code easily accessible but not visible, i.e. on inside of door.

1.6.7. Property Control

1.6.7.1 The Contractor shall obtain approval from the COR or the Contracting Officer before removing any item from its existing location.

1.6.7.2 All washers, dryers and subsequent equipment are subject to inspection by bio-environmental and fire prevention authorities.

1.6.8 Installation/Removal of Washers, Dryers, and Equipment

1.6.8.1 After contract award, the Contractor shall maintain the responsibility to adjust laundry units based on Government requirements. Upon receipt of formal written direction from the Contracting Officer, the Contractor is allotted a maximum of 10 calendar days to either (1) furnish, install, and operationalize additional washer and dryer units at newly identified locations, or (2) systematically disconnect, transport, and reinstall existing units to alternate sites. The Contractor is solely responsible for all labor, transportation, and utility hookups required for these actions. Adherence to this 10-day operational timeline is mandatory; completion is solely defined as the point at which the equipment is fully installed, successfully tested, and immediately available for user operation.

1.6.8.2 Upon completion of a machine installation, the Contractor shall furnish the COR a consolidated list of machines with the serial numbers and model numbers of the machines and the building number in which each is installed.

1.6.8.3 Upon completion of installation, removal, or repair of machines, the contractor shall ensure the adjacent surfaces are free of any spots, oils, stains, repair parts, or tools and the entire site left clean.

1.6.8.4 All Installations will be followed up with the Dorm Management Office at 501-987-1101.

1.6.9. Variation in "Estimated Quantity

1.6.9.1 Additional quantities of washers and dryers beyond those identified the Contract Line Items Schedule (CLINS), +/- 20% per year, will be ordered at the CLINS price.
1.6.9.2 Contractor will be responsible for the storage of all washer and dryers during renovations. All storage will be done off base.

1.6.9.3 During storage all Washer and Dryers will not require payment.

1.6.9.4 Any movement of washers and dryers into a new location or out of an existing location shall be at the Contractor's expense.

1.6.9.5 Washers and Dryers shall not be removed or relocated from designated locations during the period of this contract without prior authorization of the Contracting Officer.

1.6.9.6 For installation and/or removals where machines are installed for less than a complete month, payment will be negotiated on a prorated basis with the Contracting Officer

1.6.10 Washer/Dryer Repair

1.6.10.1 All washers and dryers shall be returned in good operational condition within 72 hours after notification of service requirements, unless otherwise approved by the Government.

1.6.10.2 The Contractor shall notify the COR when any replacement part must be ordered, and an estimated time frame repair delays are expected.

1.6.10.3 The contractor must sufficiently notify the COR of any expected delay and provide a replacement if repair time exceeds 72 hours.

1.6.10.4 An out-of-order sign shall be placed on the inoperable machine until repairs are made.

1.7 Historical Data. The tasks described above have not been performed in the past by full-time equivalent employees. The tasks are currently performed through a contract solution.

1.8 Minimum Qualifications.

1.9 Deliverables.

1.9.1 Below is a list of deliverables under this contract**.**

Deliverable Title	Para #	Delivery Date/Description
Financial Liability Investigation	1.6.1.1	As required on claims of abuse.
Preventative Mx Checklist	1.6.4.6	Annually

1.9.2 Data. The government has unlimited rights to all deliverables of this contract.

1.9.3 Inspection. Deliverables will be inspected by the government within 15 days of receipt. Progress meetings may be held as required.

1.10 Contractor Phase-In and Phase-Out Transition.

1.10.1 Contractor Phase-In: To minimize any decreases in productivity and to prevent possible negative impacts on additional services, the contractor shall have personnel on board, during the

phase in/ phase out periods. The incoming contractor's personnel shall receive 15 calendar days of on-the-job training (OJT) by the incumbent contractor. Incoming contractor personnel to be trained by the incumbent contractor shall possess, prior to training, all special skills, licenses, and certifications needed to perform the specific tasks in this PWS. The training will cover unique features of all systems and equipment. The OJT may be augmented by any applicable instruction from manuals and videotapes. Contractor phase-in will not be necessary for an incumbent contractor.

1.10.2 Contractor Phase-Out: The outgoing contractor shall allow the incoming contractor to interview for employment the outgoing contractor's personnel, provided that work interruption time is reasonable.

