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NAVAL FACILITIES ENGINEERING COMMAND  
GUIDE PERFORMANCE WORK STATEMENT (GPWS)  
FOR  
MAINTENANCE OF BUILDINGS AND STRUCTURES (OTHER THAN FAMILY HOUSING)  
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USER'S GUIDE  
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I. INTRODUCTION

A. Purpose. This NAVFAC Guide Performance Work Statement (GPWS) provides assistance in preparing facilities support contracts to procure maintenance of buildings and structures (other than family housing) services. Contracts of this type may be a continuing contracting effort or conversion from in-house to contract performance under the Commercial Activities (CA) program. This NAVFAC GPWS may be used in either application. It consists of a User's Guide; guide contract sections B, C, and J in the Uniform Contract Format; and a Quality Assurance (QA) Guide.

1. NAVFAC MO-327, *Facility Support Contract Quality Management Manual* (available at [http://www.efdlant.navy.mil/lantops\\_15/home.htm](http://www.efdlant.navy.mil/lantops_15/home.htm)) provides extensive information on the preparation of NAVFAC facilities support contracts, from guidance on acquisition planning through the entire Performance Work Statement (PWS) and surveillance program development process. This User's Guide is designed to supplement, and be used in conjunction with, NAVFAC MO-327 in developing a PWS for maintenance of buildings and structures (other than family housing). It provides specific guidance on developing and tailoring this GPWS, special items that must be considered if the specification is being written in conjunction with a CA program study, and general guidance on required pre-award actions. Additional guidance on implementing CA program requirements can be found in OPNAVINST 4860.7 (available at <http://neds.nebt.daps.mil>) and the Office of Management and Budget (OMB) Circular A-76 Supplemental Handbook (available at <http://emissary.acq.osd.mil/inst/share.nsf>).

2. Sections B, C, and J provide suggested formats for displaying contract line items; technical specifications which the user may tailor to site specific needs; and attachments which provide supplemental information, historical data, etc.

3. The QA Guide provides the framework for development of a comprehensive contract surveillance program. The user should modify and expand upon the sample QA plans provided as the GPWS is tailored.

4. This guide does not establish NAVFAC procurement policy. Such guidelines may be found in NAVFAC P-68, *Contracting Manual* and other documents available at <http://acq.navy.mil> or guidelines.

B. Function Definition. For purposes of this GPWS, the maintenance function is defined to include all labor, management, supervision, tools, materials, equipment, incidental engineering, and transportation required to perform maintenance/repair of buildings and structures (other than family housing). Included are those recurring maintenance, repair, minor construction, and related services the typical activity would need to accomplish either by contract or with in-house forces, and for which the quantity and scope of work can be clearly defined.

1. Under the CA program, functional code Z992 (buildings and structures other than family housing) is defined by OPNAVINST 4860.7 as including exterior and interior painting and glazing; roofing; interior plumbing; interior

electric; interior heating equipment, including heat sources under 750,000 Btu capacity; installed food service and related equipment; air conditioning and refrigeration with less than a 5-ton capacity; elevators; and other equipment affixed as part of the building and not reported under other functional codes. It also includes fencing, flagpoles, guard and watchtowers, grease racks, unattached loading ramps, training facilities other than buildings, monuments, grand stands and bleachers, elevated garbage racks, and other miscellaneous structures.

2. The following related buildings and structures (other than family housing) services are excluded from this GPWS due to their inclusion in other GPWSs. As previously stated, all GPWSs may be downloaded from Southern Division's home page. Since most GPWSs are written in the same format, the technical requirements contained in Sections C and J of this GPWS may be easily combined with those of other GPWSs to create whatever combination of services the user may require.

- a. Maintenance of Security Alarm Systems
- b. Maintenance of Fire Protection Systems
- c. Maintenance of Heating Systems 750,000 Btu and above
- d. Maintenance of Air Conditioning and Refrigeration Systems, 5-ton capacity and above
- e. Maintenance of Elevators
- f. Elevator Inspection Services
- g. Cleaning of Exhaust Systems
- h. Operation of Telephone/Communication Systems
- i. Custodial Services
- j. Pest Control Services

3. The following services are also excluded from this GPWS for the reasons noted below:

a. Control inspections (see NAVFAC MO-322) of buildings and structures are best accomplished by Government personnel or separate contract.

b. Exterior painting of entire buildings is typically accomplished by separate construction contract, and should not normally be included in a facilities support contract.

c. Major renovations (e.g., extensive exterior siding, roofing, or window replacement) are not within the scope of a maintenance and repair contract. This work can normally be provided more economically by a separate construction contract, particularly if a number of buildings are involved. This does not mean extensive repairs such as replacement of floor tile in several rooms, repair of termite or fire damaged facilities, or other large, one-time

repairs cannot be accomplished. Two suggested methods of handling such repairs are discussed in User's Guide paragraph III.C.3.

d. Maintenance of external electrical, water, gas, fuel oil, and other distribution systems; waste collection systems; and roads and grounds are generally considered to be separate functions. However, NAVFAC GPWSs are available which cover each of these functions if the activity desires to develop a multi-function contract.

4. Abatement of Hazardous Material. NAVFACENGCOM policy is to control the risk of asbestos-containing material (ACM) and lead-based paint (LBP) by managing in place as long as they do not present a risk to building occupants.

a. Work that would require disturbance of LBP is not included in this GPWS. In-place management strategies that reduce exposures to lead and protect building occupants from lead poisoning are normally instituted subsequent to risk assessments. Check with the geographic Engineering Field Division (EFD) to determine the recommended course of action.

b. A common ACM management issue is the removal and disposal of existing asbestos-containing floor coverings, including asbestos-containing mastic. Paragraph C.7.h of this GPWS provides further guidance.

### C. Responsibilities

1. Experience has shown the best method of developing a facilities support contract specification is to involve a number of activity personnel, each having a portion of the knowledge and experience required to put the entire package together. A team of experienced activity personnel should be formed and a team leader appointed one to two years prior to the projected contract start date. At least one member of the team:

a. Must be familiar with and understand the applicable GPWS and QA Guide.

b. Must have a working knowledge of basic contracting procedures.

c. Must have first-hand knowledge of the services, and/or equipment/system operations, repairs, and maintenance to be provided by contract.

d. Must be able to identify specific activity requirements that differ from those stated in the GPWS.

2. The following activity personnel are suggested as members of the specification development team.

a. Team Leader. The team leader has overall responsibility for development of the contract. This includes the establishment and tracking of procurement milestones, ensuring each member of the team understands the specific tasks for which they are responsible and when each task must be completed, and coordinating the efforts of the individual team members so the many pieces of the procurement package fall into place.

b. Specification Writer. The specification writer provides technical knowledge of facilities management and a familiarity with specification formats. This will most likely be an engineer or engineering technician at the activity who has had at least some experience in writing facilities support contracts. The use of a planner and estimator is also appropriate if one is experienced with writing contract specifications. The writer, regardless of who the person is, should have attended the Civil Engineer Corps Officers School (CECOS) course "Facilities Support Contracts for Functional Managers", the Naval Facilities Acquisition Center for Training (NFACT) course "Facilities Support Contracting", or the "Facilities Contracting for Family Housing" course offered by the Family Housing Management Institute (FHMI) Jacksonville. Assistance may be requested from the geographic EFD or Engineering Field Activity (EFA). The EFD may offer courses on PWS development, quality assurance, and other related subjects that may be of benefit to the specification writer.

c. Functional Manager. The Functional Manager is the technical representative of the team who is most familiar with the function to be contracted. Early in the tailoring process, the Facilities Management Engineering Director or other buildings and structures (other than family housing) functional expert must determine the total scope of the services required, develop detailed inventories of the facilities and equipment to be maintained, collect historical information on work quantities, and identify the specific needs of the activity which may differ from this GPWS.

d. Facilities Support Contract Manager. If there is an existing contract for buildings and structures (other than family housing) maintenance, the Facilities Support Contract Manager (FSCM) or Quality Assurance Evaluator (QAE) should be able to provide lessons learned and other information pertinent to the new specification. The FSCM/QAE will also be responsible for preparing required QA Plans (see the QA Guide) and ensuring services are specified in such a way as to be inspectable.

e. Contract Specialist. The Contract Specialist provides contractual guidance in the preparation of the specification and the overall solicitation. This person will work with the writer in the development of sections B, C, and J, and will assemble the majority of the clauses in Sections E through I and K through M. The contract specialist will also ensure labor laws are properly applied, competition requirements are met, fiscal policies are adhered to, the solicitation is properly advertised, etc.

f. CA Program Manager. If the specification is being prepared under the CA program, the CA Program Manager provides overall guidance, and ensures the specification is developed in conjunction with required Most Efficient Organization (MEO) and management studies.

3. The tailored specification should be reviewed by customer and functional manager representatives, the Engineering Division Director, and the Facilities Management Engineering Director. Consult appropriate EFD instructions to determine if EFD review/approval is required prior to solicitation.

II. GPWS DEVELOPMENT AND USER CONSIDERATIONS. This section of the User's Guide discusses certain assumptions made and special items considered during the development of this GPWS, and provides general information the user should be aware of during the tailoring process.

A. Development of the GPWS. In developing this GPWS, a functional analysis as described in NAVFAC MO-327 was performed to identify each of the major subfunctions for maintenance of buildings and structures (other than family housing). Each of these subfunctions was carefully reviewed to determine which could realistically be contracted. Once a final list was developed, each subfunction was further subdivided to develop basic work requirements and standards of performance. Once all of the basic work requirements were identified for each subfunction, a Performance Requirements Summary (PRS) Table was developed and the requirements were expressed in narrative form.

B. GPWS User Considerations. The paragraphs and provisions of this GPWS are arranged in the Uniform Contract Format as required by the Federal Acquisition Regulation (FAR). The sections to which they are assigned shall not be changed.

1. This GPWS contains Sections B (Supplies or Services and Prices/Costs), C (Description/Specification/Statement of Work), and J (List of Attachments) only; these sections contain information specific to the technical services required. Sections D through I and K through M contain contract clauses and provisions related to administrative and contractual requirements; generally, these sections will be the same in the majority of NAVFAC contracts, so their inclusion in each GPWS would be unnecessary duplication.

2. FAR clauses and provisions may be added or deleted as required by the FAR for specific functions, dollar limitations, bonding, small businesses, etc. They may not be altered unless specifically authorized by the FAR. Some of the clauses, other than those requiring tailoring, may be included by reference; all other FAR clauses and provisions shall be included in full text. Procurement offices shall make the full text of all clauses incorporated by reference available to bidders/offerors upon request.

3. Clauses with the designation "FAC 5252" may not be altered without NAVFAC approval, and should be deleted if not applicable to the procurement.

4. Technical Specification

a. Section C, which describes the services to be provided, should be a performance specification to the maximum extent possible. Defining the Contractor's responsibilities in terms of methods or procedures should be avoided since we hope to purchase not only the Contractor's labor, but also his/her expertise in the services to be provided and the management of those services. A performance specification minimizes the use of words describing how the work should be performed; it describes work outputs as explicitly as possible while allowing the Contractor latitude in managing personnel and choosing work accomplishment methods.

b. The specification must provide enough information to clearly and precisely define the number and quality of each of the services to be provided, as well as the scope or limit of each. This is accomplished in the GPWS by specifying, in addition to the desired outputs, schedules of accomplishment and/or specific time limitations in which all services must be completed; listing mandatory operating procedures or steps the Contractor must follow for some services; and providing historical data on the magnitude of services provided under previous contracts or by in-house forces. While such information only slightly restricts the Contractor's latitude in managing the workforce, it

ensures all bidders/offerors clearly understand the magnitude of effort required to provide the scope of work defined. This will result in more accurate and realistic bids/offers, make payment deductions for unsatisfactorily performed or non-performed work easier to calculate, and reduce the number of contract administration problems.

5. Throughout this GPWS, you will find further guidance with the annotation "NOTE TO SPECIFICATION WRITER". These notes provide additional information and/or advise the user to select the appropriate paragraph, insert additional information, or delete the paragraph in its entirety. There are also many areas within the text of this GPWS which indicate additional information must be provided, e.g., start times, dates, quantities, etc. These notes will always be enclosed by the symbol "!"; simply replace the note with the required information.

III. TAILORING THE GPWS. The NAVFAC GPWS, *Maintenance of Buildings and Structures (Other Than Family Housing)* is not intended to fit the requirements of a specific activity; it is a model to be tailored by activities in preparing their specific PWS. The User's Guide should be read in its entirety prior to tailoring this GPWS. The user must also know what is/is not included in the GPWS, and what was intended, before any required modifications may be assessed. The User's Guide provides information concerning the GPWS and tailoring instructions. Users should not assume the GPWS could be used as-is with little or no effort. A detailed analysis of the activity's requirements will be required.

#### A. Getting Started

1. Scope of Work. The first step in tailoring this GPWS is to determine one of the following:

a. Are the requirements currently contracted? Will this be a continuation of the contracted services, or a consolidation of several contracts? In either case, this GPWS may be tailored to accomplish any desired scope of work and level of performance.

b. Are the requirements to be included in the PWS subject to a CA cost comparison study under OMB Circular A-76? If this is the case, it is mandatory the scope of work and level of performance specified be equivalent to the level of effort that can be achieved by the MEO if the function is retained in-house. Additional information on tailoring this GPWS for a CA program study is included in paragraph V of this User's Guide.

2. Job Analysis. The next step in the tailoring process is a thorough review of Chapters 2 and 3 of NAVFAC MO-327. These two chapters outline how to perform a job analysis to determine the particular subfunctions to be contracted, including specific work requirements and standards of performance, and how to use the job analysis information and data collected to write the PWS. As the job analysis is being performed, the user should compare unique activity requirements with GPWS requirements to determine if any changes are required. A thorough job analysis will make tailoring of the GPWS relatively easy since all required data will be readily available and the subfunctions to be contracted will be well defined.

a. A number of questions will be identified during the job analysis that relate to the types of maintenance and repair services required. Several factors must be considered when answering such questions, including:

(1) The age and condition of the buildings and structures (other than family housing) to be maintained.

(2) The types of services expected or historically required. Are most maintenance and repair requirements relatively minor and routine in nature? Will significant repairs, such as replacing floor tile throughout a building or repairing fire-damaged structures, be required? Will new work requirements (alterations and construction) such as office remodeling be required, or will services be limited to maintenance and repair requirements?

(3) The quantity of services historically required. Is the number of maintenance and repair requirements somewhat predictable and consistent from year to year, or do requirements vary significantly from year to year?

(4) Is a stand-alone contract being prepared, or will buildings and structures (other than family housing) maintenance and repair services be included in a larger contract for base operating services?

(5) Would it be more economical to accomplish some of the expected or identified work requirements by a separate fixed-price or indefinite quantity construction contract, rather than as part of a contract that is primarily for maintenance and repair services?

(6) Is in-house labor available to provide some of the expected services?

b. The job analysis process must also consider planned future events that may influence the types or quantity of services included in the contract. Examples include military construction or repair projects to be completed during the term of the contract, building demolitions, changes in building usage, and base realignment or closure actions.

B. Contract Line Item Requirements. Section B of the contract includes contract line items for each of the services to be contracted. The specification writer and contract specialist will develop these line items in conjunction with the technical specifications, the Schedule of Deductions, the PRS Table, and other portions of the contract. The sample contract line items shown in Section B of this GPWS encompass all of the services (contract requirements) provided in the GPWS technical specifications. However, they must be tailored to account for the type of contract selected, contract requirements added or deleted during the job analysis process, the projected start date of contract performance, and other factors, including those discussed below.

1. Contract Type. A combination firm fixed-price and indefinite quantity contract is used in this GPWS because it is the most common type of contract for the maintenance of buildings and structures (other than family housing). However, other contract types may be used depending on the circumstances. Information concerning a Fixed-Price contract with Award Fee is included in paragraph IV.B of this User's Guide. In a combination contract, all contract requirements in the PWS must be included in either the firm fixed-price or indefinite quantity portions of the contract. The user should discuss available

choices with the contract specialist or the EFD Contract Department when deciding on the most appropriate contract type.

2. Firm Fixed-Price Contract Requirements. Firm fixed-price contract requirements are either fixed in scope (time, location, frequency, quantity, etc. are known or can be accurately estimated), or adequate historical data is available to allow a reasonable estimate to be made. Because the scope of work is known, the Contractor agrees to perform a given requirement for a definitive price. The Contractor performs the work as scheduled, and invoices are submitted for the services provided during a given period of time, usually one month. Work subject to the Davis-Bacon Act (DBA) may not be included in the firm fixed-price portion of the contract (see User's Guide paragraph III.B.4).

a. Examples. Firm fixed-price contract requirements in this GPWS include service call work, preventive maintenance inspections (PMs), building relamping, and start-up/shutdown of HVAC equipment. Some of these requirements, such as service call work, are limited in scope to specified labor hours and/or material costs. The scope of each of these services is clearly defined in Sections C and J of this GPWS. Firm fixed-price contract requirements added by the user must also have clearly defined scopes.

b. Contract Line Items. The firm fixed-price contract line items may be displayed in one of three ways in Section B. The user should discuss the benefits of each with the contract specialist or EFD if in doubt about which approach should be used.

(1) Section B of this GPWS illustrates the most logical approach when a majority of the required services occur at specific intervals during the contract term, such as PMs and relamping of buildings. A detailed Schedule of Firm Fixed-Price Work is provided and the Schedule of Deductions is not used. Contract line items are formatted similarly to a Schedule of Deductions, and bidders/offerors submit separate unit prices for each of the fixed-price requirements in the PWS. This method allows the Government to avoid paying for work not yet performed.

(2) A slightly different method would be to include a limited number of fixed-price contract line items, each of which would be broken down by a Schedule of Deductions.

(3) A third method would simply require bidders/offerors provide a single monthly price for performance of all firm fixed-price requirements in the contract. In this case, the contract must also contain a Schedule of Deductions in Section J that the successful bidder/offeror will submit, after award, to break down the total bid price for each of the fixed-price requirements in the PWS. See paragraph III.D of the User's Guide for additional information on the "SCHEDULE OF DEDUCTIONS" clause.

3. Indefinite Quantity Contract Requirements. Indefinite quantity contract requirements are performed on an "as ordered" basis. Contractors bid a fixed unit price to perform one occurrence or a given quantity of each contract line item. Payment for this type of work is calculated by multiplying the unit price times the number of units performed. Because each Government order for indefinite quantity work is paid for separately, each task order must be inspected and accepted as being satisfactorily completed before payment can be

made. Two distinct categories of indefinite quantity work are included in this GPWS:

a. Unit Priced Tasks. Bid prices for unit priced tasks include all labor, material, and equipment for performing a given quantity of work, such as painting one square foot of gypsum wallboard or replacing one square foot of floor tile. The unit prices bid are multiplied by estimated quantities of units to be ordered during the contract term, but only for the purpose of bid evaluation; payment is made only for work as ordered and satisfactorily completed.

b. Unit Priced Labor. This type of indefinite quantity work, which is also referred to as "level of effort work", should be used only in connection with maintenance, repair, and alteration of facilities, and then only when such work cannot be identified in advance in sufficient detail to be included in the firm fixed-price or indefinite quantity - unit priced tasks portions of the contract. The labor hour unit prices bid include all costs to perform the work required, except for material and equipment related costs. The Contractor is reimbursed for the direct cost of materials (except for pre-expended bin materials) and equipment, plus a mark-up (fixed burden rate) to allow for material handling costs.

c. Other Factors. As many indefinite quantity work requirements as possible should be included as unit priced tasks vice unit priced labor since unit priced tasks are easier to understand and easier for contractors to bid on, the work is easier to order and administer, and material and equipment costs are included in the unit prices bid. Regardless of which of the two types of indefinite quantity work are used, the estimated quantities provided in the solicitation for bid evaluation must be realistic estimates of the anticipated quantities to be ordered during the contract term.

