Performance-Based Performance Work Statement (PWS)

U.S. Consulate General Frankfurt – Building Maintenance Services

---

SECTION 1: REQUIREMENTS SUMMARY

1.1 Purpose and Scope

The U.S. Consulate General Frankfurt requires a building maintenance services contractor to deliver reliable, safe, and efficient operation, maintenance, and repair of U.S. Government-owned residential properties and the Consulate General compound. The Contractor shall furnish all managerial, administrative, and operational personnel, supplies, and equipment necessary to achieve the outcomes defined in this PWS.

1.2 Locations of Performance

The Contractor shall perform services at the following facilities:

Facility	Address
Chancery Compound	Giessener Str 30, Frankfurt, 60435
Consulate General's Residence (CGR)	Frankfurt, 60487
Deputy Principal Officer's Residence (DPOR)	Frankfurt, 60487
[redacted] Residence	Frankfurt, 60487
[redacted] Residences (7 apts, 8 townhouses)	Frankfurt, 60314
Carl Schurz Siedlung Housing Campus (32 buildings + Field House + Admin Building)	Frankfurt, 60320
Short-Term Leased Residences (~85 properties)	Throughout Frankfurt area

1.3 Contract Type and Period of Performance

- **Contract Type:** Hybrid Firm-Fixed-Price IDIQ contract to include limited labor-hour and other direct costs (ODC) for certain maintenance services;
- **Base Period:** 12 months from Notice to Proceed
- **Option Years:** Four (4) one-year options to renew
- **Total Maximum Duration:** Five (5) years
- **IDIQ Minimum/Maximum per Period:** $1,000 minimum / $150,000 maximum

1.4 Summary of Required Services

The Contractor shall deliver the following service categories:

Service Category	Scope
Daily Operations & Monitoring	24/7 monitoring of all mechanical, electrical, HVAC, boiler, plumbing, and utility systems at residential properties
Preventive Maintenance & Inspection (PMI)	Scheduled inspections, cleaning, lubrication, calibration, and minor parts replacement per GMMS work orders
Routine Unscheduled Work Orders	Minor repairs and maintenance tasks (≤40 labor hours) at all Government-owned properties *
IDIQ Services	Unscheduled/emergency tasks exceeding 40 labor hours, issued via task order **
Emergency Response	24/7 response to life-safety and property-threatening emergencies
Apartment Make-Readies	Preparation of vacated units for new occupants (~150/year, peak May–September)
Compound Minor Maintenance	Approximately 25% of unscheduled work orders at the Consulate General Compound

** Minor repairs and maintenance tasks requiring a total estimated labor effort of 40 hours or fewer across all assigned personnel.*

***Any single task with a total estimated labor requirement exceeding 40 hours—regardless of the number of employees assigned—shall be processed as an IDIQ task order.*

1.5 Key Personnel

- **Project Manager (Key Personnel):** Must be bilingual (English and German), proactive, and qualified. A detailed resume is required at proposal submission. The Project Manager shall be on-site during normal Consulate working hours and shall have supervision as their sole function while on duty.

1.6 Contractor Responsibilities

The Contractor is responsible for:

- Providing licensed and certified technicians compliant with German law
- Maintaining a Quality Control Program (QCP)
- Submitting all required deliverables on schedule
- Complying with all applicable U.S. and German laws, regulations, and safety standards
- Conducting background checks and submitting Personal History Statements for all personnel within 10 days of award
- Maintaining a complete inventory program for all Government-furnished property, equipment, and materials

1.7 Government-Furnished Facilities, Equipment, materials, and Services

- Government-Furnished Facilities (GFF): The Contractor shall use U.S. Government-furnished facilities identified in Attachment J-5 solely in performance of this contract. The Contractor shall maintain accepted facilities, prevent fire hazards, odors, and vermin, and obtain written COR approval before making any modifications. Approved modifications are at the Contractor's expense. Upon contract completion, the Contractor shall return all facilities in their original condition, less reasonable wear and tear.
- Government-Furnished Equipment (GFE): The Contractor shall use U.S. Government-owned equipment listed in Attachment J-6, provided in "as-is" condition, solely in performance of this contract. Acceptance is at the Contractor's sole option. Attachment J-6 is not a comprehensive equipment list; the Contractor is responsible for providing any additional equipment needed to meet contract requirements. GFE breakdown or failure does not relieve the Contractor of full contract performance obligations.
- Government-Furnished Materials (GFM): The U.S. Government shall furnish all parts, materials, and supplies required under this contract at no cost to the Contractor. The Contractor shall submit requisitions to the COR with sufficient lead time to avoid shortages or work delays.
- Utilities: The U.S. Government shall furnish electricity, sewage, fresh water, and telephone lines at no cost to the Contractor for use in U.S. Government facilities. The Contractor shall provide and maintain, at its own expense, all service lines from existing

U.S. Government outlets to the work site. Use of U.S. Government utilities and telephone services for purposes other than contract performance is prohibited.