1.10.2.1 The outgoing contractor shall provide 15 days of OJT training to the incoming contractor. The outgoing contractor shall integrate the incoming contractor personnel into the regular work schedule in order to maximize OJT benefits. Contractor personnel to be trained shall possess, prior to training, all required special skills needed to perform the specific tasks in this PWS. The training objective is to enhance technical skills so that the transfer of responsibilities will be efficient.

1.10.2.2 During the 15 calendar day training period, the outgoing contractor shall perform all requirements in the PWS.

SECTION II:

2.0. SERVICE SUMMARY (SS)

2.1 General

The contractor service requirements are summarized as performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success but do not represent all contract performance requirements. All contract performance requirements in this PWS will be monitored.

2.2 Performance Evaluation

The performance of this service shall be evaluated to determine whether or not it meets the performance requirements of this contract. The re-performance of unacceptable services at no additional cost is the preferred course of action when appropriate. In the case of issued Corrective Action Reports (CARs), the Contracting Officer shall take appropriate measures according to inspection of services clauses in the contract, i.e., FAR 52.246-4, 52.246-5, or 52.212-4(a). Corrective Action Reports may categorize nonconformance as minor, major or critical IAW the following FAR 46.101 definitions:

"Minor nonconformance" means a nonconformance that is not likely to materially reduce the usability of the supplies or services for their intended purpose or is a departure from established standards having little bearing on the effective use or operation of the supplies or services.

"Major nonconformance" means a nonconformance, other than critical, that is likely to result in failure of the supplies or services, or to materially reduce the usability of the supplies or services for their intended purpose.

"Critical nonconformance" means a nonconformance that is likely to result in hazardous or unsafe conditions for individuals using, maintaining, or depending upon the supplies or services; or is likely to prevent performance of a vital agency mission.

Service Summary Table 2-1:

Performance Objective	PWS Para	Performance Threshold	Remedy
SS-1 Basic Services A. Equipment shall be brand new upon initial installation B. Equipment shall be fully installed and operational within 10 calendar days	1.6, 1.6.2	100% of all appliances meet required specifications. Moves are within 10 days.	Re-performance Within 12 hours of notification.
SS-2 Service Call Response	1.6.3	95% of all service calls are satisfactorily completed within required time.	Re-performance Within 72 hours of notification.
SS-3 Preventive Maintenance	1.6.4	No more than 3 valid defects per month	Re-performance Within 1 day of notification or a mutually acceptable

A. Perform preventive cleaning B. Perform semi-annual cleaning			timeframe to the COR and contractor.
SS- 4 Place and Maintain Signs	1.6.6	100% of all appliances have signs with all required information.	Re-performance Within 12 hours of notification.
SS- 5 Property Control	1.6.7	Government approval is obtained 100% of the time before any appliances is moved and stored.	Re-performance Within 1 day of notification or a mutually acceptable timeframe to the COR and contractor.
SS-6 Washer/Dryer Repair A. Completion of repairs in 72 hours	1.6.10	No more than 5 defects per month	Re-performance Within 72 hours of notification.
SS-7 Quality Control Contractor's Quality Control Plan (incorporated into contract after award).	2.7.1	No more than 3 valid defect per month	Contractor shall provide a written Corrective Action Report.

2.3 Government Quality Assurance. The government shall inspect and evaluate the contractors' performance to ensure services are received in accordance with the requirements set forth in this contract. The COR will use the contractor's work schedule, or modified version thereof, to record validation results. Results of the validation then become the official Air Force record of the contractor's performance. Government surveillance of tasks not listed in the PWS or by methods other than those listed in the PWS (such as provided for by the Inspection of Services clause) may occur during the performance period of this contract. Such surveillance will be done according to standard inspection procedures or other contract provisions. Any action taken by the CO as a result of surveillance will be according to the terms of this contract.

2.3.1 The government will periodically evaluate the contractor's performance in accordance with the Quality Assurance Surveillance Plan (QASP). The government may inspect each task as completed and increase the number of quality assurance inspections if deemed appropriate because of repeated failures discovered during surveillance inspections or because of repeated customer complaints. Likewise, the government may decrease the number of quality assurance inspections if performance dictates.