4. Wage Rate Considerations. While Service Contract Act (SCA) wage rates are always included in service contracts over \$2500, DBA wage rates may or may not be required, depending on the type and scope of services in the contract. DBA wage rates are applicable if more than \$2000 worth of certain services is expected to be performed during the term of the contract. These services include:

- Single instances of maintenance/repair or alteration requiring 32 hours or more to complete. This does not apply if the work is clearly for maintenance, as would be the case for custodial services, grounds maintenance services, and others. These services are always subject to SCA wages, regardless of the size of the job.
- Two hundred square feet or more of painting per order.

a. NAVFAC policy prohibits services subject to DBA wage rates from being included in the firm fixed-price portion of a service contract. This has the affect of restricting the scope of the services that may be accomplished as firm fixed-price, since all services subject to DBA wage rates must be included as indefinite quantity work. The user must take care not to inadvertently include DBA services such as those described above when tailoring the service call and other firm fixed-price portions of the GPWS. For example, be careful not to define firm fixed-price service calls in such a way that they could

include 200 or more square feet of painting, or work requiring 32 or more estimated labor hours to complete.

b. If the indefinite quantity portion of the contract includes services that would be subject to DBA wages, the user must ensure the wage rate applicable to each individual contract requirement is clearly delineated. To illustrate this point, Section B of this GPWS includes sample indefinite quantity contract line items that are subject to both SCA and DBA wage decisions. For example, the contract line item "replace asbestos-containing floor tile/mastic" (SCA wages) is applicable if the quantity of work ordered may be accomplished in less than 32 labor hours, and "replace asbestos-containing floor tile/mastic" (DBA wages) is applicable if the quantity of work will require 32 hours or more to accomplish. Contact the contract specialist if in doubt as to which wage rate applies in specific situations or to specific contract requirements.

5. Separately Priced Options to Extend. Section B of this GPWS assumes the initial term (base period) of the contract will be for 12 months. This is normally the case for maintenance of buildings and structures (other than family housing) contracts that may begin at any time during the fiscal year and be funded with funds current in the fiscal year of award. However, there are cases, such as when adequate funds are not available or award is delayed, when the initial term could be less than 12 months in length. For example, the initial contract term could be for six months beginning on 1 April and ending on 30 September. If the initial term will be less than 12 months, the following actions must be taken:

a. Contract line items in Section B must specify the number of months in the base period and the appropriate proportionate number of units in the Schedule of Indefinite Quantity Work.

b. Additional (separately priced) contract line items must be added to Section B to account for at least one full 12-month option period. Additional contract line items may be added for subsequent option periods if desired. The user should check with the contract specialist for specific requirements.

c. Section C must clearly indicate the scope of work for the base period since the workload can vary significantly from month to month. For example, the specification must state if annual PMs will be performed during the base period.

d. The "PERIOD OF PERFORMANCE" clause in Section F and the "BASIS FOR AWARD" clause in Section M must be modified accordingly. The user should check with the contract specialist for specific wording of these clauses and for other changes that may be required.

C. Technical Specifications. The technical specifications, Section C, are the single most important part of the PWS. The user should modify the paragraphs to accommodate the site-specific requirements of the activity. The following information is provided for the user's consideration when tailoring this section.

#### 1. Service Calls

a. Scope. In the Section C paragraph "GENERAL REQUIREMENTS AND PROCEDURES FOR SERVICE CALL WORK", service calls are limited in scope to maintenance, repair, and alteration requirements that can be accomplished within a specified number of labor hours and material dollars. When determining what limits should be used, the user should:

(1) Remember, NAVFAC policy prohibits work subject to DBA wages from being included in the firm fixed-price portion of a contract that is primarily for services. This means the labor hour limit must be less than 32 labor hours. Refer to User's Guide paragraph III.B.4.

(2) Look carefully at available historical information to ensure the labor hour and material limits set are reasonable. If a large percentage (over 90% at most activities) of service call work historically requires less than four labor hours for completion, it doesn't make sense to set a high upper limit, such as 30 hours. Similarly, if most service calls require less than \$250 in material costs, do not set the upper limit at \$500 or more. Typical limits for labor and material are 16 hours and \$250 respectively, but again, historical information should be analyzed before establishing any limits.

(3) Consider other ways to define the scope of a service call. In either approach shown below, service calls must be completed in less than 32 labor hours or not require 200 square feet or more of painting to comply with the Davis-Bacon Act.

(a) The service call limit may be expressed simply as a total dollar figure for labor and direct material costs, such as \$500, \$1000, or \$1500.

(b) The Government may share in the cost of materials above a certain specified limit. For example, the Contractor's liability for direct materials may be limited to \$250 per service call, with the Government paying for any material costs over this specified limit. Of course, this approach requires additional administrative effort to track and reimburse the Contractor for the cost of materials over the specified limit.

b. Multiple Work Items. Multiple work items performed by a single trade in a single building may be grouped into one service call. For example, "commode handle sticks", "floor drain clogged", and "lavatory faucets leak" in the same building could be specified on one service call work authorization form since the work would be accomplished by a single trade (plumbing), and probably would not exceed the limits of a service call. The user must specify the maximum number of work items that will be included on a single service call based on historical data and the limits discussed in the previous paragraph.

c. Service Call Reception. In this GPWS, the Government receives service call requests during regular working hours and forwards to the Contractor. After regular working hours, the Contractor receives service call requests directly from customers, and is required to respond to emergency and urgent calls only.

(1) In-house or Contracted Work Reception. Service call work reception may be performed either by in-house forces or by the Contractor, or there may be a combination of both as described in this GPWS. There are pros and cons to both approaches, as discussed below.

(a) Government Work Reception. The primary advantage of a Government-operated work reception system is that it allows the Government to retain control over the work being performed by the Contractor.

1 A Government work receptionist is in a better position to judge which service calls are for valid maintenance requirements, which are not for valid requirements or are not included in the scope of the contract, and which calls may be for valid requirements, but for which the work needs to be deferred. For example, if a customer calls in to report that three vinyl floor tiles are broken, it may not make sense to issue the Contractor a service call for their replacement if the entire room or building is scheduled for re-tiling in the near future. The Contractor's work receptionist would most likely have no way of knowing about the scheduled re-tiling, or about proposed special repair projects, scheduled equipment replacements, etc. Also, some contractors may be tempted to respond to every single call received, whether valid or not, or to break up related tasks into separate calls in order to "bust" the service call historical data.

2 Historically, it has been difficult to get contractors to properly classify service calls according to definition as emergency, urgent, or routine. It makes more sense for the Government to make these important decisions, at least during regular working hours.

3 It has also been difficult to get contractors to keep complete and accurate service call records. Multiple calls from customers for the same repair add to this problem. If the Government retains control, record-keeping problems should be kept to a minimum.

(b) Contractor Work Reception. The primary advantage of a Contractor-operated work reception desk is that it places more responsibility for performance on the Contractor; however, Government enforcement of proper performance may not be so easy. A Contractor-operated work reception desk also allows the Contractor to discuss problems directly with the customer, determine the best times to accomplish the work, etc.

(c) During Regular Working Hours. If the user decides to have the Contractor receive calls during regular working hours, a number of changes must be made to the "GENERAL REQUIREMENTS AND PROCEDURES FOR SERVICE CALL WORK" paragraph. Requirements for such things as service call receipt and classification, reporting and record keeping, and appointments must be stated in enough detail to allow the Government adequate control over the process. For example:

1 If an automated work reception system is not in place, the Contractor should furnish daily for review by the Government, copies of work authorization forms or a summary report of service calls issued. This is necessary to ensure service requirements are not improperly split into separate calls, service calls are properly classified, and rework calls are not issued as new service calls. Copies of summary reports or completed work authorization forms should also be provided to the QAE for inspection purposes.

2 Reserve the right for authorized Government representatives to change the classification of any service call issued by the Contractor, to

cancel calls which could legitimately be combined with others, to cancel calls for rework, etc.

(d) After Regular Working Hours. If the volume of after hours calls is very large or very small, or if it is not otherwise desired to have the Contractor receive after hours calls directly from customers (as specified in this GPWS), other options should be considered. The Government could operate the work reception center 24 hours per day. In this case, the "After Regular Working Hours" paragraph in the "GENERAL REQUIREMENTS AND PROCEDURES FOR SERVICE CALL WORK" paragraph could be deleted and other paragraphs modified accordingly. If the number of calls is small, the Command Duty Officer, duty SEABEE, or other designated individual could receive calls after regular hours and relay emergency and urgent requirements to the Contractor. In this case, the "After Regular Working Hours" paragraph in the "GENERAL REQUIREMENTS AND PROCEDURES FOR SERVICE CALL WORK" paragraph would have to specify the procedures to be used.

(2) Work Reception Procedures. The procedures specified in the "GENERAL REQUIREMENTS AND PROCEDURES FOR SERVICE CALL WORK" paragraph assume an automated work reception/management system will be used to issue and maintain service call data. If paper copies of service call work authorization forms are used, tailor this paragraph accordingly.

d. Response and Completion

(1) Since response to service calls after regular working hours, on weekends, and on holidays can be expensive, activities with a limited number of buildings may want to consider having civilian or military personnel receive and, if necessary, respond to and complete service calls.

(2) The response and completion requirements specified for service calls in this GPWS are considered reasonable for a typical activity. The user must consider the location of the activity, the availability of materials, the geographic distribution of the buildings and structures (other than family housing), and similar factors when determining the specific requirements to be included. Keep in mind that stringent response and completion requirements will increase the cost of the contract, and could result in needless contract administration complications and problems. For example, a completion requirement of three days for a routine service call is not unreasonable, but is probably not practical or necessary either. Unreasonable requirements will not only cost more, but will also not be enforceable after the contract is awarded.

(3) This GPWS requires the Contractor to respond to urgent service calls both after hours and on weekends, since by definition, an urgent call is a failure in service that will soon inconvenience and/or affect the health or well being of personnel. This provision will prevent building occupants working on the weekend from having to get along without heat or hot water.

2. Recurring Work. Recurring work consists of equipment PMs, relamping, and start-up/shutdown of HVAC systems. This work is included in the firm fixed-price portion of the contract, and specified in the "GENERAL REQUIREMENTS AND PROCEDURES FOR RECURRING WORK" paragraph of Section C.

a. PM Schedules. Experience has shown it is best for the Government to specify general PM frequencies and work requirements based on NAVFAC maintenance manuals, industry standard maintenance manuals, and manufacturer's

recommendations, rather than to have the Contractor develop and submit this type of information for approval after award of the contract or as part of a technical proposal. Engineered Performance Standards Handbook, *Preventive Maintenance/Recurring Maintenance* and R.S. Means Company, *Facilities Maintenance and Repair Cost Data* provide guidance in the preparation of PM requirements. Attachment J-C9 of this GPWS specifies PM frequencies and inspection requirements for each facility system and piece of equipment. After contract award, the Contractor is required to submit a detailed work schedule for the accomplishment of the required PMs to the Contracting Officer (KO) for approval. The schedule would typically include the month and week PMs would be performed.

b. Relamping. Relamping can be accomplished in two ways: (1) buildings could be inspected periodically to replace burned out/blinking incandescent bulbs and fluorescent tubes, or (2) all bulbs and tubes in a building could be replaced periodically, whether burned out/blinking or not. The latter method, called group relamping, is appropriate in hangars and gymnasiums where bulbs/tubes are hard to reach. Select the relamping method or combination of methods to be used, and provide a list of buildings and frequencies. An example building relamping schedule is provided in Attachment J-C10 of this GPWS.

c. Start-up/Shutdown of HVAC Systems. If HVAC PMs are scheduled immediately prior to the heating and cooling seasons, most HVAC equipment will not require separate start-up or shutdown service. However, those systems that do have start-up or shutdown requirements must be identified, and a time period specified for work performance, e.g., 15 October to 15 November. The KO will notify the Contractor when to initiate the work in particular buildings, and the Contractor will then complete the service within the time limit specified, normally within ten working days. See Attachment J-C11 of this GPWS.

3. Indefinite Quantity Work. As noted in User's Guide paragraph III.B.3, two categories of indefinite quantity work items are included in this GPWS: unit priced tasks and unit priced labor.

a. Unit Priced Tasks. The indefinite quantity unit priced tasks shown in this GPWS illustrate the types of services for which unit priced tasks may be used, and the sort of items the user may want to include in this portion of the contract.

(1) The unit priced tasks contained in this GPWS include interior painting, and replacement of floor tile, ceiling tile, and roofing materials.

(2) Adding Items. Items added to the indefinite quantity unit priced portion of the PWS by the user must have clearly defined scopes. For example, if "roof replacement" is added, the user must specify the type of roofing to be replaced (e.g., asphalt shingles), whether flashing and/or sheathing are included, what the Contractor is required to do when damaged underlayment is found, etc.

b. Unit Priced Labor. Unit priced labor may be used to order services which are beyond the scope of a service call (number of labor hours or material cost exceeds the service call limit) and which cannot be defined clearly enough to be included as indefinite quantity unit priced items. For example, unit priced labor may be used to repair fire damaged or flooded buildings, repair termite damage, and other similar nonrecurring repairs for which the scope of

work cannot be defined in advance. These types of repairs are typically performed by modification to the contract or by using one-time small purchase contracts if unit priced labor is not available.

(1) Advantages And Disadvantages of Using. Including unit priced labor in the contract provides an alternate method of accomplishing one-time repairs that may require less administrative time and effort than a small purchase contract or modification. This will depend on how long it takes to develop small purchase specifications and get a contractor on board, compared to the time and effort it will take to develop and issue task orders for unit priced labor. The time and effort required to accomplish either can vary widely from activity to activity, and can be substantial. Another advantage of using unit priced labor is that the work will be accomplished by a contractor whose work quality and standards are known, rather than by a small purchase contractor whose quality standards may be unknown.

(2) Procedures. Procedures for establishing the estimated number of labor hours and material costs required for any particular job are described in the "GENERAL REQUIREMENTS AND PROCEDURES FOR INDEFINITE QUANTITY WORK" paragraph of Section C. Various estimating guides, such as Engineered Performance Standards (EPS) or industry standards published by R. S. Means Company, may be used as a basis to determine the estimated number of labor hours required. However, to preclude disputes resulting from the application of different labor estimating standards, the user should specify what standard shall be used.

(3) If Not Included. If unit priced labor is not included in the contract, use the OPTIONAL version of the "GENERAL REQUIREMENTS AND PROCEDURES FOR INDEFINITE QUANTITY WORK" paragraph in Section C, and delete all other unit priced labor references in the GPWS.

D. Schedule of Deductions. If a detailed Schedule of Firm Fixed-Price Work is included in Section B, as is the case in this GPWS, a "SCHEDULE OF DEDUCTIONS" clause will not be required in Section E, and the user need not include a Schedule of Deductions attachment in Section J. However, if the user chooses to present the firm fixed-price work in terms of a single contract line item, or a limited number of contract line items, the successful bidder/offeror will be required to delineate this portion of the work into specific work elements.

a. Five schedules will need to be included, one for the base period and one for each of the four separately priced option periods.

b. Either the Schedule of Firm Fixed-Price Work or Schedule of Deductions will be used in conjunction with the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" and "ESTIMATING THE PRICE OF NONPERFORMED OR UNSATISFACTORY WORK" clauses in Section E, and the PRS Table (Attachment J-C2), in making payment deductions for unsatisfactory performance and nonperformance of firm fixed-price work. The completed Schedule of Deductions, if used, must be provided by the Contractor within 15 calendar days after contract award, although the Government retains the right to reject/unilaterally establish a schedule if the one submitted is materially unbalanced.

E. Performance Requirements Summary (PRS). The PRS Table should be prepared as the GPWS is being tailored to ensure contract requirements are specified in a

manner which permit inspection. This table will be used by the KO in conjunction with the clauses contained in Section E to calculate payment deductions for unsatisfactory performance or nonperformance of contract requirements. It also provides a convenient overview of services to be provided, and is useful in preparing QA plans. A sample PRS Table containing suggested work requirements, maximum allowable defect rates (MADR), and weights is provided in Attachment J-C2. The user should modify this table to reflect the tailored PWS requirements, and consult NAVFAC MO-327, which provides guidance on the development of PRS Tables.

F. Reviewing the Tailored PWS. Conflicting contract requirements inevitably lead to last minute bid inquiries, protests, claims, and difficulties in contract administration. As a result, the Government may pay more for required services, does not obtain the services that were intended, and spends a great deal more time administering the contract than would normally be warranted. To avoid such problems, the user should carefully review the tailored PWS to find and eliminate any inconsistencies or ambiguities that may have been created during the tailoring process. The easiest way to do this is by searching the electronic document. For example, if we wanted to review all contract requirements for heating, ventilating, and air conditioning equipment, we could search the entire document for these key words, and review applicable paragraphs or sections. Also, members of the specification development team should review a hard copy of the completed PWS.

IV. MISCELLANEOUS CONSIDERATIONS. This paragraph provides information on the use of negotiated source selection solicitation procedures and award fee contract provisions. The user is strongly encouraged to discuss both of these options with the contract specialist or EFD Contracts Department and consider their use.

A. Negotiated Source Selection Procurements. Under sealed bidding procedures, the contract is awarded to the lowest, responsive, responsible bidder. This has traditionally been the most common solicitation procedure for procurement of maintenance of buildings and structures (other than family housing) services, although it has often resulted in Contractor performance problems. Unlike sealed bidding, a negotiated procurement requires Contractors (Offerors) demonstrate, prior to award, they have the technical capability, experience, and resources to perform the work required; have acceptable past performance; have a logical approach to managing and accomplishing the work; and have proposed enough money to do all of the work. Offerors demonstrate their ability through the submittal of separate written technical and price proposals that are reviewed and evaluated by the Government. Contract award may be made to the Offeror who provides the best value to the Government, price and technical factors considered. The Offeror need not be the lowest bidder.

B. Award Fee Provisions. Award fee provisions can be included in a maintenance of buildings and structures (other than family housing) contract to motivate the Contractor to provide an increased level of service, and improve responsiveness and attention to detail. Inserting NAVFAC 5252.216-9315, "AWARD FEE" in the contract, includes these provisions. An award fee determination plan is developed which specifies the maximum award fee amount the Contractor may earn, the process that will be used to periodically evaluate the Contractor's performance and make related award fee determinations, and the performance criteria the Contractor's performance will be measured against. Award fee contracts require additional expense and administrative effort. The

size and complexity of the procurement, the Government resources available to monitor and evaluate performance, and the expected benefit must be considered.

V. COMMERCIAL ACTIVITIES (CA) PROGRAM CONSIDERATIONS. This section of the User's Guide discusses some of the special items that must be considered when using this GPWS to prepare a PWS as part of a CA program study. Included are a number of provisions and changes that must be considered by the user.

A. Scope of Work. The user must remember the scope of work and standards of performance specified in the PWS must be equivalent to the projected capabilities of the MEO. This may required some additional tailoring of the GPWS to ensure all the services to be performed by the MEO are included and clearly described in the PWS.

B. Separately Price Options to Extend. OMB Circular A-76 requires in-house and Contractor bids be evaluated on a five-year basis when funding can cross fiscal years. This means Section B must contain contract line items for a base period and four, one-year option periods.

C. Task Orders Designating the Use of On-Hand Materials. The PWS should address certain issues and requirements relative to the changeover from in-house to contracted performance of services. Add the following "TASK ORDERS DESIGNATING THE USE OF ON-HAND MATERIALS" paragraph to Section C. This paragraph tells the Contractor to expect task orders for indefinite quantity work for which some or all required materials are already on hand. The in-house workforce will likely leave such jobs when the conversion to contract is approved.

"TASK ORDERS DESIGNATING THE USE OF ON-HAND MATERIALS OF SERVICES. At the time of the contract start date, the Contractor shall accept approximately !INSERT! task orders for backlogged indefinite quantity work for which materials are already on hand. The Contractor and a Government Representative shall conduct a joint inventory of all materials on hand within !INSERT! calendar days after contract start. Upon completion of the inventory, the Contractor shall assume custody of these materials that shall be used only for the task order specifically designated. The Government will provide the Contractor a detailed scope of work developed according to the procedures specified in the "GENERAL REQUIREMENTS AND PROCEDURES FOR INDEFINITE QUANTITY WORK" paragraph, Section C, for each proposed task order that includes unit priced labor. The Contractor shall review the Government's scope of work and provide proposed unit prices for the specified equipment and materials not available in the inventory; indicate specific areas of disagreement with the proposed scope of work; and submit proposed scope changes per the aforementioned paragraph. Reviewed work scopes shall be returned to the Contracting Officer within !INSERT! calendar days after receipt for backlogged urgent task orders, and within !INSERT! calendar days after receipt of backlogged routine task orders. Completion dates for each backlogged task order shall be negotiated."