- Hazardous Materials (HM): The Contractor shall provide the COR a hazardous material inventory and Safety Data Sheets (SDS) before any HM is brought onto job sites. Within 60 days of contract award, the Contractor shall submit plans for protection of public and U.S. Government personnel, HM disposal, and HM spill response procedures in accordance with applicable Federal and local regulations.

SECTION 2: REQUIRED LABOR CATEGORIES

The Contractor shall provide qualified personnel in the following labor categories to perform the services required under this contract. All personnel shall be licensed and certified in accordance with applicable German law. Copies of all licenses and certifications shall be submitted to the COR within 10 days of contract award.

2.1 Management Personnel

The following management labor categories are required across all performance locations:

Labor Category	Responsibilities	Required Qualifications
Program Manager	Overall contract management; primary liaison with the COR; on-site supervision during normal Consulate working hours; planning, scheduling, cost accounting, and quality control oversight	Bilingual (English and German, minimum speaking level 2 per Attachment J-10); proactive; demonstrated management experience; resume required at proposal submission. This is a **Key Personnel** position.
Administrative Assistant	Administrative support to the Program Manager; records management; work order processing; report preparation and submission	Proficient in English; familiar with GMMS or equivalent computerized maintenance management systems

2.2 Residential Properties Personnel

The following labor categories shall be dedicated to maintenance and repair services at all U.S. Government-owned residential properties, including the Carl Schurz Siedlung Housing Campus, Hafen Park Quartier Residences, CGR, DPOR, Frauenlob 9, and Short-Term Leased Residences:

Labor Category	Responsibilities	Required Qualifications
Maintenance Technician	Day-to-day operation, inspection, and minor repair of building systems and equipment; apartment Make-Readies; routine unscheduled work orders	Demonstrated experience in general building maintenance; familiarity with HVAC, plumbing, electrical, and carpentry systems
HVAC Mechanic	Operation, maintenance, and repair of HVAC systems including air handling units, split heat pumps, VRF hybrid systems, multi-split heat pumps, exhaust fans, pumps, valves, and controllers	Manufacturer's training certificate certifying advanced training in HVAC operation, maintenance, and repair; knowledgeable of entire HVAC system
Electrician	Electrical maintenance and repair including conduit piping, hard wiring, outlet installation, panel replacement, and distribution system inspections	Licensed Electrician per German law; capable of performing a full range of electrical work
Plumber	Plumbing maintenance and repair including underground and above-ground piping, cold and hot water supply, HVAC piping, sewage and wastewater systems, and minor excavation and backfill	Licensed Plumber per German law; capable of working on various pipe sizes and drainage systems
Carpenter	Carpentry maintenance and repair including doors, windows, cabinetry, handrails, flooring, and structural elements	Demonstrated carpentry experience; qualified per applicable German trade standards
Painter	Touch-up and minor painting of walls, ceilings, and other surfaces (areas less than 24 square meters per work order)	Demonstrated painting experience; qualified per applicable German trade standards

2.3 Consulate Compound Personnel

The following labor categories shall support minor maintenance and repair services at the U.S. Consulate General Compound (Chancery), comprising approximately 25% of unscheduled work orders at that location:

Labor Category	Responsibilities	Required Qualifications
Maintenance Technician/Supervisor	Supervision and performance of day-to-day maintenance and minor repair tasks at the Chancery compound; coordination with Government facility staff	Demonstrated supervisory and general maintenance experience; familiarity with Consulate security and access requirements
Electrician	Electrical maintenance and repair at the Chancery compound	Licensed Electrician per German law
Plumber	Plumbing maintenance and repair at the Chancery compound	Licensed Plumber per German law
Carpenter	Carpentry maintenance and repair at the Chancery compound	Qualified per applicable German trade standards
Painter	Touch-up and minor painting at the Chancery compound	Qualified per applicable German trade standards

