Performance Work Statement (PWS)

Doors Preventive and Corrective Maintenance Services

Fort Hood
Fort Hood, Texas

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Base Operations Program
U.S. Army Engineering and Support Center Huntsville, Alabama

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Technical Exhibit 2 – Equipment List

Technical Exhibit 3 – Monthly reporting Template

Technical Exhibit 4 – Service Order Forms

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Technical Exhibit 6 – Weekly CMPM Data Submittal Template

Technical Exhibit 7 – Overhead Doors Preventive Maintenance Checklist

Technical Exhibit 8 – Automatic Doors Preventive Maintenance Checklist

Appendix B – ENG Form 6282 and ENG Form 6293

Appendix B.1 – ENG Form 6282

Appendix B.2 – ENG Form 6293

Appendix C – Performance Based Requirements Summary (PRS)

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Performance Work Statement (PWS)

1 Scope

1.1 Introduction

This is a non-personal service contract to provide Preventative Maintenance (PM) and Corrective Maintenance (CM) service, including certain facility management and support services as defined in this PWS at US Army Garrison Fort Hood. The Fort Hood installation is in Killeen, Texas.

1.2 Mission

Provide facility preventive and corrective maintenance services on overhead and commercial automatic doors as prescribed in the PWS throughout the Fort Hood installation.

1.3 Background

The Contractor shall perform Commercial Doors Preventative Maintenance, Repair, and Replacement Services for the Fort Hood Installation. Fort Hood is located near Killeen, Texas and consists of approximately 218,823 acres and 5,821 buildings. The on-post population consists of approximately 67,000 military, Government civilians, Contactor personnel, and resident family members. Fort Hood supports an overall population of nearly 584,000, to include retirees, off post family members, and survivors.

1.4 Scope

The Contractor shall perform all required services as defined in this PWS at Fort Hood. The Contractor shall provide all personnel, equipment, tools, vehicles, materials, supervision, subcontracts, and other items and service necessary to perform all CM tasks for designated sites and facilities.

The Government reserves the right to perform the following as in scope modifications to the contract:

a) Add, remove, or realign Installations/Sites to or from the initial Installation/Site list.
b) Add or remove facilities/equipment to or from the initial facility list.
c) Add or remove services performed at any Installation/Site.

These additions/deletions will be considered in scope and will be performed as a contract modification to be negotiated between the Government and Contractor.

Additionally, repair activities may be performed by Service Order at the included Installations/Sites on facilities or equipment not specifically identified on the Government provided Real Property Inventory if approved by the Contracting Officer until a contract modification can be completed.

1.4.1 Facilities to be Maintained.

Facilities to be maintained are identified in TE-1.

1.4.2 Equipment to be Maintained.

Equipment to be maintained is identified by facility in TE-2. The Contractor shall include the cost of PM for any equipment as indicated in TE-2 as part of the Firm Fixed Price (FFP) portion of the contract in accordance with Section 4.

1.5 Authority

Work shall be performed to the standards of this contract. The award for services under this scope of work shall be limited to the services identified in the Contract Line-Item Numbers (CLINs) awarded in the contract and its modifications. In the event of a conflict between this PWS and any other term or provision of the scope of work, this PWS shall prevail.

2 General Requirements

2.1 Non-Personal Services

This is a non-personal services contract to provide facility maintenance services and certain related facility management services at Fort Hood. The government will not exercise any supervision or control over the contract service providers. Contract service providers shall be accountable solely to the Contractor who, in turn is responsible to the government. No changes to this contract shall occur without the expressed written direction of the Contracting Officer (KO). The Contractor shall not use Government sources of supply to procure personal services in support of this contract. If the Contractor believes that any actions constitute, or are perceived to constitute personal services, it shall be the Contractor's responsibility to notify the KO immediately.

2.2 Business Relations

The Contractor shall successfully integrate and coordinate all business activities to execute the PWS requirements. The Contractor shall provide effective business management of all subcontractors. The Contractor shall seek to ensure customer satisfaction and professional and ethical behavior of all Contractor personnel.

2.3 Contract Administration and Management

The following subsections specify requirements for contract, management, and personnel administration. The Contractor shall not disclose any information relative to this contract, except as authorized by the Contracting Officer.

2.3.1 Contract Administration

The Contractor shall establish processes and assign appropriate resources to effectively administer the requirement. The Contractor shall assign work effort and maintain proper and accurate time keeping records of personnel assigned to work on the requirement to assure all documentation is adhered to for this contract. The Contractor shall establish clear organizational lines of authority and responsibility to ensure effective management of the resources assigned to the requirement.

2.3.2 Contract Management

The Contractor shall maintain continuity between the on-site support operations and the Contractor’s corporate offices. The Contractor shall establish a Project Management Office (PMO) to ensure timely support to garrison facilities and adherence of Contractor services as defined in this PWS.

2.3.3 Contractor Communication

The Contractor shall have a single point of contact between the Government and Contractor personnel assigned to support this contract. The assigned Contract Maintenance Manager (CMM) shall have a cellular phone for communication with the Contracting Officer's Representative (COR) or other Designated Government Representative (DGR). The Contractor shall provide a 24-hour/7 day-per-week telephone number and email address. All Contractor personnel assigned to this contract shall understand, read, write, and speak English.

2.3.4 Contractor Documentation

The Contractor shall document all activities and outcomes as defined in Section 4, Appendix C, and Appendix D. All documentation completed on-site will require the printed name and signature of Government representative and the Contractor personnel.

2.3.5 Contract Administration Change

The Contractor shall notify the KO or the Contracting Officer's Representative (COR) if adjustments in the Contractor's schedule are required to accommodate Fort Hood tenant needs. Any change to the schedule shall be submitted to and approved by the KO or COR. The Government is not responsible for any costs incurred by the Contractor resulting from failing to coordinate work with the KO, COR, or Designated Government Representative (DGR). *(Note: DGR refers to the Designated U.S. Army Garrison Representative (A Government employee) that liaisons with the Contractor and USACE Huntsville Center (HNC)).*

2.4 Self-Performing and Subcontracting

The Contractor may self-perform work, subcontract work, or a combination of both. Prime Contractor and subcontractor personnel must be capable of site access (to include acquisition of necessary credentials if required) independently to facilitate response without incurring supervisory and oversight costs for minimal on-site efforts.

2.4.1 Contractor Personnel, Disciplines, and Specialties

The Contractor shall accomplish the assigned work by employing qualified personnel with appropriate combinations of education, training, qualifications, and experience. The Contractor shall match personnel skills to the work or task with a minimum of under/over employment of resources. The Contractor shall provide the necessary resources and infrastructure to manage, perform, and administer the contract.

2.4.2 Subcontractor Management

The Contractor shall be responsible for any subcontract management to execute PWS requirements and shall be responsible and accountable for subcontractor performance. The contractor may add subcontractors to their team after approval from the KO or COR.

2.4.3 Subcontractor Qualifications

Subcontractors used to perform maintenance, repair, and inspection tasks on facilities, systems, or equipment included in this contract shall be qualified and, if required, certified and/or licensed to perform that work. The KO reserves the right to refuse the use of any proposed subcontractor due to unsatisfactory ratings on past performance or due to insufficient qualifications. The Contractor shall submit all required certifications to the Government and updated certification upon renewal or expiration dates.

2.5 Work Hours
The Contractor shall perform the services required under this contract primarily during the normal duty hours, 0730-1630, Monday through Friday, excluding federal holidays.

2.5.1 Work Restrictions
There may be mission situations that require the Contractor to work other than normal duty hours and during holidays. Examples of these situations are military exercises, contingency operations, or weather emergencies. When access to work areas conflicts with a Fort Hood tenant mission requirement, work shall be rescheduled to another time during normal duty hours to minimize the disruption. If rescheduled work must be completed outside of normal duty hours, then it shall be initiated via Service Order to reimburse the Contractor if extra expenses are incurred.

2.5.2 Federal Holidays
Federal holidays are listed below. Holidays occurring on weekends will be observed as directed by the Federal calendar (5 U.S.C. 6103).

New Year’s Day	1 January
Martin Luther King's Birthday	3rd Monday in January
Washington's Birthday	3rd Monday in February
Memorial Day	Last Monday in May
Juneteenth	19 June
Independence Day	4 July
Labor Day	1st Monday in September
Columbus Day	2nd Monday in October
Veteran's Day	11 November
Thanksgiving Day	4th Thursday in November
Christmas Day	25 December

2.6 Support from Other Service Providers
Other service providers, if requested by the Government may respond to emergencies to preserve life or minimize damage to government property. The Contractor shall coordinate their contractual activities with such authorized parties.

2.7 Coordination with Others
The Government may award other contracts for additional work, and the Contractor shall fully cooperate with such other Contractors and government employees and carefully schedule work under this contract to not conflict with such additional work as may be directed by the KO or COR. The Contractor shall not commit or permit any acts that will interfere with the performance of work by any other Contractor or by any government employee without direct authorization from the COR. The COR will resolve all work schedule conflicts between this contract and the additional work contracts awarded to other Contractors. The COR or KO will provide written direction to the Contractor to reschedule work when required. Any additional work requirements (not within the scope of this contract) that are created as a result of work performance of other Contractors shall be brought to the attention of the COR.

2.8 Worksite Appearance
The Contractor shall keep work areas including mechanical/equipment rooms clean and free from accumulations of waste material, rubbish, tools, scaffolding, equipment, and materials. Upon completion of the job or when away from the work site, the Contractor shall leave the work area and premises in a clean, neat, safe, and workmanlike condition, e.g., properly dispose of trash

and secure chemicals and other hazardous materials in a locked container or remove from premises. An initial inspection of mechanical and electrical rooms shall be jointly performed by the Contractor and the COR or COR designee to assess the condition of these areas. All approved items stored in mechanical/equipment rooms shall be in accordance with (IAW) building code standards.

2.9 Accommodation of Guests

The Contractor shall assist and cooperate as needed in routine facility inspections and studies and shall provide for the general accommodation of all requests as determined by the COR or as mission requires. Such guests may include representatives of local and state environmental agencies, OSHA, or the Environmental Protection Agency. A Government staff representative will normally be appointed to act as a liaison for such visits. Government personnel other than KO, COR and QAE may periodically observe operations.

2.10 Resident Management System

The Contractor shall use the Resident Management System (RMS) for all submittals and supporting documentation, to include contract deliverables, Requests for Information (RFI), and pay requests for invoicing. See Appendix E.

2.11 Conservation of Utilities

The Contractor shall ensure employees practice utilities conservation. The Contractor shall operate under conditions that prevent the waste of utilities to include, but are not limited to, the following:

a) Turn off water faucets or valves when not in use (for prolonged periods).
b) Turn off lights when not in use (unoccupied areas).
c) Report all types of water/liquid leaks and drips.
d) Report ripped, torn or missing insulation.
e) Support energy conservation initiatives and programs.
f) Provide recommendations to reduce utility usage.

2.12 Contractor Furnished Items and Services

Except those items or services specifically stated in paragraph 2.13 and any subparagraphs of paragraph 2.13 as Government provided, the Contractor shall furnish everything needed to perform this contract according to all of its terms.

2.12.1 Contractor Furnished Materials, Equipment, Parts, and Supplies

The Contractor shall provide all personnel/labor, parts, tools, test equipment, equipment, materials, supplies, lubricants, cleaning compounds, filters, and cleaning equipment required to accomplish the services identified in this PWS. All materials, parts, and supplies provided by the Contractor shall be of equal or greater quality than the items to be replaced. Replacement items shall be standard products from manufacturers regularly engaged in the production of such materials, parts, and supplies. Materials, parts, and supplies supplied by the Contractor shall meet installation energy efficiency standards.

2.12.1.1 Replacement Parts and Components

New or factory reconditioned parts (comparable to new) and components shall be provided when accomplishing preventive and corrective maintenance and repair services as described herein. All replacement parts and components to be used in the maintenance and repair of facilities, systems, equipment, and components shall be compatible with the existing item, shall be of equal

or better quality as original item specifications, shall conform to the applicable specifications and used according to original design and manufacturer intent. Items without technical specifications shall be of acceptable industrial grade and quality. If the original manufacturer has updated the quality of parts for current production, parts supplied under this contract shall equal or exceed the updated quality. Reconditioned parts that are refurbished and warrantied by the manufacturer, or its certified representative, may be used, subject to COR and KO approval.

2.12.1.2 Use of Contaminated or Damaged Equipment, Parts

The Contractor shall not use or install dirty, contaminated, or damaged equipment, parts, and materials without prior cleaning in accordance with manufacturer's instructions. Dirty, damaged, or contaminated air or water filters shall not be used as replacement filters. Any equipment, parts, or materials that are contaminated or damaged due to improper Contractor storage practices and procedures or using a dirty or damaged parts shall be repaired or replaced by the Contractor at no additional cost to the Government.

2.12.1.3 Office Supplies

The Contractor shall provide, at Contractor expense, all office supplies, and services such as (but not limited to) copying machines, fax machines and paper, toner and associated expendable office supplies required to perform this contract.

2.12.2 Storage of Contractor-Furnished Materials, Equipment, Parts, and Supplies

All Contractor-furnished materials stored by the Contractor at a Contractor-furnished storage site, shall be stored in a safe and secure manner that precludes any soiling or damage prior to installation and in accordance with the USACE EM 385-1-1, Section 14, Material Handling, Storage and Disposal. The Contractor's storage procedures and practices shall reflect the following:

2.12.2.1 Storage of Flammables and other Hazardous Materials

The Contractor is responsible to provide safe and adequate storage for flammables, acid/corrosive materials, pesticides, etc. The Contractor shall not store paints, acids, pesticides, or other hazardous materials in or around work areas. Flammables must be stored in an appropriate UL approved storage container. The Contractor shall transport flammables and other hazardous materials when needed and remove all waste and remaining materials from the site at the end of the maintenance visit. The Contractor shall provide UL approved storage containers to secure flammables and other hazardous materials on site when not in use. The Contractor shall not leave storage containers on site. The Contractor shall provide a list of flammables and/or other hazardous materials to the DGR for approval prior to bringing any hazardous material on Government property.

2.12.2.2 Prohibited Storage in Interstitial, Mezzanine, or Crawl Spaces

No supplies, tools or equipment repair items shall be stored in the interstitial, mezzanine, or crawl spaces located within Government facilities and property. No "shops" shall be established in any interstitial or crawl space at any time.

2.12.2.3 Cleanliness of Stored Parts and Materials

All parts and materials stored at a Contractor-furnished storage site, shall be stored in accordance with manufacturer's instructions. Stored water and air filters shall be sealed from interior environmental moisture, dirt, dust and contaminates prior to use. The Contractor shall store parts and materials sealed by the manufacturer (e.g., filters) so that seals are not compromised.

2.12.3 Personal/Contractor Owned Property

The Contractor shall ensure that personal property or Contractor-owned property brought in U.S. Government facilities is clearly marked to preclude misidentification as Government property. Additionally, the Contractor shall ensure that personal property or Contractor-owned property meets safety specifications as set forth by OSHA, EM 385-1-1, and State and local laws and regulations. The Contractor shall ensure that all personal property or Contractor-owned property is removed from U.S. installations when contract services are completed.

2.12.4 Contractor Vehicles

The Contractor shall provide and maintain all vehicles necessary to perform the requirements of this contract. Vehicles shall have the company name prominently displayed on both sides of the vehicle and be maintained to present a neat, professional appearance. Electrical, low emissions vehicles are encouraged. Electrical, propane, and gas carts, gators, etc. shall be road safety compliant per safety standards and state laws. All vehicles used in the performance of this contract shall be in operable condition and meet the local, state, and federal safety requirements. Vehicles found unsafe and unable to function as designed, shall be removed from Government property at Contractor expense. Vehicular repairs shall not be done on Government property except emergency breakdown repairs to allow the vehicle to be safely removed from the base for repair. The Government may inspect vehicles at any time and direct the removal of any unsafe or objectionable vehicle from Government property. Contractor-owned vehicles shall be parked in authorized parking spaces. All vehicles shall have a state registration.

2.12.5 Work Permits

The Contractor shall acquire and renew any permits or work clearances required in performance of this contract before performing the work. It is the contractor's responsibility to coordinate with the DPW to identify any required permits prior to work taking place.

2.12.5.1 Work Clearance

The Contractor shall prepare and process a work request clearance through the COR and DPW in-turn for all excavation type work, such as digging, trenching, etc. that may interfere with the normal flow of traffic or disrupt utilities. Obtaining proper coordination/clearance from DPW and other authorities shall be the responsibility of the Contractor. The Contractor shall have a completed/approved request prior to starting such work.

2.12.5.2 Hot Work/Burn Permit

Burning of any material is prohibited without a burn permit. The Contractor shall obtain approved hot work/burn permit from the installation Fire Department (where applicable) or coordinate through the DGR with monitoring services any disabling and re-enabling of fire alarm devices, prior to beginning any hot work (e.g., brazing/welding) operations or any other work requiring open flames. Contractor shall always establish a specific limited time frame for a fire alarm device to be unsupervised, to be actively reassessed daily. Contractor shall ensure the DGR is made aware what/when safety risks are increased due to hot work and device outages. All hot work shall comply with EM 385-1-1 Section 9-8.3(1).

2.12.5.3 Permits for Off-Installation Dumping

The Contractor shall obtain permits for off-installation work such as dumping of Contractor refuse from maintenance or repair projects. Work clearance and disposal coordinated through DPW.

2.12.6 Laboratory Tests and Analysis
The Contractor shall pay all costs associated with permits, tests, and analysis. The Contractor shall plan, coordinate, and acquire all necessary permitting, tests, and analyses that include, but are not limited to, equipment oil analyses; RO and DI water testing and analyses; boiler water analyses; boiler stack emissions; incinerator stack emissions; back-flow prevention testing and certifications; environmental sampling, testing, and monitoring; elevator load testing and certifications; and others required by codes, industry standards, and regulations as applicable.

2.12.7 Contractor-Provided Facilities
The Contractor shall not bring any mobile storage facilities, except as allowed in paragraph 2.12.2.1 for hazardous materials, on Government property.

2.12.8 Fines and Penalties
The Contractor shall work closely with the Government to avoid fines or penalties imposed by regulators for noncompliance associated with testing and monitoring requirements as well as other compliance issues.

2.12.9 Telephone and Internet
The Contractor shall be responsible for obtaining commercial telephone service (local and long distance) and internet for Contractor's use.

2.12.10 Two-Way Radios
The COR must approve use of Contractor-provided two-way radios for communication between personnel. The Contractor shall submit a written request to use the radios to the COR. The request shall detail proposed equipment, operating frequencies, and other particulars. Further, the use of two-way radios shall comply with the local instruction prohibiting their use in designated areas.

2.13 Government Provided Facilities, Property, Information, and Services
The Government will provide the facilities, equipment, materials, and services listed in the following paragraphs.

2.13.1 Government Provided Facilities
The Contractor may bring in office trailer and utilize space in contractor yard. Metering for electric may be required. Mechanical rooms or communication rooms shall not be used as Contractor office space. Storage space for maintenance supplies and equipment used for maintenance activities typically is not allocated; however, consideration may be given to allocating limited space for storage of certain proposed items should the Government deem that having such items readily 'at-hand' on-site is overall beneficial to the Government. Any such material and equipment storage areas will be heated in the winter to preclude freezing temperatures from damaging stored items, unless specifically determined to be unnecessary for approved items. Government provided facilities shall be used only in the performance of this contract. Government provided facilities and equipment shall not be used to work on any project, proposal, or bid which does not relate to this contract.

2.13.1.1 Maintenance of Government Facilities
All custodial, upkeep and maintenance to government-provided office areas will be provided at government expense (which may include the provisions of this contract if applicable). The Contractor shall maintain housekeeping standards in provided office spaces, mechanical rooms, workshops, and break areas allocated for Contractor use.

2.13.1.2 Modifications to Government Facilities

Before making any modifications to Government provided facilities, the Contractor shall obtain prior approval from the COR. The Contractor shall submit the proposed change in writing to the COR and DGR for review/approval by installation officials. No alterations to the facilities will be made without approval and specific written permission from the COR and DGR. In the case of alterations necessary for compliance with OSHA, State, or local laws or regulations, such permission will not be unreasonably withheld. Facilities shall be returned to the Government in the same condition as received, fair wear and tear and approved modifications excepted. The Contractor shall not use Government-furnished facilities and equipment to work on any project, proposal, or bid which does not relate to this contract.

2.13.1.3 Facility Abuse

The Contractor shall notify the COR of all suspected facility abuse or vandalism. The Government will determine validity of all suspected facility abuse or vandalism. Any repairs will not begin unless directed by the COR or KO. The Contractor shall provide the COR with written cost estimates of repair of all suspected facility abuse when requested by the COR.

2.13.1.4 Parking

The Government will provide parking space near the Contractor's work location for parking of Contractor vehicles.