D. Multi-Function CA Contracts. In many instances CA program studies involve contracts containing more than one functional area or service. For example, the user may want to study family housing maintenance services in conjunction with building and structures (other than family housing) maintenance services, and issue a single solicitation. Since most NAVFAC GPWSs are written

in the same format, the technical requirements of Sections C and J of this guide may easily be combined with those of other GPWSs to produce a tailored multi-function PWS.

VI. PRE-AWARD CONSIDERATIONS. The following aspects of the operation and administration of a building and structures (other than family housing) maintenance services contract should be taken into account prior to award. Additionally, Chapters 5 and 6 of MO-327 discuss a number of items that must be considered, including a review of the submitted quality control program and a pre-award survey of the apparent low, responsive bidder when competitive negotiation procedures are not used.

A. Quality Assurance Evaluator Training. It is essential to have an adequate number of qualified QAEs on board prior to the contract start date. Individuals assigned QAE duties must attend the EFD provided QAE training course within six months of their assignment, or have equivalent training as determined by the KO. The EFD (Code 16) should be contacted for training scheduling or assistance. The QAE must also possess a good working knowledge of buildings and structures (other than family housing) maintenance and inspection procedures and requirements, and be familiar with the specification. Additional QAE training requirements are specified in NAVFAC Policy Memorandum 00-04 of 14 January 2000.

B. Site Visits. When directed by the KO, the QAE or other Government representative should be prepared to conduct site visits with potential bidders/offerors after inviting bids or requesting proposals. The purpose of these visits is to familiarize the Contractor with the location of contract requirements, not to provide additional information that should have been included in the PWS. The KO or Contract Specialist must brief QAEs and customers as to what can and cannot be said to potential bidders/offerors during site visits so as not to reveal sensitive information.

C. Government-Furnished Property. Has a property administrator been assigned for all Government furnished facilities, equipment, and materials as required by paragraph 45.7001 of NAVFAC P-68?

D. Building Monitors. Are building monitors designated to act as focal points for customer complaints? If so, have they been properly trained? Are they familiar with the specification? Has a method been developed for submission of customer complaints to the QAE, KO, or other designated representative?

E. Quality Assurance Plans. Have adequate QA Plans been prepared?

END OF USER'S GUIDE

GUIDE PERFORMANCE WORK STATEMENT  
FOR  
MAINTENANCE OF BUILDINGS AND STRUCTURES (OTHER THAN FAMILY HOUSING)

PART I - THE SCHEDULE

SECTION B: SUPPLIES OR SERVICES AND PRICES/COSTS

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PART I - THE SCHEDULE

SECTION B: SUPPLIES OR SERVICES AND PRICES/COSTS

B.1 CONTRACT LINE ITEMS AND CONTRACT SUBLINE ITEMS

a. !USE Bidders FOR SEALED BID PROCEDURES AND Offerors FOR NEGOTIATED PROCEDURES! shall enter unit prices and amounts for contract line items and contract subline items as indicated in the schedules.

b. In the event there is a difference between a unit price and the extended total amount, the unit price will be held to be the intended !USE bid FOR SEALED BID PROCEDURES AND offer FOR NEGOTIATED PROCEDURES! and the total of the contract line or contract subline item will be recomputed accordingly. The contract line item that includes recomputed contract subline items will also be recomputed to take into account the change in the contract subline item. If the !USE bidder FOR SEALED BID PROCEDURES AND offeror FOR NEGOTIATED PROCEDURES! provides a total amount for a contract line item or contract subline item but fails to enter the unit price, the total amount divided by the contract line item or contract subline item quantity will be held to be the intended unit price.

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: If firm fixed-price work is presented as a single contract line item or a limited number of contract line items, NAVFAC clause 5252.246-9300, "SCHEDULE OF DEDUCTIONS" must be incorporated in Section E. The successful bidder/offeror will submit a Schedule of Deductions (recommend including a sample form as an attachment in Section J), and ALTERNATE I will apply. When a detailed Schedule of Firm Fixed-Price Work is included in Section B, a Schedule of Deductions is not required and ALTERNATE II applies.  
\*\*\*\*\*!

**ALTERNATE I**

c. The firm fixed-price portion of the contract is supported by a schedule of deductions in Section E. DO NOT SUBMIT THE SCHEDULE OF DEDUCTIONS UNTIL AFTER CONTRACT AWARD. The successful !USE bidder FOR SEALED BID PROCEDURES AND Offeror FOR NEGOTIATED PROCEDURES! shall complete the Schedule of Deductions and submit it to the Contracting Officer within 15 days after date/notice of award. The Schedule of Deductions and the Schedule of Indefinite Quantity Work will be used as the basis of deductions pursuant to FAC 5252.246-9303. "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" clause, Section E.

**ALTERNATE II**

c. The Schedule of Firm Fixed-Price Work and the Schedule of Indefinite Quantity Work will be used as the basis of deductions in accordance with FAC 5252.246.9303, "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" clause, Section E.

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: A facilities support contract with construction work whose term is more than one year, including options, will contain only one Davis-Bacon Act wage decision which will be in effect for the life of the contract. No wage adjustments will be made for the option years; therefore, the offerors will be given an opportunity to include in their offered price for the

option years any possible increases needed for wages. Since this is a significant change from the past, the following notice shall be included in all facilities support contracts with construction work.

\*\*\*\*\*!

B.2 DAVIS-BACON ACT (DBA) WAGE DECISIONS IN CONSTRUCTION AND FACILITIES SUPPORT CONTRACTS INCLUDING CONSTRUCTION. This contract contains only one DBA Wage Decision that shall be in effect for the life of the contract. The contractor may include in the offered price for the option years any increase needed for wages or benefits for construction work under the contract. The contractor warrants that the prices in the option years of this contract do not include any allowance for any contingency to cover increased cost for which adjustment is provided under FAR clause 52.217-43, "FAIR LABOR STANDARDS ACT AND SERVICE CONTRACT ACT - PRICE ADJUSTMENT". Offerors are required to segregate DBA and SCA hours and wages in the payroll records.

B.3 INDEFINITE QUANTITY INDIVIDUAL CONTRACT LINE ITEM QUANTITIES. Once the estimated quantities for individual line items shown in the Schedule have been ordered, additional quantities may be ordered as long as the overall not-to-exceed (NTE) amount of the contract per year is not exceeded and the Contractor agrees by signing the task order.

!\*\*\*\*\*

NOTE TO SPECIFICATION WRITER: The numbering system for contract line items shall follow the method prescribed in Subpart 204.7103-2 of the DoD FAR Supplement. A detailed Schedule of Firm Fixed-Price work is provided in the following example, and the Schedule of Deductions is not used. Alternately, the user may choose to include a limited number of subline items, each of which would be broken down by a Schedule of Deductions; or, require bidders/offerors provide a single monthly price for performance of all firm fixed-price requirements in each period of the contract. See paragraph III.B.2 of the User's Guide.

\*\*\*\*\*!

B.4 SCHEDULES

<u>Item</u>	<u>Supplies/Services</u>	<u>Quantity</u>	<u>Unit</u>	<u>Unit Price</u>	<u>Amount</u>
0001	Performance of firm fixed-price work for the BASE PERIOD (!INSERT DATE! through !INSERT DATE!) in accordance with the Performance Work Statement contained in Section C.				\$ _____

**SCHEDULE OF FIRM FIXED-PRICE WORK**

Service Calls per paragraph C.8

0001AA	Emergency Service Calls	12	MONTH	\$ _____	\$ _____
0001AB	Urgent Service Calls	12	MONTH	\$ _____	\$ _____
0001AC	Routine Service Calls	12	MONTH	\$ _____	\$ _____

Preventive Maintenance Inspections (PMS) per paragraph C.9.a

0001AD	Annual PMS, Exhaust Fans (17)	17	EACH	\$ _____	\$ _____
0001AE	Semiannual PMS, Heat Pumps (8)	16	EACH	\$ _____	\$ _____
0001AF	Semiannual PMS, Overhead Doors (2)	4	EACH	\$ _____	\$ _____
0001AG	Semiannual PMS, Drinking Fountains (9)	18	EACH	\$ _____	\$ _____
0001AH	Semiannual PMS, Gas Water Heaters (14)	28	EACH	\$ _____	\$ _____
0001AJ	Relamping of Buildings per paragraph C.9.b	480	EACH	\$ _____	\$ _____
0001AK	Start-up/Shutdown of HVAC Systems per paragraph C.9.c	36	EACH	\$ _____	\$ _____

<u>Item</u>	<u>Supplies/Services</u>	<u>Estimated</u>	<u>*</u>	<u>Unit Price</u>	<u>Amount</u>
		<u>Quantity</u>	<u>Unit</u>		
0002	Performance of indefinite quantity unit priced tasks for the BASE PERIOD (!INSERT DATE! to !INSERT DATE!) in accordance with the Performance Work Statement contained in Section C. The quantities listed below are realistic estimates provided solely for the purpose of bid evaluation and are not hereby purchased.				\$ _____

**SCHEDULE OF INDEFINITE QUANTITY WORK - UNIT PRICED TASKS**

**(Subject to Service Contract Act Wages)**

0002AA	Replace Asbestos-Containing Floor Tile/Mastic per paragraph C.7.h	!NUMBER!	SF	\$ _____	\$ _____
0002AB	Replace Resilient Floor Tile per paragraph C.11.a(1)(a)	!NUMBER!	SF	\$ _____	\$ _____
0002AC	Replace Acoustical Ceiling Tile per paragraph C.11.a(2)(d)	!NUMBER!	SF	\$ _____	\$ _____
0002AD	Replace Asphalt Shingle Roofing per paragraph C.11.b(3)(b)	!NUMBER!	SQ	\$ _____	\$ _____
0002AE	Replace Copper Roof Flashing per paragraph C.11.b(3)(e)	!NUMBER!	SF	\$ _____	\$ _____

**(Subject to Davis-Bacon Act Wages)**

0002AF	Interior Painting, Walls and Ceilings, One Coat per paragraph C.12	!NUMBER!	SF	\$ _____	\$ _____
0002AG	Painting, Stucco and Masonry, One Coat per paragraph C.12	!NUMBER!	SF	\$ _____	\$ _____
0002AH	Interior Painting, Ferrous Surfaces, One Coat per paragraph C.12	!NUMBER!	SF	\$ _____	\$ _____
0002AJ	Interior Painting, Wood Trim, One Coat per paragraph C.12	!NUMBER!	SF	\$ _____	\$ _____
0002A!	!ADD ADDITIONAL TASKS AS NEEDED!				

<b>Item</b>	<b>Supplies/Services</b>	<b>Estimated Quantity</b>	<b>* Unit</b>	<b>Unit Price</b>	<b>Amount</b>
0003	Performance of indefinite quantity unit priced labor for the BASE PERIOD (!INSERT DATE! to !INSERT DATE!) to perform specific maintenance, repair, and alteration work that cannot be identified in sufficient detail to be included in the firm fixed-price or indefinite quantity unit priced tasks portion of the contract. The quantities listed below are realistic estimates provided solely for the purpose of bid evaluation and are not hereby purchased.				\$ _____

**SCHEDULE OF INDEFINITE QUANTITY WORK - UNIT PRICED LABOR**

**(Subject to Service Contract Act Wages)**

0003AA	Carpentry	!NUMBER!	HR	\$ _____	\$ _____
0003AB	Electrical	!NUMBER!	HR	\$ _____	\$ _____
0003AC	Masonry	!NUMBER!	HR	\$ _____	\$ _____
0003AD	Plumbing/Pipefitting	!NUMBER!	HR	\$ _____	\$ _____
0003AE	HVAC	!NUMBER!	HR	\$ _____	\$ _____
0003AF	Sheet Metal	!NUMBER!	HR	\$ _____	\$ _____
0003AG	Machinist	!NUMBER!	HR	\$ _____	\$ _____
0003AH	Painting	!NUMBER!	HR	\$ _____	\$ _____
0003AJ	Laborer	!NUMBER!	HR	\$ _____	\$ _____
0003AK	Equipment Operator	!NUMBER!	HR	\$ _____	\$ _____

**(Subject to Davis-Bacon Act Wages)**

0003AL	Carpentry	!NUMBER!	HR	\$ _____	\$ _____
0003AM	Electrical	!NUMBER!	HR	\$ _____	\$ _____
0003AN	Masonry	!NUMBER!	HR	\$ _____	\$ _____
0003AP	Plumbing/Pipefitting	!NUMBER!	HR	\$ _____	\$ _____
0003AQ	HVAC	!NUMBER!	HR	\$ _____	\$ _____
0003AR	Sheet Metal	!NUMBER!	HR	\$ _____	\$ _____

Item	Supplies/Services	Estimated Quantity	* Unit	Unit Price	Amount
0003AS	Machinist	!NUMBER!	HR	\$_____	\$_____
0003AT	Painting	!NUMBER!	HR	\$_____	\$_____
0003AU	Laborer	!NUMBER!	HR	\$_____	\$_____
0003AV	Equipment Operator	!NUMBER!	HR	\$_____	\$_____

0003A! !ADD ADDITIONAL LABOR AS NEEDED!

0004 Price for materials in the BASE PERIOD (!INSERT DATE! to !INSERT DATE!) to support unit priced labor. Price will be calculated by multiplying the bidder's fixed burden rate (FBR) and the Government's estimated cost for materials shown below, and adding the result to the estimated amount.

$$\$!VALUE! + (\$!VALUE! \times \underline{\quad\quad} \%) = \$\underline{\quad\quad}$$

(FBR)

0005 Government's estimated cost for equipment in the BASE PERIOD (!INSERT DATE! to !INSERT DATE!) to support unit priced labor.

Estimated Cost for Equipment = \$!VALUE!

**TOTAL PRICE FOR BASE PERIOD** \$\_\_\_\_\_  
 (Contract Line Items 0001 - 0005)

Item	Supplies/Services	Quantity	* Unit	Unit Price	Amount
0006	Performance of firm fixed-price work for the FIRST OPTION PERIOD (!INSERT DATE! through !INSERT DATE!) in accordance with the Performance Work Statement contained in Section C.				\$ _____

**SCHEDULE OF FIRM FIXED-PRICE WORK**

Service Calls per paragraph C.8

0006AA	Emergency Service Calls	12	MONTH	\$ _____	\$ _____
0006AB	Urgent Service Calls	12	MONTH	\$ _____	\$ _____
0006AC	Routine Service Calls	12	MONTH	\$ _____	\$ _____
Preventive Maintenance Inspections (PMS) per paragraph C.9.a					
0006AD	Annual PMS, Exhaust Fans (17)	17	EACH	\$ _____	\$ _____
0006AE	Semiannual PMS, Heat Pumps (8)	16	EACH	\$ _____	\$ _____
0006AF	Semiannual PMS, Overhead Doors (2)	4	EACH	\$ _____	\$ _____
0006AG	Semiannual PMS, Drinking Fountains (9)	18	EACH	\$ _____	\$ _____
0006AH	Semiannual PMS, Gas Water Heaters (14)	28	EACH	\$ _____	\$ _____
0006AJ	Relamping of Buildings per paragraph C.9.b	480	EACH	\$ _____	\$ _____
0006AK	Start-up/Shutdown of HVAC Systems per paragraph C.9.c	36	EACH	\$ _____	\$ _____

<u>Item</u>	<u>Supplies/Services</u>	<u>Estimated</u>	<u>*</u>	<u>Unit Price</u>	<u>Amount</u>
		<u>Quantity</u>	<u>Unit</u>		
0007	Performance of indefinite quantity unit priced tasks for the FIRST OPTION PERIOD (!INSERT DATE! to !INSERT DATE!) in accordance with the Performance Work Statement contained in Section C. The quantities listed below are realistic estimates provided solely for the purpose of bid evaluation and are not hereby purchased.				\$ _____

**SCHEDULE OF INDEFINITE QUANTITY WORK - UNIT PRICED TASKS**

**(Subject to Service Contract Act Wages)**

0007AA	Replace Asbestos-Containing Floor Tile/Mastic per paragraph C.7.h	!NUMBER!	SF	\$ _____	\$ _____
0007AB	Replace Resilient Floor Tile per paragraph C.11.a(1)(a)	!NUMBER!	SF	\$ _____	\$ _____
0007AC	Replace Acoustical Ceiling Tile per paragraph C.11.a(2)(d)	!NUMBER!	SF	\$ _____	\$ _____
0007AD	Replace Asphalt Shingle Roofing per paragraph C.11.b(3)(b)	!NUMBER!	SQ	\$ _____	\$ _____
0007AE	Replace Copper Roof Flashing per paragraph C.11.b(3)(e)	!NUMBER!	SF	\$ _____	\$ _____

**(Subject to Davis-Bacon Act Wages)**

0007AF	Interior Painting, Walls and Ceilings, One Coat per paragraph C.12	!NUMBER!	SF	\$ _____	\$ _____
0007AG	Painting, Stucco and Masonry, One Coat per paragraph C.12	!NUMBER!	SF	\$ _____	\$ _____
0007AH	Interior Painting, Ferrous Surfaces, One Coat per paragraph C.12	!NUMBER!	SF	\$ _____	\$ _____
0007AJ	Interior Painting, Wood Trim, One Coat per paragraph C.12	!NUMBER!	SF	\$ _____	\$ _____
0007A!	!ADD ADDITIONAL TASKS AS NEEDED!				

<b>Item</b>	<b>Supplies/Services</b>	<b>Estimated Quantity</b>	<b>* Unit</b>	<b>Unit Price</b>	<b>Amount</b>
0008	Performance of indefinite quantity unit priced labor for the FIRST OPTION PERIOD (!INSERT DATE! to !INSERT DATE!) to perform specific maintenance, repair, and alteration work that cannot be identified in sufficient detail to be included in the firm fixed-price or indefinite quantity unit priced tasks portion of the contract. The quantities listed below are realistic estimates provided solely for the purpose of bid evaluation and are not hereby purchased.				\$ _____

**SCHEDULE OF INDEFINITE QUANTITY WORK - UNIT PRICED LABOR**

**(Subject to Service Contract Act Wages)**

0008AA	Carpentry	!NUMBER!	HR	\$ _____	\$ _____
0008AB	Electrical	!NUMBER!	HR	\$ _____	\$ _____
0008AC	Masonry	!NUMBER!	HR	\$ _____	\$ _____
0008AD	Plumbing/Pipefitting	!NUMBER!	HR	\$ _____	\$ _____
0008AE	HVAC	!NUMBER!	HR	\$ _____	\$ _____
0008AF	Sheet Metal	!NUMBER!	HR	\$ _____	\$ _____
0008AG	Machinist	!NUMBER!	HR	\$ _____	\$ _____
0008AH	Painting	!NUMBER!	HR	\$ _____	\$ _____
0008AJ	Laborer	!NUMBER!	HR	\$ _____	\$ _____
0008AK	Equipment Operator	!NUMBER!	HR	\$ _____	\$ _____

**(Subject to Davis-Bacon Act Wages)**

0008AL	Carpentry	!NUMBER!	HR	\$ _____	\$ _____
0008AM	Electrical	!NUMBER!	HR	\$ _____	\$ _____
0008AN	Masonry	!NUMBER!	HR	\$ _____	\$ _____
0008AP	Plumbing/Pipefitting	!NUMBER!	HR	\$ _____	\$ _____
0008AQ	HVAC	!NUMBER!	HR	\$ _____	\$ _____
0008AR	Sheet Metal	!NUMBER!	HR	\$ _____	\$ _____



PART I - THE SCHEDULE

SECTION C: DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

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PART I - THE SCHEDULE

SECTION C: DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: The GENERAL INTENTION paragraph defines the overall scope of the contract. It should be carefully written so that if additional work is required, the contract can be modified by an in-scope modification.  
\*\*\*\*\*!