2.3.2 When an observation indicates defective contractor performance, the COR will require the contractor's Contract Manager or representative at the site to initial the observation. The formal process is, when a performance threshold has not been met or contractor performance has not been accomplished, the COR will initiate and provide the CO with a Corrective Action Report (CAR) for issuance to the contactor. The contractor shall respond to the CAR IAW instructions provided and in the CAR. While the formal process of this paragraph addressing unacceptable contractor performance is always available, the Government reserves the right to initiate a less formal process involving the contractor, the COR and the

CO meeting together at no additional cost to the Government regarding unacceptable contractor performance.

2.4 Performance Assessment.

2.4.1 Periodic Surveillance**.** This method requires the COR to employ a "spot check" style of evaluation based on the contractor's services. Periodic surveillance will be conducted on a scheduled basis (daily, weekly, monthly, quarterly, semi-annual or annually) and may be adjusted, based on quality trends.

2.4.2 Customer Complaints**.** The COR will receive and investigate all complaints. The COR will be responsible for validating customer complaints. The CO shall make final determination of the validity of customer complaint(s) in cases of disagreement with the COR and the contractor. Validated customer complaints shall be reperformed, if possible, within 3 business days of notification at no additional cost to the Government IAW the inspection clause of the contract and the direction of the Contracting Officer.

2.4.3 Review of Audits**.** COR reviews results of the contractor's accepted quality management system audits and related quality metrics.

2.4.4 100 Percent Inspection. This method requires the COR to do 100 percent inspection on all tasks performed. Appropriate for tasks that occur infrequently. Usually only deals with Safety and/or Security, unless mandated by an Air Force Instruction (AFI) or industry standard.

2.5 Quarterly Progress Meetings. The CO, Government's Program Manager (PM), /Services Acquisition Lead (SAL), COR, other government personnel as appropriate, and the contractor shall meet quarterly to discuss the contractor's performance.

The following issues, at a minimum, shall be discussed:

- Opportunities to improve the contract,
- Any modifications required of the contract,
- Unsatisfactory inspections,
- Valid customer complaints against each performance objective observed, and
- Steps taken by the contractor to prevent occurrences in the future.

The contractor shall provide a summation of unsatisfactory inspections and customer complaints and provide insight into any identified trends.

2.5.1 The minutes of these meetings will be reduced to writing, signed by the CO and any other signatures as deemed appropriate, distributed to the functional area and the contractor. Should the contractor not concur with the minutes, the contractor will provide a written notification within 5 working days to the CO identifying areas of non-concurrence for resolution.

2.6 Contracting Officer Representative (COR). CORs are representatives of the CO and will participate in the administration of this contract. After the award of the contract, the contractor will be provided with a letter identifying the COR and setting forth their duties and authorities. The COR is not authorized to change any of the terms and conditions of the contract/task order.

2.6.1 Acquisition Team Meetings**.** The contractor's Contact Manager (CM) with the CO, Contract Administrator (CA), COR, and other government personnel constitute an acquisition team [See FAR 1.102 (c)] and shall meet on a regular basis. The Acquisition Team will establish how often meetings are needed based on contract complexity. As a subset of the Acquisition Team, Government members of the Acquisition Team are often referred to as the Multi-Functional Team (MFT) and may meet as determined by the MFT. The contractor may request a meeting with the CO when the contractor believes such a meeting is necessary. If the CO or CA deems necessary, written minutes of any such meetings shall be recorded by the CA in the contract file and signed by the PM and the CO or CA. If the contractor does

not concur with any portion of the minutes, such nonoccurrence shall be provided in writing to the CO within 10 calendar days following receipt of the minutes.

2.7 Quality Control. In compliance with the applicable contract clauses FAR 52.246-4 thru FAR 52.246-5, entitled, "Inspection of Services (Fixed Price and Cost-Reimbursement)," or FAR 52.212-4(a) Commercial Terms and Conditions Inspection/Acceptance, develop and maintain an effective quality control program to ensure services are performed IAW this PWS, applicable laws and regulations and IAW best commercial practices.

2.7.1 Quality Control Plan (QCP). The contractor shall be required to submit and maintain an acceptable QCP. Within 30 days after contract award or within 14 days after the need for changes to an existing QCP, the contractor will submit a QCP to the CO. The CO will notify the contractor of acceptance or required modifications to the plan. The contractor shall make appropriate modifications and obtain acceptance of the plan by the CO within 15 days. The contractor's QCP shall contain, at a minimum, the following descriptive items:

a. The inspection system to cover all services. Description shall include specific details as to the areas to be inspected on a scheduled and unscheduled basis, frequency of inspections, and the title and organizational placement of the inspector(s).

b. The methods to be used for identifying and preventing defects in the quality of services performed.

c. How the records will be kept. Records must document all inspections and corrective or preventive actions taken.