2.13.2 Government Property

Any Government Property (materials and equipment) provided to the Contractor for the performance of this contract will be incidental to the place of performance as the contract requires Contractor personnel to be located on the Government site or installation, and the property will be used by the Contractor within the location and will remain accountable to the Government in accordance with (IAW) Federal Acquisition Regulation (FAR) Subpart 45(b)(5). The Contractor shall sign for the Government property furnished to them via hand receipt (DA Form 2062). As stewards of the Government's property, the Contractor's responsibility extends from the initial acquisition and receipt of property, through stewardship, custody, and use until formally relieved of responsibility by authorized means. Contractor personnel shall:

a) Use the Government property provided to them only for performing this contract, unless otherwise provided for in this contract or approved by the KO.
b) Use, consume, move, and store Government Property only as authorized under this contract. The Contractor shall promptly disclose and report Government property in its possession that is excess to or no longer needed for contract performance.
c) Unless otherwise directed by the Contracting Officer or the Government's Primary Hand Receipt Holder (PHRH), the Contractor shall investigate and report to the Government all incidents of property loss as soon as the facts become known. Loss of Government property includes, but is not limited to, items that cannot be found after a reasonable search; theft; damage resulting in unexpected harm to property requiring repair to restore the item to usable condition; or destruction resulting from incidents that render the item useless for its intended purpose or beyond economical repair.
d) Unless otherwise authorized by the Contracting Officer and the Government's PHRH of the property provided to the Contractor, Government property shall NOT be removed from the Government's facility where the property is located and used by the Contractor. If any equipment is needed by Contractor personnel for offsite use, justification and approval shall be required through the Contracting Officer and the PHRH.

The Contractor shall have procedures to record and report promptly (to the COR) all available facts relating to each instance of damage to Government property or injury to either Government or Contractor personnel. The Contractor shall immediately secure and protect any accident scenes or wreckage until released by the accident investigative authority through the COR. The Contractor shall cooperate with and assist Government personnel in conducting an accident investigation.

2.13.2.1 Replaceable Consumables

The Government may supply certain replaceable consumable items for government equipment that the Contractor is stipulated to install on Service Orders. The Government may also provide equipment or materials for the Contractor to utilize.

2.13.2.2 Computerized Maintenance Management System

The Contractor is required to utilize GFEBS, the USAG Fort Hood DPW's Computerized Maintenance Management System (CMMS), for all work performed under this contract. This includes installing, operating, and entering all necessary data to establish records for both Preventative and Corrective Maintenance activities. The Contractor will input the Preventative Maintenance Schedule into GFEBS and maintain (update) this data throughout the contract's duration, ensuring it's available in both hard copy and electronic formats. At the contract's conclusion, all data must be turned over to the Government in a mutually approved, usable format such as Excel. To access the GFEBS environment, the Contractor must use their CAC card and complete GFEBS authentication, a process that verifies the individual's security clearance and training for their assigned role within the system.

2.13.2.3 Government Owned Web-Based Management System

The USACE Huntsville Center (HNC) intends to institute a HNC owned web-based CMMS. Once this system is instituted, the Government will issue additional instructions.

2.13.3 Government Provided Information

2.13.3.1 Operations and Maintenance Records

The Government will provide operations and maintenance records, to the extent available. Records may include pending requisitions for equipment to be furnished by the Government, pending project case files required for contract performance or control logs or registers on which the serially sequenced entries must be continued by the Contractor.

2.13.3.2 Plans, Manuals, and Spare Parts Lists

The Government will provide to the Contractor available building plans (as-built drawings), maintenance and operating manuals, spare parts manuals, and spare parts lists as applicable to the projects executed under this contract. However, the non-availability of manuals will not relieve the Contractor from the performance required by this contract. All materials listed above shall be returned to the DGR at the expiration/termination of this contract.

2.13.4 Government Provided Services

2.13.4.1 Utilities

The Government will provide common utilities used in the performance of this contract at Government facilities.

2.13.4.2 Telephone and Internet Service

The Government will provide telephone (landline) and Internet services for work related activities only. Contractor personnel using Government Information Services (IS) equipment (i.e., computers) shall comply with paragraph 3.8.4 of this PWS. Government telephones and IS equipment will not be used for personal reasons or for any toll or long-distance calls. The Contractor shall provide for cellular telephone services for Contractor use.

2.13.4.3 Custodial Service

The Government will provide custodial services to Government provided Contractor office areas.

2.13.4.4 Refuse Collection

Waste resulting from scheduled maintenance and minor corrective maintenance actions shall be disposed of in onsite dumpsters designated by Fort Hood DPW. All other waste generated by the Contractor shall be disposed of by the Contractor as designated by the DGR. No Hazardous waste, hazardous materials, or containers containing consumable hazmat, shall be disposed of in onsite dumpsters, trash cans, etc. The Contractor shall dispose of all such materials and or containers offsite IAW installation, local, state, and Federal regulations.

The Government will allow the Contractor to utilize the installation landfill for disposal of work-generated waste. The Contractor shall follow all installation rules regarding trash disposal. DPW will provide a RIC code for landfill rights.

2.13.4.5 Pest Management Services

The Government will provide insect and rodent control for all government-furnished facilities. The Contractor shall notify the COR and DGR when an insect or rodent problem is detected. The Contractor may, at the Contractor's risk and cost, perform pest control if necessary to perform maintenance (e.g., wasps). In the event the Contractor performs pest control, the Contractor shall remove any dead pests, hives, nests, etc. and dispose of properly.

2.13.4.6 Fire and Police Protection

The Government will provide fire and police protection services. The emergency telephone number is "911". The Contractor shall follow local fire prevention and security procedures and regulations. The Contractor shall post and maintain the telephone numbers of the Police and Fire Department for easy access by employees.

2.13.4.7 Emergency Medical Care

Medical services in case of a medical emergency, accident, or injury involving Contractor personnel during performance of duties under this contract are the responsibility of the Contractor (911, first aid, etc.). However, emergency medical treatment for Contractor employees will be provided for such emergency incidents at installations having hospital facilities in accordance with Local Instructions. An installation's hospital facility may provide services to save life or limb, prevent undue suffering, or to stabilize for transportation to local civilian medical treatment facility. The Contractor shall reimburse the Government for emergency medical services. The Contractor shall file incident reports, within one business day of the incident, for employees who are injured on the job to the Installation Safety Office, if applicable, and to the COR. The Government will not provide occupational health or industrial hygiene service to Contractor employees.

3 Personnel Requirements

3.1 Contractor Personnel

The Contractor shall use personnel with skill sets, experience, and qualifications appropriate to the mission and scope of work to accomplish the work required by this contract. Inability of the Contractor to obtain qualified personnel will not constitute a reason for non-performance. The Contractor must exercise due diligence in its hiring practices to validate required skills and ensure probity and trustworthiness. Where required for task area work, Contractor personnel must be able to operate a personal computer with functional knowledge of all installed product software applications. The Contractor shall ensure that employees remain fully qualified to perform the work assigned. The Contractor shall maintain records of training qualifications, certifications, and licenses to demonstrate compliance with the above. All training, including the minimum required qualifications specified in this PWS, is the responsibility of the Contractor.

3.2 Removal of Personnel

The Contractor shall remove any employee from the job site for reasons of misconduct, for purposes of security, or any employee found to be, or suspected of being, under the influence of alcohol, drugs, or any incapacitating agent(s). Contractor employees shall be subject to dismissal from the premises upon determination by the Contracting Officer that such action is necessary in the interests of the Government. In accordance with (IAW) Department of Defense (DOD) Joint Ethics Regulation (JER), DOD 5500.7-R and 18 U.S.C. 1382 (1972), the installation commander has the authority to bar individuals from the installation. The removal of a Contractor employee from the job site does not alleviate the Contractor of the requirement to provide sufficient personnel to perform the services as required by this contract.

3.3 Employment Restrictions/Conflict of Interest

The Contractor shall not employ any person who is an employee of the United States Government if employing that person would create a conflict of interest or the appearance of a conflict of interest. Additionally, the Contractor shall not employ any person who is an employee of the DOD, either military or civilian, unless such persons seek and receive approval according to DOD Directive 5500.7, Joint Ethics Regulations (JER). It is the Contractor's responsibility to avoid inadvertent Organizational Conflicts of Interest (OCI) caused by its employees being mistakenly given Government-only information.

3.4 Contractor Key Personnel

Key Personnel for this effort are identified as the Contract Maintenance Manager (CMM), a Lead Maintenance Mechanic/O&M Supervisor, and a Level I Safety and Health Officer. Changes to these personnel require approval from the KO. The Contractor shall submit resumes of all proposed key personnel with their proposal. If a key person is replaced, the Contractor shall submit a resume for the replacement to the COR. The Contractor shall provide a Key Personnel Contact Roster, including the name and business and home phone numbers, to the COR within 10 calendar days of Notice to Proceed (NTP). Mandatory safety responsibilities of key personnel can be found in the EM 385-1-1 Section 2-4. Requirements for these key positions are as follows:

3.4.1 Contract Maintenance Manager (CMM)

The Contractor shall provide a dedicated CMM with overall responsibility for the execution and management of this contract. The CMM, and an alternate or alternates having authority to act for the CMM when absent, shall be designated in writing to the KO prior to the contract start date. The CMM shall have full authority to act for the Contractor on all contract matters relating to daily

operation of this contract. The CMM shall be capable of obtaining, and shall be responsible to use, a government-issued Common Access Card (CAC), in accordance with paragraph 8.2.2.1.

a) **CMM Qualifications and Experience:** The CMM shall be technically qualified in the field of Facilities Management and shall have a minimum of three (3) years' experience in business occupancy facilities operations and maintenance, and servicing and/or renovating commercial buildings. This experience shall include the supervision of a diversified work force responsible for operations, maintenance, and repair of commercial building infrastructure systems. The CMM shall be familiar with the various codes and standards applicable to the O&M tasks covered by the PWS, NFPA, Environmental Protection Agency (EPA), and OSHA codes and standards. The CMM and alternate shall be able to read, write, speak, and understand English.
b) **Duty Hours:** The CMM or alternate shall be on-site during normal duty hours, see paragraph 2.5. After normal duty hours, the CMM or alternate shall respond promptly to the designated facility for situations requiring the Contractor's presence on-site in accordance with Section 4.
c) **Absence:** The CMM shall notify the COR of planned or unplanned absences of one (1) workday or more. The CMM shall provide the name of the alternate/acting CMM who will be performing CMM duties during the absence.
d) **Reachable 24/7/365:** The CMM or alternate shall be reachable on their company cell phone 24/7/365. Whenever the CMM or alternate is contacted by the KO regarding an emergency, the CMM or alternate shall immediately provide guidance to Contractor personnel and then contact the COR.
e) **Duties:** The CMM shall:
    a. Conduct overall management coordination and shall be the central point of contract (POC) with the COR and DGR for performance of all work under this contract.
    b. Monitor systems performance against desired benchmarks and proactively identify corrective actions if required.
    c. Maintain Government furnished manuals and publications as part of a reference library and maintain maintenance records and files as required by the COR.
    d. Prepare and submit to the COR the reports, records, and service work orders as specified herein.
    e. Implement subcontracts, if required, and maintains records of those subcontracts.
    f. Provide training to successor Contractor and/or Government personnel on the O&M of the facilities and the facilities' systems/equipment.
f) **Additional Duties:** For this contract, the CMM may perform additional duties including Level 2 Safety and Health Officer or Contractor Quality Control Manager. The CMM shall not be assigned more than one (1) additional duty.

3.4.2 Lead Maintenance Mechanic/M&S Supervisor

The Contractor shall provide a Lead Maintenance Mechanic/O&M Supervisor for the duration of the contract. The Lead Maintenance Mechanic/M&S Supervisor shall have five (5) years' experience in M&S, five (5) years' experience in supervision, have experience in a minimum of two (2) trades, and have experience with door maintenance, repair, and installation. The O&M Supervisor shall be able to direct, monitor, and oversee Contractor staff necessary to execute all scheduled maintenance requirements described in this PWS and unscheduled maintenance events IAW established regulatory requirements. The Lead Maintenance Mechanic/O&M Supervisor shall be familiar with the various codes and standards applicable to the O&M tasks covered by the PWS, NFPA, EPA, and OSHA codes and standards.

3.4.3 Level I Safety and Health Officer (L1 SHO)

The Contractor shall employ one L1 SHO, typically a corporate safety officer, to oversee the safety program associated with this contract. The L1 SHO shall ensure overall safety compliance and appointment of all L2 and/or L3 SHOs for all worksites under this contract.

a) **L1 SHO Qualifications and Experience.** The L1 SHO shall be a direct hire of the Prime Contractor. The L1 SHO shall meet the minimum requirements of EM 385-1-1 paragraph 01.A.17.
b) **L1 SHO Duty Location and Hours. The L1 SHO is not required to be onsite, except as noted below, and is not expected to charge 100% of her/his time to this contract.** Only charge labor hours to this contract that are directly supporting this effort (e.g., developing the Accident Prevention Plan (APP) and Activity Hazard Analysis (AHA), designating Level 2 (L2) and/or Level 3 (L3) SHO(s), etc.). The Contractor shall submit an appointment memo IAW Appendix D and the EM 385-1-1. **The L1 is required to be onsite for work with a residual risk greater than medium.**

3.5 Minimum Staffing

The Contractor shall determine and maintain an adequate work force for the uninterrupted performance of all tasks defined within this PWS during normal working hours when the Government facility is open (i.e., non-holiday or weekend days). The Contractor shall provide adequate staffing on stand-by to respond to emergency situations after duty hours. Contractor is typically expected to dispatch levels of staffing for each task sufficient to complete the work expeditiously, without unnecessary disruptions to facility operations, ongoing activities, or need for unusual oversight. When hiring personnel, the Contractor shall keep in mind that the stability and continuity of the work force are essential.

3.5.1 List of Employees

The Contractor shall prepare a written list containing the complete name, duties, and assigned shift of each employee who will perform under this contract and submit the list IAW Appendix D. The Contractor shall submit an updated list within one (1) day upon change of employees.

3.5.2 Level 2 and Level 3 SHOs

The L1 SHO shall appoint L2 and/or L3 SHOs on an appointment memo for all work with a residual risk of medium or low. The L2 and/or L3 SHOs may be any prime Contractor or subcontractor employee who meets the requirements in EM 385-1-1 paragraph 3-8.b. An appointment memo is included in Appendix B. The Contractor shall submit the designation letter and OSHA 30 for all L1 and L2 SHOs and a designation letter and competent person qualifications for all L3 SHOs.

When an employee is working alone, the employee shall meet the requirements for, and be appointed in writing as, a L2 SHO. During times when an employee is performing work alone with a residual risk of low or medium, the Contractor shall have a communication plan in place to direct how and how often the worker checks in with her/his supervisor. Method of communication shall be tested at the beginning of each shift to verify it effectively operates in the area/environment work will occur IAW EM 385-1-1 Section 3-8.b. For work with a residual risk of low or medium and the most severe consequence is “moderate”, check in may be at the start and end of the task. For work with a residual risk of low or medium and the most severe consequence is greater than “moderate”, the frequency of communication shall be adjusted based on the most severe consequence and travel time to respond. The Contractor shall ensure no employee works alone on tasks with a residual risk greater than medium.

3.6 Reading and Understanding Operating Instructions

Operators of any equipment or vehicles shall be able to read and understand the signs, signals, and operating instructions in use IAW EM 385-1-1. Where reading, understanding, and discussing safety and environmental warnings are an integral part of Contractor personnel's duties, those personnel shall be able to understand, read, write, and speak English.

3.7 Physical Qualifications

All Contractor personnel shall be physically and medically qualified for performing the duties to which they are assigned. The Contractor, IAW EM 385-1-1, shall consider, at a minimum, personnel strength, endurance, agility, coordination, and visual and hearing acuity. Personnel shall meet the physical requirements for specific job tasks and hazards as required by the EM 385-1-1, the position, the job description, the Contractor's Activity Hazard Analysis (AHA), and applicable federal requirements.

3.8 Licensing, Qualifications, and Experience Requirements

Copies of all applicable certificates, licenses, permits and bonds shall be maintained and made available to the COR immediately upon request. The Contractor shall comply with all state of Texas licensing requirements for the work being performed under this contract. The Contractor is responsible for ensuring all personnel have the required qualifications and, if applicable, have the required current and valid professional certifications and licenses in compliance with federal, state, local requirements, ordinances, laws, or other requirements imposed by federal or state agencies, courts, or localities. Journeypersons, crafts persons, and trades persons shall have a minimum of three (3) years' experience in commercial facilities. The Contractor shall ensure all certificates, licenses, permits and bonds are kept current throughout this contract. Associated expenses shall be borne by the Contractor.

a) **Electrical Work.** Any personnel performing work on electrical systems shall be qualified persons as defined by NFPA 70 and 70E for high and low voltages.
b) **Energy Management System Qualifications.** Any personnel operating, monitoring, repairing, or modifying any part of the Building Automation Systems (BAS) shall be OEM qualified and trained. Annual manufacturer training and current certification are considered a betterment to the Government.
c) For those trades not specifically cited, appropriate qualifications shall be demonstrated by any of the following:
    a. Journeyperson card for respective trade provided through a recognized apprentice program.
    b. Current Contractor's license for the respective trade.
    c. Evidence of passing the International Code Council (ICC) national journeyperson or master certification exam (e.g., carpenter or plumber).
    d. Nationally recognized certification program.
    e. Documented military journeyperson level or higher experience in the respective trade, as identified on a DD214.

3.9 Appearance and Identification

All Contractor personnel shall be required to clearly identify themselves as contracted employees by wearing company identification badges and a noticeably identifiable uniform, provided by the Contractor, with the company's name visible on the fabric (e.g., embroidery, etc.) while on Government installations. When conversing with Government personnel during business meetings, over the telephone or via electronic mail, Contractor personnel shall identify themselves

as such to avoid any perception that they may be Government employees and to avoid situations arising where sensitive topics might be better discussed solely between Government employees. Electronic mail signature blocks shall identify Contractor/company affiliation. Documents or reports produced by Contractors shall be suitably marked as Contractor products or Contractor participation appropriately disclosed. Contractor personnel occupying co-located space in a Government facility shall identify their workspace area with their name and Contractor/company affiliation. At no time should jewelry be worn that creates a safety/OSHA risk.

3.10 Training

The Contractor shall provide both general and specific personnel training as set forth in this contract. Contractor personnel shall also participate in site-provided training. Requirements are as follows:

3.10.1 Contractor Provided Training

The Contractor shall develop, implement, and maintain a site-specific annual training plan that identifies the method and schedule to fulfill all required training and/or certification for each employee, to include subcontractor employees performing PM. The Contractor shall provide to the KO and COR an annual training plan no later than 30 calendar days after performance start date and no later than 5 calendar days after the start date of each option period IAW Appendix D. The Contractor shall provide all training required by federal, state, and local laws and directives, as well as regulatory agencies including, but not limited to, NFPA, OSHA, and the EPA. Additionally, the Contractor shall provide ongoing training for employees to ensure the highest level of service and code compliance. The Contractor shall ensure that employees obtain training necessary to maintain skilled trade licenses, manufacturer training updates on building animation systems, and OSHA Hazards training. Copies of all applicable training certificates or completion reports shall be maintained onsite and made available to the COR upon request.

3.10.2 Government Provided Training

From time-to-time during the life of the contract, the Government may identify on-site or off-site training courses, such as New Equipment Training (NET) when new equipment or systems are fielded, for which the Contractor may be afforded an opportunity to send its employees. The Contractor shall be responsible for any labor and travel costs incurred by its employees to attend the courses.

3.10.3 Security Training

See Section 8 for security training requirements.

3.11 Reporting Contractor Wage Rates

Consistent with all other contract terms, all Service Contract Act (SCA), David-Bacon Act (DBA), Collective Bargaining Agreement (CBA), and professional wage rates in effect at the time of the award of the contract, and any awarded options, shall be held firm for the specified performance period. This includes labor costs for all scheduled/preventive and unscheduled/corrective work, and any optional services, regardless of when funds are applied to the contract. As part of the initial proposal and any proposals requested for subsequent option periods, the Contractor shall provide an excel spreadsheet constructing the loaded wage rate for all regular and overtime hours for each SCA, DBA, CBA, and professional category anticipated during the specified performance period.

3.12 Continuity of Services
To ensure continuity of essential services, the Contractor shall be prepared to fully commence on the start date of this contract and should not assume that the Government or previous Contractor employees will be available to guide, direct, or specifically orient each employee.