C.1 GENERAL INTENTION. The intention of this solicitation is to obtain maintenance, repair, and minor construction services for buildings and structures and related systems and equipment at !INSERT NAME OF ACTIVITY! by means of a combination firm fixed-price and indefinite quantity contract.

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: The GENERAL REQUIREMENTS paragraph provides a general description of the services required by the contract. If some buildings and structures maintenance functions are already being performed by contract or by in-house forces, the user may want to clarify the scope of work by adding a "Work Excluded" statement to the following paragraph. Be careful to avoid giving bidders/offerors the impression that if work is not specifically excluded, it is automatically included.  
\*\*\*\*\*!

C.2 GENERAL REQUIREMENTS. The Contractor shall furnish all labor, management, supervision, tools, materials, equipment, incidental engineering, and transportation necessary for the maintenance, repair, and minor construction of buildings and structures and related systems and equipment in accordance with contract requirements. Attachment J-C1 describes the facilities to be maintained. The work includes the performance of service call work, recurring work, and indefinite quantity work items of repair and minor construction.

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: The DEFINITIONS - TECHNICAL paragraph contains definitions associated with Section C. Definitions should be inserted in alphabetical order. Avoid using acronyms, terms, or titles in Section C that are not identified and defined in this paragraph.  
\*\*\*\*\*!

C.3 DEFINITIONS - TECHNICAL. As used throughout this contract, the following terms shall have the meaning set forth below.

a. Backlogged Service Calls. A routine service call issued during the previous contract which was not completed for any reason; or maintenance, repair and minor construction requirements which may be identified during lapses, if any, in services between this contract and the previous contract.

b. Construction/Alteration. The installation or erection of something not previously existing, i.e., new work. Applies to both the firm fixed-price and indefinite quantity portions of the contract.

c. Contracting Officer (KO). The Contracting Officer is a person with the authority to enter into, administer, and/or terminate contracts and make related determinations and findings. The term includes certain authorized

representatives of the Contracting Officer acting within the limits of their authority as delegated by the Contracting Officer.

d. Contractor. Refers to both the prime Contractor and any subcontractors. The prime Contractor shall ensure subcontractors comply with the provisions of this contract.

e. Davis-Bacon Act (DBA) Work. Single instances of maintenance/repair or alteration requiring 32 hours or more to complete, or 200 square feet or more of painting.

f. Direct Material Costs. The actual vendor invoice charges for materials used for performance of work under this contract. Direct material costs shall include transportation charges when such charges are included on the invoice by the vendor, as well as any discounts allowed for prompt payment. When questions arise concerning the cost of materials, material costs shall be based on the lowest of quotes provided by the Contractor from at least three different commercial vendors for the direct material cost. The Government retains the right to obtain additional quotes. In questionable situations, the lowest price will be used.

g. Engineered Performance Standards (EPS). A job estimating system developed for the Department of Defense. EPS is the average time necessary for a qualified craftsperson working at a normal pace, following acceptable trade methods, receiving capable supervision, and experiencing normal delays to perform defined amounts of work of a specified quality. Attachment J-E2 contains a list of available EPS Handbooks; these documents may be downloaded from [http://www.efdlant.navfac.navy.mil/lantops\\_16/download.htm](http://www.efdlant.navfac.navy.mil/lantops_16/download.htm).

h. Facility. A building, structure, or piece of equipment designed and created to serve a particular function.

i. Federal Holidays. New Year's Day; Martin Luther King, Jr. Day; Presidents' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, Christmas Day.

j. Fixed Burden Rate. The additional costs (expressed in percent of direct material cost) for ordering, handling, and stockpiling materials for work included in the indefinite quantity, unit priced labor portion of the contract.

k. Frequency of Service

(1) Annual (A) - Services performed once during each 12-month period of the contract at intervals of 335 to 395 days.

(2) Semiannual (SA) - Services performed twice during each 12-month period of the contract at intervals of 160 to 200 calendar days.

(3) Quarterly (Q) - Services performed four times during each 12-month period of the contract at intervals of 80 to 100 calendar days.

l. Labor Hour Unit Price. A labor hour unit price is the unit price bid by the Contractor to provide one performance standard hour of work-in-place. The unit price includes all direct and indirect costs associated with performing one standard hour of work. The unit price typically includes the Contractor's hourly craft wage, adjusted to allow for the Contractor's workforce productivity

[i.e. the Contractor's estimate of how his/her workforce will perform in relation to the applicable performance standard(s)]; and all costs for pre-expended bin materials and supplies, profit, tools, equipment, field and home office overhead, clerical support, supervision, overtime, inspection, fees, taxes, licenses, permits, insurance, etc. In short, all costs associated with providing a specific standard hour of effort.

m. Maintenance/Repair. The preservation or restoration of a piece of equipment, system, or facility to such condition that it may be effectively used for its designated purposes. Maintenance/repair may be adjustment, overhaul, reprocessing, or replacement of constituent parts or materials that are missing or have deteriorated by action of the elements or usage, or replacement of the entire unit or system if beyond economical repair.

n. Means Repair and Remodeling Cost Data. Data collected and organized by R. S. Means Company which can be used to prepare accurate, dependable construction estimates and budgets in a variety of ways. The latest edition shall be used by the Contractor. Material prices are based on a national average and computed labor costs are based on a 30-city national average. Data has been targeted for residential, commercial, and industrial repair/remodeling projects. An estimate prepared using this data is called a "Means estimate"; data may simply be referred to as "Means".

o. Minor Construction. A minor construction project is defined as a single undertaking at a military installation that includes all construction necessary to produce a complete and usable facility or a complete and usable improvement to an existing facility, and has an approved cost equal to or less than the amount specified by law as the maximum amount for a minor military construction project.

p. Performance Requirements Summary (PRS) Table. A table (see Attachment J-C2) delineating work requirements, standards of performance, Maximum Allowable Defect Rates (MADRs), and weights for each contract requirement. The PRS is used by the Government to assess Contractor performance and is the primary method for calculating deductions for unsatisfactorily performed or nonperformed work.

q. Pre-expended Bin Materials And Supplies. The minor materials and supplies that are incidental to a job, and for which the total direct cost of any one material line item shown on the material estimate is \$10 or less. Examples of pre-expended bin materials and supplies include, but are not limited to, solder, lead, flux, electrical connectors, electrical tape, fuses, nails, screws, bolts, nuts, washers, spacers, masking tape, sand paper, solvent, cleaners, lubricants, grease, oil, rags, mops, glue, epoxy, spackling compound, joint tape, gases, refrigerants, refrigeration fittings, plumbers tape and compound, clips, welding rods, heat sinks, touch up paint, and plumbing fittings.

r. Quality Assurance Evaluator (QAE). The Government employee designated by the KO to monitor Contractor performance.

s. Regular Working Hours. The Government's regular (normal) working hours are from !STARTING HOUR! to !ENDING HOUR!, Monday through Friday except (a) Federal Holidays and (b) other days specifically designated by the KO.

t. Response Time. The time allowed the Contractor after initial notification of a work requirement to be physically on the premises at the work site with appropriate tools, equipment, and materials, ready to perform the work required.

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: Government-furnished property may include real property or personal property. The specification writer must clearly identify Government-furnished facilities, equipment, and material, if any, and provide detailed listings in Section J. Ensure NAVFAC clause 5252.245-9300 in Section I is properly completed.  
\*\*\*\*\*!

C.4 GOVERNMENT-FURNISHED PROPERTY, MATERIALS AND SERVICES. In accordance with NAVFAC 5252.245-9300, "GOVERNMENT-FURNISHED PROPERTY, MATERIALS AND SERVICES" clause, Section I, and the following paragraphs, the Government will furnish or make available to the Contractor certain Government-owned facilities, equipment, materials and utilities for use in connection with this contract.

!SELECT EITHER a. OR a.(OPTIONAL)!

a. Government-Furnished Facilities. The Government will furnish or make available to the Contractor the facilities described in Attachment J-C3.

a.(OPTIONAL) Government-Furnished Facilities. The Government will not provide office space and operational facilities to the Contractor. The Contractor shall secure and maintain the necessary office space and other facilities required for the performance of this contract at his/her own expense.

!SELECT EITHER b. OR b.(OPTIONAL)!

b. Government-Furnished Equipment. The Government will furnish or make available to the Contractor the tools and equipment listed in Attachment J-C4.

b.(OPTIONAL) Government-Furnished Equipment. The Government will not provide tools or equipment to the Contractor. The Contractor shall furnish all tools and equipment required for the performance of this contract.

!SELECT EITHER c. OR c.(OPTIONAL)!

c. Government-Furnished Material. The Government will furnish or make available to the Contractor the material described in Attachment J-C5.

c.(OPTIONAL) Government-Furnished Material. The Government will not provide any materials to the Contractor.

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: Ensure NAVFAC clause 5252.245-9300 completely describes the utility services to be provided, applicable rates of reimbursement, etc.  
\*\*\*\*\*!

d. Availability of Utilities. The Government will furnish utility services as specified in NAVFAC 5252.245-9300, "GOVERNMENT-FURNISHED PROPERTY, MATERIALS AND SERVICES" clause, Section I.

C.5 CONTRACTOR-FURNISHED ITEMS. Except for items listed in paragraph C.4, the Contractor shall provide all facilities, equipment, materials, and services to perform the requirements of this contract.

a. Materials. The Contractor shall provide new or factory reconditioned parts and components when providing maintenance, repair, and minor construction services as described herein. All replacement units, parts, components and materials to be used in the maintenance, repair, and minor construction of facilities and equipment shall be compatible with that existing equipment on which it is to be used; shall be of equal or better quality than original equipment specifications; shall comply with applicable Government, commercial, or industrial standards such as National Board of Underwriters or Underwriters' Laboratories, Inc., National Board of Fire Underwriters, National Electrical Manufacturer's Association, American Society of Mechanical Engineers, etc.; shall conform to the applicable specifications listed in Attachment J-C6 and the technical specifications, Section C; and used in accordance with original design and manufacturer intent. Items not listed in Attachment J-C6 or 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.

b. Submittals. The Contractor shall submit certificates of compliance, manufacturer's descriptive data, and product samples for those items specified in paragraph 2 of Attachment J-C6. Such submittals shall be made to the Contracting Officer for approval within 15 calendar days after award of the contract.

(1) Certificates of compliance shall be obtained from material manufacturers attesting that materials meet the requirements specified in Attachment J-C6.

(2) Manufacturer's descriptive data shall include the name of the manufacturer, model number or other identifying information, catalog cut, and other identifying data and information describing the performance, capacity, rating, and application/installation instructions which clearly illustrate that the proposed item meets the applicable standards specified in Attachment J-C6.

(3) Product samples shall include a sufficient quantity of material to allow for complete analysis and evaluation by the Government.

(4) Asbestos Removal Submittals. The following submittals shall be provided to the KO for approval within 15 calendar days after contract award. Submittals shall be updated when changes occur.

(a) Plan for removal and disposal of asbestos-containing material (ACM). Include in the plan:

- 1 Worker protection and protective equipment
- 2 Engineering control for prevention and containment of asbestos fiber release
- 3 Work methods to be used in removal of ACM
- 4 Name and qualifications of the designated worker(s)

- 5 Plan for handling, preparation, and disposal of the ACM
- 6 Ultimate disposal site for ACM
- 7 Air monitoring plan and qualifications of testing laboratory

(b) Proof of Contractor licensing by the !INSERT STATE! State Licensing Board and Asbestos Certification by the !INSERT STATE! Department of Industrial Relations, Division of Occupational Safety and Health.

(c) Written evidence that the landfill is approved for the disposal of ACM as required by EPA, State, and Local Regulatory Agencies.

(d) For each task order issued for removal of ACM, submit the following for KO approval:

1 Contractor certification that the information in the approved plan for removal, proof of licensing, and landfill approval is accurate for the individual task order. Identify the task order and provide the date and location of work.

2 Results of any monitoring.

3 Detailed delivery tickets which were prepared, signed and dated by an agent of the landfill certifying the amount of ACM delivered to the landfill.

c. Computer Equipment. !SPECIFY COMPUTER HARDWARE (WORKSTATIONS, MODEMS, PRINTERS, ETC.) AND SOFTWARE REQUIREMENTS NECESSARY TO COMMUNICATE WITH THE GOVERNMENT'S AUTOMATED WORK RECEPTION SYSTEM!

C.6 MANAGEMENT. The Contractor shall manage the total work effort associated with the services required herein to ensure fully adequate and timely completion and permit tracking of work in progress. Such management includes, but is not limited to, planning, scheduling, cost accounting, report preparation, establishing and maintaining records, and quality control. The Contractor shall provide staff with the necessary management expertise to assure the performance of the required work.

a. Work Control. The Contractor shall plan and schedule work to assure material, labor, and equipment are available to complete work requirements with regard to the established time limits and quality standards. Verbal scheduling and status reports shall be provided when requested by KO. The status of any item of work must be provided within !INSERT NUMBER! hours of the inquiry during the Contractor's regular working hours, and within !INSERT NUMBER! hours after regular working hours.

!\*\*\*\*\*  
 NOTE TO SPECIFICATION WRITER: In the following paragraph, specify those areas or buildings, if any, where work must be accomplished only during specific time periods, such as other than during regular working hours.  
 \*\*\*\*\*!

b. Allowable Work Hours. All work shall be performed during regular working hours as defined in paragraph C.3.s unless specified otherwise. If the

Contractor desires to carry on work on holidays or outside regular working hours, he/she must obtain the written approval of the KO.

c. Work Schedule. The Contractor shall arrange work so as not to cause interference with normal occurrence of Government business. In those cases where some interference is unavoidable, the Contractor shall make every effort to minimize the impact of the interference and its effects. All work schedules required shall be submitted to and approved by the KO. In no event shall the Contractor change approved work schedules without the prior consent of the KO. When non-essential services have been scheduled on the date a holiday occurs, such services shall be performed on the following working day.

d. Building Monitors. Within 10 calendar days following award of this contract, the KO will provide the Contractor with a list of building monitors. The Contractor shall notify the building monitor in writing at least two working days in advance of any work to be performed in a building under his/her control that will tend to disrupt the conduct of normal Government business. Notification shall include the type of work to be done and the estimated completion date. The Contractor shall reschedule any work the KO deems necessary to avoid unacceptable disruptions in the Government's business.

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: Records, reports, and other information needed from the Contractor should be listed in Attachment J-C7. Include sample formats when available, or provide information on required formats, type of data required, etc., so the Contractor can clearly understand the required administrative effort. If facility history files are to be maintained by the Government, the writer tailor the following paragraphs accordingly.  
\*\*\*\*\*!

e. Records and Reports. The Contractor shall maintain management, operation, and maintenance records and prepare management, operation, and maintenance reports as set forth in Attachment J-C7. All records and copies of reports shall be turned over to the KO within five calendar days after contract completion.

(1) Within 15 calendar days after the start date of the contract, the Contractor shall establish a separate history file for each facility listed in Attachment J-C1. Each file shall contain a listing of all equipment by nomenclature and manufacturer's model number, as well as all manufacturer's literature, brochures, and pamphlets; maintenance, operator, and parts list manuals; warranty information; a copy of all completed Service Call Work Authorization Forms, Preventive Maintenance Inspection Checklists, and Task Orders; and any other information relevant to work performed during the term of the contract. All documents shall be filed within 10 days of the completed inspection, work, or other transaction unless specified otherwise. Facility history files shall be made available for review when requested by the Government, and turned over to the KO within five calendar days after contract completion.

(2) Cost accounting information shall be maintained and reports submitted in compliance with the specific requirements set forth in Attachment J-C7.

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: Include general performance standards and other requirements that apply to the contract as a whole in the following paragraph.  
\*\*\*\*\*!

C.7 GENERAL REQUIREMENTS AND PROCEDURES

a. Standards. All workmanship shall meet the standards specified herein and shall be accomplished in conformance with approved and accepted standards of the industry; equipment manufacturers; applicable activity, local, state, and federal standards; and applicable building and safety codes.

(1) When the Contractor completes work on a facility, system, or piece of equipment, that facility, system, or equipment shall be free of missing components or defects which would prevent it from functioning as originally intended and/or designed. Corrective or repair/replacement work shall include operational checks and cleanup of the job site. Except where otherwise noted, replacements shall match existing in dimensions, finish, color, and design.

(2) During and at completion of work, debris shall not be allowed to spread unnecessarily into adjacent areas nor accumulate in the work area itself. All such debris, excess material, and parts shall be cleaned up and removed at the completion of the job and/or at the end of each day work is in progress.

b. Replacement, Modernization, Renovation. During the term of the contract, the Government may replace, renovate, or improve equipment, systems, facilities, components, and fixtures by means not associated with this contract. All replaced, improved, updated, modernized, or renovated equipment, fixtures, facilities, components, and systems shall be maintained, operated, and/or repaired by the Contractor at no additional cost to the Government unless there is a resulting increase or decrease in contract requirements. Such changes in contract requirements will be handled in accordance with the clause in Section I entitled "CHANGES - FIXED-PRICE".

c. Equipment Under Manufacturer's or Installer's Warranty. Equipment, components, and parts, other than that installed under this contract, shall not be removed or replaced or deficiencies corrected while still under warranty of the manufacturer or the installer without prior approval of the Contracting Officer. All defects in material or workmanship, defective parts, or improper installation and adjustments found by the Contractor shall be reported to the KO so necessary action may be taken. The Contractor shall be knowledgeable of the equipment, parts, and components under warranty and the duration of such warranties. Available warranty information will be furnished to the Contractor by the KO.

d. As-Built Drawings

(1) Attachment J-C1 contains a list of drawings which will be available to the Contractor for information only. These drawings show the general nature of the work and its location. Detailed information should be confirmed by the Contractor. The Government makes no representation as to the completeness or accuracy of these drawings.

(2) A record of all changes/additions to buildings, structures, and related equipment and systems made by the Contractor shall be provided to the Contracting Officer within !INSERT NUMBER! calendar days of the completed work.

This data shall include, but not be limited to, dimensioned drawings and/or sketches.

!\*\*\*\*\*  
NOTE SPECIFICATION WRITER: Modify the following paragraph as required, or delete if not applicable. For example, if another Contractor or the Government operates a system to be maintained under this contract, the responsibilities of each must be specifically spelled out.  
\*\*\*\*\*!

e. Interface With Other Contractors and Government Forces. Other Contractors !AND/OR GOVERNMENT FORCES! may be engaged in work in support of the facilities covered by this contract. The Contractor for this contract shall coordinate and cooperate with all other Contractors to avoid conflicts in work schedules and performance. In the event of conflicts with other Contractors that cannot be satisfactorily resolved, the matter shall be referred to the KO for a decision. Such decisions shall be final, subject to right of appeal in accordance with the "DISPUTES" clause, Section I.

f. Damages Caused by Weather Conditions or Vandalism. Work required to repair facilities or equipment damaged by inclement weather conditions and/or acts of vandalism shall be performed at no additional cost to the Government if such work is within the scope of a service call. The historical data in Attachment J-C8 includes such instances of repair.

g. Ozone Depleting Refrigerant Recycling. The Contractor shall not knowingly vent or otherwise dispose of any Class I ozone depleting refrigerant in a manner which will permit their release into the environment. These refrigerants shall be captured and recycled in conformance with all applicable federal, state, and local laws and regulations.

h. Asbestos-Containing Material (ACM). Asbestos-containing insulation, flooring, and other building materials may be encountered by the Contractor during the performance of work under this contract, and the Contractor shall remain alert to this possibility. If ACM is encountered or suspected in the performance of work, the Contractor shall avoid removing, sanding, abrading, or disturbing the material. The Contractor shall verbally notify the KO within one hour and follow-up with written notification within 24 hours.