2.8 Contractor's Performance. The government assesses a contractor's performance on an on-going basis, both positive and negative, and provides a record on a given contract during a specified period of time.

2.8.1 Past Performance Information (PPI). PPI can be provided to other government agencies, as requested.

2.8.2 Contractor Performance Assessment Report (CPARS). Depending on the estimated value of the contract, formal assessment and reporting of contractor performance is required and is documented using the CPARS system. An assessment usually provided on an annual basis is sent to the contractor's representative for their comment. The contractor will have up to 60 days to review and comment on the assessment.

SECTION III:

3.0. GOVERNMENT FURNISHED PROPERTY

3.1 Government Property: Government property will not be provided.

3.2 Contractor Responsibility: The Contractor shall be responsible for Government property in accordance with the Federal Acquisition Regulation (FAR) and as specified in the contract/order.

3.3 Base Support: The Government will furnish property incidentally to the place of performance including office space and equipment, i.e., computer equipment, software, phone/phone line, and reproduction equipment.

3.4 Loss of Government Property

3.4.1 Definition of Loss of Government Property: "Loss of Government property" means unintended loss of or damage to Government property including property that cannot be found after a reasonable search, loss due to inadequate storage, loss due to lack of security, theft, damage requiring repair to restore the item to usable condition, or damage that renders the property useless for its intended purpose or Beyond Economical Repair (BER). Loss of Government property does not include manufacturing defects, obsolescence, normal wear and tear, or purposeful destructive testing. Unless otherwise stated in the contract/order, loss of Government property does not include normal and reasonable inventory adjustments, i.e. losses of low priority consumable material, such as common hardware, as agreed to by the Contractor and the Government Property Administrator.

3.4.2 Reporting Loss of Government Property: The Contractor shall report loss of Government property in the GFP Module located in PIEE, https://piee.eb.mil/piee-landing/.

3.5 Return or Retention of Government Property: All property provided by the Government remains the property of the Government and shall be returned to the Government as directed, but no later than completion of the contract/order, unless the Procuring Contracting Officer (PCO) directs the Contractor to retain the property for continued use under a successor contract. All Government property shall be returned to the Government in the condition provided unless approved in advance by the PCO. All material generated under the contract/order becomes the property of the Government and shall be returned to the Government as directed, but no later than completion of the contract/order, unless the PCO directs the Contractor to retain the material for continued use under a successor contract.

SECTION IV:

4.0.: GENERAL INFORMATION

4.1. Hours of Operation**.** The contractor shall perform the services required under this contract during the following hours: 7:00 am to 4:00 pm (Monday through Friday except Federal holidays 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. On occasion, an employee will be required to work on weekends and Federal holidays. The government will notify the contractor within 24 hours of such occurrence.

4.1.1 Recognized Federal Holidays.

New Year's Day	Labor Day
Martin Luther King Jr.'s Birthday	Columbus Day
President's Day	Veteran's Day
Memorial Day	Thanksgiving Day
Juneteenth National Independence Day	Christmas Day
Independence Day	

*If the holiday falls on a Saturday, it will be observed on the preceding Friday. If the holiday falls on Sunday, it will be observed on the following Monday.

4.1.2 Holidays and Facility Closings: Contractor/subcontractor personnel shall observe holidays and facility closings as authorized for government personnel. Contractor/subcontractor personnel shall only be permitted access to Government facilities when Government personnel are present.

4.2. Contract Personnel

4.2.1. Contract Manager (CM). The contractor shall provide a contract manager and alternate(s) who are knowledgeable of Washer and Dryer installation, repair and maintenance**.** The contractor shall submit the name, address, telephone number and a resume of the CM to the CO within 2 days of the contract start date. The list shall be kept current throughout the life of the contract. The CM or alternate(s) 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(s) shall be available within 5 days to meet on the installation with government personnel designated by the CO to discuss problem areas. The CM and alternate(s) shall be able to read, write, and speak English. The CM shall be able to effectively communicate with contractor employees. Qualifications for the CM are listed below:

4.2.1.1. Personnel Roster. The contractor may be required to provide a personnel roster consisting of names and other pertinent personnel data to the requiring activity for the purposes of 100% accountability real-world and exercise situations. The personnel roster shall be updated as individuals are removed and added.