3.13 Veterans Employment Emphasis for USACE Contracts
In addition to complying with the requirements outlined in FAR Part 22.13, FAR Provision 52.222-38, FAR Clause 52.222-35, FAR Clause 52.222-37, Defense FAR Supplement (DFARS) 222.13 and Department of Labor regulations, USACE Contractors and subcontractors at all tiers are encouraged to promote the training and employment of U.S. veterans while performing under a USACE contract/task order. While no set-aside, evaluation preference, or incentive applies to the solicitation or performance under the resultant contract/task order, USACE Contractors are encouraged to seek out highly qualified veterans to perform services under this contract.

3.14 Manpower Reporting
Contractor Manpower Reporting is not required for this contract.

4 Performance Requirements

4.1 Introduction
The Contractor shall adhere to the performance requirements, standards, and evaluation metrics defined in this PWS. It is the Contractor's responsibility to manage the PWS requirements to maintain Fort Hood facilities and minimize costs per performance requirements listed below.

4.2 Management and Administrative Support
The Contractor shall provide guidance and coordination for operations and maintenance functions to assure effective and economical operations of all Fort Hood activities.

4.2.1 Attendance of Meetings
The Contractor shall ensure a responsible employee is present at all meetings when representation is requested by the Government. Dates and times will be announced as a normal course of business. Attendance by the PM/CMM may be required at pre-construction, work planning, or design coordination meetings to coordinate work performed by other Contractors in facilities or areas maintained under this contract.

4.3 System(s) of Records and Records Management

4.3.1 Computerized Records
The Contractor shall utilize GFEBS as the system of records, as referenced in PWS Section 2.13.2.2.

4.3.2 Maintenance Files
All maintenance files (including all CM packages), reports, manuals, manufacturer's literature, warranty information, and other applicable documents shall be digitized and stored by the Contractor for the duration of this contract. Such files shall be created for new or replaced equipment acquired during this contract. This information shall be provided to the government upon request. At the termination or end of this contract, all digitized records shall be submitted to the Government.

4.3.3 As-Built Drawings

The Contractor shall be responsible for updating as-built drawings for any work performed by Contractor personnel which causes facility infrastructure changes within fifteen (15) days of the change. The Contractor is responsible for providing the updates for the GIS data base (i.e., RPIE data) and marked-up (red-lined) copies of affected drawings.

4.4 Preventative Maintenance

The Contractor shall provide all labor, materials, equipment, and supplies necessary to perform Preventative Maintenance (PM) at the facilities listed in TE-1, for equipment detailed in TE-2, as well as for other building elements (roofs, etc.) specifically indicated within this PWS. All costs of labor, materials, equipment, supplies, and incidental expenses shall be included in the Firm Fixed Price (FFP) of this Contract. The Contractor shall be responsible for the cost of all manufacturer/industry standards PM replacement parts/materials/lubricants and providing of specialized tools or apparatus that may be required. The Contractor shall ensure that the level of PM (tasks, frequency, etc.) is adequate to preserve the manufacturer's warranty on the systems/equipment (if applicable), keep equipment running as designed, and that the Contractor personnel and subcontractors that are used to perform PM are qualified by the systems/equipment manufacturer, if necessary. The Contractor shall also ensure that all PM complies with applicable codes and standards (i.e., NFPA, OSHA, etc.). The Contractor shall update a service sticker or tag for each piece of equipment with the date of service. The Contractor shall provide and add a service sticker or tag if the existing sticker or tag is full or if none exists. The service sticker or tag shall be attached directly to the piece of equipment. If the sticker or tag cannot be affixed directly to the equipment, the Contractor shall place the tag where the Designated Government Representative (DGR) indicates. At the termination or expiration of this contract, the Contractor shall remove all service tags/stickers and all adhesive residue from the surface.
PM Service markings: color code tags visible at highest point of the equipment visible from the ground to commemorate services has been performed, dated, signed or initialed.

4.4.1 Preventative Maintenance Coordination

The Contractor shall coordinate PM site visits and any site visits with the DGR and QAE. It is the Contractor's responsibility to ensure they have coordinated with the DGR and QAE for access to facilities for Preventative Maintenance.

4.4.2 Building Characteristics

The Contractor shall become familiar with the construction characteristics and the materials of the facilities, including the characteristics of the installed equipment and location of all system components (i.e., controls, regulating points, electrical isolation/disconnect switches, water and/or waste pumps, shut offs, and valves).

4.4.3 Building Operational Checks Support

The Contractor shall arrange for staff to conduct a minimum of monthly general 'Area PM' checks of facility mechanical and electrical equipment spaces. During the normal course of performing PM and CM services, the Contractor staff shall be cognizant of the standard 'user-level' operational parameters in effect for the equipment and systems being maintained in these spaces (e.g., normal hot water system temperatures, pressures, liquid levels, alarms, leaks, or fuel spills discovered in spaces where not apparent to the general building occupants, etc.). The Contractor shall notify Government FC of any observed deviations that may require follow-up. It is incumbent on the Contractor staff performing their duties within Government premises to provide basic

facilities management support. Namely, the observation and notification of any obvious adverse building systems problems even incidentally noted. Examples include notification of the Government FC regarding alarms, leaks or fuel spills discovered in mechanical spaces, where not apparent to the general building occupants, etc. Independent monthly PM checks shall be conducted for the applicable areas during each month and at least three-weeks apart.

4.4.4 Facilities, Equipment, and Systems Maintenance Requirements and Scheduling

The Contractor shall research equipment manufacturer's recommendations and mandatory publications in Appendix F for operations and maintenance requirements to ensure they are included in the PM schedule (See 4.4.4.1 below). The Contractor shall ensure all PM requirements/schedules cite all standards to be met (e.g., UFC, NFPA, AR 420-1, 40 CFR 60.692-3, etc.). The Contractor shall submit in writing all PM requirements and schedule changes to the COR and DGR for approval. The Government shall receive cost consideration for removal of any PM requirements identified by the Contractor. The Contractor must update and maintain the Government provided Equipment List in its entirety and implement as part of a detailed preventive maintenance plan.

4.4.4.1 PM Schedule

The Contractor shall develop a PM Schedule for facilities in TE-1 to ensure all maintenance for equipment listed in TE-2 and all work in section 4.4 of this PWS is included. The PM Schedule will serve as the PM plan for each performance period. The PM Schedule shall be completed within 30 days of initial contract award and 15 days after award of each awarded performance period. The Contractor must maintain the maintenance plan and maintenance status monitoring and implement it as part of a detailed plan for all facilities included in this contract and their associated equipment, and system components.

The PM Schedule shall incorporate specific tasks and frequencies from all requirements listed in Section 4.4 for all equipment and facilities. The Government may provide a PM Schedule from the incumbent Contractor. If provided, the Contractor shall schedule PM activities to ensure equipment does not go without service for an unacceptable period, pursuant to manufacturer's recommendations and applicable requirements. Changes to the PM schedule during the contract, addition/removal of equipment, option year award, addition/removal of maintenance activities, etc., shall be maintained by the Contractor and submitted to the Government immediately upon request.

The plan must address the frequencies, methods, and procedures for accomplishing the maintenance objectives in detail. The maintenance records and maintenance plan must be updated as changes occur or upon request by the KO. The Component Unique Identifier (CUID) must be inserted on the upper right corner of the first page of component specific documents, such as manufacturer O&M requirements, cut sheets, warranty documentation, etc. The plan must include at a minimum:

a) Administrative Information (Location, Contract, and POCs)
b) General Facility Description and Overview
c) Detailed component lists (inventory of assets)
d) Maintenance tasks and frequencies for all components
e) Real Property Unique Identifier Codes (RPUIDs)
f) Site Unique Identifier (UID)
g) Facility Number
h) Component Unique Identifier Codes (CUID) crossed referenced with any Base Asset ID

i) Component Types
j) Code and Standard based maintenance tasks and procedures
k) Maintenance Nomenclature Code
l) Task Frequency (Monthly, Quarterly, Semi, Annual)
m) Date task Required
n) Date task completed
o) Final Preventative Maintenance Schedule, with updates as appropriate

The Contractor will ensure maintenance activities are scheduled to prevent or minimize impact to operations. The Contractor must immediately notify the KO of any maintenance downtime that could affect operational use of the system and the estimated time that the system will be back in operation.

4.4.4.2 Monthly PM Schedule

The Contractor shall submit a monthly PM schedule to the COR, DGR, and QAE (and other applicable parties specified by the Government) ten (10) working days prior to every month for all PM, all planned CM, and all other work under this contract for that month. The monthly schedule shall include dates work is to be completed, and facilities work is to be performed at.

4.4.4.3 PM Completion

A PM is considered complete when the work is performed, the Quality Control (QC) inspection is performed (if selected for QC inspection), and any required documentation (reports, etc.) are provided to the DPW and any other parties (local government for backflow preventers, installation fire department, etc.). Specific PM reporting requirements can be found in Paragraph 4.4.3.

4.4.4.4 Missed PM

If the Contractor does not perform PM, the missed PM will be performed as follows:

a) **Annual PM.** A missed annual PM shall be performed within 30 days. The Contractor shall perform the next annual PM in eleven (11) months (the future schedule is not changed). If there is a monthly PM scheduled within the 30-day period, the monthly PM will be counted as another missed PM. The monthly PM will not be made up.
b) **Semi-Annual PM.** A missed semi-annual PM shall be performed within 30 days. The Contractor shall perform the Annual PM in five (5) months (the future schedule is not changed). If there is a monthly PM scheduled within the 30-day period, the monthly PM will be counted as another missed PM. The monthly PM will not be made up.
c) **Quarterly PM.** A missed quarterly PM shall be performed within 30 days. The Contractor shall perform the next annual or semi-annual PM in two (2) months (the future schedule is not changed). If there is a monthly PM scheduled within the 30-day period, the monthly PM will be counted as another missed PM. The monthly PM will not be made up.
d) **Monthly PM.** A missed monthly PM will not be made up.

The Contractor shall not invoice for any missed PM completed outside the 30-day window allowed above. The Contractor shall perform semi-annual or annual PM required for certification or by code (e.g., backflow preventers and fire alarm or suppression systems) at no cost to the Government if the PM is not performed within the 30-day window.

PM activities that are missed due to circumstances beyond the Contractor’s control shall be handled on a case-by-case basis. The Contractor shall not invoice for PM not completed without prior coordination with the COR and KO.

4.4.4.5 PM Schedule Changes

Changes, additions, and deletions of systems and equipment may occur during the term of a contract and may require O&M services and updates/revisions to TE-2 and the PM schedule. The Contractor shall inform the COR and DGR when changes to facilities or equipment requires a change in PM or other required activities. Replacing old equipment with new equipment requires the Contractor to maintain all new equipment added in lieu of the old equipment with no change to the FFP (e.g., the Contractor replaces a boiler with one or more boilers). Exceptions will be considered on a case-by-case basis (e.g., The Government requires a unit replacement with different required maintenance activities). It shall be the responsibility of the Contractor to present Requests for Equitable Adjustments (REA) for such cases.

4.4.5 PM Reports

The Contractor shall submit PM reports to the Government weekly IAW Appendix D and in the format of TE-6. Reports shall include any significant conditions found during PM, including, but not limited to, equipment failures, conditions that may lead to equipment failure, or any abnormal operation. PM reports shall include the below, at a minimum:

a) Manufacturer, model number, serial number of equipment, and location (room/building).
b) Preventative Maintenance Status
    a. Maintenance Frequency
    b. Maintenance Description
    c. PM Scheduled Date
    d. Completion Date
    e. Status of government review
    f. Status of invoicing
c) Equipment operational status:
    a. Fully Operational: Equipment is operating normally with no deficiencies or conditions that may lead to equipment failure or not operating normally.
    b. Marginally Operational: Equipment is operating but has conditions or deficiencies that prevent full and normal operation either at time of inspection/maintenance or in the future.
    c. Non-Operational: Equipment does not operate
d) Any deficiencies, equipment failures, conditions that may lead to equipment failure, conditions that prevent full and normal operation, or any abnormal condition.

4.4.6 Preventative Maintenance Standards

Minimum acceptable standards will be in accordance with Manufacturer Recommendations and all applicable codes, standards, and criteria. In the event manufacturer's recommendations for Preventative Maintenance is not available, the Contractor shall use the best generally accepted industry standard. The KO may hold the Contractor responsible for any equipment damaged due to lack of proper PM and require the Contractor to repair or replace damaged equipment at no cost to the Government. Examples of improper PM include, but are not limited to, failure to change filters, failure to maintain freeze protection (e.g., chilled or hot water loop) at the proper concentration, and failure to change/add lubricants.

4.4.7 Preventative Maintenance Validation

The Contractor shall validate PM procedures during each PM encounter with equipment to ensure procedures are current and relevant to each equipment item according to manufacturer's recommendations and all applicable codes, standards, and criteria.

4.4.8 Photo Documentation

The Contractor shall document all significant defects, damage, or material conditions found during the Preventative Maintenance with photos. The Contractor shall document all Corrective Maintenance with before and after photos. The Contractor shall provide such documentation to the Government upon request. Photo taking will be coordinated with the DGR.

4.5 Corrective Maintenance

The Contractor shall provide labor and all parts, materials, and supplies for individual corrective maintenance (CM) actions. CM actions refer to the restoration of a real property to such a condition that it may effectively be utilized for its designated purpose by overhaul, re-processing or replacement of constituent parts or materials that have deteriorated by action or elements and that have not been corrected through preventive maintenance. An individual CM work action refers to work on a single piece of equipment or system but may include multiple parts involved in the corrective action, such as replacement of an Automatic door unit motor and switch resulting from electrical overload. Service Orders that require design work or engineering calculations are considered out of scope for the contract.

For individual corrective maintenance actions, the work shall be accomplished via Service Order (Refer to Appendix H), and the Contractor shall be reimbursed for costs of labor, parts, materials, supplies, and subcontracts under the unscheduled maintenance line item.

4.5.1 CM Work Coordination

The Contractor shall coordinate all CM work with the DGR, facility manager, and/or building occupants for access if required.

4.5.2 End of Period of Performance (PoP)

Ninety (90) days prior the end of the contract year POP, all Service Orders must be prioritized with the customer and HNC and validated for completion no later than 120 calendar days after Option Year expiration or 90 calendar days after Final Contract Closeout, whichever is applicable. New Service Orders not meeting the completion criteria will not be accepted after this transition period unless deemed as an emergency or as authorized by the KO. The Contractor shall complete invoicing for the final awarded Option Year within 30 calendar days of completion of the last Service Order. The Contractor shall include the Release of Claims with the final invoice.

4.5.3 Corrective Maintenance Standards

The Contractor shall follow manufacturer's instructions for repair or installation. If manufacturer's instructions are not available, the Contractor shall follow industry standards. As part of the Service Order, the Contractor shall provide a warranty for workmanship IAW FAR 46.706 for a minimum of one year after repairs are completed. If repaired or replaced equipment fails during the warranty period (Contractor's or manufacturers as applicable), the Contractor shall repair or replace the equipment at no additional cost to the Government.

4.5.4 CM Work Requests.

The Contractor is responsible to monitor continuously and be reachable 24/7/365 to respond to CM requests, which may include emergency requests outside normal duty hours and emergency, urgent, or routine requests during the normal duty hours of the facility. The Government will assign the CM Priority (emergency, urgent, or routine). Requests may be issued electronically via email, or verbally (particularly for emergencies) from the KO/SOA. The Contractor is responsible to respond promptly with acknowledgement to the government and follow-up in accordance with Table 4.5.4-1 below. Respond means the Contractor acknowledges the maintenance issue and

initiates action to have a technician mobilize to the site to assess the situation. Mitigate means the Contractor has a technician or crew onsite to address an emergency and initiate actions to save resources and prevent further damage to the facility or equipment (e.g., turn off water, remove standing water, and provide fans to dry the area). Submit SO means the Contractor shall submit a full SO package IAW Appendix H. Complete means the repair is complete, any QC inspections are performed, and all documentation. The Contractor may need to request a follow-on service order to complete the repair (e.g., replace damaged drywall and carpet).

Table 4.5.4-1 CM WORK REQUEST/SERVICE ORDER RESPONSE TIME REQUIREMENTS

TIME PERIOD	PRIORITY	STEP COMPLETION REQUIREMENT				
		RESPOND / (ANSWER)	PROVIDE COST ESTIMATE	AFTER FUNDED/NTP MITIGATE	AFTER FUNDED SUBMIT SO	COMPLETE AFTER NTP
DURING NORMAL DUTY HRS.	Emergency	≤ 15 mins; on site ≤ 2 hours	≤ 1 hour R.O.M. to be provided	≤ 4 hours	≤ 8 hours or by noon next business day	≤ 8 hours for work, ≤ 5 calendar days for QC and documentation
	Urgent	≤ 1 Business hour	≤ 3 Business Days	N/A	≤ 3 calendar days	≤ 9 calendar days for work, ≤ 14 calendar days for QC and documentation
	Routine	By next Business Day	≤ 10 Business Days	N/A	≤ 5 calendar days	≤ 26 calendar days for work, ≤ 31 calendar days for QC and documentation
	* * * * * * * * * * * * *					
OUTSIDE NORMAL DUTY HRS.	Emergency (OUTSIDE DUTY HRS)	≤ 15 mins; on site ≤ 2 hours	≤ 1 hour R.O.M. to be provided	≤ 4 hours	≤ 8 hours or by noon next business day	≤ 8 hours for work, ≤ 5 calendar days for QC and documentation

The Contractor shall identify on the SO package if material lead times will cause the Contractor to miss the Complete after NTP requirement. See Appendix H for long lead service orders and other service order status Not to Exceed (NTE) limitations.

4.5.5 CM SO Work After Normal Duty Hours Work

A CM SO requiring contractor work after normal duty hours will be addressed on a case-by-case basis and shall be approved by the KO prior to the Contractor commencing work.

4.5.6 CM Weekly Status Reporting

The Contractor shall provide a weekly raw data excel file submission that includes one tab for preventative maintenance activity and one tab for corrective maintenance. The summary of the actions will be on a separate tab. See TE-6 for Weekly CMPM data submittal template and the requirements within Appendix D.

4.6 Warranty

4.6.1.1 Warranty Information for Equipment Replaced by the Contractor

For all equipment replaced by the Contractor as part of this contract, warranty data and copy of warranty documentation on new equipment are to be forwarded to the USAG Fort Hood DPW. Warranties and PM procedures on new equipment shall be provided to DPW Facilities for entry into Warranty Database.

4.6.1.2 Warranty Enforcement

The Contractor shall be responsible for tracking and complying with manufacturer and construction Contractor warranties and shall maintain records of equipment bearing warranties. The Contractor shall annotate equipment records showing warrantied items and warranty expiration dates on all equipment. The Contractor shall provide supporting documentation for any warranty claims to the Government. The Government may provide the Contractor with all existing warranty documentation at the start of the contract if available. Non-availability will not relieve the Contractor of any requirements. The Contractor shall be held responsible for voiding warranties only if the Government has provided the appropriate and sufficient warranty information.

4.7 Planned and Unplanned Utility Outages

All temporary scheduled service outages of any utilities and services required for the performance of work shall be scheduled with the COR and DGR no less than 10 working days in advance of such outages (may be extended to 90 calendar days for various sites or reasons). The Contractor shall not initiate a utility outage without DGR and Government approval.

5 Safety

5.1 Introduction

All work under this contract shall abide by the latest version of EM 385-1-1, U.S. Army Corps of Engineers (USACE) Safety and Health Requirements Manual, including interim changes, at time of solicitation. In addition to the detailed requirements included in the provisions of this contract, comply with all Federal, State, and local ordinances, criteria, rules, and regulations. The Contractor shall instruct employees in appropriate measures as specified by the applicable provisions of the Occupational Safety and Health Act, 1970, PL 91-596 (84 Stat 1590). If a work element is not covered by regulatory requirements a consensus standard shall apply. Where the requirements of this specification, applicable laws, criteria, ordinances, regulations, manuals, pamphlets and referenced documents vary, the most stringent requirements govern.

All SHO levels shall be designated in writing on the mandatory ENG Form 6282 Site Safety and Health Officer Designation Letter. These letters shall be included in the Accident Prevention Plan and accepted by the KO prior to any physical work commencing.

5.2 Safety and Health Program

The Contractor shall maintain a safe working environment to prevent accidents and preserve the life and health of Contractor personnel and government personnel. The Contractor shall instruct employees in appropriate measures as specified by the applicable provisions of the Occupational Safety and Health Act, 1970, PL 91-596 (84 Stat 1590). The Contractor is required by regulation to develop and maintain a written Safety and Health Program (SHP) in compliance with the requirements of the OSHA, EM 385-1-1, 29 CFR 1910, 29 CFR 1926, 29 CFR 1960, and FAR 52.236-13. The Contractor shall submit this program to the KO for review after contract award and prior to the commencement of any work under the awarded contract.