2.4 Staffing Requirements and Obligations

- All personnel assigned under this contract shall be direct-hire employees or subcontractors of the Contractor. No employer-employee relationship exists between U.S. Government personnel and Contractor staff.
- The Contractor shall submit a guaranteed minimum number of personnel per location within 10 days of contract award, as part of the personnel security submission. The guaranteed minimum staffing levels shall be sufficient to:
    - Handle the historical volume of work orders at each location (see Attachment J-4 – Historical Data);
    - Meet all performance standards defined in Section 3, including emergency response timelines, routine work order completion rates, PMI schedules, and Make-Ready requirements; and
    - Sustain full performance during peak Make-Ready season (May–September) without interruption or degradation of service.

    - The Contractor's justification shall demonstrate how the proposed staffing levels are adequate to meet these requirements. Staffing levels that the COR determines are insufficient to meet performance standards shall be grounds for requiring the Contractor to increase personnel at no additional cost to the Government.
- The Contractor shall maintain adequate staffing at all times, including during peak Make-Ready season (May–September), to meet all performance standards without interruption.
- The Contracting Officer may require removal of any employee deemed incompetent, careless, insubordinate, or otherwise objectionable. The Contractor shall immediately replace such personnel at no additional cost to the Government.
- All personnel are subject to U.S. Government background checks (including credit checks/Schufa). The Government may require up to 60 days for initial background checks. Badges issued for site access may be revoked at any time for falsification of data or misconduct.
- All personnel shall wear clean, neat, COR-approved uniforms while on duty. The Contractor bears all costs for uniform purchase, cleaning, and maintenance.

SECTION 3: MEASURABLE PERFORMANCE STANDARDS

3.1 Performance Objectives and Standards

The following table defines the required outcomes, measurable performance standards, and acceptable quality levels (AQLs) for each service area.

3.1.1 Emergency Response

Performance Objective	Performance Standard	Acceptable Quality Level (AQL)	Measurement Method
Contractor responds to emergency calls within required timeframe	Contractor answers emergency calls within **60 seconds** and is on-site and working within **4 hours** of receipt	100% compliance; zero tolerance for failure to respond	COR log review; GMMS records

Performance Objective	Performance Standard	Acceptable Quality Level (AQL)	Measurement Method
Emergency condition arrested before departure	Contractor stabilizes emergency (e.g., shuts off water, closes gas valve, patches roof) before leaving site	100% compliance	COR inspection and sign-off on work order
After-hours emergency availability	Contractor maintains 24/7/365 bilingual (English/German) emergency contact	Zero outages in availability	COR call log

---

3.1.2 Routine Unscheduled Work Orders (≤40 Hours)

Performance Objective	Performance Standard	AQL	Measurement Method
Timely completion of routine work orders	All routine unscheduled work orders completed within **5 working days** of receipt	≥95% of work orders completed on time per month	GMMS work order tracking; Quarterly Work Order Completion Summary Report
Work order pickup	Contractor picks up unscheduled work orders **twice daily** (between 0800–1500) during regular working hours	100% compliance	COR log
Work order closeout documentation	Completed work order forms returned to COR within **1 working day** of task completion, with all required fields filled	≥98% compliance	COR file review

---

3.1.3 Preventive Maintenance & Inspection (PMI)

Performance Objective	Performance Standard	AQL	Measurement Method
PMI completion per schedule	All scheduled PMI work orders completed within the GMMS-specified frequency windows (e.g., monthly, quarterly, semi-annual, annual)	≥98% of scheduled PMIs completed on time per quarter	GMMS records; Monthly Work Schedule
PMI reporting	Inspection findings reports submitted to COR within **5 working days** of PMI completion	≥98% on-time submission	COR file review
Deficiency reporting	Unusual conditions or deficiencies identified during PMI reported to COR **immediately** upon discovery	100% compliance	COR log; PMI records
Monthly work schedule submission	Monthly PMI work schedule submitted to COR within **5 working days** of the start of each scheduled month	100% on-time submission	COR file review