- (1) The Contracting Officer will take one or more of the following actions:
- (a) Have the material tested and use the test results as a basis for further action.
  - (b) Order new material installed over the ACM.
  - (c) Order the ACM removed under the indefinite quantity portion of this contract.
  - (d) Have the ACM removed by Government forces or under separate contract.

i. Required Training. The following OSHA training is required, as a minimum, annually for all Contractor employees:

(1) Class II Worker Training - eight hours

(2) Class III Operation and Maintenance Training - two days

Any Contractor employee involved in the removal of ACM must obtain Class I certification. Employees with this certification need not attend Class II or III training.

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NOTE TO SPECIFICATION WRITER: When tailoring the following paragraphs, remember that service calls may not include services that require 32 or more estimated labor hours to accomplish. See User's Guide paragraph III.B.4 for additional information on Davis-Bacon requirements, and paragraph III.C.1 for general considerations on tailoring the service call provisions below.

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C.8 GENERAL REQUIREMENTS AND PROCEDURES FOR SERVICE CALL WORK. Service calls are defined as maintenance, repair, minor construction and/or other miscellaneous work requirements which are called into the work reception center by building occupants or generated by designated Government representatives; are brief in scope; require not more than !INSERT NUMBER! estimated total labor hours for accomplishment; require not more than \$!INSERT DOLLAR AMOUNT! in total direct material costs, to include parts or entire unit replacement; and do not reasonably require detailed job planning. Multiple maintenance, repair, and minor construction requirements received for the same trade in the same building or structure at the same time will be combined into one service call. However, not more than !INSERT NUMBER! such requirements will be included on any one service call. For example, "commode handle sticks" and "lavatory faucets leak" in the same building would be one service call, as would "broken door closer" and "floor tile broken". All service call work is included in the firm fixed-price portion of the contract.

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NOTE TO SPECIFICATION WRITER: Specify which estimating standard (EPS, Means, or other) will govern when disputes arise concerning the number of labor hours required to perform a particular job.

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a. Labor and Material Requirements

(1) Labor. All service call work is subject to Service Contract Act wages. When questions arise concerning the labor hours required for a particular job, labor hour requirements will be based on !SPECIFY STANDARD!.

(2) Materials. When questions arise concerning the cost of materials, material costs will be based on the lowest quote provided by the Contractor from at least three different commercial vendors for the actual direct cost of materials. The Government retains the right to obtain additional quotes in questionable situations, and the lowest price obtained will be used. The Contractor shall maintain sufficient off-the-shelf materials and equipment on hand to support service call work requirements. Lack of availability of materials or equipment will not relieve the Contractor from the requirement to complete service call work within the time limits specified.

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NOTE TO SPECIFICATION WRITER: Since there are many factors that affect the way

the work reception function operates, the following sample paragraph must be carefully tailored. Will the Government or the Contractor receive service calls from customers? Is an automated work reception system in place, and will the Government and Contractor work reception centers be linked via computer? See User's Guide paragraph III.C.1.c for information on issues that must be considered.

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b. Service Call Reception

(1) During Regular Working Hours. The Government's work reception center will receive service call requests during regular working hours and classify each call in accordance with the definitions provided below. A description of the problem or requested work, date and time received, location, and other appropriate information will be entered in the automated work reception system and transmitted to the Contractor's work reception center. A Service Call Work Authorization Form (see Attachment J-C9) containing the time and date of transmission will automatically print. Calls shall be considered received by the Contractor at the time and date of this transmission. If the call is classified as emergency, the Government's work receptionist will notify the Contractor by phone that an emergency call has been received and that a Service Call Work Authorization is being transmitted.

(2) After Regular Working Hours. The Contractor shall receive all service call requests directly from building occupants and other authorized Government representatives after the Government's regular working hours, on weekends, and holidays. Calls shall be classified by the Contractor as emergency, urgent, or routine in accordance with the definitions provided in paragraph C.8.c. The Contractor shall respond accordingly for emergency and urgent calls. If the call is classified as routine, the Contractor shall not respond until a service call work authorization form is received from the Government. A log shall be maintained of **all** calls received; a description of the problem or requested work, date and time received, classification, facility number/name, and caller's name/telephone number shall be recorded for **each** call. A copy of the service call log shall be delivered to the Government's work reception center by !INSERT TIME! the next regular Government working day for data entry into the automated work reception system. Service call work authorization forms will be transmitted to the Contractor. The Contracting Officer may upgrade or downgrade the classification of any service call received by the Contractor.

c. Service Call Classification

(1) Emergency Calls. Service calls will be classified as emergency at the discretion of the KO. Generally, emergency calls consist of correcting failures that constitute an immediate danger to personnel, threaten to damage property, or threaten to disrupt activity operations and/or training missions. Examples include outages in utility systems which support training equipment or provide other vital services, clogged drains, broken water pipes, gas leaks, inoperable pumps, roof leaks, electrical defects which may cause fire or shock, unlocking of locks or safes, etc. Historically, no more than !INSERT PERCENTAGE! of the service calls issued have been classified as emergency.

(2) Urgent Calls. Service calls will be classified as urgent at the discretion of the KO. Generally, urgent calls consist of providing services or correcting failures which do not immediately threaten personnel, property, or

activity missions, but will soon inconvenience and/or affect the health or well being of personnel, lead to property damage, or lead to disruptions in operational or training missions. Calls will also be classified as urgent when the service or failure has upper level or command/management attention. Historically, no more than !INSERT PERCENTAGE! of service calls issued have been classified as urgent.

(3) Routine Calls. Service calls will be classified as routine when the work does not qualify as an emergency or urgent call.

d. Response to Service Calls. The Contractor shall have procedures for electronic receipt of service call work authorizations from the Government's work reception center during regular working hours, and receiving and responding to emergency and urgent service within the specified response time seven days a week, including weekends and holidays. A single local or toll free telephone number shall be provided by the Contractor for receipt of all service calls. All telephone calls shall be answered within 30 seconds by an individual fully familiar with the Contractor's work control procedures and the terms and conditions of this contract.

(1) Response by Classification

(a) Emergency Calls. The Contractor shall respond immediately and must be on the job site and working within !INSERT NUMBER! minutes after receipt of an emergency service call. The Contractor shall work without interruption and shall correct, remedy, or take other action as required to contain the emergency condition before departing the job site (e.g., shut off water, close gas valve, temporarily patch roof leak, etc.) If further labor and material (follow-up work) are required to complete the repair, the call will be reclassified as either urgent or routine, as appropriate, and the corresponding completion time will then apply. Such follow-up work shall be considered part of the original service call. If the follow-up work is beyond the scope of a service call, the procedures in paragraphs C.8.d(2) or C.8.d(3) shall apply.

(b) Urgent Calls. The Contractor shall be on the job site and working within !INSERT! hours after receipt of an urgent service call received during regular working hours, and within !INSERT! hours for urgent calls received after regular working hours, on weekends, or holidays. Once begun, the work shall be prosecuted to completion and must be completed within !INSERT NUMBER! hours.

(c) Routine Calls. All routine service calls shall be completed within !INSERT NUMBER! working days after receipt. Routine calls shall normally be accomplished during regular working hours, Monday through Friday.

(2) Beyond the Scope of Urgent Call. If the Contractor responds to an urgent service call and believes the work required is beyond the scope of a service call, as defined above, the Government's work reception center (during regular working hours) or !INSERT COMMAND DUTY OFFICER OR OTHER APPROPRIATE INDIVIDUAL! (after regular working hours) must be contacted within one hour. If requested by the KO, the Contractor shall provide a summary of the work needed and a detailed !SPECIFY EPS, MEANS, OR OTHER! estimate showing labor hour and material requirements within !INSERT NUMBER! hours of the request.

(a) If the KO agrees the work required is beyond the scope of a service call, the KO may authorize the Contractor to proceed with the work in

accordance with the "CHANGES - FIXED-PRICE" clause, Section I, or cancel the service call work authorization.

(b) If the KO determines the work falls within the scope of a service call, payment deductions and liquidated damages will be taken if the work is not completed by the original time limit established when the call was received.

(3) Beyond the Scope of Routine Call. If the Contractor responds to a routine service call and believes the work required is beyond the scope of a service call, as defined above, the service call work authorization form shall be returned to the Government's work reception center no later than !INSERT TIME! the following workday. The Contractor shall attach a description of the work required and a detailed !SPECIFY EPS, MEANS, OR OTHER! estimate showing labor hour and material requirements.

(a) If the KO agrees the work required is beyond the scope of a service call, the scope of the work will be reduced and a new service call work authorization form will be issued by the Government, or the original service call work authorization will be canceled. If the original is canceled, the work may be accomplished under the indefinite quantity portion of the contract or by means other than this contract.

(b) If the KO determines the work falls within the scope of a service call, the original service call work authorization form will be returned to the Contractor for work completion. Work on such calls shall still be completed within !INSERT NUMBER! working days from the original receipt date/time, plus the amount of time the work authorization form was held by the KO for determination.

e. Completed Calls. Within one Government working day after completion of each service call, the Contractor shall take the following actions:

(1) Enter the following information into the automated work reception system:

- (a) Description of work actually completed.
- (b) Brief description of material and parts used, including quantities.
- (c) Date and time work began.
- (d) Date and time work was completed.
- (e) Hours of labor (by craft) expended.

(2) Add the following information to the service call work authorization form and return to the Government's work reception center:

- (a) Description of work actually completed.
- (b) Brief description of material and parts used, including quantities.
- (c) Date and time work began.

(d) Date and time work was completed.

(e) Hours of labor (by craft) expended.

(f) Signature or initials of the Contractor's craftsman performing the work (or supervisor), indicating the work has been completed.

f. Historical Data. Historical data, which includes the numbers and types of service calls by classification, is provided in Attachment J-C8.

g. Backlogged Service Calls. Approximately !INSERT NUMBER! backlogged service calls, as defined in the "DEFINITIONS - TECHNICAL" paragraph, Section C, will be issued to the Contractor on or shortly after the contract start date. Work must be completed on these calls within !INSERT NUMBER! calendar days after the date of issue; the normal service call classification and completion requirements do not apply.

C.9 GENERAL REQUIREMENTS AND PROCEDURES FOR RECURRING WORK. All recurring work is covered under the firm fixed-price portion of the contract and includes preventive maintenance inspections (PMs), relamping, and start-up/shutdown of HVAC systems. The Contractor shall maintain sufficient parts, materials, and equipment on hand to perform all recurring work as specified. Lack of availability of parts, material, or equipment will not relieve the Contractor from the requirement to complete work within the time limits and quality standards stated herein.

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: The user must provide a list of systems and equipment that require PMs, the frequencies that PMs will be performed, and the PM checkpoints that must be accomplished. It is best to provide this information in Section J; an example is provided as Attachment J-C10 of this GPWS. If PM checklists will be submitted by the Contractor as part of a technical proposal in a negotiated procurement, modify the paragraph below accordingly.

The user must insert dollar and time limits for each PM in the following paragraph. Remember, the intent is to perform routine maintenance and identify needed repairs, not to perform major repair work. Major repairs should be screened by the Facilities Management Engineering Division (FMED) and, if appropriate, service calls or task orders issued. With this intent in mind, the repair limits set below should be based on the number, size, complexity, and condition of the systems and equipment to be inspected.

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a. Preventive Maintenance

(1) The Contractor shall perform preventive maintenance inspections (PMs) on the systems and equipment listed in Attachment J-C10 . PMs consist primarily of inspection, lubrication, calibration, adjustment, and minor part and component replacement (e.g., filters, belts, hoses, fluids, oil and grease) as required to minimize malfunction, breakdown, and deterioration of equipment; and the identification of and/or performance of any repairs required to ensure the equipment is operating per manufacturer's standards. The Contractor shall complete all identified repairs and provide all necessary services, parts, and materials as part of the PM. However, if repairs require more than !INSERT

NUMBER! estimated total labor hours to complete, or will exceed \$!INSERT DOLLAR AMOUNT! in total direct material costs, the KO shall be notified within one hour. These time and material limits apply to each PM for each individual system or piece of equipment.

(2) Excessive or repeated system breakdowns or deficiencies may be considered by the Government as an indication of unsatisfactory Contractor performance of PMs. Historical service call data provided in Attachment J-C8 is based on an aggressive PM program, and timely identification and execution of repair work. The Contractor should recognize untimely response to repair requirements and lower levels of PM will result in increased repair frequencies and additional material costs. The Contractor may, at his/her option and at no additional cost to the Government, increase the level and/or frequency of PM in an effort to minimize repair requirements. The Government will provide the manufacturers' recommended PM schedules, manuals, pamphlets, etc., if available, to the Contractor.

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NOTE TO SPECIFICATION WRITER: Normally, the Contractor is required to submit a detailed PM schedule for approval by the KO using the PM frequencies specified in Attachment J-C10. However, the user may want to require the Contractor to use a previously developed schedule that should be included in an attachment in Section J; choose the optional paragraph below in this case.

If the base period of the contract will be less than 12 months in length, the user must tailor the following paragraph and/or Attachment J-C10 so that it is clear what specific PMs are to be performed during the base period. For example, indicate which annual PMs are to be performed during the base period.  
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(3) The Contractor shall submit a detailed PM schedule to the KO for approval at least 15 calendar days prior to the start date of the contract. The schedule shall cover the entire term of the contract and include, for each system/piece of equipment and PM listed in Attachment J-C10, the facility number, the work to be performed (e.g., semiannual PM), and the week of the month the PM will be performed.

(a) PMs for HVAC equipment shall be scheduled to coincide with the periods immediately prior to the heating and cooling seasons. Heating season PMs shall be performed during the period !INSERT DATE! to !INSERT DATE!. Cooling season PMs shall be performed during the period !INSERT DATE! to !INSERT DATE!. PMs for all other systems/equipment may be scheduled at the Contractor's discretion unless specific requirements or restrictions are included elsewhere in the contract.

(b) Once approved by the KO, the Contractor shall strictly adhere to the schedule to facilitate the Government's inspection of the work. Proposed changes to the approved schedule must be submitted in writing for the KO's approval at least five working days prior to the originally scheduled PM date. In no event shall the Contractor change approved schedules without the prior consent of the KO.

(3)(OPTIONAL) The Contractor shall perform PMs in accordance with the schedule provided in Attachment J-C!INSERT!. The Contractor shall strictly adhere to the schedule to facilitate the Government's inspection of the work. Proposed changes to the schedule must be submitted in writing for the KO's

approval at least five working days prior to the originally scheduled PM date. In no event shall the Contractor change approved schedules without the prior consent of the KO.

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NOTE TO SPECIFICATION WRITER: Tailor the following paragraph if facility history files are to be maintained by the Government.  
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(4) The applicable Preventive Maintenance Inspection Checklist provided in Attachment J-C10 shall be completed for each PM performed. Deficiencies exceeding the limits specified in paragraph C.9.a(1) shall be described in detail. Necessary repairs may be accomplished by issuing a service call or task order, as appropriate; deferred until funding becomes available; or performed by means other than this contract. Original checklists shall be placed in the facility history file and a copy provided to the KO within two days of work performance.

(5) Government-furnished PM record cards or tags shall be attached by the Contractor, in a conspicuous location, to each item of equipment during the initial PM. The Contractor's mechanic shall initial and date these cards or tags upon completion of each scheduled PM. To facilitate Government verification of PMs, the Contractor shall mark all replacement items (e.g., filters and belts) with the date changed.

b. Relamping. The Contractor shall provide relamping services, including emergency, exit, and exterior lights attached to buildings. This work includes inspecting each building in accordance with the schedule in Attachment J-C11; replacing all blackened, discolored, blinking, and burned out fluorescent tubes and incandescent bulbs; and replacing other defective parts such as ballasts, starters, etc. In areas where the fixtures are not easily accessible, such as high bay or hangar areas, the Contractor may elect to perform group relamping. Replacement lamps and components shall be the same type, wattage, and voltage as those removed. The Contractor shall replace bulbs, tubes, and other defective parts per paragraph C.8 between scheduled relamping services.

c. Start-up/Shutdown of HVAC Systems

(1) The Contractor shall perform start-up/shutdown of HVAC systems listed in Attachment J-C12. Normally, heating start-up and air conditioning shutdown shall be accomplished during the period !INSERT DATE! to !INSERT DATE!, and air conditioning start-up and heating shutdown shall be accomplished during the period !INSERT DATE! to !INSERT DATE!. The KO will advise the Contractor of the specific date or dates when such services should begin to be accomplished. All work shall be completed within !INSERT NUMBER! calendar days of the specified start date for equipment in individual buildings, or within !INSERT NUMBER! calendar days if services are ordered for all buildings at the same time.

(2) The Contractor shall perform specific inspections, procedures, and preservation required by the manufacturer; verify all systems and components are operating as designed; and identify needed repairs that may be accomplished during the off-season. The Contractor shall accomplish any minor repairs within the scope of a PM as part of the start-up/shutdown. A report that work has been completed, including a list of major repairs beyond the scope of a PM, shall be

provided to the KO for each item of equipment within !INSERT NUMBER! working days after completion of the start-up/shutdown service.

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: If the user decides not to include unit priced labor provisions in the contract, but still wants to include indefinite quantity unit priced tasks, delete the following paragraph in its entirety and replace with the C.10(OPTIONAL) paragraph. See User's Guide paragraph III.C.3 for additional information.  
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C.10 GENERAL REQUIREMENTS AND PROCEDURES FOR INDEFINITE QUANTITY WORK.

Contract requirements which cannot be defined in sufficient detail or frequency to be included in the firm fixed-price portion of the contract, or which are beyond the scope of a service call (as defined in paragraph C.8), will be included in the indefinite quantity portion.

a. Categories of Indefinite Quantity Work. There are two categories of indefinite quantity work included in the contract: unit priced tasks and unit priced labor.

(1) Unit Priced Tasks. Unit priced tasks are included in the Schedule of Indefinite Quantity Work - Unit Priced Tasks, Section B. The unit prices bid include all labor, material, and equipment necessary to perform the specified tasks. Unit priced tasks may be ordered as standalone work, in conjunction with other unit priced tasks, or in combination with unit priced labor.

(2) Unit Priced Labor. Unit priced labor rates are set forth in the Schedule of Indefinite Quantity Work - Unit Priced Labor, Section B. Material and equipment requirements associated with unit priced labor will be reimbursed in accordance with the procedures specified in the "Ordering Unit Priced Labor" paragraph below.

b. Ordering Unit Priced Tasks. When unit priced tasks are ordered as standalone items or in conjunction with other unit priced tasks, task orders shall indicate the item(s), number of units, location of the work, and other pertinent information in accordance with the "PROCEDURES FOR ISSUING ORDERS" clause in Section G. Contract line item numbers (CLINs) 0002AF through 0002AJ will be ordered by the Government only when the scope of the work is 200 square feet or more.

c. Ordering Unit Priced Labor. As the need arises, the Contracting Officer will provide the Contractor with a scope of work by issuing a Request For Proposal (RFP). The Contractor shall visit the site of the proposed work. Labor, material, and equipment required for the performance of unit priced labor tasks are included in the Schedule of Indefinite Quantity Work as separate contract line items. The Contractor will be paid a fixed-price for each task order as specified in the following procedures.

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NOTE TO SPECIFICATION WRITER: In the following paragraphs, *Means Repair and Remodeling Cost Data* is used as the primary basis for determining the number of unit priced labor hours required to accomplish any given indefinite quantity job. The user may choose to specify EPS or another primary source for labor hour standards and modify the following clause accordingly.  
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(1) Preparation of Proposals. In response to the Government's RFP, the Contractor shall submit a proposal for each potential task order which includes (1) a complete list of all tasks necessary to perform the required scope of work and the Means task reference number, (2) the number of hours (from manhours column) set forth to perform each task, (3) an identification of specific tasks and the associated performance hours for which there are no applicable Means performance standards, and (4) the projected quantity and costs of materials and equipment to perform the required scope of work. Any portion of the work required which has been bid as a unit priced task, e.g., CLIN 0002AB for Replace Resilient Floor Tile, will be priced using the unit price set forth in the bid schedule. This proposal will be analyzed and compared to the Government's estimate of hours and costs. Proposals shall be returned to the KO within !INSERT! calendar days after receipt for proposed task orders.