5.3 Site Visit Abbreviated Accident Prevention Plan (SVAAPP)

Prior to government designated authority acceptance of the full APP, or if the full APP does not address the hazards associated with a site visit, the Contractor shall prepare and submit for Government review and acceptance a SVAAPP for all site condition and field surveys. The Contractor shall not perform any PM or CM under a SVAAPP. Fulfilment of this requirement will allow the Contractor to perform low risk activities and collect essential data necessary for planning

prior to acceptance of the full APP. The Contractor shall submit a separate SVAAPP for all site visits that involve more than conference room meetings. The Contractor shall not conduct any site visit until the SVAAPP, or full APP, is accepted by the HNC Safety Office. The Government will provide a fillable SVAAPP form after contract award.

5.4 Site Specific APP

Contractor shall provide an APP to document safety data applicable to office and project sites and personnel associated with performance of efforts under this contract. No work shall be permitted on site until the APP and L1 SHO have been accepted by the CEHNC Safety Office.

The APP shall be documented on the mandatory ENG Form 6293, found in Appendix B. Each element must be addressed. If an item is not applicable to this contract, please state so in the appropriate position in the outline. The APP shall detail how the Prime Contractor will ensure all SHOs are qualified and appointed on an SHO designation letter. The Contractor shall attach all applicable plans in the order they are found in the form as well as SHO designation letters prior to submitting to the KO for acceptance prior to commencing work.

The APP shall be site specific and address any unusual or unique aspects of the project or activity for which it is written. The Contractor shall coordinate with the facility representatives or facility coordinator, on first aid, emergency phone numbers, response plans, site evacuation plans, evacuation drills, etc. The APP is the document that details how the safety and health requirements of OSHA; other regulatory codes and documents; and EM 385-1-1 are to be accomplished. The Contractor shall submit the APP with AHAs to the Government via RMS.

The APP shall clearly detail how the Prime Contractor will ensure all workers on this contract receive Safety Indoctrination/Orientation Training (see paragraph 5.5) and how this training will be documented and maintained in accordance with Section 2-3.(6) in the EM 385-1-1.

Any Proposals, Change Orders, and Contract Modifications shall be verified that they are covered under the current accepted APP and still meet the requirements of the EM 385-1-1. If the pending work effort is NOT covered under the initial contract APP, the Contractor shall submit, for Government review and acceptance, an addendum to the APP.

The Contractor shall update the APP within thirty (30) days of the start of each option year and as needed (e.g., replacing the L1 SHO) and submit to the COR via RMS for review within five (5) business days of the proposed change.

5.4.1 Safety and Health Officer

The Contractor shall employ a minimum of one L1 Safety and Health Officer (SHO) who shall ensure overall safety compliance and appointment of all L2 and/or L3 Site Safety and Health Officers (SSHOs) for all worksites under this contract. This SHO shall be a direct hire of the Prime Contractor and his/her qualifications and experience must meet the minimum requirements found in Section 2-3.b in EM 385-1-1. **The Level 1 SHO is not required to be on site full time.** The SHO's Designation Memo and qualifications must be submitted as part of the Accident Prevention Plan. The L1 shall designate L2 or L3 SSHOs for individual locations or Service Orders. L2s and L3s may be Prime Contractor or subcontractor employees. These SSHOs must be designated on a Designation Memo and these Memos must be submitted to and approved by the USAESCH Safety Office. An L1, L2, or L3 is required to be on site at all times during the performance of work. L2s and L3s may have additional jobsite duties (Dual-Hat) however these collateral duties shall not overcome, inhibit, or restrict the effective administration of the Safety and Health

Program. Moreover, the functions and roles of the SSHO shall be a singular, full-time responsibility (no other collateral duties) during high hazard activities, regardless of the residual Risk Assessment Code (RAC), to include, but not limited to, crane operations, excavation and trenching 5ft or deeper, permit required confined space entry, and work requiring an Energized Work Permit. During these activities, the Contractor shall ensure the dual hatted SSHO's non-safety duties are transferred to another.

5.4.2 Activity Hazard Analysis (AHA)

The Accident Prevention Plan shall include AHAs for all planned and repetitive Preventive Maintenance activities and recurring activities. These AHAs shall comply with Section 2-6 in the EM 385-1-1 and be based on the list found in Section 4 of the Contract PWS. The Contractor shall assign a tracking number to each Preventive Maintenance AHA. Please note that all Preventive Maintenance that involves high hazard activities (see list below) shall have task and site specific AHAs submitted per task. All AHAs related to PM, CM, Minor Repairs, Alterations, or New Work despite scope or cost, shall be submitted for acceptance by the USACE Safety Office. The Contractor shall email the SOA or CEHNC Service Order Desk depending on total cost (see Appendix H) and cc the USACE Huntsville Center Safety Office (baseops-safety@usace.army.mil) on all service orders.

AHAs must be approved by the Contractor's Corporate Safety Manager. No work will be performed unless there is a site specific AHA for the activity to be performed accepted by the KO or his/her Government designated authority for any work on this contract, to include Corrective Maintenance. For Emergency Service Orders after normal duty hours, the onsite designated SSHO must create an AHA to ensure all recognized hazards are analyzed and that mitigating controls are documented before abating the emergency. The AHA must be submitted for acceptance by the USACE Safety Office within 24 hours of responding to the emergency.

Tasks involving any of the following are considered "high hazard" activities and require a Site and work specific AHA:

a) Confined Space Entry
b) Fall Protection
c) Crane Operation
d) Excavation
e) Trenching (in excess of 5 feet)
f) Working over or around (within 5 feet) water
g) Hazardous Energy Control
h) Electrical over 600 Volts
i) Working with live energized equipment (Lock out/tag out)
j) Utility cutting and capping, or hot tapping
k) High traffic areas to include vehicular, water vessels, or aircraft
l) Asbestos/Lead Survey or Abatement

The above "high hazard" list is not meant to be comprehensive and does not relieve the Contractor from maintaining an acceptable level of safety, IAW the EM 385-1-1, at all times work is being performed.

Each maintenance, project, or repair work activity must have an AHA for that particular activity. No work will be performed unless there is a site specific AHA for the activity to be performed accepted by the KO or his/her Government designated authority.

All persons working on the project shall review the applicable AHA and sign to acknowledge their review of the AHA. Copies (or originals if requested) of the signed AHA shall be submitted with the invoices or completed Service Order. Availability of an approved AHA shall be confirmed on the Service Order form by the Contractor. The Contractor shall cooperate in anticipated audits by the Government. The Contractor shall submit a copy of the final, onsite updated and signed AHA with the applicable monthly invoice.

5.4.3 Safety Meetings

To ensure the effectiveness of delegated SHO assignments in the field, a crucial component shall be a required Safety 'Tailgate Meeting' prior to the start of work for every project. This crucial safety meeting shall review the accepted AHA, make changes as necessary based upon circumstances noted in the field, communicate hazards, and ensure controls of activity as necessary. If the Risk Assessment Code (RAC) for the activity has increased above that for which the intended AHA was approved, or if there is not an AHA that covers an Activity, the Contractor shall not commence work until an appropriate AHA is submitted and accepted by the USACE Safety Office. Safety meetings shall be conducted on work sites to review past activities, plan for new or changed operations, review pertinent aspects of appropriate AHAs, establish safe working procedures for anticipated hazards, and provide pertinent SOH training and motivation.

5.4.3.1 Weekly and Monthly Safety Meetings

Meetings shall be conducted at least once a month for all supervisors on the project location and at least once a week for all workers. The Contractor shall document the meetings and include the date, persons in attendance, subjects discussed, and names of individual(s) who conducted the meeting. Maintain the documentation and furnish copies to the KO or COR on request.

5.4.4 After Hours Work

Planned after hours work like outages or scheduled work designed to not impact the customer is considered normal shift operations and shall still ensure that an L2 is on-site while work is being performed. Emergency trouble calls after-hours that is being addressed by one or two technicians does not require an L2 to be on-site. For emergency responses an L3 would be acceptable, however processes and procedures must be identified in the APP how communication and reporting will be established between the L3 and L1 for these evolutions.

5.4.5 Facility Coordination

Contractor shall verify with the DGR the applicability and requirements for emergency procedures, permit required work procedures, and hazardous environments (including lead and asbestos). These findings shall be incorporated into the APP.

5.4.6 Safety Bulletin Board Requirements

It is recognized that the Safety Bulletin Board requirements as found in Section 2-8.f in the EM 385-1-1 is not feasible for this task order, the Contractor shall ensure the information listed in this cited Section is readily available on site in a binder or electronically to all workers at any given time. All L1s/L2s/L3s shall be trained on the location and substance of the materials required. This information must be made available during Safety Spot Check Inspections conducted by various Government employees during the life of the contract.

5.4.7 Visitors and Authorized Entrants

The Prime contractor shall develop and maintain a Visitor Log of all Authorized Visitors and shall ensure that all visitors entering the site are properly protected and are wearing or provided appropriate PPE. This is only applicable to visitors observing the Contractor's work. The SSHO

shall provide and document a visitor safety brief on the hazards expected on the site and the safety controls required. The Contractor shall maintain a reasonable stock of common PPE such as extra hard hats, eye protection, ear plugs and vests for use by visitors. See Section 2-8.a in the EM 385-1-1.

5.5 Safety Training

All workers on this contract shall have the minimum safety indoctrination training mandated by Section 2-3.a(6) in the EM 385-1-1. This training shall be documented in writing by date, name, content, and trainer. Documentation shall be maintained on site for the life of the contract.

5.6 Personnel Injuries and Damage to Government Property

The Contractor shall follow all accident reporting requirements found in Section 2-8.d and 2-9 in EM 385-1-1 and ER 385-1-99, USACE Accident Investigation and Reporting. The Contractor shall use the 2021 version of ENG Form 3394 to provide near miss reports (NMR), initial accident reports (IARs), and final accident reports (FARs). The ENG Form 3394 is provided in TE-5. The Contractor shall provide the NMR or IAR to the KO and PM within 24 hours of the Contractor being notified of a significant near miss or recordable accident (click on the NMR or IAR box on the ENG 3394 and complete underlined sections). Serious Accidents listed in Section 2-8.d and 2-9 in the EM 385-1-1 must be reported to the USACE COR and KO immediately. FARs are used to document the accident or near miss investigation and shall be submitted to the KO and PM within 7 days of the prime Contractor being notified of the accident or near miss (Click on FAR and complete all fields). The approved AHA associated with the activity must be submitted with the FAR.

5.6.1 Monthly Work-Related Injury Report

The Contractor shall submit a monthly record at the contract level of Work-Related Injuries/Illnesses and Exposure, not later than the seventh (7th) of each month. This report shall include all person-hours of exposure at the work site and indicate any accidents as per EM 385-1-1. The Contractor shall submit in RMS and email the report to the BaseOps exposure hours inbox at: BaseOpsExposureHours@usace.army.mil.

5.6.2 Exposure and Lost Workday Report

The Contractor shall follow all Exposure Hours and Lost Workday Reporting as per contract requirements.

5.7 Environmental Compliance

5.7.1 Compliance with Laws and Regulations

The Contractor shall be knowledgeable of and comply with all applicable Federal, State, and local laws and requirements regarding environmental protection. The Contractor shall ensure policies and procedures are established that protect the health and safety of employees and the community and minimize, then eliminate, the risk of environmental pollution. The Contractor shall comply with the local Installation and/or reserve center Hazardous Waste Management Plan.

5.7.2 Safety Data Sheets

The Contractor shall advise their employees of all environmental and hazardous materials handling rules and regulations and shall maintain SDS on all materials that are required by Federal and State laws or regulations (e.g., OSHA). The Contractor shall maintain the most current version of SDS within the work centers. The Contractor shall attach SDSs to applicable AHAs as required by the HAZCOM requirements found in Section 6 of the EM 385-1-1.

5.7.3 Contractor Use of Hazardous Materials

The Contractor shall ensure appropriate coordination in the purchase, use, handling, transporting, storage, and disposal of all hazardous materials and wastes. Coordination shall be made with the appropriate Installation activity. Contractor shall be knowledgeable of and comply with all applicable Federal, State, and local laws, regulations, and requirements regarding environmental protection. The Contractor shall ensure policies and procedures are established that protect the health and safety of employees and the community and minimize/eliminate the risk of environmental pollution.

5.7.4 Hazardous Material Approval

The Contractor shall maintain a hazardous materials inventory IAW regulatory requirements. The Contractor shall submit to the COR an inventory of all hazardous materials intended for use, along with the applicable SDS for each hazardous material. This submittal shall be made to the COR for approval prior to bringing a hazardous material onto an installation. All chemicals must have a current SDS on file at the job site.

5.7.5 Hazard Communications (HAZCOM) Program

The Contractor shall be responsible for implementing a HAZCOM Program for all Contractor employees IAW OSHA requirements or other local and State regulations. The Contractor's HAZCOM Program shall comply with EM 385-1-1 Section 6 and be detailed in the APP.

5.7.6 Notification of Environmental Spills

If the Contractor spills or releases any substance listed in 40 CFR 302 into the environment, the Contractor shall immediately report the incident to the COR. The Contractor shall be liable for containment and environmental clean-up of the spill or release of such substance. Spill response, reporting and cleanup shall be performed IAW the Installation Spill Prevention and Response Plan, the Installation Hazardous Waste Management Plan, and with Federal, State, and local laws.

5.7.7 Hazardous Substance Abatement

Abatement of hazardous substances shall be conducted in accordance with the Installation and/or reserve center Hazardous Waste Management Plan, as applicable. The Government will apprise the Contractor regarding any known or suspected locations/types of asbestos containing materials (ACM), lead-based paint and other potentially hazardous substances such as PCB that may be encountered during work accomplishment. If such substances are unexpectedly encountered or could be contacted during the process of doing a job, the work shall be stopped immediately, and the CMM shall notify the COR and KO of the situation, and abatement procedures shall be accomplished before the job is resumed. The installation shall separately provide for abatement services if services are available in-house or through existing base contracts. If possible, an alternate plan for accomplishing the original work objectives may be pursued that avoids the hazardous materials, with commensurate price adjustment of any existing Service Order.

5.7.8 Ozone Depleting Substances

The Contractor shall not use any products containing Class I Ozone Depleting Substances in the performance of this contract.

5.8 Fire & Security Police

The Contractor shall follow local fire prevention and security procedures and regulations. The Contractor shall post and maintain the telephone numbers of the Security Police and Fire Department for easy access by employees. Burning of any material is prohibited without a burn permit. The Contractor shall acquire a burn permit from the installation Fire Department (where applicable), or coordinate through the FC with monitoring services any disabling and re-enabling of fire alarm devices, for any work involving burning/welding/brazing, etc. Contractor shall ensure that FC is made aware what/when safety risks are increased due to hot work or changes in fire protection/prevention feature of the building (such as device outages or exit detours) and enact corresponding precautionary measures in accordance with EM 385-1-1. Contractor shall always establish a specific limited time frame for a fire alarm device to be unsupervised, to be actively reassessed daily.

6 Quality

6.1 Quality Control

6.1.1 General Requirements

The Contractor shall establish and maintain an effective Quality Control (QC) system that complies with FAR 52.246-4 Inspection of Services-Fixed-Price. QC consists of plans, procedures, and organization necessary to provide services which comply with the contract requirements. The Contractor shall develop and implement procedures to identify, prevent, and ensure no recurrence of defective services. QC is a contractor requirement and responsibility.

6.1.2 Quality Control Plan

The Contractor shall submit a Quality Control Plan (QCP) IAW Appendix D. Work will be permitted to begin only after acceptance of the QCP. The Contractor shall submit any changes to the QCP prior to implementation. The Contractor shall review, update (as needed), and submit the QCP to the Government within five days of the start of each option year or any proposed change. All changes must be accepted by the KO.

6.1.2.1 Content of the QCP

Included, as a minimum, the following in the Quality Control Plan:

a) A description of the Quality Control Organization, to include all key personnel, the Quality Control Manager (QCM), QC Inspectors, and any other project personnel. This will be displayed in an Organizational Chart showing lines of authority and must include names and title of QC personnel supporting this contract.
b) The name, qualifications (in resume format), duties, responsibilities, and authority of the QCM.
c) A copy of the letter to the QCM and L1 SHO signed by an authorized official of the Contractor's firm which describes the responsibilities and delegates sufficiency authorities to adequately perform the functions of the QCM and L1 SHO, including authority to stop work which is not in compliance with this contract. These letters must state that the QCM and L1 SHO have authority to stop work due to safety concerns per the EM-385-1-1 requirements and due to unacceptable quality issues. Letters of direction to all other QC inspectors will be issued by the QCM and L1 SHO.
d) A detailed description of the Contractor's inspection system to include specifics as to:
    - Areas and disciplines to be inspected on a scheduled basis.
    - Frequencies of inspections for PM and CM work.

- Specific methods and procedures for identifying deficiencies in the quality of services performed before the level of service becomes unacceptable. Specifics shall be given for methods of inspection for work on this contract, not general methods.
- How Quality Control will be provided for work on facilities across a large area specific to this contract.

e) Procedures for tracking deficiencies from identification through acceptable corrective action and verification of acceptable corrective action.
f) Procedures for ensuring compliance with all local, municipal, state, and federal rules, regulations, and laws.
g) A detailed description of the personnel, documentation procedures, and frequency for frequent QCM Safety Inspections as required by Section 01.A.13.b in the EM 385-1-1.
h) A format for the weekly Quality Control Report.

6.1.2.2 Acceptance of QCP

Acceptance by the KO or designated representative of the QCP is required prior to the start of work. Acceptance is conditional and will be predicated on satisfactory performance during the Contract. The Government reserves the right to require the Contractor to make changes in the QCP and operations as necessary to obtain the quality and safety required at no additional cost to the Government.

6.1.3 Quality Control Organization

6.1.3.1 Personnel Requirements

The Contractor shall maintain adequate personnel to provide Quality Control for this contract IAW PWS requirements and the accepted QCP.

6.1.3.2 Quality Control Manager

The Contractor shall provide a Quality Control Manager (QCM). The QCM can be a stand-alone position or dual-hatted (e.g., CMM or Lead Maintenance Mechanic/M&S Supervisor). The QCM will be held responsible for the quality of work and is subject to removal by the Contracting Officer for non-compliance with the quality requirements specified in the Contract. The QCM shall be a Prime Contractor employee with a minimum of five years' experience in the type of work performed under this contract. The QCM shall have complete authority and responsibility to take any action necessary to ensure safety and contract compliance. Any alternate serving as QCM must be approved by the Government and meet the same qualifications and requirements as the QCM.

6.1.4 Quality Control of Deliverables

The Contractor's QC program is responsible for certifying that all submittals and deliverables are in compliance with the contract requirements. This includes Service Order packages as specified in Appendix H.

6.1.5 Quality Control Documentation and Reporting

6.1.5.1 Documentation

The Contractor shall keep digitized records of all QC activities, schedules, and reports for the duration of the Contract. All Contractor QC documentation and records shall be made available to the Government immediately upon request.

6.1.5.2 Quality Control Inspection Schedules
The Contractor shall prepare and maintain QC inspection schedules that show the location and time QC inspections and activities will take place monthly. The Contractor shall submit schedules IAW Appendix D.

6.1.5.3 Weekly Quality Control Report
The Contractor shall maintain a daily record of all QC activities for days work takes place and consolidate daily records into a weekly report. Weekly Quality Control Reports shall include at minimum all work items inspected, acknowledgment of deficiencies, corrective actions proposed (if applicable), type and number of QC inspections and tests accomplished, and results of QC inspections and tests. The Contractor may use the Government provided QC Report Form in RMS or a form of the Contractor's own design. If the Contractor uses a form of their own design, the form must include all the same information as the form in RMS.

6.1.6 Quality Control Audits
The primary purpose of Quality Control is to ensure compliance with the requirements of the contract. QC audits are a tool used to determine whether QC policies and procedures are actually resulting in contract compliant work being performed. The QC audit is a comprehensive review of the entire scope of the Contractor's effort. The emphasis of the QC audit is to identify shortfalls and develop corrective policies and procedures to be implemented in the Contractor's Quality Control Program.

QC audits will be conducted by someone qualified to perform the work at a minimum of 5% of Preventative/Recurring Maintenance work, 10% of routine CM, 15% of urgent CM, and 25% of Emergency CM. QC audits shall not be performed by the same person performing the work or procedure being audited. QC audits shall be spread out and be representative of every trade and discipline of work on this contract (e.g., HVAC, plumbing, fire systems, electrical, etc.). The QC audit must occur during performance of work as a means to evaluate the performance of tasks under this contract. The Contractor shall include the anticipated QC audit dates as part of the QC Inspection Schedules (paragraph 6.1.5.2). Any corrective actions resulting in unsatisfactory or incomplete work will be performed at no cost to the Government.

The QCM shall submit QC audit reports to the Government no later than the 10th of each month for QC audit activities completed the previous month.