4.2.2. Contractor Employees:

Contractor Qualifications. The contractor shall utilize employees possessing adequate training, skills, and knowledge to fulfil the requirements of this contract.

English Language. Employees who deal directly with customers will be required to communicate clearly and concisely with the customers in English. This requirement is strictly for the purpose of efficiently performing the contract tasks.

4.2.3. Use of Government Employees. The contractor shall not employ any person who is an employee of the U.S. Government if employing that person would create a conflict of interest. In addition, the contractor shall not employ any person who is an employee of the Department of the Defense if such employment would be contrary to the policies contained in AFI 64-106, Chapter 1, *Industrial Labor Relations Activities*.

4.2.3.1 Employment of Spouses/Dependents. The contractor shall not employ any person who is a spouse or dependent child of a Department of Defense employee (either military or civilian) when such employee would be placed in a conflict of interest or appearance of a conflict of interest by virtue of such employment.

4.2.3.2. Off-duty Military Personnel. The contractor is cautioned that off-duty active military personnel hired under this contract may be subject to permanent change of station, change in duty hours, or deployment. Military Reservists and National Guard members may be subject to reorder to active duty. The abrupt absence of these personnel could adversely affect the contractor's ability to perform. However, their absence at any time shall not constitute an excuse for nonperformance under this contract.

4.2.3.3. Identification of Contractor Employees. 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.

4.3. Continuation of Mission-Essential Services During a Crisis: The Functional Commander/Director has determined these services are not mission-essential and will not continue in the event of a crisis.

4.4. Security Requirements

4.4.1. Security Regulations: The Contractor shall ensure personnel, information, system, property, facility and, if applicable, international security requirements are met. The Contractor shall ensure contractor/subcontractor personnel who perform work on a Government facility comply with the security requirements of the facility.

4.4.2. Operations Security (OPSEC): The purpose of OPSEC is to reduce the vulnerability of USAF missions to adversary collection and exploitation of critical information. DoDD 5205.02E and DoD Manual 5205.02-M require contractors supporting DoD activities to use OPSEC to protect critical information for specified contracts, subcontracts, and information used in the performance of duties in support of Air Force requirements/missions. The Contractor shall ensure Contractor personnel who perform work on (or in) a Government facility comply with the OPSEC procedures and training requirements of the facility as specified in AFI 10-701.

4.4.3. Security Clearance: It is not expected contractor/subcontractor personnel will require security clearances for proper accomplishment of contract/order requirements. Contractor/subcontractor personnel shall not be authorized access to classified information and/or Controlled Unclassified Information (CUI) and classified items or be permitted to work on classified projects and/or programs without an appropriate security clearance and a need-to-know.

4.4.4. Security Incident or Violation: The Contractor shall immediately notify the Government Security Office of any potential or actual security incident or violation.

4.4.5. Access to Government System(s): Access to Government system(s) will not be required to perform tasks under the contract/order.

4.4.6. Access to Little Rock Air Force Base (AFB): The Contractor shall ensure contractor/subcontractor personnel who require access to Little Rock AFB comply with the security requirements of the installation. The Contractor shall provide the CO with a list of all contractor/subcontractor personnel requiring access to Little Rock AFB, the contract/order number and the period of performance. The Contractor shall also provide, if possible, the location of the work site and the days/hours during which the contractor/subcontractor personnel will require access to Little Rock AFB.

4.4.7 Identification (ID) Card/Badge

4.4.7.1. The Contractor shall ensure an ID card is obtained by all contractor/subcontractor personnel who require recurring access to a Government facility, but not local area network (LAN) access. The Contractor shall submit a letter to the CO listing all contractor/subcontractor personnel requiring access to the facility. The CO will approve the request and forward it to the issuing/registration office for processing. Contractor/subcontractor personnel shall report to the issuing/registration office to obtain the ID card(s).

4.4.7.2. The Contractor shall submit a letter to the CO immediately if contractor/subcontractor personnel no longer require access, upon transfer/termination of contractor/subcontractor personnel or upon completion/termination of the contract/order. The letter shall identify the name(s) and social security number(s) of the contractor/subcontractor personnel. The Contractor shall return the ID card(s) to the issuing/registration office upon expiration, upon transfer/termination of contractor/subcontractor personnel, or once contractor/subcontractor personnel no longer require access to the facility. The Contractor shall return any and all ID cards to the issuing/registration office upon completion/termination of the contract.