(a) Labor Requirements. The latest edition of *Means Repair & Remodeling Cost Data (Commercial/Residential)*, R. S. Means Company, shall be used for determining the number of performance standard hours required to complete the scope of work. Labor hours shall not be included in the scope of work as mark-ups or add-ons for work time associated with union agreements, overhead, profit, material markups, supervision, clerical support, transportation (travel time), or material handling. These items shall be included in the labor hour unit price and fixed burden rate by the Contractor. Means does not cover every task that may need to be accomplished. For these tasks, work content comparison (comparing a task that is not specifically defined in Means to a very similar task that is defined in Means) shall be performed prior to a determination that Means does not apply to a job.

(b) Material Requirements. Projected material requirements shall include a list of materials establishing the size, quality, number of units, and unit prices. Pre-expended bin supplies and materials shall not be included in the list of materials since the cost for these items are included in the labor hour unit prices bid.

(c) Construction and Weight Handling Equipment Requirements. Requirements for construction and weight handling equipment shall include identification of the type, size, capacities, and number of units.

(d) Special Equipment. As a part of the rate per performance labor hour bid, the Contractor shall be expected to provide all tools and equipment that a craftsperson can normally be expected to use. In the event a job requires the use of equipment that the Contractor cannot be expected to supply, such equipment shall be referred to as "special equipment". The cost to the Government for the Contractor's use of special equipment will be negotiated as part of the firm fixed-price for the task order.

(2) Government Review of Contractor Proposal. The Government will review the Contractor's proposal for completeness and reasonableness by comparison of the proposed hours and costs with the Government's independently prepared estimate. If necessary, the Government will negotiate with the Contractor the performance labor hours of all non-Means work tasks. The Contractor's proposal must be supported by necessary documentation to indicate adequate engineering and planning to accomplish the work has been performed.

(3) Establishing Final Task Order Cost. A firm fixed-price task order for the work described will be issued when a bilateral agreement is reached.

(a) Establishing Total Labor Costs. The total labor cost shall be determined by totaling the number of performance standard labor hours for each craft (trade) and then multiplying by the appropriate labor hour unit price from the Schedule of Indefinite Quantity Work - Unit Priced Labor.

(b) Establishing Total Material Costs. Material prices provided by the Contractor shall be the lowest price available considering the availability of materials and the time constraints of the job. The direct material price shall be reduced by all discounts and rebates for core value or salvage value that accrue to the Contractor. The total direct material cost shall be multiplied by the Contractor's fixed burden rate (see paragraph C.3.j) to determine the total burdened material cost for the job.

(c) Establishing Total Equipment Costs

1 The cost of rental equipment shall be based on the lowest price available (bare equipment cost) considering availability and time constraints of the job.

2 When the equipment to be used is owned by the Contractor, the proposed cost shall be based on the U.S. Army Corps of Engineers Construction Equipment Ownership and Operating Expense Schedule EP 1110-1-8.

3 Cost for equipment operators, when separate operators are required, shall be based on the performance standard labor hour, unless operator cost is included in the equipment rental price. Any overhead expense associated with equipment usage shall be included in the Contractor's labor hour unit price bid.

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NOTE TO SPECIFICATION WRITER: The urgent and routine classifications allow for different completion times for indefinite quantity work. The user should modify these requirements as needed based on the number, size, and complexity of jobs anticipated.  
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(4) Completion Requirements. The Contracting Officer will order unit priced labor by issuing to the Contractor a copy of the approved scope of work and a task order (DD Form 1155) for the work described, in accordance with the "PROCEDURES FOR ISSUING ORDERS" clause in Section G.

(a) Urgent Work. Historically the Government has classified up to !INSERT!% of the task orders for unit priced labor as urgent. All urgent task orders shall be completed within !INSERT! calendar days of receipt.

(b) Routine Work. All non-urgent work will be classified as routine. Routine task orders shall be completed within !INSERT! calendar days of receipt.

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: Include this optional paragraph only if unit priced labor is **not** to be included in the contract.  
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C.10(OPTIONAL) GENERAL REQUIREMENTS AND PROCEDURES FOR INDEFINITE QUANTITY WORK. The indefinite quantity items listed in the Schedule of Indefinite Quantity Work, Section B, will be ordered by the Contracting Officer on a task order, DD Form 1155, in accordance with the "PROCEDURES FOR ISSUING ORDERS" clause, Section G. The unit prices bid include all labor, material, and equipment necessary to perform the specified task. Task orders will indicate the item(s), number of units, location of work, number of working days for completion, and other pertinent information. Contract line item numbers (CLINs) 0002AF through 0002AJ will be ordered by the Government only when the scope of the work is 200 square feet or more.

C.11 GENERAL REQUIREMENTS FOR CARPENTRY AND MASONRY. Carpentry and masonry maintenance, repair, and minor construction services shall be provided in accordance with the definitions, procedures, and standards specified in this section and NAVFAC Manual MO-111, *Building Maintenance - Structures*, and NAVFAC Manual MO-113, *Maintenance and Repair of Roofs* (these documents are available at [http://www.efdlant.navy.mil/lantops\\_15/home.htm](http://www.efdlant.navy.mil/lantops_15/home.htm)).

a. General Interior Work

(1) Floors and Floor Coverings. Damaged or deteriorated flooring, subflooring, and structural members shall be repaired or replaced to provide a structurally sound, uniform, and aesthetic surface which is free of cracks, breaks, chips, tears, gouges, stains, and buckling. The bid prices for indefinite quantity unit priced tasks for flooring replacement shall include all costs for removal and disposal; subfloor surface preparation; and installation and finishing of flooring and baseboard and/or shoe molding. Removal of flooring materials which contain asbestos in accordance with paragraph C.5.b(4) and C.7.h is included in the work when CLIN 0002AA is ordered by the KO.

(a) Resilient Tiles. Damaged or deteriorated tiles shall be replaced with matching tiles of the same thickness as original. Tiles to be replaced shall be removed without affecting adjacent tiles. The affected area shall be cleared of all debris and moisture to provide a clean, uniform dry surface for the installation of new tile. If tile is replaced adjacent to a wall, vinyl baseboard shall be replaced at no additional cost. If the tile in an entire room is replaced, all vinyl baseboard in that room shall be replaced at no additional cost. Installation shall be in accordance with manufacturer's instructions. The repaired or replaced areas shall be thoroughly cleaned and waxed to provide a uniform surface.

(b) Linoleum and Vinyl Sheet Flooring. Areas of flooring having gashes or other defects shall be replaced with matching sheet flooring of the same thickness as the original. Damaged flooring to be replaced shall be removed without affecting adjacent areas. The patch shall be installed per the flooring manufacturer's instructions using the recommended adhesive. If flooring is replaced adjacent to a wall, vinyl baseboard shall be replaced at no additional cost.

(c) Finished Wood Flooring

1 Repair/Replacement. Loose or slightly warped flooring shall be secured with screw-type flooring units driven at a 45 to 50 degree angle or reglued to concrete slabs with appropriate adhesive. Nails shall be set and filled with a wood putty. Scarred flooring that has holes and gashes less than ½-inch wide shall be filled and stained. All other damaged flooring shall be

removed and replaced without damage to adjacent walls or flooring. Damaged subflooring shall be removed and replaced with new exterior grade plywood. The subfloor shall be covered with a layer of 15 pound asphalt saturated felt lapped 4 inches at edges and ends. Defects in concrete slabs, such as rough or scaling areas or high/low spots shall be corrected. The replacement flooring shall be of the same quality, type and species as the existing. The replacement flooring shall be nailed with screw-type flooring nails and be blind nailed at an angle of 45 to 50 degrees, top nailed vertically using pilot holes where necessary to prevent splitting, or glued to concrete slabs in accordance with the manufacturer printed instructions. Where possible, nails shall be driven into supporting floor joints. Nail heads shall be set and filled. All flooring shall fit tightly, without gaps. Replacement flooring or damaged flooring which requires touch-up refinishing shall be finished as part of the job at no additional cost to the Government.

2 Refinishing. All flooring repairs or replacements shall be completed as specified above. Shoe molding shall be removed prior to sanding; all damaged or deteriorated molding shall be replaced at no additional cost. Floors shall be sanded and cleaned to remove all wax, varnish, dirt, and dust, leaving a smooth uniform surface, then finished in accordance with paragraph C.11, "GENERAL REQUIREMENTS FOR PAINTING".

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NOTE TO SPECIFICATION WRITER: The user may want to add indefinite quantity bid items and appropriate technical specifications for carpet installation, replacement, and/or cleaning.  
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(d) Carpet. Carpeting shall be stretched and repaired as required to match existing carpeting.

(e) Concrete Floors. Cracked, broken, or spalled areas shall be patched with a nonshrinking cement mortar. Areas shall be cleaned and all loose concrete removed. Underlying surfaces shall be chipped to ensure bond with the patch. Shallow spalled areas shall be chipped to provide space for an adequate patch thickness. The patch shall be finished even with the adjacent surfaces and finished to match existing texture.

(f) Vinyl Baseboards. Deteriorated or damaged sections of vinyl baseboard shall be removed. Wall and floor surfaces shall be cleaned of all dirt, oil, grease, mildew, moisture, adhesive, and debris. Loose baseboards shall be resecured to the wall and damaged, deteriorated, or missing baseboard sections shall be replaced with an adhesive that conforms to manufacturer recommendations.

(g) Wooden Baseboards. Loose wooden baseboards shall be resecured to the wall and deteriorated/rotted sections replaced. All repairs and replacements shall be sanded smooth, primed and painted to match existing walls. When floors settle and leave a gap, quarter round shall be nailed to the baseboard to cover the area. If the gap is greater than 1/2 inch, the baseboard shall be removed and mounted lower. Nail holes shall be repaired with spackle and the wall sanded smooth, primed and painted.

(h) Ceramic Tile. Ceramic tile floors that are broken, missing, cracked, or discolored shall be replaced as required. Floor tiles shall be regouted, as required, to provide a waterproof seal. When replacement tiles of

an exact match cannot be found, the Contractor may be required to remove and replace flawless tiles to create a pattern and minimize the visual effect of the mismatch.

(i) Terrazzo Floors. Cracks in terrazzo floors shall be cleaned and filled with resinous binder and marble dust or pigment, and sealed to match the existing floor. Spalled or broken areas shall be patched by removing deteriorated flooring, replacing with marble chips and binder, curing, polishing, and sealing to match the existing floor. Broken, deteriorated, or missing divider strips shall be replaced to match existing. All work shall be accomplished in accordance with the National Terrazzo and Mosaic Association, Inc. technical bulletins.

(2) Interior Walls, Ceilings, and Trim. Damaged and deteriorated walls, ceilings, and related trim shall be repaired or replaced to provide an attractive surface which is free of noticeable cracks, spalls, raised areas, holes and dents, and marks and stains. Wood trim items and ceiling fixtures shall be removed as necessary to provide access to the damaged area. Upon completion of the repair activity, fixtures and trim shall be reinstalled, nails set and filled, and items repainted or refinished to restore them to their original condition. When removing wall or ceiling coverings, the Contractor shall inspect the supporting structural system and notify the Contracting Officer immediately of any need for repair before proceeding.

(a) Drywall. Small dents and holes shall be repaired with spackle over a backing plate when necessary. Spackle shall be feathered on the adjacent surfaces. Holes and other defects in wallboard between two studs or beams shall be repaired by removing a rectangle of gypsum board to the center of the adjoining studs or beams. Replacement gypsum board shall be of the same thickness and texture as the adjacent sheets.

(b) Vinyl Wall Covering. Wall covering that has been ripped, scarred, stained, or otherwise damaged shall be repaired or replaced as necessary. Wall covering shall be repaired if the damaged area can be patched and not be noticeable. The patch shall be inlaid by cutting through a slightly oversized piece of matching wall covering which has been placed over the damaged area so that the pattern is continuous. Wall covering which is extensively damaged or for which a matching wall covering is not available shall be repaired by replacing the wall covering on the entire wall. If matching wall covering is not available, the Contractor shall find a comparable substitute. The KO will approve all replacement wall coverings that do not match the existing wall covering. Replacement wall covering shall be hung according to manufacturer recommendations.

(c) Ceramic Tile. Ceramic tile walls and window stools and marble saddles that are broken, missing, cracked or discolored shall be replaced as required. Tiles shall be regouted as required to provide a waterproof seal. When replacement tiles of an exact match cannot be found, the Contractor may be required to remove and replace flawless tiles to create a pattern and minimize the visual effect of the mismatch.

(d) Suspended Ceilings. Broken and stained ceiling tiles shall be replaced with tiles of the same material, style, size, and color. A damaged or broken suspended grid system shall be repaired or replaced as necessary to provide a suspended ceiling system as designed. The bid prices for indefinite

quantity unit priced tasks for acoustical ceiling tile replacement shall include all costs for removal, disposal, and installation of acoustical ceiling tiles.

(3) Doors. Interior doors shall be maintained/repaired to operate smoothly without binding or sticking. Damaged, deteriorated, or missing doors and associated hardware shall be repaired or replaced as required. The replaced doors shall be the same type and have the same finish as the original doors. Scarred areas of doors shall be sanded, sealed and finished to match the surrounding door surface. All replacement doors shall be installed with the hardware from the damaged door unless the hardware is not repairable. Small holes in door faces shall be filled and finished to match surrounding door surface. Doors shall be planed (to include appropriate bevel) to provide a minimum 1/16-inch clearance after painting between door and adjoining head and jambs. The bottom of the door shall be trimmed to provide adequate clearance above the floor. Doors out of alignment with the doorframe shall be adjusted and screws tightened so the door fits squarely in the frame and operates freely.

(4) Stairs and Stairwells. The Contractor shall secure loose treads, risers, stringers, handrails, brackets, and other components. Badly damaged stair and handrail components shall be repaired/refinished to match original components. Trim items susceptible to damage during the repair activity shall be removed and reinstalled upon completion of the repair activity.

(5) Traverse/Curtain Rods. Sagging and/or nonfunctioning rods shall be restored to an operating condition, if possible. If beyond repair, rods shall be replaced. Loose brackets shall be secured. Broken cords shall be replaced. Broken or missing drapery slides shall be replaced. Rods shall be level and parallel with the ceiling. Additional support brackets shall be installed to support sagging rods.

(6) Venetian Blinds and Window Shades. Venetian blinds and window shades shall be restored to a smooth operating condition. Cracked, damaged, or rusted slats shall be replaced. Broken or worn cords and soiled/worn tapes shall be replaced. Loose or missing brackets and supports shall be secured or replaced. Damaged or deteriorated hardware shall be replaced or reworked to operating condition. Damaged rails and torn fabric shall be repaired. If beyond economical repair (as determined by the KO) or missing, Venetian blinds and window shades shall be replaced. Venetian blind and shade replacement are included in the firm fixed-price portion of the contract.

(7) Cabinets and Countertops. Damaged or deteriorated cabinets, shelving, and countertops shall be repaired or replaced as required. Missing or inoperative hardware shall be replaced. Countertops shall be free of warped, chipped, burned, cut, or otherwise marred areas. Replacement cabinets and countertops shall conform to the requirements of American National Standards Institute (ANSI) publication A161.1. All work is included in the firm fixed-price portion of the contract. When painting or varnishing of repaired/replaced cabinets is required, all cabinets in the room shall be painted/varnished if required to make a satisfactory match.

(8) Interior Accessories. The Contractor shall repair or replace damaged, inoperative, or missing interior accessories including, but not limited to paper holders, soap trays, dispensers, towel bars, shower curtain rods, medicine cabinets, mirrors, smoke detectors, and doorstops. Loose accessories shall be resecured by tightening or replacing screws or by using a suitable adhesive. Damaged or missing items shall be replaced with items matching the

original. Replacement hardware shall conform to the Builders Hardware Manufacturers Association (BHMA) Product Standard. Hardware items requiring lubrication shall be lubricated and restored to an operable condition. Repairable rusted metal components shall be cleaned of all rust, coated with a rust inhibitor, and restored to an operational condition.

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NOTE TO SPECIFICATION WRITER: The exterior walls discussed below are for illustration only. The user must specify requirements for any additional exterior wall types such as asbestos siding, metal siding, etc.  
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b. General Exterior Work

(1) Exterior Walls. Damaged or deteriorated wall areas shall be repaired or replaced to restore to a serviceable, structurally sound, and watertight condition. This work includes, but is not limited to, replacing damaged masonry units, tuckpointing loose or eroded mortar joints, sealing penetrations in wall openings; replacing damaged or deteriorated structural members, siding, underlayment, and exterior trim; replacing miscellaneous hardware items; and removal of vegetation, discoloration, graffiti, or other defects which will render an unsightly appearance to exterior walls.

(a) Masonry. Damaged masonry units (brick or concrete block) shall be replaced with a unit of the same size, color, and texture. The mortar shall be completely removed, the cavity cleaned, and all debris removed. The masonry unit shall then be resealed in mortar and the remaining cavity packed with mortar. All joints between masonry units shall be pointed to match existing. Damaged mortar joints shall be chipped out, cleaned and dampened before being repointed. Repointed joints shall match undamaged joints.

(b) Hardboard Siding. Damaged hardboard siding shall be removed without damaging adjacent siding or underlayment. All joints shall be located on studs and the replacement siding shall be nailed at each stud. Replacement siding shall match the existing siding in color, texture, and material. Siding face and edges shall be factory primed and the back shall be factory sealed. Nails shall be of the type and size specified by the manufacturer and shall be driven flush. A 1/16-inch space shall be left between the siding and trim. All joints shall be caulked.

(c) Seams. Seams between window or door frames and exterior walls shall be caulked. Old joints shall be scraped and cleaned with a solvent recommended by the caulking manufacturer. The caulking shall be applied according to manufacturer directions.

(d) Metal Flashing and Trim. These items shall be a minimum of 26 gauge galvanized steel or 0.025 inch aluminum, whichever type material matches the existing.

(2) Exterior Trim. Exterior trim, including all exterior moldings, millwork, shutters, and cornice shall be repaired or replaced as required. Surfaces to receive trim shall be thoroughly cleaned of sealant and paint build-up prior to installation of trim. Damaged or deteriorated insulation board or underlayment shall be replaced with material of the same type, thickness, and quality. Bird screens and soffit vents shall be intact and free

of corrosion and missing pieces. All wood trim items shall be prime painted prior to installation.

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: There are many different types of roof systems on existing Navy buildings and each requires special maintenance and repair requirements. The user, in coordination with the Facilities Management Engineering Division and the Engineering Division, must specify maintenance and repair requirements for the specific roof systems that are to be included in the contract.  
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(3) Roofing. Damaged, deteriorated, or missing roofing, sheathing, flashing, gravel stops, miscellaneous roof structures and components, and structural supports shall be repaired or replaced as required to provide a watertight seal and to retain the original whole condition of the roof system. The bid prices for indefinite quantity unit priced tasks for roofing replacement shall include all costs for removal and disposal; roof deck surface preparation; and installation of underlayment and roofing.

(a) Structural Members. All trusses, joists, and other structural roof members shall be repaired or replaced as required to ensure the structure is safe for occupancy and structurally sound. While making repairs, the Contractor shall inspect other supporting members and report deficiencies to the KO.

(b) Shingle Roofing. Damaged and deteriorated shingles shall be removed without damaging those in the unaffected areas. Damaged underlayments shall be cut and removed leaving approximately eight inches of sound material exposed surrounding the repair area. New underlayment and shingles shall be installed in accordance with standard industrial practices. Vents and other projections through roofs shall be flashed as specified below.

(c) Built-Up Roofing. Surfacing material shall be removed to a distance of at least 2½ feet beyond the area of disintegrated felts. The disintegrated felt layers shall be removed and replaced with new 15 pound bituminous saturated felts of approximately the same size, which will be mopped into place with hot bitumen. At least two additional layers of 15 pound saturated felt shall be applied. The edges of the first ply shall extend nine inches beyond the area of disintegrated felts, the second ply 18 inches, and each layer mopped on with hot bitumen. Hot bitumen shall be applied to the repair area at a rate of 60 pounds per square for coal-tar pitch and into it, while hot, clean gravel embedded at a rate of 400 pounds per square, or slate embedded at a rate of 300 pounds per square. Repair of smooth-surfaced built-up roofs shall be accomplished in the same manner, except for the removal and replacement of the aggregate surfacing, and only asphalt bitumen shall be used.