6.1.6.1 QC Audit Considerations
Some factors to consider as part of effective QC audits include (but are not limited to):

Preventative/Recurring Maintenance Audits

a) Whether PM work is being conducted IAW contract requirements.
b) Whether Contractor QC policies and procedures are being adhered to by workers.
c) Whether all deficiencies found during PM are being reported IAW PM reporting requirements.
d) Whether all work is in compliance with the safety requirement of the PWS and EM 385-1-1.

Corrective Maintenance Audits

a) Whether all Service Order packages are being prepared IAW the PWS and Appendix H.
b) Whether all Service Order timelines are being followed.
c) Whether all CM work is being conducted IAW contract requirements.
d) Whether Contractor QC policies and procedures are being adhered to by workers.

e) Whether all work is in compliance with the safety requirement of the PWS and EM 385-1-1.

6.1.7 Acceptability of Work

The Contractor shall provide, as a minimum, a quality of service consistent with best practices to achieve more cost-effective reliability through the implementation of better operations and maintenance practices. The Contractor's work and any services performed shall be accepted only when in full compliance with the clause entitled "INSPECTION OF CONSTRUCTION" or "INSPECTION OF SERVICES – FIXED PRICE" as applicable. For purposes of acceptance, the Contractor's Quality Control program will be considered as work or service and shall be subject to acceptance throughout the terms of the contract, to include any extensions of contract term.

The performance of work shall conform to the standards specified in Section 4 of the PWS, and all work shall be rendered in a first-class, workmanlike manner. If the KO, and/or her/his representative determines that work does not meet standards specified for a particular task, the Contractor shall redo the task at no expense to the Government within the time frames specified for that task.

6.2 Performance Requirements Summary

See Appendix C.

6.3 Quality Assurance

The Government will evaluate the Contractor's performance under the contract, IAW the Government's Quality Assurance Surveillance Plan (QASP), as required by FAR 46.4. QASPs are "living documents," dynamic, adaptable, and subject to modification based on Contractor performance surveillance results. The QASP is not part of the PWS and will not be issued with the solicitation or provided after award. The QASP focuses on the procedures and processes the Government will implement to assure that the Contractor is performing IAW the performance standards within the PWS. The Government plan defines the criteria of how Contractor performance will be evaluated, the frequency of surveillance, and the items to be inspected. Although the Government will develop a QASP, Government surveillance of Contractor performance is not limited to the QASP, or the performance objectives outlined in the Performance Requirements Summary (PRS). The Government retains the right to evaluate all services required by the contract. The Government will perform inspections and tests in a manner that will not unduly delay the work. If any of the services performed do not conform to contract requirements, the Government may require the Contractor to perform the services again to comply with contract requirements, at no cost to the Government.

7 Pricing Requirements

7.1 Introduction

It is the Contractor's responsibility to manage the PWS execution with performance-focused maintenance decisions that are justifiable to the Government via the proposed pricing costs.

7.2 Service Order Pricing

The Contractor shall prepare Service Order (SO) Work Packages describing the work to be performed along with the price/cost to be submitted to the Government for approval, see Appendix H. Materials, parts, equipment, and subcontractors shall be procured on a competitive basis in accordance with the applicable contract clauses. If a lack of competition exists, a justification shall

be provided to the KO. Discounts and rebates on items shall be credited to the Government. All purchase documents shall be made available for review and audit by the COR and KO.

7.3 FFP Services Pricing

The Contractor shall provide inspection, testing, maintenance, and recurring services as FFP. Any rework due to failed inspection shall be completed at no additional cost to the Government.

7.4 Contractor Cost Management

It is the Contractor's responsibility to manage the SO process in such a manner as to provide the Government services and materials at the lowest price available in the timeframe required.

7.5 Pricing Data Details

In the event a service order is required, the Contractor shall provide an itemized breakdown of proposed cost and pricing data in sufficient detail to substantiate the SO. The Contractor shall include description of work to be performed, labor rates, labor hours, materials, and equipment rental proposed. Government can request further clarification if unclear relative to the scope.

7.6 Payment Requests/Invoice Procedures

The Contractor shall prepare Payment Requests using RMS CM in accordance with Appendix E. A signed copy of the invoice along with the signed by the Contractor and the QAE confirming the charges Prompt Payment request generated by RMS and all supporting documents (example: completed SO) must be emailed to the BaseOps invoice inbox at: BASEOPSInvoice@usace.army.mil and cc the COR. Progress payments are authorized for this contract.

Contractors shall submit their invoices with the contract # and CLIN # for review/approval to the QAE within the first seven (7) working days of each month for the previous month.

The Contractor shall submit a single invoice monthly and include percentage of preventive maintenance completed and list all corrective maintenance service orders. If the percentage of PM completed is less than 100%, the Contractor shall only invoice for the percent of work completed. Work is considered complete when all work is done and all deliverables are accepted by the Government. The percentage of work complete shall be included on the invoice. Work not invoiced in one month may be invoiced the following month if the work is completed in accordance with this PWS. All pay requests must include the Contract #, RMS Pay App #, and CLINs being billed. All Prompt Payments must be signed in RMS upon submission.

Pay Requests against the Preventive Maintenance CLIN – Contractor submitting pay request for full performance on monthly PM activities shall be in accordance with contract PWS for submission of monthly Progress payments and shall meet full completion of PM activities for all equipment identified in the contract TE-2. If Contractor does not meet these requirements, invoice will be rejected immediately until pay request is received for only work that was completed.

Pay Requests against the Corrective Maintenance CLIN(s) – Contractors submitting pay requests for CM actions shall list out all service order numbers and final costs for completed work on the invoice. The Contractor shall include copies of all Service Order packages signed by the QAE verifying work completion.

Pay Requests shall be billed according to the date work is completed Pay requests for Preventive and Corrective Maintenance shall be submitted for the contract year according to the KO approval date.

8 Security Requirements

8.1 Security Training

8.1.1 Antiterrorism (AT) Level I Awareness Training

All contract personnel requiring routine access to DoD installations, facilities, and controlled access areas, or requiring network access shall complete initial and annual refresher AT Level I awareness training. Online AT Level I awareness training is available at https://jkodirect.jten.mil/ (website subject to change).

8.1.2 Operational security (OPSEC) Training

All contract personnel with access to critical information (as identified in the installation OPSEC Program) shall complete initial and annual refresher OPSEC Level I Awareness training, which is available at the following websites: http://www.cdse.edu/catalog/operations-security.html or https://www.iad.gov/ioss/, (websites subject to change). All contract personnel with access to Controlled Unclassified Information (CUI) shall complete initial and annual refresher CUI training in accordance with applicable Army policy.

8.1.3 Suspicious Activity Reporting Training

All contract personnel shall receive initial and annual refresher training from the installation Security representative on the local suspicious activity (e.g., iWATCH or See Something, Say Something) reporting program. This locally developed training provides contract personnel with general information on suspicious behavior, and guidance on reporting suspicious activity to the project manager, security representative or law enforcement entity.

8.1.4 Cyber Awareness (Information Assurance (IA)/Information Technology (ITE))

All contract personnel with access to a government information system shall comply with applicable DoD and Army regulations and shall complete DoD Information Assurance Awareness training prior to accessing information systems, and annually thereafter. Cyber Awareness training is available at https://jkodirect.jten.mil/ (website subject to change).

8.1.5 Combatting Trafficking in Persons Training (CTIP)

All Contractor personnel shall receive initial and annual refresher training on CTIP training per the United States Government's zero tolerance policy as described in FAR 52.222-50. The Contractor shall maintain a compliance plan during the performance of the contract.

APPENDIX A TECHNICAL EXHIBITS (TE)

APPENDIX A.1 TECHNICAL EXHIBIT 1 LIST OF FACILITIES

APPENDIX A.2 TECHNICAL EXHIBIT 2 EQUIPMENT LIST

APPENDIX A.3 TECHNICAL EXHIBIT 3 MONTHLY REPORTING TEMPLATE

APPENDIX A.4 TECHNICAL EXHIBIT 4 SERVICE ORDER FORMS

APPENDIX A.5 TECHNICAL EXHIBIT 5 ENGINEER FORM 3394

APPENDIX A.6 TE-6 WEEKLY CMPM DATA SUBMITTAL TEMPLATE

APPENDIX B ENG FORM 6282 AND ENG FORM 6293

APPENDIX B.1 ENGINEER FORM 6282

APPENDIX B.2 ENGINEER FORM 6293

APPENDIX C PERFORMANCE BASED REQUIREMENTS SUMMARY (PRS)

APPENDIX D REQUIRED SUBMITTALS, REPORTS, AND MEETINGS

APPENDIX E RESIDENT MANAGEMENT SYSTEM

APPENDIX F APPLICABLE CODES, STANDARDS, AND REGULATION

APPENDIX G ACRONYMS AND DEFINITIONS

APPENDIX H SERVICE ORDER PROCESS

C. Performance Requirements Summary

C.1. General

The rights of the Government and remedies described in this section are in addition to all other rights and remedies set forth in this contract. Specifically, the Government reserves its right under the Inspection of Services and Termination for Default clauses. Any deductions pursuant to the Performance Requirements Summary (PRS) shall reflect the reduced value of service performed under the contract. The Contractor shall not be relieved of full performance of the services hereunder and may be terminated for default based upon inadequate performance of service even if a deduction was previously taken for inadequate performance. The Government may modify the type and frequency of inspection of items.

C.1.1. Purpose

The Performance Requirements Summary is designed to:

C.1.1.1.
List the contract requirements considered most critical to acceptable contract performance. (Column 1).

C.1.1.2.
List the contract paragraph number(s) which describe the requirements (Column 2).

C.1.1.3.
Define the standard of performance for each required service specified (Column 3).

C.1.1.4.
Show the maximum allowable degree of deviation or Acceptable Quality Levels (AQLs) from perfect performance that will be allowed by the Government before contract performance is considered unsatisfactory (Column 4).'

C.1.1.5.
Explain the quality assurance methods the Government will use to evaluate the Contractor's performance in meeting the contract requirements (Column 5).

C.1.1.6.
Show the remedy available to the Contractor or Government to bring performance within the standard defined in Column 4 (Column 6).

C.1.2. Nonconformance

the government will document all Contractor non-conformances.

C.1.3. Performance Requirements Summary

The Performance Requirements Summary lists those services/tasks for which the Government will make deductions from payment due the Contractor when services/tasks are found to be unsatisfactory during inspections made using the checklists. These deductions are in addition to reduced invoicing described in Section 7 of the PWS and the pricing workbook.

Performance Requirements Summary

Performance Objective	PWS Paragraph	Performance Standard	Performance Threshold (maximum error rate)	Method of Surveillance	Remedy if Performance Threshold is not met
Provide Key Personnel	3.4	The Contractor shall provide a dedicated CMM, a Lead Maintenance Mechanic/M&S Supervisor, and a (part time) L1 SHO meeting all PWS requirements for positions	100% (zero deviation)	100% inspection	Deduction in invoice payment equal to contract cost of position(s) not filled until contractor provides qualified personnel
BaseOps Monthly Report & Monthly Safety Report	Appendix D	Contractor shall submit a BaseOps Monthly Report and a monthly Safety Report (may be a combined report) showing performance data for the previous month	No more than one (1) late BaseOps report or one (1) late Safety report during a performance period	100% Inspection	Deduction of 5% of all CLINS ordered in Task Order and potentially a negative CPARS narrative
Maintain Licenses and Certificates	3.8	The Contractor will ensure that the licenses or certificates of Contractor personnel are kept current. Copies of these licenses or certifications will be provided to the COR	100% (zero deviation)	Random Inspection	Contractor shall not perform work until qualified personnel are present; deduction in invoice equal to the value of work not performed and potentially a negative CPARS narrative
Preventative / Recurring Maintenance Completion Rate	4.4	The Contractor shall complete PM in the month they are scheduled and IAW required standards	95% No more than 5% of the scheduled PM work requests are not complete in the month scheduled or IAW required standards.	100% Inspection	Potentially a negative CPARS rating; The Contractor shall not invoice for PM not performed (per the PM Cost tab of the awarded pricing workbook). The Contractor may be held liable for equipment failures if PM is not completed. If failing to complete 100% of PM becomes a recurring issue, more severe remedies will be taken.
Corrective Maintenance Completion Rate	4.5 and Appendix H	The Contractor shall complete all non-long lead CM work requests within the times listed in Table H.2.1 (Appendix H); The Contractor shall annotate expected	95% No more than 5% of the scheduled CM work requests are not complete within the	100% Inspection	Reduced invoice equal to 1/2% for each business day SO not complete within the times listed in Table H.2.1 or time extension granted

Performance Objective	PWS Paragraph	Performance Standard	Performance Threshold (maximum error rate)	Method of Surveillance	Remedy if Performance Threshold is not met
		completion time for long lead SO on the SOF for KO approval; See Appendix H for additional information on long lead SO	times listed in Table H.2.1; 100% complete within time extension granted by the KO		by the KO (e.g., 3 days late equals a 1.5% reduction) and potentially a negative CPARS narrative
Preparation of Service Order Documentation for Government Approval	4.5 and Appendix H	95% of service order documentation prepared within times listed in Table H.2.1; 100% of service order documentation prepared within time extensions approved by the KO	95% No more than 5% of service order packages are not submitted or not submitted correctly for funding approval within the times listed in Table H.2.1; 100% complete within time extension granted by the KO	100% Inspection	Reduced invoice equal to 1/2% for each business day an acceptable SO not submitted within the times listed in Table H.2.1 (e.g., submitted 3 days late equals a 1.5% reduction) and potentially a negative CPARS narrative
Perform Safety Requirements	Section 5	The Contractor shall perform checks for compliance with task order safety requirements and perform safety meetings prior to all maintenance tasks (signed AHA to document meeting)	99% for the work completed	Random Sampling	3% of all CLINs ordered and potentially a negative CPARS narrative
Safety Training	5.5	Contractor shall complete all necessary safety training for all workers before they report on-site to perform work and document this training in the BaseOps monthly report	100% (zero deviation)	Random Sampling	Employee(s) not current in training shall not perform duties; reduction in invoice equal to work not performed/positions not filled and potentially a negative CPARS narrative
Contractor QC	6.1.1	The Contractor shall perform QC as required in the PWS	100% (zero deviation)	100% Inspection Contractor reported QC statistics in Monthly Report	Reduced invoice equal to 1/2% for each % under the minimum required of the affected CLIN
Rework Effectiveness	NA	100% of completed rework accepted by	100% (zero deviation)	100% Inspection	Reduced invoice equal to 25% of the

Performance Objective	PWS Paragraph	Performance Standard	Performance Threshold (maximum error rate)	Method of Surveillance	Remedy if Performance Threshold is not met
		the Government without further rework			work rejected by the Government and potentially a negative CPARS rating
AT Level I Training	8.7.1	All Contractor employees shall complete AT Level I training annually	100% (zero deviation)	100% inspection	Employee(s) not current in training shall not perform duties; reduction in invoice equal to work not performed and potentially a negative CPARS narrative
OPSEC Training	8.7.2	All Contractor employees shall complete OPSEC training annually	100% (zero deviation)	100% inspection	Employee(s) not current in training shall not perform duties; reduction in invoice equal to work not performed and potentially a negative CPARS narrative
Suspicious Activity Reporting Training	8.7.3	All Contractor employees shall complete iWATCH training annually	100% (zero deviation)	100% inspection	Employee(s) not current in training shall not perform duties; reduction in invoice equal to work not performed and potentially a negative CPARS narrative
Cyber Awareness Training	8.7.4	All Contractor employees shall complete Cyber Awareness training annually	100% (zero deviation)	100% inspection	Employee(s) not current in training shall not perform duties; reduction in invoice equal to work not performed and potentially a negative CPARS narrative

D. Required Submittals, Reports, and Meetings

D.1. General

The Contractor shall provide documentation and reporting requirements defined in the PWS and Appendices. All deliverables shall be computerized.

D.2. Plans

D.2.1. Work Instructions

The Contractor shall establish, document, implement, and maintain work instructions for each functional area covered under this contract. Each work instruction shall reference the applicable PWS paragraph(s). Work instructions shall describe the procedures for each area and cover the following topics at a minimum: quality control, hours of operation, work assignments, regulatory compliance, approval authorities, workflow, functional relationships between the Government and the Contractor and between the Contractor's organizational elements, and any other information needed for efficient and uniform performance. The Contractor shall ensure all workers have access to the applicable work instructions while performing tasks and shall provide copies to the Government upon request.

D.2.2. Management Plan

The Contractor shall submit a Management Plan within seven calendar days of contract award. After the Government provides comments, the Contractor shall submit a revised Management Plan within 3 business days of receipt of comments. The Management Plan shall be consistent with the information submitted in the proposal and shall demonstrate a thorough knowledge and a full understanding of the complexity and functions detailed in the PWS. It shall provide a sound management approach for responding to changing priorities, enhancing customer service, and ensuring adequate levels of performance are maintained. The Contractor shall implement the plan NLT the performance start date. Any changes to the Contractor's Management Plan shall be submitted to the COR and KO for review and approval prior to incorporation into the contract. The Contractor's plan shall include, but not be limited to the following:

a) The management techniques or procedures to be used to accomplish the basic functions of planning, organizing, and controlling for each function depicted on the organizational structure, to include the proposed interface and relationships between major functional areas for project management and administration.
b) A description of the management organization including an organization chart showing lines of authority.
c) The name. qualifications, duties, responsibilities, and authorities of each person assigned a management function.
d) General management policy standards.
e) General plans for operation and maintenance
f) Labor classifications (exempt, Service Contract Act, Collective Bargaining Agreement) to be used in each area including the number of labor hours, the number of full-time equivalents (FTEs), and qualification requirements for each position proposed.
g) What assumptions were relied upon in developing the structure (e.g., workload data, frequency, etc.); and identification of collateral personnel appointments (including but not limited to Level 2 and/or Level 3 Safety and Health Officer(s), Quality Control Manager, and Quality Control Inspectors).
h) The approach for tracking, scheduling, and documenting initial/recurring/refresher training.

i) Plans for replacement staffing, recruiting, and maintaining adequately experienced and trained personnel.
j) Verification that CMM and ACMM are authorized to act on behalf of the Contractor to include the authority to bind the Contractor for matters pertaining to this contract.

D.3. Reports

D.3.1. Monthly Progress Reporting

The Contract Maintenance Manager shall submit a signed Monthly Progress Report (template in TE-3) to the COR no later than the 10th of each month for the previous month. The monthly progress report shall document workload for the reporting month to include, at a minimum, work scheduled, work completed, backlog of Service orders, balance sheet showing current available funds for Service orders, contractor quality control statistics, a summary of safety incidents and safety training, summary of trends identified, and any other contractor comments regarding operational improvements and betterments, work delays, or other issues affecting contractor performance.

D.3.2. Monthly Safety Report

The Contractor shall submit a monthly report consolidating safety statistics for the previous month. This monthly report may be combined with the Monthly Progress Report and is in addition to required reports due at the time of an accident.

D.4. Meetings

Meetings shall be at no additional cost to the government. The Contractor shall provide a written record of all conferences, meetings, discussions, verbal directions, telephone conversations, etc., with Government representative(s) relative to this contract in which the Contractor and/or a designated representative(s) participates. These records must be dated and must identify the contract number and the paragraph references, if applicable, participating personnel, subject discussed, and conclusions reached. Meeting minutes shall be distributed within five (5) workdays of occurrence.

D.4.1. Post Award Conference

The Contractor shall attend the post award conference convened by the contracting activity or contract administration office in accordance with FAR 42.5. The purpose of the meeting is to develop a mutual understanding of the contract requirements and the Contractor's Quality Control Plan (QCP) and the Government's quality assurance program, and to discuss the Contractor's QC program details, including the forms for recording QC operations, control activities, administration of the program, and the interrelationship of Contractor's QCP and the Government's Quality Assurance program.

During this meeting, the Contractor shall brief the Government on how they plan to accomplish the work under this contract. This includes position and function of key personnel, who will be performing Quality Control, Preventative maintenance, Corrective Maintenance, and all other work under this contract.

D.4.2. Periodic Progress Meetings

The CMM shall brief (via teleconference) the Government biweekly on work and funds status. The agenda and meeting shall contain topics such as, but not limited to:

a) All PM and CM work completed since the last meeting; documenting the actual results of work performed.

b) The status of all open work requests.
c) The status of any work request not completed within the required time period or work requests not performed in accordance with required procedures, and why standards were not met, procedures not followed, or why required timeframes were not observed.
d) Listing and status of warranty actions taken since the previous meeting (if any).
e) Any other issues or concerns the Contractor may have.

The Contractor shall provide an electronic copy of the agenda to participants 24 hours prior to the meeting. The Government may add or delete participates from the meeting at any time. The Contractor shall provide minutes as specified in paragraph D.4. The Government reserves the right to change the frequency of the meeting and/or add to/modify agenda and meeting contents.

D.4.3. Performance Evaluation Meetings
The KO, COR, and other Government personnel, as appropriate, may meet periodically with the Contractor to review the Contractor's performance. At these meetings the KO 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.