4.5. Environmental Management System (EMS): Contractor/subcontractor personnel who perform work on any Government facility shall comply with the EMS requirements established by the facility. Contractor/subcontractor personnel may be required to complete EMS training prior to beginning work.

4.6. Agency Affirmative Procurement Programs: In accordance with FAR 23.107, Agency Affirmative Procurement Programs, 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#products) and/or United States Department of Agriculture (USDA)-designated products included in the

bio-based 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.

4.7. Safety Requirements

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

4.9. Service Contract Reporting (SCR): The contract does not meet the DoD Contract Reporting criteria or reporting dollar threshold; therefore, SCR does not apply.

4.10. Invoicing/Payment and Receipt/Acceptance: The Contractor shall submit/process payment requests and receipt/acceptance documents via WAWF.

4.11. Quality Control Plan/Quality Management System (QMS): The Contractor shall ensure the quality of services through a quality and/or inspection system. The Contractor shall submit a Quality Control Plan (QCP) 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. 100% compliance with the QMS is required.

4.12. Trafficking in Persons: The Contractor shall comply in accordance with the FAR and applicable supplements and shall be in compliance with all applicable guidance and clauses listed in the contract as it relates to Trafficking in Persons. Additional information about Trafficking in Persons is available at the site for the Department of State's Office to Monitor and Combat Trafficking in Persons. http://www.state.gov/j/tip

SECTION V

5.0. APPENDICES & EXHIBITS

APPENDIX 1

DEFINITIONS

Arrival Services. Services performed to prepare for and properly park transient aircraft in an assigned parking area.

Contract Specialist (CS). The individual within the contracting office who performs the day-to-day administration of the contract. The contract administrator may also be the contracting officer.

Contracting Officer (CO). The duly appointed Government agent authorized to award or administer contracts. The contracting officer is the only person authorized to contractually obligate the Government.

Corrective Action Report (CAR). Used to document unacceptable performance by the Contractor.

Contracting Officer's Representative (COR). The COR is the eyes and ears of the contracting officer. The COR evaluates and documents the contractor's performance IAW the contract. The COR notifies the Contracting Officer and the contractor of performance deficiencies, maintains surveillance documentation, and recommends improvement to surveillance procedures in the Performance Work Statement (PWS)

Defect. Any non-conformance with requirements specified in the contract.

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

Fair Wear and Tear. The deterioration of items is attributed to normal usage.

Financial Liability Investigation. Formal procedure to determine financial responsibility surrounding the loss, damage, or destruction of property.

Government Furnished Property (GFP). Facilities, equipment, tools, supplies, parts, or any other items furnished for the concessionaire's use by the Government.

Major Deficiency. Major deficiency means an unsatisfactory condition that would endanger personnel, jeopardize equipment or system reliability, affect safety of flight, or warrant discontinuing the process or equipment operation.

Minor Deficiency. Minor deficiency means an unsatisfactory condition that requires repair or correction, but does not endanger personnel, affect safety of flight, jeopardize equipment reliability, or warrant discontinuing a process or equipment operation.

Nonconformance. Nonconformance of supplies or services defined at FAR 46.101 may be of three kinds:

"Minor nonconformance" means a nonconformance that is not likely to materially reduce the usability of the supplies or services for their intended purpose or is a departure from established standards having little bearing on the effective use or operation of the supplies or services.

"Major nonconformance" means a nonconformance, other than critical, that is likely to result in failure of the supplies or services, or to materially reduce the usability of the supplies or services for their intended purpose.

"Critical nonconformance" means a nonconformance that is likely to result in hazardous or unsafe conditions for individuals using, maintaining, or depending upon the supplies or services; or is likely to prevent performance of a vital agency mission.

Performance Assessment. A process that measures success towards achieving defined performance objectives or goals defined within the performance thresholds in the services summary or the process of assessing progress towards achieving the objectives/goals developed in a performance plan or partnering agreement.

Performance Indicator. A measurable characteristic of an output of a work process. Generally synonymous with attribute.

