APPENDIX A
Defense Language Institute Foreign Language Center (DLIFLC)

Functional Area: Supply

The contractor shall provide the following service:
TEXTBOOK WAREHOUSE OPERATION.

The contractor shall operate and maintain a general warehouse for receiving, issuing, restocking, conducting inventories, and document preparation for language materials, survival kits, and other language supplies.

The contractor shall operate MHE with properly licensed operators to unload, move and place language materials in respective storage areas. The contractor shall maintain stockage and restock levels. The contractor shall receive instructional material documents required to support DLIFLC's Resident and Non-Resident training programs using the Course Material Program (COMP). The contractor shall coordinate and provide the Production Coordination Office (PCO) re-ordering data when it has reached the re-order point. The contractor shall select, assemble, collate, and package into sets students' initial issues of instructional materials for pick up by the School Departments.

The contractor shall reconcile shipping documents against items received at the time of delivery. Any discrepancies shall be resolved and reported to the PCO. The contractor shall process the request from the PCO, select and assemble items for issue or shipment to CONUS and OCONUS locations using either the Post Office or Small Package carriers, or FEDEX.

The contractor shall provide a SS-01 Supply and Services Report to the Government entity or designated representative that includes, as a minimum, a synopsis of all the previous activity as required for Textbook Warehouse (Resident Documents Received, Resident Sets Compiled, Non-Resident Documents Received, Non-Resident Sets Compiled, Books Issued, Boxes Received, Books Received Survival Kits Issued).
SS-01 Supply and Services Report

Operate and Manage Textbook Warehouse Operations	Quality: Receive instructional material documents required to support DLIFLC's Resident and Non-Resident training programs using the Course Material Program (COMP). The contractor shall coordinate and provide the Production Coordination Office (PCO) re-ordering data when it has reached the re-order point.	Random sampling (shop/activity scheduled periodically) Lot: Review of documentation AQL: 95%
Coordinate Reordering of materials with Production Coordination Office (PCO)	Quality: The contractor shall coordinate and provide the Production Coordination Office (PCO) re-ordering data when it has reached the re-order point.	Random sampling (shop/activity scheduled periodically) Lot: Review of documentation AQL: 95%

Functional Area: Transportation

The contractor shall provide the following services:
Driver Training and Bus Support.

1. The contactor shall conduct driver's training on vehicles with a capacity of 15 passengers or with a gross vehicle weight of 10,000 pounds or more in accordance with AR 600-55. The contractor shall coordinate with the Unit Transportation Coordinator/Customer requesting vehicle training. Contractor shall perform all phases of training to include Initial Operator Training, Equipment Training, and Training Validation. The contractor shall update DA Form 348 and conduct the following physical evaluation measures: Visual acuity, Field of vision, Foot reaction time, Depth perception, and Color perception.

2. Contractor shall conduct bus and driver support to meet DLIFLC missions as approved by the KO, COR and/or designated representative.

3. The contractor shall provide and operate a Post Shuttle Bus Service on a recurring basis that covers selected stop locations.

4. Approved schedules shall be reviewed bi-annually at a minimum to decide if adjustments to vehicle size, routes, or schedules should be made or if conditions do not warrant their continued operation. The times and amount of services shall be scheduled to support troop movements of DLI students attending classes throughout POM. During operating hours, bus arrival times at each stop location shall average 7 minutes or less. Passenger wait times shall not exceed 10 minutes. Buses will stagger stop/arrival times

to avoid unnecessary congestion Drivers must have Commercial Driver's License (CDL) with Passenger Endorsement. Presidio passenger bus support uses full sized buses with passenger capacities of 28-44. The post Bus Service shall operate every regular school day that DLIFLIC is in session. Unless otherwise notified, this will be Monday - Friday, except for Federal and student Holidays. Buses will operate during the times established and in accordance with AR 58-1.

5. The contactor shall conduct driver's training on vehicles with capacity over 12 passengers or with a gross vehicle weight of 10,000 pounds or more in accordance with AR 600-55. Additionally, the contractor will conduct United States Army qualification testing and licensing for permanent change of station personnel when requested. The contractor shall coordinate with the Unit Transportation Coordinator/Customer requesting vehicle training. Contractor shall perform all phases of training to include Initial Operator Training, Equipment Training, and Training Validation. The contractor shall update DA Form 348 and conduct the following physical evaluation measures: Visual acuity, Field of vision, Foot reaction time, Depth perception, and Color perception.

Conduct Drivers Training	Timeliness: Training conducted as needed Follow scheduled times. Quality: Driver training, testing, and licensing program administered IAW DoD 4500.36-R, AR 58-1, AR 710-2, AR 385-10, AR 600-55. Driver Trainer appointment letter on file. Briefing, written test, and road test are accurate and complete. OIP: 21-11 NTV Operators properly tested and licensed.	Random sampling Lot: Driver's Training Sessions AQL: 95%
Operate buses for immersion and remote camp requirements.	a. Timeliness: Meet mission requirements. b. Quality: Vehicles operated safely.	Random sampling Lot: Each mission requirement completed at time of surveillance. AQL: 99%