D.4.4. Additional Meetings
The Contractor may request a meeting with the KO or COR when the Contractor believes such a meeting is necessary. Written minutes of such meetings shall be recorded by the Contractor and signed by all participants involved and distributed within 5 workdays after the meeting.

D.5. Deliverables
Table D.5.2.1 below is not a complete listing of contract deliverables. The Contractor shall ensure that all required submittals/deliverables are provided IAW the PWS, including appendices, and with the schedule provided.

D.5.1. Where to Submit
All documents provided to the COR shall be submitted via RMS, unless otherwise noted. All invoicing shall be forwarded electronically to BASEOPSInvoice@usace.army.mil and cc the HNC PM/COR and submitted via RMS. All emails shall include the associated contract number in the subject line.

If the DGR and QAE is listed on the “SUBMITTED TO” column, the Contractor shall provide the submittal via email to the DGR and QAE along with submitting it in RMS.

D.5.2. When to submit
The Contractor shall submit deliverables when required in the schedule below. The Contractor shall provide revised deliverables in response to Government comments within 2 business days of receipt of comments.

Table D.5.2.1. Required Deliverables

Description	PWS Reference	When Required	Submitted To
Key personnel resumes	3.4	With Proposal; prior to replacement starting work on the Contract	COR; KO
Key personnel contact roster	3.4	No later than (NLT) 10 calendar days after NTP, within 2 working	COR

Description	PWS Reference	When Required	Submitted To
		days of approved changes	
Monthly progress report	D.3.1	NLT the 10th of each month for the previous month	COR
Weekly CM/PM Weekly Status Digital Report	3.4.2	Before COB each Friday	COR
Periodic progress meeting agenda	D.4.2	24 hours before meeting	All meeting attendees
Level 1 SHO Appointment Memo	3.4.3 and EM-385	NLT 1 calendar day after award	COR
List of employees	3.5.1	NLT 1 calendar day after award and within one (1) business day of changes	COR
Level 2 and/or Level 3 SHO Appointment Memo(s)	3.5.2	Prior to performing work, with Service Order Package if required	COR
Tradesmen licenses, certifications, and proof of required training	3.9	Upon request	COR
Annual training plan	3.12.1	NLT 30 calendar days of award and within 5 calendar days of the start of each option period/changes	COR
Wage rates	3.13	With proposal for initial award and subsequent optional performance periods	KO
PM Schedule	4.4.2.1	Upon request	COR
Monthly PM Schedule	4.4.2.1.1	NLT 10 business days prior to each month for that month's work	COR and all specified Government personnel
PM Reports	4.4.3	Monthly, NLT 5 business days into a month for the previous month.	DGR/COR
SO Packages	Appendix H	Within response priority timelines in Table H.3.1.	PM/COR
Site Visit Abbreviated Accident Prevention Plan	5.3	NLT 7 business days prior to a site visit that occur before an Accident Prevention Plan has been approved.	COR
Accident Prevention Plan (APP)	5.3	Within 7 calendar days of award and within 5 calendar days of any change - Must be accepted by the	COR

Description	PWS Reference	When Required	Submitted To
		Government prior to initiating work	
Activity Hazard Analysis (AHA)	5.3.2	As part of the APP for PM work. A new AHA is required for all CM work with submission of the Service Order Package	Email to COR/ACOR (above $2,500) or SOA ($2,500 and below) and cc baseops-safety@usace.army.mil
Personnel Injuries and Damage to Government Property	5.5	Immediate notification (phone/email), initial report (ENG 3394) within 24 hours, final report (ENG 3394) within 7 days of accident	COR
Work-Related Injuries/Illnesses and Exposure	5.5.1	NLT 7th day of each month	COR and as directed in PWS paragraph 5.5
Hazardous Material Inventory	5.6.3	Prior to bringing a hazardous material onto an installation.	COR
Notification of Environmental Spill	5.6.6	Immediately upon incident	COR
Quality Control Plan (QCP)	6.1.2.	NLT the post-award conference/kickoff meeting	COR
Quality Control (QC) Inspection Schedule	6.1.5.2	10 business days before the 1st of month	COR
Weekly QC Reports	6.1.5.3	By close of business of the first workday of every week for the previous week	COR
Draft Invoice	7.6	Within the first 7 days of each month	COR and as directed in PWS paragraph 7.6
Payment Request	7.6	Monthly	COR and as directed in PWS paragraph 7.6
AT Level I Awareness Training	8.7.1	NLT 30 calendar days after contract award or reporting for duty; NLT 365 calendar days after completing the course	COR NLT 5 days after training
Annual OPSEC Training	8.7.2	NLT 30 calendar days after contract award or withing 5 days of new employee start date Annual refresher training within 10 calendar days of each option period award	COR NLT 5 days after training
Suspicious Activity Reporting Training	8.7.3	Within 30 calendar days of NTP and within 5 calendar	COR

Description	PWS Reference	When Required	Submitted To
		days of new employee start date Annual refresher training within 10 calendar days of each option award	
Cyber Awareness Training	8.7.4	Prior to accessing Government Information Systems/Annually	COR

D.5.3 Submittal Instructions for Monthly Reports and O&M weekly Reports. Submit these digital submittals in the format listed below in addition to the requirements as listed within table D.5.3. Contract numbers will be included as appropriate.

DESCRIPTION	SUBMITTED TO	EMAIL TITLE
Monthly Progress Report	TDL-CEHNC-ISC-BASEOPS-SUBMITTALS@usace.onmicrosoft.com	Monthly Progress_ W912DY26CXXXX
Weekly PM/CM Weekly Status Digital Report	TDL-CEHNC-ISC-BASEOPS-SUBMITTALS@usace.onmicrosoft.com	Weekly CMPM Status_ W912DY26CXXXX
Monthly Exposure Hours	ACP Exposure Reports <ACPExposureReports@usace.army.mil>	Monthly Exposure Hours_Fort Hood Doors

E. Resident Management System (RMS)

E.1. General

The Government will use the Resident Management System (RMS) to assist in its monitoring and administration of this contract. The Government accesses the system using the Government Mode of RMS (RMS GM) and the Contractor accesses the system using the Contractor Mode (RMS CM). The term RMS will be used in the remainder of this section for both RMS GM and RMS CM. The joint Government-Contractor use of RMS facilitates electronic exchange of information and overall management of the contract. The Contractor shall utilize RMS CM through ought the life of this contract. for all administration, payments, submittals, correspondence, RFIs, QC, and reports. The Contractor may be required to use other RMS modules as directed by the Government. The work of this section is not measured for payment. The Contractor is responsible for the work of this section, without any direct compensation other than the payment received for contract items.

E.1.1. RMS Software

RMS is a web-based application. Download, install, and be able to utilize the latest version of RMS within 7 calendar days of receipt of the Notice to Proceed. RMS software, user manuals, access and installation instructions, program updates and training information are available from the RMS website (https://rms.usace.army.mil). The Government and the Contractor will have different access authorities to the same contract database through RMS. The common database is updated automatically each time a user finalizes an entry or change.

E.1.2. Contract Database – Government

The Government will enter the basic contract award data in RMS prior to granting the Contractor access. The Government entries into RMS will generally be related to submittal reviews, correspondence status, and Quality Assurance (QA) comments, as well as other miscellaneous administrative information.

E.1.3. Contract Database – Contractor

Contractor entries into RMS establish, maintain, and update data throughout the duration of the contract. Contractor entries generally include prime and subcontractor information, reports, submittals, RFI's, schedule updates and payment requests. RMS includes the ability to import attachments and export reports in many of the modules, including submittals. The Contractor responsibilities for entries in RMS typically include the following items:

a) **Administration**
   a. **Contractor Information.** Enter all current Contractor administrative data and information into RMS within 7 calendar days of receiving access to the contract in RMS. This includes, but is not limited to, Contractor's name, address, telephone numbers, management staff, and other required items.
   b. **Subcontractor Information.** Enter all missing subcontractor administrative data and information into RMS CM within 7 calendar days of receiving access to the contract in RMS or within 7 calendar days of the signing of the subcontractor agreement for agreements signed at a later date. This includes name, trade, address, phone numbers, and other required information for all subcontractors. A subcontractor is listed separately for each trade to be performed.
   c. **Correspondence.** Identify all Contractor correspondence to the Government with a serial number. Prefix correspondence initiated by the Contractor's site office with "S". Prefix letters initiated by the Contractor's home (main) office with "H". Letters

are numbered starting from 0001 (e.g., H-0001 or S-0001). The Government's letters to the Contractor will be prefixed with "C" or "RFP".

d. **Equipment.** Enter and maintain a current list of equipment planned for use or being used on the jobsite if applicable, including the most recent and planned equipment inspection dates.
e. **Reports.** Track the status of the project utilizing the reports available in RMS. The value of these reports is reflective of the quality of the data input. These reports include the Progress Payment Request worksheet, QC comments, Submittal Register Status, and QC worksheets.
f. **Request for Information (RFI).** Create and track requests for information (RFI) in the RMS Administration Module for Government review and response.

b) **Finances**

a. **Pay Activity Data.** Develop and enter a list of pay activities in conjunction with the project schedule. The sum of pay activities equals the total contract amount, including modifications. Each pay activity must be assigned to a Contract Line Item Number (CLIN). The sum of the activities assigned to a CLIN equals the amount of each CLIN.
b. **Payment Requests.** Prepare all progress payment requests using RMS. Update the work completed under the contract at least monthly, measured as percent or as specific quantities. After the update, generate a payment request and prompt payment certification using RMS. Submit the digitally signed by the Contractor and QAE prompt payment certification and payment request, as well as all the supporting data for the invoice in RMS.

c) **Quality Control (QC).** Enter and track implementation of the QC System, QC testing, and warranties in RMS. Prepare daily and weekly reports, identify and track deficiencies, document progress of work, and support other Contractor QC requirements in RMS. Maintain all data daily. Ensure that RMS reflects all quality control methods, tests, and actions contained within the Contractor Quality Control (CQC) Plan and Government review comments of same within 7 calendar days of Government acceptance of the CQC Plan.

a. **Quality Control Reports.** The Contractor shall perform QC Inspections daily, if work occurs, and prepare a Daily QC Report to consolidate into a Weekly QC Report. The Contractor shall upload a Weekly QC Report into RMS IAW Appendix D. Daily reports are considered supplemental information. The Contractor's Weekly QC Report in RMS is the official report. The Contractor can use other supplemental formats to record QC data; information from any supplemental format is to be consolidated and entered into the RMS Weekly QC Report. Any supplemental information may be entered into RMS as an attachment to the report. Weekly QC Reports must be finalized and signed in RMS within 24 hours after the date covered by the report. Provide the Government a printed signed copy of the Weekly QC Report, unless waived by the Contracting Officer.
b. **Deficiency Tracking.** Use the QC Daily Report Module to enter and track deficiencies. Deficiencies identified and entered into RMS by the Contractor, or the Government will be sequentially numbered with a QC or QA prefix for tracking purposes. Enter each deficiency into RMS the same day that the deficiency is identified. Monitor, track, and resolve all QC and QA entered deficiencies. A deficiency is not considered to be corrected until the Government indicates concurrence in RMS.
c. **Quality Control Meetings.** Maintain scheduled and actual dates and times of QC meetings in RMS. Worksheets for the QC meetings are generated within.

d. **Labor and Equipment Hours.** Enter labor and equipment exposure hours daily. Roll up the labor and equipment exposure data into a monthly exposure report and submit as required in PWS 5.6.1.

e. **Accident/Safety Reporting.** Both the Contractor and the Government enter safety related comments in RMS as a deficiency. The Contractor must monitor, track, and show resolution for safety issues in the QC Daily Report area of RMS. In addition, follow all reporting requirements for accidents and incidents as required in EM 385-1-1 and as required by any other applicable Federal, State or local agencies.

f. **Definable Features of Work.** Enter each feature of work, as defined in the approved CQC Plan, into the RMS QC Module. A feature of work may be associated with a single or multiple pay activities; however, a pay activity is only to be linked to a single feature of work.

d) **Submittal Management.** Enter all current submittal/deliverable register data and information into RMS within 7 calendar days of receiving access to the contract in RMS. Group electronic submittal documents into transmittal packages to send to the Government, except very large electronic files, samples, spare parts, mockups, color boards, or where hard copies are specifically required. Track transmittals and update the submittal register in RMS on a daily basis throughout the duration of the contract. Submit hard copies of all submittals unless waived by the Contracting Officer.

e) **Schedule.** Enter and update the contract project schedule in RMS by either manually entering all schedule data or by importing the Standard Data Exchange Format (SDEF) file.

f) **Closeout.** Closeout documents, processes, and forms are managed and tracked in RMS by both the Contractor and the Government. Ensure that all closeout documents are entered, completed, and documented within RMS.

E.2. Implementation

Use of RMS as prescribed in the preceding paragraphs is mandatory. Ensure that sufficient resources are available to maintain contract data within the RMS system. RMS is an integral part of the Contractor's required management of quality control.

E.3. Notification of Noncompliance

Take corrective action within 7 calendar days after receipt of notice of RMS non-compliance by the Contracting Officer.

F. Applicable Codes, Standards, and Regulations

F.1. General

The contractor shall be knowledgeable of and comply with all applicable Federal, State, and local laws, Army regulations, and requirements, whichever is most stringent. The contractor shall ensure policies and procedures are established that are sufficient to protect the health and safety of employees and the community and minimize/eliminate the risk of environmental pollution. Contractor shall adhere to all applicable publications, manuals, codes, standards, regulations, and local policies and procedures as specified herein. Where no codes, standards, and regulations are specified, the contractor shall determine applicable codes, standards, and develop procedures to apply to the situation. All codes, standards, and regulatory requirements referenced by the contractor shall be based on the latest edition of applicable codes (with specific dates identified) and industry practices at the time of contract award.

F.2. Government's Right to Contractor's Operating Logs and Forms

The Government will have full ownership to use, duplicate, or disclose contractor's operating logs and forms, in whole or part, in any manner, for purposes associated with execution of this contract only. Purpose of this statement is to minimize disruptions in service and preserve historical data in the event the contractor is changed.

F.3. Applicable Publications

Publications applicable to the performance of work are listed below. Publications are referred to basic designation only. Assume publications to be the most current edition in effect at the time the contract is awarded. Publications referred to in the text shall be considered mandatory for the Contractor's performance of work. Comply with all mandatory publications and publications referenced therein or supplemented by the publications. All other publications shall be considered advisory in nature. The publications listed below are all mandatory.

F.3.1. American Society of Heating, Refrigeration, and Air Conditioning Engineers (ASHRAE)

Available for a cost at https://www.techstreet.com/ashrae/pages/home

ASHRAE	Handbook, HVAC Applications
ASHRAE	Guideline 3 Reducing Emission of Fully Halogenated Chlorofluorocarbon (CFC)
ASHRAE 15	Safety Standard for Refrigeration Systems
ASHRAE 34	Designation and Safety Classification of Refrigerants
ASHRAE 180	Standard Practice for Inspection and Maintenance of Commercial Building HVAC Systems

F.3.2. American Society of Mechanical Engineers (ASME), ANSI

A17.1	Safety Codes for Elevators and Escalators
A17.2	Guide for Inspection of Elevators, Escalators, and Moving Walks
A17.3	Safety Codes for Existing Elevators and Escalators
A117.1	Specifications for Making Buildings and Facilities for Handicapped People
A18.1	Safety Standard for Platform Lifts and Stairway Chairlifts
B-23	The National Board Inspection Code for Boilers and Pressure Vessel Inspectors
B30.9	Slings
B30.10	Hooks
B30.11	Monorails and Underhung Cranes

B30.16	Overhead Hoists (Underhung)
B30.17	Overhead and Gantry Cranes (Top Running Bridge, Single Girder, Underhung Hoist)
B31.1	Power Piping
ANSI C2	National Safety Code
CSD – 1	Control and Safety Devices for Automatically Fired Boilers Section VI & Section VII Boiler and Pressure Vessel Code
QEI-1	Standard for the Qualification of Elevator Inspectors
Z1.4	Sampling Procedures and Tables for Inspection by Attributes

F.3.3. Defense Federal Acquisition Regulation Supplement (DFARS) Regulation and Procedures, Guidance, and Information (PGI)
Available without cost at https://www.acq.osd.mil/DPAP/dars/dfarspgi/current/index.html.

201.602-2	Career Development, Contracting Authority, and Responsibilities
222.402-70	Installation Support Contracts

F.3.4. Defense Logistics Agency Disposition
Available without cost at
http://www.dla.mil/DispositionServices/Offers/CustomerSupport/Library/handbooks.aspx.

F.3.5. Federal Acquisition Regulation (FAR)
Available without cost at https://www.acquisition.gov/far/.

37.1	Service Contracts - General
37.102	Policy
37.104	Personal Service Contracts
42.5	Post award Orientation
52.204-9	Personal Identification Verification of Contractor Personnel
52.215-20	Requirements for Certified Cost or Pricing Data and Data Other Than Certified Cost or Pricing Data
52.215-21	Requirements for Certified Cost or Pricing Data and Data Other Than Certified Cost or Pricing Data - Modifications
52.223-9	Estimate of Percentage of Recovered Material Content for EPA-Designated Items

F.3.6. Institute of Electrical and Electronics Engineers (IEEE)
Available for a cost at https://ieeexplore.ieee.org/browse/standards/collection/ieee.

446	Recommended Practice for Emergency and Standby Power Systems for Industrial and Commercial Applications
IEEE-NESC	National Electric Safety Code
NEC	National Electric Code

F.3.7. International Code Council (ICC) Publications
Available for a cost at https://www.iccsafe.org/.

International Building Code (IBC)
International Fire Code (IFC)
International Fuel Gas Code (IFGC)
International Mechanical Code (IMC)

International Plumbing Code (IPC)
Accessible and Usable Buildings and Facilities

F.3.8. Master Painters Institute (MPI) Publications
Available for a cost at http://www.paintinfo.com/mpi/store/maintman.shtml.

Maintenance Repainting Manual

F.3.9. National Electrical Manufacturers Association (NEMA) Publication
Available for free download (e-book) or hardcopy for a cost at https://www.nema.org/standards.

ICS 2-2000	Industrial Control and System Controllers, Contactors and Overload Relays Rated 600 Volts

F.3.10. National Fire Protection Association (NFPA) Standards
Available for a cost at http://catalog.nfpa.org/List-of-Codes-Standards-C3322.aspx?&order_src=C034&gclid=CJ3TvqSgmskCFYGXgQodkxkGfQ.

10	Standard for Portable Fire Extinguishers
11	Standard for Low-, Medium-, and High-Expansion Foam Extinguishing Systems
12	Standard on Carbon Dioxide Extinguishing Systems
12A	Standard on Halon 1301 Fire Extinguishing Systems
13	Standard for the Installation of Sprinkler Systems
13D	Standard for the Installation of Sprinkler Systems in One- and Two-Family Dwellings and Manufactured Homes
13R	Standard for the Installation of Sprinkler Systems in Residential Occupancies up to and Including Four Stories in Height
14	Standard for the Installation of Standpipes and Hose Systems
15	Standard for Water Spray Fixed Systems for Fire Protection
16	Standard for the Installation of Foam-Water Sprinkler and Foam-Water Spray Systems
17	Standard for Dry Chemical Extinguishing Systems
17A	Standard for Wet Chemical Extinguishing Systems
20	Standard for the Installation of Stationary Pumps for Fire Protection
22	Standard for Water Tanks for Private Fire Protection
25	Standard for the Inspection, Testing and Maintenance of Water-Based Fire Protection Systems
54	National Fuel Gas Code
55	Compressed Gasses and Cryogenic Fluids Code
70	National Electrical Code
70B	Recommended Practice for Electrical Equipment Maintenance
70E	Standard for Electrical Safety in the Workplace
72	National Fire Alarm and Signaling Code
80	Standard for Fire Doors and Other Opening Protectives
96	Standard for Ventilation Control and Fire Protection of Commercial Cooking Operations
101	Life Safety Code
110	Standard for Emergency and Standby Power Systems
111	Standard on Stored Electrical Energy Emergency and Standby Power Systems

241	Standard for Safeguarding Construction, Alteration, and Demolition Operations
750	Standard on Water Mist Fire Protection Systems
2001	Standard on Clean Agent Fire Extinguishing Systems

F.3.11. U.S. Army Corps of Engineers Manual (EM) and Engineering Regulation (ER)
Available without cost at https://www.publications.usace.army.mil/USACE-Publications/Engineer-Manuals/.