---

3.1.4 Daily Operations & Monitoring

Performance Objective	Performance Standard	AQL	Measurement Method
Continuous system monitoring	All principal mechanical and electrical systems monitored on a **24-hour basis**; daily operation logs maintained	Zero unlogged system events; 100% log completion	COR daily log review
Status reporting	Verbal scheduling and status reports provided to COR **weekly**; status of any work item provided within **1**	100% compliance	COR records

Performance Objective	Performance Standard	AQL	Measurement Method
	hour of inquiry during regular working hours		
System operability	All systems (HVAC, boiler, plumbing, electrical) maintained in proper operating condition per manufacturer specifications	Zero preventable system failures attributable to Contractor negligence	COR inspection; incident reports

---

3.1.5 Apartment Make-Readies

Performance Objective	Performance Standard	AQL	Measurement Method
Make-ready completion	All plumbing, electrical, A/C, fixtures, cabinetry, handrails, appliances, doors, windows, wood floors, and touch-up painting checked and repaired prior to new occupant move-in	100% of Make-Readies completed before occupancy	COR check-out inspection sign-off
Peak season staffing	Contractor maintains adequate staffing to manage Make-Readies during peak season (May–September), with ~150 Make-Readies per year	Zero delays in Make-Ready completion attributable to Contractor understaffing	COR assessment; staffing records

---

3.1.6 Customer Satisfaction

Performance Objective	Performance Standard	AQL	Measurement Method
Customer complaint rate	Government receives **no more than 5 customer complaints per month** regarding Contractor services	≤5 complaints per month	COR complaint log
Repeat complaint rate	No repeat complaints for the same deficiency during the service period	Zero repeat complaints	COR complaint log

---

3.1.7 Deliverables Compliance

Deliverable	Due Date	AQL
Quality Control Plan (QCP)	Within 10 days of contract award	100% on-time; accepted by COR
Licenses and Certificates	Within 10 days of contract award	100% on-time
Personal History Statements	Within 10 days of contract award	100% on-time
Standard Operating Procedures (SOPs)	Within 30 days of contract award	100% on-time; accepted by COR
Hazardous Material Inventory & MSDS	Within 60 days of contract award	100% on-time
Hazardous Material Control Plan	Within 60 days of contract award	100% on-time
Safety Plan	Within 30 days of contract award	100% on-time
Performance & Payment Bonds	Within 30 days of contract award	100% on-time
Evidence of Insurance	Within 30 days of contract award	100% on-time

Deliverable	Due Date	AQL
Weekly Inspection Report	Weekly	≥98% on-time submission
Monthly Work Schedule	Within 5 working days of month start	100% on-time
Quarterly Work Order Completion Summary	Quarterly	100% on-time
Waste Disposal Report	Last day of each month	100% on-time
Records Turnover at Contract Completion	Within 5 days of contract completion	100% compliance

---

3.1.8 Personnel and Conduct Standards

Performance Objective	Performance Standard	AQL	Measurement Method
Qualified personnel	All technicians licensed and certified per German law; copies of all licenses submitted to COR	100% compliance at all times	COR file review; spot checks
Uniform compliance	All employees wear clean, neat, COR-approved uniforms while on duty	100% compliance	COR observation
Key control	All keys accounted for; no unauthorized duplication	Zero unauthorized key duplications or unresolved losses	COR key log
Security compliance	All personnel comply with Consulate security requirements; no security violations	Zero security violations	RSO/COR reports

---

SECTION 4: QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

4.1 Purpose

This QASP establishes the Government's methodology for monitoring Contractor performance against the standards defined in Section 3. The Contractor—not the Government—is responsible for quality control. The Government's role is quality *assurance*: verifying that the Contractor's QCP is effective and that performance standards are met.

4.2 Roles and Responsibilities

Role	Responsibility
Contracting Officer (CO)	Overall contract authority; issues task orders; takes formal action on performance deficiencies; approves/rejects invoices
Contracting Officer's Representative (COR)	Day-to-day surveillance; receives and documents complaints; reviews work orders and invoices; conducts inspections; notifies CO of sustained deficiencies
Contractor Project Manager	Implements QCP; meets with COR weekly; submits all required reports and deliverables; corrects deficiencies

4.3 Surveillance Methods

The COR will use the following surveillance methods, applied as appropriate to each performance area:

Surveillance Method	Description	Frequency
Direct Observation	COR observes Contractor work in progress, personnel conduct, uniform compliance, and site conditions	Random/unannounced; at least weekly
GMMS Work Order Review	COR reviews GMMS records for work order completion rates, response times, and closeout documentation	Ongoing; reviewed at least monthly