Performance Management. The use of performance measurement information to effect positive changes in organizational culture, systems, and processes, by helping to set agreed upon performance goals, allocating and prioritizing resources, informing managers to either confirm or change current policy or program directions to meet those goals, and sharing results of performance in pursuing those goals.

Performance Objective. The outcome is associated with successful contract performance in a specific area. This is a critical success factor in achieving the organization's mission, vision and strategy which, if not achieved, would likely result in a significant decrease in customer satisfaction or risk mission failure. Obtaining multi-services/sub-services performed at a certain measurable standard and consistently ensures success in achieving the objectives critical to the mission.

Performance Threshold. The minimum performance level of a performance objective required by the Government.

Quality Assurance (QA). Those actions taken by the Government to ensure services meet the requirements of the Performance Work Statement (PWS).

Quality Assurance Program Coordinator (QAPC). The individual designated by the contracting squadron commander to manage the installation QA program.

Quality Control (QC). Those actions are taken by a Concessionaire to control the performance of services so that they meet the requirements of the SOW.

Services Summary (SS). A summary of the performance objective and performance threshold required by the Government in concessionaire performance. Also known as a Performance Requirements Summary or Services Delivery Summary or Performance Requirements Document.

Standard. An exact value, a physical entity, or an abstract concept, established and defined by authority, custom, or common consent to serve as a reference, model, or rule in measuring quantities or qualities, establishing practices or procedures, or evaluating results. A fixed quantity or quality. A defined measure of comparison.

ACRONYMS

ADPE—Automated Data Processing Equipment
AFI—Air Force Instruction
AFIMSC—Air Force Installation and Mission Support Center
AFPD—Air Force Policy Directive
AFOSH—Air Force Occupational Safety and Health
AGE—Aerospace Ground Equipment
ANG—Air National Guard
AP—Acquisition Plan
ASP—Acquisition Strategy Panel
A&AS— Advisory and Assistance Services
CA—Executive Director
CC—Commander
CD—Deputy Commander
CM—Contractor's Contract Manager
CO—Contracting Officer
COR—Contracting Officer's Representative
CPAR—Contract Performance Assessment Report
CPARS—Contract Performance Assessment Reporting System
CS—Contract Specialist
CUI—Controlled Unclassified Information
CV—Vice Commander
DAF—Department of the Air Force
DAFFARS—Department of the Air Force Federal Acquisition Regulation Supplement
DAFI—Department of the Air Force Instruction
DAU—Defense Acquisition University
DAWIA—Defense Acquisition Workforce Improvement Act
DCMA—Defense Contract Management Agency
DFARS—Defense Federal Acquisition Regulation Supplement

DoD—Department of Defense
DoDI—Department of Defense Instruction
DRU—Direct Reporting Unit
DS—Director of Staff
DV—Distinguished Visitor
ESIS—Early Strategy and Issues Session
FAR—Federal Acquisition Regulation
FC—Functional Commander
FFRDC—Federally Funded Research and Development Center
FLDCOM—Field Command
FM—Financial Management
FMS—Foreign Military Sales
FOA—Field Operating Agency
FS—Fiscal Service
GFP—Government-Furnished Property
GO/SES—General Officer/Senior Executive Service
HAF—Headquarters Air Force (Composed of Secretariat, Air Staff, and Space Staff)
IGCE—Independent Government Cost Estimate
JAM—Joint Appointment Module
MAJCOM—Major Command
MDA—Milestone Decision Authority
MFT—Multi-Functional Team
MIPR—Military Interdepartmental Purchase Request
ML—Materiel Leader
MOA—Memorandum of Agreement
MP—Mandatory Procedure
OAC—Operating Agency Codes
OCSO—Office of the Chief of Space Operations
OSD—Office of the Secretary of Defense
PEO—Program Executive Officer
PGI—Procedures, Guidance, and Information
PIEE—Procurement Integrated Enterprise Environment
PM—Program Manager
PMR—Program Management Review
PWS—Performance Work Statement
QAPC—Quality Assurance Program Coordinator
QASP—Quality Assurance Surveillance Plan
RAA—Requirements Approval Authority
RAD—Requirements Approval Document
SA—Services Advocate
SADA—Services Acquisition Decision Authority
SAE—Service Acquisition Executive
SAL—Services Acquisition Lead
SAT—Simplified Acquisition Threshold
SAW—Services Acquisition Workshop
SB—Small Business