385-1-1	Engineer Safety Manual
ER 385-1-99	USACE Accident Investigation and Reporting

F.3.12. Unified Facilities Criteria (UFC)

1-200-01	DoD Building Code
1-200-02	High Performance and Sustainable Building Requirements
1-300-02	Unified Facilities Guide Specifications
3-101-01	Architecture
3-110-03	Roofing
3-110-04	Roofing Maintenance and Repair
3-190-06	Protective Coatings and Paints
3-190-07N	Food Service Equipment Operations and Maintenance
3-230-01	Water Storage, Distribution, and Transmission
3-230-02	O&M: Water Supply Systems
3-230-03	Water Treatment
3-240-01	Wastewater Collection
3-240-13FN	Industrial Water Treatment Operation and Maintenance
3-310-01	Structural Engineering
3-310-04	Seismic Design for Buildings
3-401-01	Mechanical Engineering
3-410-01	Heating, Ventilation, and Air Conditioning
3-410-02	Direct Digital Control for HVAC and Other Building Control Systems
3-420-01	Plumbing Systems
3-420-02FA	Compressed Air
3-430-01FA	Heating and Cooling Distribution Systems
3-430-02FA	Central Steam Boiler Plants
3-430-07	Inspection and Certification of Boilers and Unfired Pressure Vessels
3-430-08N	Central Heating Plants
3-430-11	Boiler Plant Instrumentation and Control Systems
3-450-01	Noise and Vibration Control
3-470-01	Utility Monitoring and Control Systems (UMCS) Front End Integration
3-520-01	Interior Electrical Systems
3-530-01	Interior and Exterior Lighting Systems and Controls
3-540-07	Operation and Maintenance: Generators
3-560-01	Electrical Safety, O&M
3-570-02A	Cathodic Protection
3-570-02N	Electrical Engineering Cathodic Protection
3-570-06	O&M: Cathodic Protection Systems
3-575-01	Lightning and Static Electricity Protection systems
3-600-01	Fire Protection System Engineering for Facilities
3-601-02	Operations and Maintenance: Inspection, Testing and Maintenance of Fire Detection Systems

4-010-01	DoD Minimum Antiterrorism Standards for Buildings
4-021-01	Design and Operation and Maintenance: Mass Notification Systems

F.3.13. U.S. Army Directive
Available without cost at https://armypubs.army.mil/ProductMaps/PubForm/Details.aspx?PUB_ID=104095.

2014-05	Policy and Implementation Procedures for Common Access Card Credentialing and Installation Access for Uncleared Contractors

F.3.14. National Roofing Contractors Association (NRCA) Publication
Available for a cost at www.nrca.net/.

Roofing and Waterproofing Manual

F.3.15. Sheet Metal and Air Conditioning Contractors National Association (SMACNA) Publication
Available for a cost at https://www.smacna.org/store.

Architectural Sheet Metal Manual
HVAC Duct Construction Standards – Metal and Flexible
HVAC Commissioning Manual
Thermoset FRP Duct Construction Manual

F.3.16. Underwriters Laboratories (UL) Standards
Available for a cost at https://standardscatalog.ul.com/standards/en/standard_1008_8

1008	Transfer Switch Equipment

F.3.17. U.S. Army Pamphlet (DA PAM)
Available without cost at https://armypubs.army.mil/.

190-51	Risk Analysis for Army Property

F.3.18. U.S. Army Regulations (AR), Technical Bulletins (TB), and Technical Manuals (TM)
Available without cost at https://armypubs.army.mil/ProductMaps/PubForm/AR.aspx and https://armypubs.army.mil.

AR 5-9	Installation Agreements
AR 25-1	Army Information Technology
AR 25-2	Army Cybersecurity
AR 25-22	The Army Privacy Program
AR 25-55	The Department of the Army Freedom of Information Act Program
AR 25-400-2	The Army Records Information Management System (ARIMS)
AR 70-13	Management and Oversight of Service Acquisitions
AR 190-11	Physical Security of Arms, Ammunition, and Explosives
AR 190-13	The Army Physical Security Program
AR 190-45	Law Enforcement Reporting
AR 190-51	Security of Unclassified Army Resources (Sensitive and Nonsensitive)
AR 200-1	Environmental Protection and Enhancement
AR 380-5	Army Information Security Program

AR 385-10	The Army Safety Program
AR 420-1	Army Facilities Management
AR 525-13	Antiterrorism
AR 530-1	Operations Security (OPSEC)
AR 700-138	Army Logistics Readiness and Sustainability
AR 700-139	Army Warranty Program
AR 710-2	Supply Policy Below the National Level
AR 725-50	Requisition, Receipt and Issue System
AR 735-5	Policies and Procedures for Property Accountability
AR 750-1	Army Materiel Maintenance Policy
AR 750-43	Army Test Measurement and Diagnostic Equipment

5-685	Operations, Maintenance, and Repair of Auxiliary Generators
5-610	Preventive Maintenance Facility Engineering, Buildings and Structures
5-650	Central Boiler Plants
5-683	Facility Engineering Electrical Interior Facilities
5-684	Facility Engineering Electrical Exterior Facilities
5-695	Maintenance of Fire Protection Systems
5-803-13	Landscape Design and Planning Criteria
5-811-1	Electrical Power Supply and Distribution
5-811-6	Electric Power Plant Supply
5-813-9	Water Supply: Pumping Stations
TB MED 576	Sanitary Control and Surveillance of Water Supplies at Fixed Installations

F.3.19. U.S. Code of Federal Regulation (CFR)
Available without cost at https://www.ecfr.gov/cgi-bin/ECFR?page=browse.

29 CFR 1910	Labor, Occupational Safety & Health (General Industry)
29 CFR 1910.1001	Labor, Occupational Safety & Health (Asbestos)
29 CFR 1910.120	Labor, Occupational Safety & Health (Hazard Communications)
29 CFR 1910.1200	Labor, Occupational Safety & Health (Hazardous Waste Operations and Emergency Response)
29 CFR 1926	Labor, Occupational Safety & Health (Construction)
32 CFR Subchapter D	National Defense, Personnel, Military & Civilian
40 CFR 112	Oil Pollution Prevention
40 CFR 122	EPA Administered Permit Programs: The National Pollution Discharge Elimination System
40 CFR 14	1National Primary Drinking Water Regulations
40 CFR 162	State Registration of Pesticide Products
40 CFR 165	Pesticide Management and Disposal
40 CFR 261	Identification and Listing of Hazardous Waste
40 CFR 262	Standards Applicable to Generators of Hazardous Waste
40 CFR 264	Standards for Owners and Operators of Hazardous Waste Treatment, Storage, and Disposal Facilities
40 CFR 266	Standards for the Management of Specific Hazardous Wastes and Specific Types of Hazardous Waste Management Facilities
40 CFR 268	Land Disposal Restrictions
40 CFR 273	Standards for Universal Waste Management
40 CFR 279	Standards for the Management of Used Oil
40 CFR 280	Technical Standards and Corrective Action Requirements for Owners and Operators of Underground Storage Tanks (UST)

40 CFR 300	National Oil & Hazardous Substances Pollution Contingency Plan
40 CFR 302	Designation, Reportable Quantities, and Notification
40 CFR 355	Emergency Planning and Notification
40 CFR 370	Hazardous Chemical Reporting: Community Right-to-know
40 CFR 372	Toxic Chemical Release Reporting: Community Right-to-know
40 CFR 403	General Pretreatment Regulations for Existing and New Sources of Pollution
40 CFR 61	National Emission Standards for Hazardous Air Pollutants
40 CFR 761	Polychlorinated Biphenyls (PCBs) Manufacturing, Processing, Distribution in Commerce, and Use Prohibitions
40 CFR 763	Asbestos
40 CFR 82	Protection of Stratospheric Ozone
41 CFR	Public Contracts & Property Management
49 CFR 172	Hazardous Materials Table, Special Provisions, Hazardous Materials Communications, Emergency Response Information, Training Requirements, and Security Plans

F.3.20. U.S. Department of Defense Directives (DODD), Instructions (DoDI), and Manuals (DoDM)

Available without cost at http://www.dtic.mil/whs/directives/.

DoDI 1100.22	Policy and Procedures for Determining Workforce Mix
DoDI 2000.16	Antiterrorism Standards
DoDI 3020.37	Continuation of Essential DoD Contractor Services During A Crisis
DOD 6025.18	Health & Insurance Portability & Accountability Act
DoDD 5500.07	Standards of Conduct
DoDD 8140.01	Cyberspace Workforce Management
DoD 8570.01-M	Information Assurance Workforce Improvement Program
DoD8500.1e	Information Assurance
DoD8500.2	Information Assurance Implementation
DoD8510.01	DIACAP and Requirements

F.3.21. U.S. Environmental Protection Agency (EPA) Documents

Available without cost at https://www.epa.gov/enforcement/resource-conservation-and-recovery-act-rcra-and-federal-facilities and https://www.epa.gov/smm/comprehensive-procurement-guideline-cpg-program.

Section 6002	Solid Waste Disposal Act of the Resource Conservation and Recovery Act of 1976 (RCRA). Environmental Protection Agency's Comprehensive Procurement Guidelines (CPG).

F.3.22. Executive Orders

Available without cost at https://www.wbdg.org/ffc/fed/executive-orders/ or https://www.dol.gov/agencies/whd/government-contracts/sick-leave.

13123	Greening the Government Through Efficient Energy Management
13706	Establishing Paid Sick Leave for Federal Contractors
PL 91-596	Occupational Safety and Health Act
PL 94-580 1976	Resource Conservation and Recovery Act

G. Acronyms and Definitions

G.1. Introduction

The Contractor should be aware of the following acronyms and definitions.

G.2. Acronyms

AAAHC	Accreditation Association for Ambulatory Health Care
ADPE	Automatic Data Processing Equipment
AHA	Activity Hazard Analysis
AHU	Air Handling Unit
AMSDL	Acquisition Management System Data List
ANSI	American National Standards Institute
AOD	Administrative Officer of the Day
APP	Accident Prevention Plan
AR	Army Regulation
BAS	Building Automation System
CA/CRL	Custodian Authorization/Custody Receipt Listing
CAC	Common Access Card
CDC	Center for Disease Control
CDR	Contract Discrepancy Report
CDRL	Contract Data Requirements List
CFR	Code of Federal Regulations
CLIN	Contract Line-Item Number
CMM	Contractor Maintenance Manager
CMMS	Computerized Maintenance Management System
COR	Contracting Officer's Representative
CRDAMC	Carl R. Darnall Army Medical Center
CUI	Controlled Unclassified Information
DAPAM	Department of the Army Pamphlet
DBA	Davis-Bacon Act
DGR	Designated Government Representative (Government Employee)
DMO	Demand Maintenance Order
DoD	Department of Defense
DoDD	Department of Defense Directive
DoDI	Department of Defense Instruction
DPW	Directorate of Public Works
EAID	Equipment Authorization Inventory Data
ECI	Extension Course Institute
EMCS	Energy Management Control System
ENN	Emergency Notification Network
EPA	Environmental Protection Agency
FAC	Functional Area Chief
FAR	Federal Acquisition Regulation
FB	Facility Board
HVAC	Heating, Venting and Air Conditioning
IAW	In Accordance With
ICO	Infection Control Officer
JER	Joint Ethics Regulation
JFTR	Joint Federal Travel Regulation
KO	Contracting Officer
MACOM	Major Command

MERC	Medical Equipment Repair Center
MIS	Management Information System
MTF	Medical Treatment Facility
NACI	National Agency Check with Inquiries
NFPA	National Fire Protection Association
NIOSH	National Institute for Occupational Safety and Health
NTP	Notice to Proceed
O&M	Operations and Maintenance
OCI	Organizational Conflicts of Interest
OPR	Office of Primary Responsibility
OSHA	Occupational, Safety and Health Administration
OWO	Operations Work Order
PE	Professional Engineer
PHRH	Primary Hand Receipt Holder
PII	Personally Identifiable Information
PL	Public Law
PM	Preventative Maintenance
PM	Project Manager
PRS	Performance Requirements Summary
QA	Quality Assurance
QAE	Quality Assurance Evaluator
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCI	Quality Control Inspector
QCM	Quality Control Manager
QCP	Quality Control Plan
RMS	Resident Management System
ROS	Report of Survey
RPIE	Real Property Installed Equipment
RS	Required Service
RWP	Recurring Work Program
SCA	Service Contract Act
SDS	Safety Data Sheet
SHO	Safety and Health Officer
SOA	Service Order Administrator
SO	Service Order
TDY	Temporary Duty
TE	Technical Exhibit
UFC	Unified Facilities Criteria
UL	Underwriters Laboratory
USACE	U.S. Army Corps of Engineers
VCO	Vehicle Control Officer

G.3. Definitions

a) **Breakdown.** The occurrence when an equipment item or system becomes inoperative.

b) **Building Exterior.** That portion of the building structure which is on the outside and exposed to weather. Includes courtyards.

c) **Competent Person.** A person who has the professional experience and training necessary to identify existing and predictable hazards at a work or service environment, and who has the authority to take prompt and corrective action to eliminate or remove dangers from the environment.

d) **Completion Time.** Time allowed for satisfactory completion of a job.
e) **Completion Date.** The date all required documentation and deliverables are provided.
f) **Contract Administrator.** The Contract Administration Officer (CAO) serves as a focal point for inquiries from the Contractor and keeps the KO informed concerning all pertinent matters related to administration of the contract.
g) **Contract Deficiency.** The failure of the contractor to perform in accordance with contract requirements and specifications. A contract deficiency may result from failure of the contractor to provide, or provide on time, the required contract service or it may result when the required service does not meet specific contract standards.
h) **Contract Discrepancy Report (CDR).** A report generated by the Government when the contractor's performance is found to be unsatisfactory.
i) **Contract Maintenance Manager (CMM).** A contractor employee responsible for the accomplishment of the work performed by the contractor.
j) **Contracting Officer (KO).** The KO is the only person authorized to approve changes to any term, condition, or requirements of this contract, notwithstanding any provision contained elsewhere in this contract. In the event the contractor effects a change at the direction of a person other than the KO, the change shall be considered to have been made without KO authority.
k) **Contracting Officer's Representative (COR).** An individual appointed by the KO and responsible for the inspection, evaluation, and acceptance of the material and services provided in accordance with the terms and conditions of the contract.
l) **Corrective Maintenance (CM).** May be performed as a result of the discovery of facility defects or the initiation of Service Orders and are classified as either routine, emergency, or urgent. Routine, urgent, or emergency type repairs and maintenance work required to keep the reserve center and equipment in such a condition that it may be utilized at its original design capacity and efficiency. Also known as unscheduled maintenance or repair, and includes troubleshooting, parts adjustment and/or replacement, installation or replacement of supplies necessary for functionality (lubricants, lamps, etc.), replacement as necessary of complete components, and controls settings and (re)programming (software corrections/restoration & updates), as needed so as to restore equipment/systems to their proper, effective and acceptable levels of intended functionality.
m) **Critical Equipment.** Equipment that is related directly to and essential to the safety of building occupants.
n) **Defective Service.** A service output that does not meet the standard of performance specified in the contract for that service.
o) **Directorate of Public Works (DPW)**. The installation organization responsible for the operation and maintenance of facilities. Responsible for real property and approval of major and minor construction projects.
p) **Documents, Advisory (A).** Those publications, regulations, laws, codes, directives, and instructions in force at the time of solicitation issuance to which the Contractor may follow unless directed otherwise by the KO.
q) **Documents, Mandatory (M).** Those publications, regulations, laws, codes, directives, and instructions in force at the time of solicitation issuance to which the Contractor will follow and adhere to at all times unless directed otherwise by the KO.
r) **Due Date.** The date when all physical work tasks are complete.
s) **Emergency.** Any work required to correct a condition which poses an immediate danger to life, health, safety, or an emergency condition that is detrimental to the mission, posing an imminent safety hazard or reduced operational effectiveness and completed within twenty-four hours of notification. It includes, but is not limited to, the failure of any utility, fire protection, environmental controls, security alarm system, and stopped up sewer.

t) **Emergency Response.** A response to assure safety of staff welfare, or stability of the buildings, or as a result of any disasters.
u) **End Item.** The individual component part listed in the system manufacturers' parts listing. End item, component part and/or individual item are all used interchangeably.
v) **Facilities Defects.** Defects in the facility found by the contractor or the staff that require repair. Facilities defects include but are not limited to, leaking faucets, cracked or loose floor covering/ceiling grid and tiles, improperly operating toilets and broken curtain tracks.
w) **Facility Manager.** A Government employee who is chief of the Facility Management function. Also serves as liaison with the installation and outside support agencies such as the DPW, the fire department, the installation communications, safety, security activities, and the regional health facilities office.
x) **General Refuse.** Waste generated from daily operations within the reserve center that is not hazardous, pathological or contaminated. General refuse may be disposed of, without special treatment, in a sanitary landfill.
y) **Hazardous Material (HAZMAT).** All hazardous substances, as listed in 40 CFR 302 Table 302.4, such as petroleum, natural gas, synthetic gas, acutely toxic chemicals, and other toxic chemicals including hazardous waste.
z) **Hazardous Waste (HW).** Any used hazardous substances that exhibits the characteristics of ignitability, corrosivity, reactivity, toxicity, or is listed in 40 CFR Part 261, subpart D.
aa) **Interim Life Safety Measures (ILSM).** These measures are applicable when the life safety provided to patients is diminished because of significant Life Safety Code® deficiencies or hazards of construction operations. Each organization must have a policy for ILSM that includes written criteria to evaluate deficiencies and construction hazards for determining when and to what extent one or more measures are applicable. The criteria used to determine which of the measures would be most appropriate for a particular project, phase of construction, or deficiency may include, but is not limited to, construction activities or deficiencies that alter or compromise the integrity of the building's "defend-in-place" compartmentation features (i.e., fire barriers, smoke barriers, floor slabs, corridor walls, etc.); impair the building's fire alarm, fire detection, or fire suppression systems; involve temporary sources of ignition (i.e., cutting/welding/plumbers' torch operations); or involve the presence of large quantities of combustibles or debris.
bb) **Life Support.** Those categories of equipment or systems where failure could have a direct impact on the life of a building occupant. These items and systems may be categorized as life support items by their nature wherever located within a facility, or their particular use or location within a facility may dictate the life support requirement.
cc) **Lot**. The total number of potential service outputs in a surveillance period.
dd) **Maintenance.** The work required to preserve and maintain a facility in such condition that it may be effectively used for its designated functional purpose. Maintenance includes work done to prevent damage that would be more costly to restore than to prevent. Maintenance includes work to sustain components, or to investigate and identify the source of problems before they become serious. Examples include but are not limited to, renewing disposable filters, painting, caulking, waterproofing, lubricating, flushing, calibrating, adjusting, re-fastening loose siding and sealing bituminous pavements.
ee) **Materials.** Property that may be consumed or expended during the performance of a contract, component parts of a higher assembly, or items that lose their individual identity through incorporation into an end item. Material does not include equipment, special tooling, special test equipment or real property. For this task order, materials is also defined as parts and supplies necessary for the maintenance and repair of the facilities and equipment.
ff) **National Fire Protection Association (NFPA).** An organization that publishes codes and standards on fire protection and safety that are accepted by local, state and federal

governments, and are considered directive in nature to the PWS.

gg) **Performance Requirement.** The point that divides acceptable and unacceptable performance of a task according to the performance requirement summary and the Inspection of Services clause. It is the number of defectives or maximum percent defective in the lot that is deemed acceptable. Any further defectives will result in appropriate corrective action by the Government.

hh) **Performance Requirements Summary (PRS)**. A listing of the service outputs under the contract that are to be evaluated by the QAE on a regular basis, the surveillance methods to be used for these outputs, and the performance requirement of the listed outputs.

ii) **Preventative Maintenance (PM).** Scheduled inspections and maintenance accomplished to prevent breakdown or deterioration. Also referred to as scheduled maintenance.

jj) **Quality Assurance (QA).** A planned and systematic pattern of all actions necessary to provide confidence that adequate technical requirements are established; products and services conform to established technical requirements; and satisfactory performance is achieved. For purposes of this manual, quality assurance refers to actions by the Government.

kk) **Quality Assurance Evaluator (QAE).** A functionally qualified government employee who performs quality assurance functions for a contracted service.

ll) **Quality Control (QC).** Those actions taken by a contractor to control the production of outputs to ensure that they conform to the contract requirements.

mm) **Random Sampling.** A sampling method where each service output in a lot has an equal chance of being selected for quality assurance surveillance.

nn) **Real Property Installed Equipment (RPIE).** Equipment permanently attached to, installed into and built-in or on government or leased real property.

oo) **Response Time.** Maximum time allowed for the contractor to get to the job site after receiving a service call. Actual response time determined by the level of service call, i.e., emergency, urgent, or routine.

pp) **Routine.** Work that does not qualify as emergency or urgent work, but typically accomplished within 30 business days.

qq) **Sample**. One or more service outputs drawn from a lot for quality assurance surveillance.

rr) **Service Order.** A Service Order is a document instrument for the processing of a request by the Government for Corrective Maintenance (CM) work that entails additional cost relative to the work authorized within the FFP Contract. Documentation shall be submitted to the designated KO providing the required scope of work, the resources (i.e., in-house labor, subcontractor labor, materials, etc.) required to complete the required work, and the associated costs. Refer to TE-4 and Appendix H for further specific guidance on documentation and processing of Service Orders. In addition, Service Orders may be used for equipment purchases in direct support of this contract. “Direct support” of this contract means the equipment item must be necessary to execute a maintenance activity provided under a task order for the customer making the request. Stand-alone purchases of equipment will not be permitted if the purchases are not related to or in support of the maintenance and repair mission.

ss) **Unscheduled Work.** Summary term for all possible work processed through the Service Order process. Work can be the result of various sources, including customer requests, planned improvements, repair requirements found during preventative maintenance procedures or controlled inspections, etc.

tt) **Urgent.** Work that is not an emergency, but typically responded to and completed within 5 duty days, 7 calendar days.

uu) **Work Priority.** Classification assigned to work requests that are used to determine appropriate response and completion times. Work priorities that are assigned are emergency, urgent, and routine.

vv) **Work Requests.** Work items (i.e., repairs) that are received via a Facilities Management work reception function. Work items may be received telephonically, via written correspondence, or via walk-in request. Fielded work items are first classified and prioritized, resulting in a work order being generated within the work order management system. Resulting work orders are then issued for appropriate execution by the designated service provider.

ww) **Work Type.** Classification of unscheduled work. Work Types include customer request, corrective maintenance, rework, alteration, or improvement work.