Surveillance Method	Description	Frequency
Periodic Inspection	COR conducts formal inspections of facilities, equipment, and systems to verify proper maintenance	At least monthly per facility
Customer Complaint Monitoring	COR receives, documents, and tracks all complaints from Government personnel	Ongoing
Deliverable Review	COR reviews all required reports, schedules, and documentation for timeliness and completeness	Per deliverable schedule
Invoice Review	COR reviews invoices against completed and signed work orders before approval	Monthly
Weekly Performance Meeting	COR meets with Contractor Project Manager to discuss operational status, open work orders, and any issues	Weekly
100% Inspection (Emergency/High-Risk)	COR inspects all emergency work order responses and all Make-Ready completions	Per occurrence

4.4 Complaint Handling Procedures

1. Government personnel who observe unacceptable services contact the COR immediately.
2. The COR documents the complaint in writing.
3. The COR determines validity:
    - **Invalid complaint:** COR advises complainant and retains annotated copy.
    - **Valid complaint:** COR notifies Contractor orally (at minimum) and in writing; provides reasonable time for correction.
4. The Contractor investigates and may challenge the complaint's validity by notifying the COR.
5. The COR makes a final determination on validity.
6. Complaints are considered resolved unless the complainant notifies the COR otherwise.
7. **Repeat complaints** for the same deficiency are not permitted. A repeat complaint triggers CO notification for action under FAR 52.246-4 (Inspection of Services – Fixed Price).

4.5 Performance Deficiency and Corrective Action Process

Step	Action	Responsible Party
1	COR identifies performance deficiency through surveillance or complaint	COR
2	COR notifies Contractor in writing of deficiency and required corrective action	COR
3	Contractor initiates corrective action promptly; corrects deficiency within timeframe determined by COR	Contractor
4	COR verifies correction and documents resolution	COR
5	If Contractor fails to correct within reasonable time, COR notifies CO	COR
6	CO may issue stop-work order, withhold payment, or take other contract action per FAR 52.246-4 and Section H.16	CO
7	Sustained or repeated deficiencies may result in contract termination per FAR 52.249-8	CO

4.6 Payment Withholding Criteria

The Government may withhold payment for:

- Wages or amounts due Contractor or subcontractor employees
- Amounts due suppliers of materials or equipment
- Costs of correcting defective work
- Prospective liquidated damages when the Contractor fails to make adequate progress

4.7 Performance Rating Summary

The COR will maintain a monthly performance record using the following rating scale:

Rating	Description	Criteria
Exceptional	Performance exceeds all standards	Zero complaints; 100% on-time deliverables; all PMIs completed; zero emergency response failures

Rating	Description	Criteria
Satisfactory	Performance meets all standards	≤5 complaints/month; ≥95% routine WO on-time; ≥98% PMI on-time; all emergency responses within 4 hours
Marginal	Performance partially meets standards; corrective action required	6–10 complaints/month; 85–94% routine WO on-time; one emergency response failure
Unsatisfactory	Performance fails to meet standards; formal action required	>10 complaints/month; <85% routine WO on-time; repeat emergency response failures; repeat complaints for same deficiency

4.8 Documentation and Records

The COR shall maintain the following records throughout the contract period:

- All task orders issued and associated inspection reports (DS-0127)
- Contractor Service Report forms for unscheduled and emergency services
- Complaint documentation and resolution records
- Weekly inspection reports submitted by the Contractor
- Monthly performance ratings
- All deliverable submissions and acceptance/rejection records
- GMMS work order completion data

All records shall be retained in accordance with applicable Department of State records management requirements.

SECTION 5: ATTACHMENTS

Attachment	Description
J-1	List of Facilities
J-2	Facility Site Plans
J-3	Existing Preventive Maintenance Service Contracts
J-4	Historical Data

Attachment	Description
J-5	Government-Furnished Facilities
J-6	Government-Furnished Equipment
J-7	HVAC/Mechanical/Electrical/Plumbing System and Equipment Inventory
J-8	Sample Work Orders
J-9	Sample Task Order
J-10	English Speaking Levels
J-11	Sample Letter of Bank Guaranty
J-12	Performance Bond
J-13	Payment Bond
J-14	RSO Background Check Requirements