(d) Elastomeric Sheet Roofing. Deteriorated and damaged elastomeric (EPDM) sheet roofing shall be removed at least 12 inches into sound roofing. Damaged underlayment shall be cut and removed leaving approximately eight inches of sound material exposed surrounding the exposed area. New underlayment shall be installed in accordance with standard industrial practices. Install EPDM in accordance with the manufacturer's application instructions, using recommended lapping methods and adhesives. Vents and other projections through roofs shall be flashed as specified below.

(e) Roof Flashing. Existing flashing shall be rehabilitated to form an effective water seal. Areas covered with deteriorated bituminous cement shall be cleaned of all loose materials and debris and recoated with cement. Deteriorated mortar joints in chimneys intended to seal and anchor flashing shall be cleared of mortar to a minimum depth of 1½ inches and the flashing reinserted and the joint filled with mortar patch and finished to match existing joints. Damaged flashing around vent pipes, attic turbines and other mechanical openings shall be replaced with appropriately formed flashing of either 0.032 inch aluminum or 24 gauge galvanized steel. Shingles around penetrations shall be removed without damaging adjacent roofing or underlayment. The flashing shall be securely nailed along one edge into the roof sheathing or roof support. Bituminous plastic cement shall be applied over the nail heads and the flashing edges. The roofing shall be properly replaced and all nail heads and the joint between the flashing and the vent shall be coated with bituminous plastic cement. Flashing around mechanical equipment, chimneys, and other large protrusions shall provide an effective water seal.

(f) Miscellaneous Roof Structures and Components. Chimneys, vent stacks, roof ventilators, and other items piercing the roof shall be repaired or replaced so as to function as originally intended and designed.

(4) Gutters and Downspouts. Clogged gutters and downspouts shall be cleaned out. Broken, damaged, misaligned, or leaking gutters and downspouts shall be repaired or replaced with new material to match original as to gauge, type of material and finish. Loose hangers and fasteners shall be tightened. Missing or broken wire guards, hangers and fasteners for gutters and downspouts, and splash blocks shall be replaced. Splash blocks shall be properly positioned to receive the impact of drainage water.

(5) Exterior Concrete and Masonry Structures. Exterior concrete (Portland cement and asphaltic) surfaced areas such as patios, sidewalks, and steps shall be repaired so they are structurally sound, at original alignment and grade, and are free of damage and major cracks. Roots that cause or contribute to concrete damage shall be removed and the area backfilled. Masonry fences, planters, and steps shall be repaired to replace missing or broken masonry units. Deteriorated mortar parts, gaps, breaks, and loose components shall be repaired.

(6) Exterior Accessories. Damaged, deteriorated, or missing building numbers, exhaust fan vent caps, chimney caps, and other miscellaneous components and hardware shall be installed, repaired, or replaced as required.

(7) Stairs. Damaged or deteriorated stairs and stairways, including treads, risers, nosings, stringers, brackets, balustrades, handrails, and other components shall be repaired or replaced as required.

(8) Doors, Windows, and Screens. Doors (including storm doors), windows (including storm windows), and screens shall operate smoothly without binding or sticking in accordance with the manufacturer's design. Damaged, deteriorated, or missing doors, windows, and screens, and associated components shall be repaired or replaced as required. Caulking, glazing, and weather stripping shall be fully intact to maintain a completely weather tight seal. Replacement glass shall be of the same size, type, and quality as the existing glass. Safety glass shall be provided where required by building codes regardless of the existing type of glass.

(a) Doors. Damaged, deteriorated, warped, swollen, and sagging doors shall be repaired/replaced with doors of the same type and size. Exterior doors shall be installed during the same workday as removal of original door. Scarred areas of doors shall be sanded, wiped clean with a low toxicity solvent, sealed, and finished to match the surrounding door surface. All replacement doors shall be installed with hardware from the damaged doors unless the hardware is unrepairable. Cracked and broken glass in doors shall be replaced with the same quality, type, and size. Small holes in door faces shall be filled and finished to match surrounding door surface. Doors shall be planed (to include appropriate bevel) to provide a minimum 1/16-inch clearance after painting between door and adjoining head and jambs. The bottom of the door shall be trimmed to provide adequate clearance above the floor. Doors out of alignment with the doorframe shall be adjusted and screws tightened so the door fits squarely in the frame and operates freely.

(b) Sliding Doors. Damaged or deteriorated metal and wooden sliding doors and related hardware shall be repaired or replaced with doors and related hardware of the same type, size, and color. All runners, guides, rollers, pulleys, and weights shall be properly aligned and lubricated to ensure smooth operation in opening and closing.

(c) Screens and Screen Doors. Oxidation deposits shall be removed from metal parts. The affected area shall be cleaned and protective coating of paste wax shall be applied. Replacement screening shall be of the same material as existing screening. Small holes (less than 4 in<sup>2</sup>) in screens may be repaired with a patch matching the existing screening. The free end wires of patches shall be bent around screen to secure patch in position. Exposed screening ends shall be cemented with a colorless plastic cement. No exposed screening ends shall protrude from the screen. Warped screen doors and frames shall be straightened if possible to fit squarely in opening. If beyond repair, warped items shall be replaced.

(d) Hardware. Damaged, inoperable, or missing hardware such as hinges, locks, striker plates, latches, keepers, window operating mechanisms, door closures, springs, etc. shall be adjusted, repaired, or replaced as required. Replacement hardware shall match existing hardware in type, size, quality, and finish and meet the Building Hardware Manufacturers Association (BHMA) Product Standards. Hardware shall be installed in accordance with the manufacturer's recommendations.

(e) Overhead or Rolling doors. Railings shall be checked for alignments. Rusted or corroded areas shall be repaired or replaced. All bearings, rollers, gears, and pulleys shall be properly lubricated. All hangers, bolts, springs, and pins shall be free of rust and corrosion and appropriately lubricated. Cables and fusible links shall be properly installed and free from corrosion and rust.

c. Miscellaneous Work

(1) Miscellaneous Buildings and Structures. The Contractor shall perform maintenance and repair on miscellaneous buildings and structures such as grandstands, bleachers, guard and watchtowers, picnic and bus stop shelters, grease and elevated garbage racks, flagpoles, monuments, playground equipment, and other miscellaneous structures listed in Attachment J-C1.

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NOTE TO SPECIFICATION WRITER. The maintenance and repair of swimming pools shown below applies only to the building and structures portion of the pools. The operation and maintenance of pools and related equipment is not included in this GPWS.  
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(2) Swimming Pools. The Contractor shall repair and replace cracked or broken tile and concrete. The Contractor shall also perform touch-up painting and repairs to diving boards, dressing rooms, and guard towers.

(3) Signs

(a) The Contractor shall furnish/fabricate and install a variety of signs including identifying plates, warning signs, directory signs, and general signs on sheet metal, aluminum, and wood using paint or baked on reflective products.

(b) The Contractor shall furnish/fabricate and install all types of traffic control signs. All materials used shall conform to the Manual on Uniform Traffic Control Devices as issued by the U.S. Department of Transportation.

C.12 GENERAL REQUIREMENTS FOR PAINTING. Painting shall include both the interior and exterior of all types of surfaces on buildings and miscellaneous structures, as well as the painting of other miscellaneous items such as signs, guard posts and rails, parking bumpers, etc. Interior and exterior painting performed in conjunction with repair or replacement work is considered incidental to and part of the repair/replacement, and shall be provided at no additional cost to the Government. Touch-up painting, as defined below, will be ordered as service call work and is subject to Service Contract Act wage rates. All other painting work will be ordered as required under the indefinite quantity portion of the contract, and is subject to Davis-Bacon Act wage rates. The unit prices bid shall include all costs for surface preparation, caulking, spot priming, protection of items which are not to be painted, and other requirements specified below. All painting shall include all work necessary for a finished job including windows, door frames, trim, molding, closets, shelves, etc.

a. Touch-up Painting. Touch-up painting shall consist of correcting and painting minor defects in interior and exterior surfaces (i.e., filling and painting of nail holes, nicks, and scrapes; painting over graffiti, marks, and scuffs; etc.) and painting of walls, ceilings, and other surfaces up to 200 square feet per occurrence. Touch-up painting will be performed on a service call basis. Color of touch-up paint will match existing.

b. Certificates of Compliance. Certificates of compliance from the manufacturer shall be submitted for all paint types listed in the Paint Schedule below, in accordance with the requirements of paragraph C.5.b(1).

c. Protection of Areas. All furnishings, equipment, floor coverings, and other surfaces that are not to be painted shall be carefully moved, covered, or otherwise protected prior to painting. Items such as hardware, hardware accessories, machined surfaces, blinds, curtains, plates, light fixtures, and similar items in contact with painted surfaces shall be removed, masked, or otherwise protected prior to surface preparation. After painting, the

Contractor shall remove paint, both old and new, from surfaces not to be painted and restore to original condition. All removed items shall be reinstalled and furnishings and other property returned to its original position. Painted items such as windows, doors, and cabinets shall operate smoothly without binding. The Contractor shall be responsible for the cost of repairing any damage caused to Government or personal property.

d. Surface Preparation. Surfaces to be painted shall be cleaned to remove all dirt, dust, rust, scale, splinters, mildew, chalked paint, loose particles, disintegrated coatings, grease, oil, and other deleterious substances. Sanding, wire brushing, washing, and chemical treatments shall be used as necessary to properly prepare the surface for painting. Water shall not be used on unpainted wood. Nails, screws, picture hangars, plant hangars, and similar items shall be removed. All scratches, nicks, cracks, gouges, spalls, alligatoring, and irregularities due to partial peeling of previous paint shall be repaired, sanded, spackled, caulked, or otherwise treated to render such defects practically imperceptible. Caulking and other compounds shall be allowed to cure for the times stated in the manufacturer's literature prior to painting. Existing enamel and other glossy surfaces shall be sanded. All new work, surfaces bared by surface preparation, and exposed nails and other ferrous metals shall be primed.

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NOTE TO SPECIFICATION WRITER: The user, by virtue of the activity's experience with airless spray, may want to delete the following paragraph and prohibit the use of spray equipment.  
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e. Airless Sprayers. Application of paint by airless spray shall be accomplished **only** by firms and persons experienced in the use of this type of equipment. At least 15 calendar days prior to paint application, the Contractor shall submit data for approval by the KO that demonstrates the proposed applicators have successfully applied paint with airless spray equipment. The data shall include the names and locations of at least two sites where the proposed applicators have used the airless spray method for applying paint. The Contractor shall indicate the type and design of the airless spray equipment and certify that this method of applying paint has been performed satisfactorily.

f. Workmanship. Paint shall be carefully applied with good, clean brushes, rollers, or approved airless spray equipment to provide smooth finished surfaces free from runs, drops, ridges, waves, laps, brush marks, variations in color, or other defects. Type of paint and number of coats by surface type shall be applied in accordance with paragraph C.12.g. Allow time between coats, as recommended by the coating manufacturer, to permit thorough drying. Each coat shall be of sufficient thickness to completely cover the preceding coat or surface, and there shall be a visually perceptible difference in shades of successive coats.

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: The paint schedule shown below is for illustration only, and should be carefully reviewed by the user in conjunction with NAVFAC Guide Specification (NFGS) 09900, *Painting*. This NFGS specifies several different coating systems for each type of surface to be painted, depending on surface condition, location, and other factors. Ensure specified coatings are compatible with existing coatings and approved for use by local Air

Pollution Control regulations. Coatings specifications should be listed below and in Attachment J-C6.

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g. Paint Requirements and Schedule. Specifications listed below are contained in Attachment J-C6. Colors for finish coats will be specified by the KO from Federal Standard 595. Paint shall be delivered to the job site in original, unopened containers bearing the manufacturer's name, brand designation, and instructions for application. Thinners shall be used **only** when mandatory for the type of paint being used **and** with prior approval of the KO.

<u>Surface</u>	<u>New Work &amp; Spot Prime Bare Areas</u>	<u>Intermediate Coat</u>	<u>Topcoat</u>
Exterior wood work	MPI* 7	MPI 8	MPI 9
Stucco/Masonry	MPI 41, MPI 42	MPI 41, MPI 42	MPI 41, MPI 42
Exterior metal and galvanized surfaces	MPI 134	MPI 110, T1	MPI 110, T1
Exposed exterior caulking compound	MPI 1	None	Same as adjacent area
Interior walls and ceilings	MPI 52	MPI 52	MPI 52, MPI 53, MPI 54, MPI 114
Interior ferrous surfaces, unless otherwise specified	MPI 79	MPI 47	MPI 47
Interior trim, wood	MPI 45	None	MPI 47
Interior wood flooring	MPI 31	MPI 31	MPI 31
Interior wood (varnish)	Blend in one coat MPI 28 to affected areas repaired.		
Interior wood (new varnish work)	None	MPI 90	MPI 28
Building numbers and letters	None	None	A-A-1558
Wrought iron	Paint interior and exterior - approved commercial grade of rust-inhibiting paint.		
Miscellaneous	Miscellaneous surfaces not covered above which require recoating shall be painted or treated in accordance with the best current practice, subject to approval by the KO.		

\* Master Painters Institute. The approved product list is available at <http://www.paintinfo.com/mpi/approved/prodcate.htm>

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NOTE TO SPECIFICATION WRITER: The user may want to add a drawing to Section J showing exterior waste and sewage lines. Any such drawing must show "laterals", "mains", and other lines, and indicate which are the Contractor's responsibility. If line replacement is periodically required, one or more indefinite quantity priced tasks and appropriate technical requirements can be added, or the work can be performed using unit priced labor.  
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C.13 GENERAL REQUIREMENTS FOR PLUMBING. Plumbing work shall include maintenance and repair of the plumbing systems and fixtures of each building. When repaired, plumbing systems and fixtures shall be free flowing, in good, safe operating condition, free of leaks and drips. Domestic water lines shall be maintained from and include the service cut-off box or five feet beyond the outside of the building to and including any tap or plumbing fixture. Waste and sewage lines (including all lines six inches in diameter and smaller) shall be maintained from a point five feet beyond the outside of the building to and including any drain or plumbing fixture. Natural and propane gas lines shall be maintained from and including the cut-off valve at the pressure regulator and/or storage tank to and including the appliance, heater, or water heater connection. All work shall meet the workmanship and material requirements of ANSI A40.8, *National Plumbing Code*, and other applicable standards listed in Attachment J-C6.

a. Cleanup/Restoration. The Contractor shall mop up, vacuum, or otherwise remove water resulting from overflowing fixtures, leaks, clogged drains, etc. as part of the repair. Surfaces and areas exposed to wastewater shall be disinfected. Walls, ceilings, and other structures, paved areas such as sidewalks and roads, grassed areas, etc. which are damaged by and/or removed to gain access to leaks, clogs, or other defects shall be restored by the Contractor to original condition.

b. Plumbing Fixtures. All sinks, tubs, toilets, urinals, basins, and faucets, lavatories, showers, drain lines, etc shall be free of leaks and drips, operate properly, drain freely, and be free of cracks and discoloration. All fixtures and components thereof that cannot be repaired shall be replaced with fixtures that are in strict compliance with *BOCA National Plumbing Code*.

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: Energy conservation and safety considerations support the setting of hot water heaters below 140°F. Unless there are specific requirements for higher temperatures (i.e., dishwashers without pre-heaters), change the setting to 120°F or other appropriate temperature.  
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c. Water Heaters. Water heaters shall be repaired or replaced as required to provide hot water of at least 140°F without leaks. Controls, control devices, and safety devices shall operate safely and properly. Water heater insulation jackets with 5.0 fiberglass insulation shall be installed on all replacement water heaters and/or existing units when excessively worn, damaged, or missing.

d. Drinking Fountains. The Contractor shall maintain, repair, and replace all drinking fountains and their component parts. Fountains shall be free of

leaks and shall operate in accordance with manufacturer design specifications. All damaged and worn component parts shall be replaced. Replacement fountains or component parts shall be equal to or better in quality, size, and capacity to that being replaced. Fountains shall be firmly secured to support structures, and free of movement and vibration.

C.14 GENERAL REQUIREMENTS FOR ELECTRICAL WORK

a. General Requirements. Electrical work shall include maintenance and repair of electrical systems up to 600 volts and lighting fixtures for each building beginning at and including the weatherhead, or in the case of underground power, at and including the main distribution panel. All electrical equipment, service connections, distribution panels, connections, grounds, outlets, switches, wiring, branch circuits, ground fault circuits, lighting fixtures, and photo cells shall be repaired or replaced as required so as to operate as originally intended and designed, and in a safe manner. Cracked, broken, or missing receptacle and switch faceplates shall be replaced with new plates of the same/original color and size. Light fixture lenses and globes that are damaged or missing shall be replaced. All exterior lighting in hallways and stairways shall also be repaired/replaced, including light bulb replacement. Maintenance of lamps, appliances, and cords owned by individuals is not the responsibility of the Contractor. All workmanship and materials shall conform to the National Fire Protection Association (NFPA) 70 National Electrical Code.

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NOTE TO SPECIFICATION WRITER: Verify that telephone wiring is "owned" by the activity and not the phone company.  
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b. Telephone Wiring. Damaged/deteriorated telephone wiring shall be repaired/replaced from the demarcation point established by the telephone company throughout the structure to, and including, telephone jacks. Cracked, missing, or inoperative plug-in or screw connected telephone jacks shall be replaced.

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NOTE TO SPECIFICATION WRITER: Due to the wide range in cost and availability of certain proprietary lock and key systems, the user should indicate if a particular system is required throughout or provide a listing of where specific locks are required/located.  
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C.15 GENERAL REQUIREMENTS FOR LOCKSMITHING. Locksmith work shall include, but not be limited to, the repair of key locksets; the fabrication and replication of keys; opening of key locksets; and the installation, maintenance, repair, replacement, removal, opening, and resetting of mechanical and electronic combinations of cipher locks. The Contractor shall unlock buildings, safes, and vaults (with or without combination or key) to gain access when authorized; and improve, alter, and adapt locking devices and systems. The Contractor shall maintain key inventories and records, and establish and maintain a master key system for each building as well as duplicate keys for each master key system. Locksmith personnel shall meet the requirements of the Base Security Department !INSERT BASE SECURITY INSTRUCTIONS!, be bonded and certified by the State of !INSERT STATE!. The KO will determine the type and series of locks for

replacement or installation. Where required by the KO, locksets, deadbolts, pad locks, and others shall be keyed and master keyed.

C.16 GENERAL REQUIREMENTS FOR HEATING, VENTILATION, AIR CONDITIONING, AND REFRIGERATION EQUIPMENT (HVAC&R). The Contractor shall provide maintenance, repair, and minor construction services for a variety of HVAC&R units (to include heating systems up to 750,000 Btu/hr, and air conditioning and refrigeration equipment up to 5 tons) and their components. This work includes the maintenance, repair, and installation of all components, devices, equipment and associated systems, including but not limited to, compressors, blowers, motors, drive assemblies, fans, service valves, dampers, condensers, cooling coils, piping, pumps, purge units, control systems and wiring, duct work, burner assemblies, combustion chambers, thermostats and temperature controls, registers, condensate and drip pans and drains, grills, evaporators, air filters, heat/air conditioning units, and all other items of equipment essential to the proper operation of HVAC&R equipment and systems in accordance with the manufacturer's manuals. A list of HVAC&R equipment is provided in Attachment J-C10.

C.17 GENERAL REQUIREMENTS FOR SECURITY FENCES AND WIRE CAGES. The Contractor shall provide maintenance/repair of security fences and cages to ensure all exterior and interior fences and security cages are kept in good repair, and unauthorized entry is not permitted. All gates shall be maintained secure, and all hinges and locking devices kept in good working order. Repairs required include, but are not limited to, the following: repairing holes in chain link fence and wire cages, stringing of barbed wire on top of fence, replacing or resetting of fence support stanchions, replacing or repairing hinges and locking devices, and removal of rust and the painting of fences.