H. Service Order Process

H.1. Introduction

The Service Order system is the process by which the Government initiates, coordinates, and authorizes Corrective Maintenance (CM) work to be accomplished via a Service Order (SO). A SO is a document for the processing of a request by the Government for minor repair work and services that entail additional cost relative to the work authorized within the FFP Contract, subject to provisions described in the PWS. All Service orders shall be considered firm-fixed price (FFP) agreements between the Contractor and the Government. The contractor shall provide all personnel, equipment, tools, materials, supervision, and all other services necessary to perform the corrective maintenance repair. All Service orders shall be documented in accordance with a Government approved Service order form provided as TE-4.

CM repair work will be performed in accordance with contract general requirements and SO SOW specific requirements. The Government will prepare a SO SOW for each repair project. A CM SO Request for Proposal (RFP) will be issued to the Contractor. The contractor will provide a SO Package with required support documents in response to the SO RFP IAW this appendix.

The DGR initiates an electronic CM request or Service Order directed to the CMM that indicates a facility deficiency requiring CM service. The DGR may issue a verbal request for emergency repairs. If required, the Contractor and Government will conduct a joint site visit to review the CM SO SOW and refine the CM SO SOW for creation of a FINAL CM SO SOW upon which the Contractor will base the SO proposal package. The Contractor shall perform an initial evaluation of the related conditions and determine the extent of parts, labor, and other resources needed to resolve the issue. The Contractor shall prepare a SO package and submit to the Government IAW this appendix. The Contractor shall submit schedules for work with each Service Order Package.

H.2. Service Order Types

Service Order types are Routine, Urgent, Long Lead, Not to Exceed (NTE), and Emergency. Service Order priorities assigned by the DGR upon initiation. The Contractor does not determine or assign Service Order priority.

H.2.1. Routine Service Orders

Routine SOs shall be submitted for non-emergency or urgent corrective maintenance repairs as identified and validated by the DGR. The work request may originate from a variety of sources, including, but not limited to, tenant reports or notification from the Contractor or deficiencies found during PM services. The work request may be verbal, by email, in writing, or by phone. The Contractor proposes ALL costs for a CM action before work is started by submitting a SO package. The SO is given Notice to Proceed (NTP) by the KO, the Contractor completes work, and the Contractor invoices for the amount approved on the NTP. The only allowable deviations from the approved price are for unforeseen site conditions. If unforeseen site conditions are found, the Contractor shall immediately stop work and contact the Service Order KO or HNC COR.

H.2.2. Urgent Service Orders

An Urgent SO is any routine service order for work that is not an emergency, but poses an ongoing, high risk for impact to mission readiness, health, safety, or critical property and has to be started sooner. The Contractor shall identify Urgent Service orders with an “U” at the end of the SO number and the email subject line. Urgent Service Orders follow the workflow for Routine Service orders but have shorter package preparation and submittal periods.

H.2.3. Long Lead Service Orders

A Long Lead (LL) SO is any routine or urgent service order repair that cannot be completed within required performance timelines due to long lead time for material procurement. The Contractor shall identify LL SOs with an "LL" at the end of the SO number. In the Service Order Form scope section, the Contractor shall input the estimated time of arrival of the long lead item and provide an estimated completion date for the service order. All other review, approval, and execution parameters are the same as a routine service order.

H.2.4. Not to Exceed

Not to Exceed (NTE) Service Orders are used when the exact cost of the work/repair is unknown. Examples of NTE Service Orders are:

a) **Troubleshooting:** Troubleshooting refers to when the scope of the repair is unknown, and costs would be incurred to identify the scope of work. Troubleshooting Service Orders shall be reserved for complex or undefined repair needs.
b) **Unknown Quantities:** Examples of unknown quantities include refrigerant leak with an unknown quantity of refrigerant remaining in the unit, unknown amount of waste in Oil Water Separator to pump out, or the duration of a need is not known (e.g., rental HVAC unit).
c) **Emergency Response Required:** See H.2.5 below.
d) **Contractor Already Onsite:** If a repair is requested by the QAE while the Contractor is on site, the Contractor may submit an NTE for the repair.

The KO will issue a NTE amount with the NTE award. The Contractor shall not exceed this amount without express authorization from the KO. If the repair cannot be performed within the NTE limit, the Contractor shall immediately notify the KO. The KO will determine if a Routine follow on Service Order shall be submitted or if an NTE increase shall be approved. **Failing to request an increase to the NTE amount may result in the KO determining the Contractor is due the NTE amount, and the Contractor will not be reimbursed for any amount exceeding the NTE limit.**

For a non-emergency request that requires an NTE SO, the Contractor shall complete the above requirements, but IAW the timelines in Table H.3.1 below. The Contractor shall send the non-emergency NTE proposal to the COR.

NTE proposals shall include a description of work to be performed/ emergency to be arrested/ mitigated, a summary of expected costs to be incurred if known (not an exact number), a requested NTE value, an estimated duration of work, and any high or unusual hazards present to safety.

Following the work, the Contractor shall submit a final SO Package with the same service order number as the NTE with actual costs incurred in accordance with the timelines in Table H.3.1 below. For non-emergency NTE Service Orders, the same rules of competition and required breakdowns apply to the final SO package as with Routine SOs.

H.2.5. Emergency Service Orders

An emergency SO is a NTE Service Order (see below) with shortened response timelines that includes:

a) Work that is mission critical.
b) Work that is needed to avoid serious impact to life, health, or safety.
c) Work that is required to avoid or mitigate a negative environmental impact.

For an emergency SO, upon receiving an emergency request, the Contractor shall gather as much information as possible regarding the request and the physical conditions and submit a Not to Exceed proposal to perform the emergency repair, including all required safety documentation and other applicable supporting documents. This proposal package shall be sent via email to the KO, HNC COR and Safety Office. For work outside normal duty hours, the Contractor shall contact the KO and obtain a verbal NTE by calling the designated 24/7 phone number. Contractor shall be onsite IAW the timelines in Table H.3.1. For an emergency SO, the Contractor shall work continuously until the emergency is mitigated/arrested. In the event an immediate permanent repair is not feasible, and a temporary fix is in place, the Emergency Service order will be closed, and new follow-on Routine SO will be submitted for the permanent repair. Following completion of the Emergency work, the Contractor shall submit a Final Service Order Package with actual costs to the COR IAW the timelines in Table H.3.1. Completion and invoicing follow the same process as a Routine SO.

H.3. Response and Completion Timelines

The Contractor is responsible to monitor continuously and be reachable 24/7/365 to respond to CM requests. Requests may include emergency requests outside normal duty hours, and emergency, urgent, or routine requests during the normal duty hours of the facility. Service Orders follow the processes and guidelines outlined in this Appendix. The Contractor shall complete Service Orders in accordance with (IAW) the timelines in Table H.3-1 below. Definitions that apply to the table are located beneath the table.

Table H.3-1 CM WORK REQUEST/SERVICE ORDER RESPONSE TIME REQUIREMENTS

TIME PERIOD	PRIORITY	STEP COMPLETION REQUIREMENT				
		RESPOND / (ANSWER)	PROVIDE COST ESTIMATE	NTP/BEGIN TO MITIGATE	AFTER NTP SUBMIT SO	COMPLETE AFTER NTP
DURING NORMAL DUTY HRS.	Emergency	≤ 15 mins; on site ≤ 2 hours	≤ 1 hour R.O.M. to be provided	≤ 4 hours	≤ 8 hours or by noon next business day	≤ 8 hours for work, ≤ 5 calendar days for QC and documentation
	Urgent	≤ 1 Business hour	≤ 3 Business Days	N/A	≤ 3 calendar days	≤ 9 calendar days for work, ≤ 14 calendar days for QC and documentation
	Routine	By next Business Day	≤ 10 Business Days	N/A	≤ 5 calendar days	≤ 26 calendar days for work, ≤ 31 calendar days for QC and documentation
	* * * * * * * * * * * * *					
OUTSIDE NORMAL DUTY HRS.	Emergency (OUTSIDE DUTY HRS)	≤ 15 mins; on site ≤ 2 hours	≤ 1 hour R.O.M. to be provided	≤ 4 hours	≤ 8 hours or by noon next business day	≤ 8 hours for work, ≤ 5 calendar days for QC and documentation

Definitions:

a) Respond/Answer: Pick up phone/answer email/verbally respond to acknowledge repair. At this point, the Contractor initiates or starts action to prepare SO Package/NTE Proposal.
b) Begin to Mitigate: Only applicable for Emergency Service Orders. Begin to Mitigate means workers are onsite and have begun work and will work continuously until emergency is

arrested/mitigated and any critical repairs are met. The KO will determine if all repairs can be made as part of the emergency, or if a separate Routine/Urgent SO will be submitted.

c) Complete after NTP: Barring unforeseen site conditions or an NTE extension needed (if applicable for NTE SOs only), the Contractor must fully complete the repair by the deadline.
d) Submit Follow-on SO Package/ Documentation: For NTE SOs, submit full final SO package. For Routine, Urgent or Long Lead SOs, receive QAE signature, complete QC documentation, submit any required documentation to the tenant or municipality (Fire reports, backflow reports).

H.4. Service Order Process Requirements

H.4.1. Service Order Package

The Contractor must convert all SO package documents to pdf files, obtain all required signatures on the SO form and submit the package to the Government. Service Order Package consists of the following documents:

H.4.1.1. Service Order Form

All Service Orders shall utilize the format in the Service Order Form. A blank Service Order Form (SOF) is provided in TE-4. The excel version of the SO Form will be provided after contract award. The Contractor shall complete all applicable parts of the Service Order Form. Failure to complete all applicable parts of the form may result in rejection of the Service Order package for resubmission.

The government reserves the right to revise the service order form anytime during the execution of this contract without a modification.

H.4.1.2. Activity Hazard Analysis (AHA)

The Contractor shall submit a completed AHA for approval with each Service Order package and NTE proposal. For emergency NTE work, if the AHA was not approved prior the work, the Contractor shall submit a completed AHA no later than 24-hours following completion of repair to the COR.

H.4.1.3. Sole Source Justification

The Sole Source Justification (SSJ) form (included in TE-4) is required only for Service Orders where one vendor was solicited (if work was subcontracted or materials were purchased from one vendor over $2,500.00). For non-emergency work, the Contractor shall submit a detailed further justification on the form. For emergency work, the Contractor shall submit the SSJ form and also attach the NTE from the KO to the SO package. The Contractor's Contract Maintenance Manager shall sign the SSJ form prior to submission.

H.4.1.4. Price Reasonableness Determination

The Statement of Competition and Price Reasonableness Determination (PRD) form (included in TE-4) is required for all Service Orders where subcontractor(s) or vendor(s) were solicited for work or materials. The following rules apply for the PRD form:

a) If multiple bids are solicited and received, the Contractor shall use the PRD form to document the bids received. If a "best value" bid is requested (Section 1 of PRD form), the Contractor shall provide a written justification explaining why the low bid is not recommended and how the requested bid offers the best value to the Government.

b) If multiple bids are solicited but only one bid is received (either due to no response within contractual period to submit a SO package, declining to bid), the Contractor shall use the PRD form to document the one bid received and the subcontractor(s) who did not bid. The Contractor shall provide a written justification explaining what measures were taken to obtain competition and why competition was not available. The SSJ form is not required for this scenario. The Contractor shall provide an email from the subcontractor stating the declination to bid if available.
c) In the event only a single vendor/source can perform the subcontractor or material work (above the micro-purchase limit), the Contractor shall complete a SSJ form and the PRD form, checking the "Sole Source" category.

If a single vendor/source is used, the Contractor shall demonstrate to the KO that the pricing of all cost aspects of the Service Order (labor, material, equipment, etc.) is considered fair and reasonable (F&R). The KO verifies the Contractor has used means to determine price reasonableness, such as those shown in FAR 13.106-3. The Contractor shall summarize this in Section 2 of the PRD form and provide backup data as required. Examples of methods of determining a F&R price include:

a) Market research (The Contractor must provide documentation to the Government).
b) Current price lists, catalogs, or advertisements.
c) Any comparison with similar items in industry.
d) Any other reasonable basis in accordance with FAR 13.106-3.

Failure of the contractor to demonstrate a fair and reasonable cost IAW the above requirements may result in the rejection of the SO package for resubmission.

H.4.1.5. Subcontractor Quotes

For all subcontracted work the Contractor shall provide all subcontractor quote(s) with adequate detail to determine the cost of labor (broken out into classification/trade, labor rates, and labor hours), materials included (broken out into item name, description, part number, quantity, unit price, and total price) (This includes all consumables such as refrigerant, oil, paint, etc.), equipment costs (broken out into equipment rented, time for rent, cost for rent, quote (if applicable)), travel costs, and any other cost items included in the quote.

The following rules apply for subcontracted work:

a) Only one bid is required for work under the micro-purchase limit ($2,500.00 excluding Prime Contractor markups). A minimum of two bids is required if the cost is above the micro-purchase limit. Subcontractor quotes shall be address to the Prime Contractor and shall be valid for a minimum of 45 calendar days.

H.4.1.6. Schedules

With each Service Order package, the Contractor shall submit a project schedule with all milestones and all features and stages of work.

H.4.2. Service Order Numbering

The Contractor shall number service orders using the following nomenclature: three letter designation for the region (FSG)-CLIN-sequence number. For example, for the first service order in the base year with CLIN X003 for CM work the service order number would be FSG-0003-001. The fifteenth service order of the first option year would be FSG-1003-015. The Contractor shall

include an “E” after the sequence number for emergency SO, e.g., FSG-0003-001E. The Contractor shall use this nomenclature on the SOF on the left side of Part I in the block titled “Service Order NO:”. The Contractor shall also enter the CMMS service order number (if applicable) on the SOF on the right side of Part I in the block titled “CMMS SO REQUEST NO:”. The CMMS SO number is not applicable for this contract; the Contractor shall leave this blank.

Any revisions shall be tracked in the Service Order Number (e.g., FSG-0003-001 Rev1)

The government reserves the right to adjust the service order numbering format at any time during the execution of this contract without a modification.

H.4.3. Rejection of Service Order Package
If a Service Order Package is rejected by the Government due to failure of the Contractor to submit IAW this appendix and the PWS, the Contractor shall resubmit a corrected SO package to the COR within 2 business days and corrective action may be taken by the Government as outlined in Appendix C.

H.5. Allowable Costs
The Contractor will be reimbursed for costs of labor, parts, materials, supplies, and subcontracts, as well as mark-up fees approved at contract award under the CM CLIN (Contract Line-Item Number).

H.5.1. Assessment and Cost Estimation
An element of the Contractor's FFP services is to complete an initial assessment of all work requests including cost estimation. For any requested Corrective Maintenance work, the Contractor shall prepare a corresponding Service Order when requested by the Government. Various optional Service Order activities, such as Government-directed procurement of spare maintenance products deliverable to the Government (e.g., light bulbs), shall include all allowable labor (excluding Contractor’s direct labor during normal duty hours covered by the FFP), materials, subcontract costs, and related fees, but not package preparation costs which are included in the FFP. Labor hours expended on Service Order work are applicable to the overall contract labor-hour type totals determination, in achievement of direct labor utilization requirements.

H.5.2. Material
Allowable material costs include materials directly attributable to the respective Service Order. The Contractor shall obtain a minimum of two vendor quotes for materials purchased over the micro-purchase threshold that are included in a Contractor self-performed package or provided by a subcontractor, with exceptions made for sole source justifications.

H.5.3. Labor
For work that is self-performed by the Contractor, the Contractor shall show all labor categories being used, the number of man-hours associated with each labor category and what labor rate is being used. Note that the labor rate shall match the labor rate approved for that performance period. The Contractor shall not charge the Government for any labor for unscheduled maintenance tasks where the proposed personnel are included in the FFP portion of the contract and if the work is accomplished by those personnel during their normally scheduled 40-hour work week. The KO must approve overtime prior to the Contractor’s personnel working overtime. The contractor shall refer to paragraph H.4.1.5 for subcontracted labor.

H.5.4. Equipment
Allowable equipment costs include equipment directly attributable to each individual Service Order. Durable tools and equipment (PPE, hammers, drills, air compressors, crimping tools, PPE, gloves, etc.) are not allowable costs on Service Orders.

H.5.5. Markups
The Prime Contractor is only allowed markups on the final Service Order value. Prime Contractor markups on material, labor (excluding markups to reach the fully loaded rate), equipment, and all other costs are not allowed. Allowable markup percentages are approved at contract award.

Allowable markups are the Prime Contractor SO Fee, Prime Contractor Emergency Fee, and Subcontractor Fee/Markup. Below is an explanation of how these markups are applied. Only one markup will be applied for each Service Order. If multiple markups apply (e.g., Prime Contractor self performs work but obtains a subcontractor quote for materials), the higher of the two applicable markups shall be applied.

a) **Prime Contractor SO Fee:** This markup is applicable for Routine and Urgent Service Orders where the Prime Contractor self performs work.
b) **Prime Contractor Emergency Fee:** This markup is applicable for Emergency work that the Prime Contractor self performs.
c) **Subcontractor Fee/Markup:** This markup is applicable for any Service Order work that is subcontracted.

H.5.6. Travel
If travel is being charged, the Contractor shall include a justification for travel in the SO Form "SERVICE ORDER SOW" section explaining why a local Contractor employee or subcontractor is not available to do the work. The Contractor and any subcontractors shall include travel costs as allowed by FAR 31.205-46 Travel Costs and the Federal Travel Regulation. When requesting mileage, the Contractor shall include a printout of the route from an online mapping program with the mileage clearly shown. If the Contractor requires lodging and is not able to procure a hotel at or below the GSA lodging rate (not including taxes), the Contractor shall include three proposed rates with statements from the hotels they will not honor the Federal Government rate for Government contractors. The Government will reimburse for the lowest hotel rate regardless of which hotel the contractor stays at. The maximum allowable hotel rates and Meals and Incidental Expenses (M&IE) rates are available at the following website: https://www.travel.dod.mil/Travel-Transportation-Rates/Per-Diem/Per-Diem-Rate-Lookup/. The Contractor shall only request M&IE if an overnight stay is required. The Contractor shall enter travel costs in the Travel portion of Section II of the SOF for Contractor employees only. Subcontractor travel cost is included in the Subcontracts portion of Section II.

H.6. Cancellation of Work Requests
Only the KO may cancel requests already approved (NTP or NTE issued) after confirmation from the DGR that the repair is no longer needed. For CM requests not yet approved by the KO, only the original requester or the requestor's higher chain of command may cancel work requests.

H.7. Invoicing
The Contractor must include in their invoices all completed service order packages. These packages should include the SO form signed by the QAE to confirm the completed work. Additionally, they should include the signed AHA, as detailed in the PWS paragraph 5.4.2, as well as the invoices for materials, invoices from subcontractors and any necessary documents or

deliverables related to the scope of each service order. Examples include (but are not limited to) warranty documents, revised drawings, and operation and maintenance manuals, etc.

H.8. Approval Authorities

The Contractor will be given Service Order approval by the HNC Service Order KO. The Contractor does not have authority to act upon direction by anyone other than the KO acting within their limits. A signed Service Order Form by the KO is the Contractor's authority to proceed.

NOTE: Only the HNC KO has authority to direct the Contractor. If other government officials attempt to direct the Contractor, the Contractor shall not proceed and immediately notify the KO AND COR.