S-CAT—Services Category
SDO—Services Designated Official
SMA—Services Management Agreement
SME—Subject Matter Expert
SML—Senior Materiel Leader
SMT—Strategic Management Tool
S-PEO—Systems Program Executive Officer
SPM—Surveillance and Performance Monitoring Module
SRR—Services Requirements Review
SRRB—Services Requirements Review Board
SS—Services Summary
SSA—Source Selection Authority
SSM—Senior Services Manager
TEO—Technology Executive Officer
USecAF—Under Secretary of the Air Force
USSF—United States Space Force
VCSAF—Vice Chief of Staff of the Air Force
VCSO—Vice Chief of Space Operations

APPENDIX 2

WASHER / DRYER LOCATIONS AT INSTALLATION

Location	Type of Unit	Number of Units	Floor Location
Dorm 714	Washers	3	1st floor
	Dryers	3	1st floor
	Washers	3	2nd floor
	Dryers	3	2nd floor
	Washers	3	3rd floor
	Dryers	3	3rd floor
Dorm 718	Washers	6	1st floor
	Dryers	6	1st floor
Dorm 744	Washers	6	1st floor
	Dryers	6	1st floor
Dorm 772	Washers	6	1st floor
	Dryers	6	1st floor
Dorm 846 (Under Renovation)	Stacked combo	4	1st floor
	Stacked combo	4	1st floor
	Stacked combo	8	2nd floor
	Stacked combo	8	3rd floor

Dorm 854 (Under Renovation)

Washers	4	1st floor
Dryers	4	1st floor
Washers	4	2nd floor
Dryers	4	2nd floor
Washers	4	3rd floor
Dryers	4	3rd floor

Dorm 860 (Under Renovation)

Washers	4	1st floor
Dryers	4	1st floor
Washers	4	2nd floor
Dryers	4	2nd floor
Washers	4	3rd floor
Dryers	4	3rd floor

Dorm 750

Washers	23	1st floor
Dryers	27	1st floor

Dorm 72X

Washers	10	1st floor
Dryers	10	1st floor

Washers	10	2nd floor
Dryers	10	2nd floor

Dorm 764

Washers	3	1st floor
Dryers	3	1st floor
Washers	3	2nd floor
Dryers	3	2nd floor
Washers	3	3rd floor
Dryers	3	3rd floor

Dorm 768

Washers	3	1st floor
Dryers	3	1st floor
Washers	2	2nd floor
Dryers	2	2nd floor

Fire Department

Washers	2	1st floor/B239
Dryers	2	1st floor/B239

*There are no elevators located at any of the above buildings; all buildings have stairwells.

*Due to the door frame dimensions and size of the washer/dryer closet, the stackable washer/dryers located in 846 should not exceed: Length 23 ¾ X Width 23 ½ X Height 73 ¼

APPENDIX 3

APPLICABLE PUBLICATIONS AND FORMS

Publications and forms that apply to the PWS are listed below. The publications and forms have been coded as "M" (Mandatory) or "A" (Advisory). The contractor is obligated to follow those publications and use those forms coded as mandatory to the extent specified in other sections of the PWS. The contractor shall be guided by those publications or use those forms coded advisory to the extent necessary to accomplish requirements in the PWS. The appropriate web sites are listed below to obtain all publications and forms listed. Supplements or amendments to listed publications from any organizational level may be issued during the life of the contract. The contractor shall immediately implement those changes in publications. The DOD Directives, Instructions, and Forms may be located at http://www.dtic.mil/whs/directives. Air Force publications and forms may be accessed at http://www.e-publishing.af.mil.

To ensure the currency of assigned technical orders with applicable changes and supplements, they will be ordered and received through the Technical Order Distribution Office (TODO) under a designated account number. The contractor shall be obligated to maintain and keep all publications and technical orders current. The contractor shall use the applicable technical order indexes and publication indexes to keep files current. Most of these publications are available on the Internet at https://www.toindex-s.wpafb.af.mil/.

AIR FORCE PUBLICATIONS

PUBLICATION	DATE	TITLE	CODE
AFI 64-106	17 April 2024	Contractor Labor Relations Activities	
DoD 7000.14-R	10 August 2020	DoD Financial Management Regulation	
AFI 32-6000	2 May 2025	Housing Management	
AFI 33-322	16 June 2025	Records Management Program	