C.18 GENERAL REQUIREMENTS FOR MACHINE, WELDING, AND METAL WORKING. The Contractor shall provide maintenance/repair of metal components, installed equipment such as exhaust fans, and shall construct and install metal components in support of other repair activities as required.

a. Metal Working. Metal working shall include heating and bending to form metal shapes, drilling, torch cutting, hammer forging, grinding, sawing, and fitting of metal parts. The Contractor shall perform metal working requirements to maintain/repair or fabricate and replace metal components and installed equipment, including the construction and installation of metal components in support of other maintenance activities.

b. Welding. The Contractor shall perform all types of welding and brazing in the accomplishment of maintenance/repair of buildings, structures, and appurtenances. Welding shall be performed on light, heavy gauge and hardened metals using flat, vertical, horizontal, and overhead positions. Processes include preheating, brazing, bead welding, tack welding, flame cutting, pressure welding and heat treating. Welding, burning and open flame work will be permitted, but only subject to the following conditions: the method must be approved by the KO, the Contractor shall inform the KO prior to any work of this nature being performed, the Contractor shall provide an adequate fire watch and the required fire extinguishing equipment. The Contractor shall notify the Base Fire Department and obtain a welding permit before proceeding. Procedures outlined in mandatory directives listed in Attachment J-C13 shall be followed. All Contractor welders shall be certified for the specific welding process in accordance with applicable American Society of Mechanical Engineers (ASME), ANSI, and American Welding Society (AWS) standards.

c. Machinist Tasks. The Contractor shall perform machinist tasks such as drilling, tapping, boring, reaming, and grinding a variety of materials such as steel, cast iron, stainless steel, aluminum, copper, brass, bearing bronze, manganese, babbitt, etc. The Contractor shall install equipment requiring critical alignment of motors, pumps, blowers, gear reducers, etc.

C.19 GENERAL REQUIREMENTS FOR FOOD SERVICE EQUIPMENT. The Contractor shall provide maintenance/repair services for a variety of food service type equipment such as electric and gas baking ovens, grills, ranges, deep fat fryers, toasters, coffee urns, microwave ovens, ice cream boxes, food serving and salad bars, beverage coolers, choppers, slicers, and dishwashers as listed in Attachment J-C!INSERT!.

C.20 GENERAL ADMINISTRATIVE REQUIREMENTS

a. Directives. Applicable Department of Defense (DOD), Secretary of the Navy (SECNAV), Chief of Naval Operations (OPNAV), and other directives, instructions, and regulations are listed in Attachment J-C13.

b. Station Regulations

(1) The Contractor and his/her employees shall become acquainted with and obey all Government regulations as posted, or as requested by the KO.

(2) The Contractor shall participate actively in the activity energy conservation program. The Contractor shall comply with the base energy conservation program and shall become familiar with !INSERT ACTIVITY ENERGY CONSERVATION INSTRUCTION NUMBER!. The Contractor superintendent shall represent the Contractor's interests at all meetings of the activity's Energy Conservation and Resource Management Committee. Use of high energy consuming tools or equipment shall be approved by the KO.

c. Fire Protection. The Contractor and his/her employees shall know where fire alarms are located and how to turn them on. The Contractor shall handle and store all combustible supplies, materials, waste and trash in a manner that prevents fire hazards to persons, facilities, and materials. Contractor employees operating critical equipment shall be trained to properly respond during a fire alarm or fire per local activity instructions.

d. Environmental Protection. The Contractor shall comply with all applicable federal, state, and local laws, and with the regulations and standards as requested by the KO. All environmental protection matters shall be coordinated with the KO. Inspection of any of the facilities operated by the Contractor may be accomplished by the Activity Environmental Protection Coordinator, or authorized officials on a no-notice basis during normal working hours. In the event that a regulatory agency assesses a monetary fine against the Government for violations caused by Contractor negligence, the Contractor shall reimburse the Government for the amount of that fine and all other costs. The Contractor shall also clean up any oil spills which result from the Contractor's operations. The Contractor shall comply with the instructions of the cognizant Navy Medical Department with respect to avoidance of conditions which create a nuisance or which may be hazardous to the health of military or civilian personnel.

e. Disposal. !SELECT ONE OF THE FOLLOWING OPTIONS! !OPTION 1! Debris, rubbish, hazardous waste and nonusable material resulting from the work under this contract shall be disposed of by the Contractor at his expense off Government property. Hazardous wastes must be disposed of in accordance with the Resource Conservation and Recovery Act and all other applicable federal, state and local laws and regulations. !OPTION 2! Debris, rubbish and nonusable material resulting from the work under this contract may be disposed of on Government property at !INDICATE LOCATION! at the direction of the KO or off Government property at the option of the Contractor. In either case, the Contractor must dispose of all hazardous waste in accordance with the Resource Conservation and Recovery Act and its associated state and local regulations.

f. Safety Requirements and Reports

(1) Prior to commencing work, the Contractor shall meet in conference with the KO to discuss and develop mutual understandings relative to administration of the Safety Program.

(2) The Contractor's work space may be inspected periodically for OSHA and Navy violations. Abatement of violations will be the responsibility of the Contractor and/or the Government as determined by the KO. The Contractor shall provide assistance to the Safety Office escort and the federal or state OSHA inspector if a complaint is filed. Any fines levied on the Contractor by federal or state OSHA offices due to safety/health violations shall be paid promptly.

(3) The Contractor shall report to the KO, in the manner and on the forms prescribed by the Government, exposure data and all accidents resulting in death, trauma, or occupational disease. All accidents must be reported to the KO within 24 hours of their occurrence.

(4) The Contractor shall submit to the KO a full report of damage to Government property and/or equipment by contractor employees. All damage reports shall be submitted to the KO within 24 hours of the occurrence.

(5) Only emergency medical care is available in Government facilities to Contractor employees who suffer on-the-job injury or disease. Care will be rendered at the rates in effect at the time of treatment. Reimbursement will be made by the Contractor to the Naval Regional Medical Center Collection Agent upon receipt of statement.

g. Passes and Badges. All Contractor employees shall obtain the required employee and vehicle passes. The Contractor shall, prior to the start of the contract, submit to the KO an estimate of the number of personnel expected to be utilized at any one time on the contract. The Government will issue badges without charge. Each employee shall wear the Government issued badge over the front of the outer clothing. When an employee leaves the Contractor's service, the employee's pass and badge shall be returned within !INSERT NUMBER OF DAYS! days. Passes and badges issued to Contractor employees shall not negate the requirement for employee identification required in the "Identification of Contractor Employees" paragraph.

h. Identification of Contractor Employees

(1) The Contractor shall provide to the KO the name or names of the responsible supervisory person or persons authorized to act for the Contractor.

(2) The Contractor shall furnish sufficient personnel to perform all work specified within the contract.

(3) Contractor employees shall conduct themselves in a proper, efficient, courteous and businesslike manner.

(4) The Contractor shall remove from the site any individual whose continued employment is deemed by the KO to be contrary to the public interest or inconsistent with the best interests of National Security.

(5) No employee or representative of the Contractor will be admitted to the site of work unless he furnishes satisfactory proof that he is a citizen of the United States, or, if an alien, his residence within the United States is legal.

(6) All contractor/subcontractor employees working under this contract shall be identified by a distinctive name plate, emblem, or patch attached in a prominent place on an outer garment. Employee identification shall not be substituted for station required passes or badges.

i. Identification of Contractor Vehicles. The company name shall be displayed on each of the Contractor's vehicles in a manner and size that is clearly visible. All vehicles shall display a valid state license plate and safety inspection sticker, if applicable, and shall be maintained in good repair.

j. Permits. The Contractor shall, without additional expense to the Government, obtain all appointments, licenses, and permits required for the prosecution of the work. The Contractor shall comply with all applicable federal, state, and local laws. Evidence of such permits and licenses shall be provided to the KO before work commences.

k. Insurance. Within fifteen (15) days after the award of this contract, the Contractor shall furnish the KO a *CERTIFICATE OF INSURANCE* as evidence of the existence of the following insurance coverage in amounts not less than the amounts specified below in accordance with the "INSURANCE - WORK ON A GOVERNMENT INSTALLATION" clause, Section I.

(1) The Contractor shall procure and maintain, during the entire period of performance under this contract, the following minimum insurance coverage.

(a) Comprehensive General Liability: \$500,000 per occurrence

(b) Automobile Liability: \$200,000 per person  
\$500,000 per occurrence  
\$ 20,000 per occurrence for property damage

(c) Workmen's Compensation: As required by Federal and State worker's compensation and occupational disease statutes

(d) Employer's Liability coverage: \$100,000, except in states where worker's compensation may not be written by private carriers

(e) Other as required by State Law

(2) The Certificate of Insurance shall provide for at least 30 days written notice to the KO by the insurance company prior to cancellation or material change in policy coverage. Other requirements and information are contained in the aforementioned insurance clause.

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: Delete the following paragraph if no Davis-Bacon Work is included in the contract.  
\*\*\*\*\*!

1. Contractor's Daily Report. The Contractor shall complete and submit a *CONTRACTOR PRODUCTION REPORT*, NAVFAC 4296/1 (9/98) and *CONTRACTOR QUALITY CONTROL REPORT*, NAVFAC 4296/2 (9/98) to the KO on a daily basis covering all work to which Davis-Bacon wage rates apply.

END OF SECTION C

PART III - LIST OF DOCUMENTS, EXHIBITS, AND OTHER ATTACHMENTS

SECTION J: LIST OF ATTACHMENTS

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: The attachment numbers shown below identify the sections where they are discussed. For example, Attachment J-C1 is the first attachment referenced in Section C, and Attachment J-E2 is the second attachment referenced in Section E.

Number pages sequentially for each attachment. For example, J-C1-1 is the first page of Attachment J-C1, J-E2-2 is the second page of Attachment J-E2, etc.

A typical list of attachments is shown in the Table of Contents below.  
\*\*\*\*\*!

TABLE OF CONTENTS

<u>ATTACHMENT</u> <u>NUMBER</u>	<u>TITLE</u>
J-1	Department of Labor Wage Determinations
J-C1	Inventory of Buildings and Structures
J-C2	Performance Requirements Summary (PRS) Table
J-C3	Government-Furnished Facilities
J-C4	Government-Furnished Equipment
J-C5	Government-Furnished Material
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J-C8	Historical Data
J-C9	Service Call Work Authorization Form
J-C10	Preventive Maintenance Inspection Requirements
J-C11	Building Relamping Schedule
J-C12	Start-up/Shutdown of HVAC Systems
J-C13	Directives
J-E1	Statistically Extrapolated Surveillance Techniques
J-E2	List of Engineered Performance Standards Handbooks
J-E3	CPAR Form - Services, Information Technology, and Operations Support
J-G1	Sample Invoice

ATTACHMENT J-1

DEPARTMENT OF LABOR WAGE DETERMINATIONS

Attached is Davis-Bacon Act Wage Determination Number !INSERT NUMBER! and Service Contract Act Wage Determination Number !INSERT NUMBER!. These determinations specify the minimum wages and fringe benefits to be paid under this contract.

ATTACHMENT J-C1

INVENTORY OF BUILDINGS AND STRUCTURES

!\*\*\*\*\*  
 NOTE TO SPECIFICATION WRITER: Using the activity's property records, list and describe all buildings and structures to be maintained under this contract. Be sure to include miscellaneous facilities such as bus stops, bleachers, monuments, etc.  
 \*\*\*\*\*!

The following facilities shall be maintained under this contract:

<u>FACILITY NUMBER</u>	<u>FACILITY NAME</u>	<u>YEAR BUILT</u>	<u>SQUARE FEET</u>	<u>TYPE STRUCTURE</u>	<u>DRAWING NUMBERS</u>
100	Headquarters	1952	8,000	Wood frame	5134050-5134056
101	Galley	1953	15,000	Wood frame	5134078-5134086
102	Admin Offices	1953	10,000	Wood frame	5134100-5134130
103	Commissary	1980	25,000	Concrete Block	5134200-5134260
104	Sentry Shelter	1985	120	Wood frame	N/A
105	Flagpole	1980	N/A	Steel	N/A
106	Warehouse	1953	50,000	Wood frame	5134060-5134085

!ETC!

ATTACHMENT J-C2

PERFORMANCE REQUIREMENTS SUMMARY (PRS) TABLE

The purpose of this attachment is to:

a. List the contract requirements and work requirements considered most critical to satisfactory contract performance (See PRS Column 1).

b. Summarize the standards of performance in the specification for each specified work requirement (See PRS Column 2).

c. Provide maximum allowable defect rates (MADRs) for each work requirement (See PRS Column 3). The MADR is the defect rate in a population of services which, when exceeded, indicates the Contractor's quality control is unsatisfactory. The MADR does not represent a threshold for payment deductions. Deductions are taken for all defects (with appropriate credit for rework) regardless of whether the MADR was exceeded.

d. Specify the percentage (weight) of contract requirement attributable to each listed work requirement (See PRS Column 4).

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: The percentages in the WEIGHT column are used in conjunction with the Schedules to calculate payment deductions for partially performed work. The user should verify that the percentages shown are representative of the activity's requirements, and modify as required. The MADRs shown are suggested rates only.  
\*\*\*\*\*!

WORK REQUIREMENTS (Column 1)	STANDARDS OF PERFORMANCE (Column 2)	MAX ALLOW DEFECT RATE (Column 3)	WEIGHT (Column 4)
1. CONTRACT REQUIREMENT: EMERGENCY SERVICE CALLS			
A. Timely Response	At job site within !INSERT! with proper tools/equipment [Paragraph C.8.d(1)]	2%	35% of unit price, CLIN 0001AA
B. Timely Completion	Completed within requirements for urgent or routine call, if appropriate [Paragraph C.8.d(1)]	2%	10% of unit price, CLIN 0001AA
C. Quality of Work*	Emergency condition arrested, repairs completed in conformance with quality standards, Section C	2%	45% of unit price, CLIN 0001AA
D. Proper Procedures	Properly classified after regular working hours, work authorization completed and returned within one working day [Paragraphs C.8.b(2) and C.8.e]	2%	10% of unit price, CLIN 0001AA
2. CONTRACT REQUIREMENT: URGENT SERVICE CALLS			
A. Timely Response	At job site within !INSERT! during regular working hours or !INSERT! after regular working hours with proper tools/equipment [Paragraph C.8.d(1)]	3%	20% of unit price, CLIN 0001AB
B. Timely Completion	Prosecuted to completion and completed within !INSERT! [Paragraph C.8.d(1)]	3%	10% of unit price, CLIN 0001AB
C. Quality of Work*	Repairs completed in conformance with quality standards, Section C	3%	60% of unit price, CLIN 0001AB
D. Proper Procedures	Properly classified after regular working hours, work authorization completed and returned within one working day [Paragraphs C.8.b(2) and C.8.e]	3%	10% of unit price, CLIN 0001AB
3. CONTRACT REQUIREMENT: ROUTINE SERVICE CALLS			
A. Timely Completion	Work completed within !INSERT! working days after receipt [Paragraph C.8.d(1)]	5%	15% of unit price, CLIN 0001AC

WORK REQUIREMENTS (Column 1)	STANDARDS OF PERFORMANCE (Column 2)	MAX ALLOW DEFECT RATE (Column 3)	WEIGHT (Column 4)
B. Quality of Work*	Repairs completed in conformance with quality standards, Section C	5%	75% of unit price, CLIN 0001AC
C. Proper Procedures	Properly classified after regular working hours, work authorization completed and returned within one working day [Paragraphs C.8.b(2) and C.8.e]	5%	10% of unit price, CLIN 0001AC

4. CONTRACT REQUIREMENT: PREVENTIVE MAINTENANCE

A. Timely Completion	Work completed by date specified in approved PM schedule [Paragraph C.9.a(3)]	5%	15% of unit prices, CLINs 0001AD through 0001AH
B. Quality of Work*	All check points completed, in scope deficiencies corrected in conformance with quality standards, replacement items marked, PM record cards and tags annotated (Paragraph C.9.a)	5%	75% of unit prices, CLINs 0001AD through 0001AH
C. Proper Checklist	PM Checklist completed and returned within two working days (Paragraph C.9.a)	5%	10% of unit prices, CLINs 0001AD through 0001AH

5. CONTRACT REQUIREMENT: RELAMPING OF BUILDINGS

A. Timely Completion	Work completed on date scheduled (Paragraph C.9.b)	5%	20% of unit price CLIN 0001AJ
B. Quality of Work*	Tubes, bulbs, and defective parts replaced as required (Paragraph C.9.b)	5%	80% of unit price, CLIN 0001AJ

6. CONTRACT REQUIREMENT: START-UP/SHUTDOWN OF HVAC SYSTEMS

A. Timely Completion	Work completed within time period specified [Paragraph C.9.c(1)]	5%	20% of unit price, CLIN 0001AK
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WORK REQUIREMENTS (Column 1)	STANDARDS OF PERFORMANCE (Column 2)	MAX ALLOW DEFECT RATE (Column 3)	WEIGHT (Column 4)
B. Quality of Work*	HVAC systems operating as designed, all manufacturer's checks completed, repairs identified or accomplished [Paragraph C.9.c(2)]	5%	70% of unit price, CLIN 0001AK
C. Proper Documentation	Report completed and provided to KO within !INSERT! working days of service completion [Paragraph C.9.c(2)]	5%	10% of unit price, CLIN 0001AK

7. CONTRACT REQUIREMENT: INDEFINITE QUANTITY WORK

A. Timely Completion	Work completed within time period specified in task order (Paragraph C.10)	5%	20% of unit prices, CLINs 0002 through 0003
B. Quality of Work*	All work completed in conformance with quality standards, Section C	5%	80% of unit prices, CLINs 0002 through 0003

\* Unsatisfactory performance of this work requirement will result in an unsatisfactory rating for the entire contract requirement.

ATTACHMENT J-C3

GOVERNMENT-FURNISHED FACILITIES

!\*\*\*\*\*  
 NOTE TO SPECIFICATION WRITER: List and describe all facilities to be furnished to the Contractor. Provide simple drawings, annotating Contractor spaces and areas retained for use by the Government, if any. Delete this attachment if no Government-furnished facilities will be provided.  
 \*\*\*\*\*!

The following facilities will be furnished or made available for use by the Contractor as specified in the "GOVERNMENT-FURNISHED PROPERTY, MATERIALS AND SERVICES" paragraph, Section C.

<u>BUILDING NUMBER/LOCATION</u>	<u>SQUARE FEET</u>	<u>DESCRIPTION</u>	
5/Naval Station	5,000	Office Space (2)	600 SF
		Lounge Area (1)	350 SF
		Rest Rooms (2)	400 SF
		Vehicle Maintenance Shop (1)	3,500 SF
		Hallways, stairs, etc.	<u>150 SF</u>
		TOTAL =	5,000 SF
114/Naval Station	2,000	Storage (3)	600 SF
		Rest Rooms (2)	200 SF
		Office Space (3)	<u>1,200 SF</u>
		TOTAL =	2,000 SF
212/Naval Station	250	Flammable Storage Locker	
65/Naval Station Annex	19,000	Material Storage Warehouse	
North of Bldg 3/Naval Naval Station	20,000	Equipment Storage Area	

!ETC!

ATTACHMENT J-C4

GOVERNMENT-FURNISHED EQUIPMENT

!\*\*\*\*\*

NOTE TO SPECIFICATION WRITER: List and describe all Government-furnished equipment. Provide manufacturer, model number, age, location, etc. Specify maintenance requirements not contained in NAVFAC clause 5252.245-9300, Section I. Delete this attachment if no Government-furnished equipment will be provided.

\*\*\*\*\*!

The items of equipment listed in this attachment will be furnished or made available for use by the Contractor as specified in the "GOVERNMENT-FURNISHED PROPERTY, MATERIALS AND SERVICES" paragraph, Section C.

<u>ITEM</u>	<u>QUANTITY</u>	<u>MANUFACTURER</u>	<u>MODEL NUMBER</u>	<u>APPROXIMATE AGE</u>	<u>LOCATION</u>
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ATTACHMENT J-C5

GOVERNMENT-FURNISHED MATERIAL

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: List all materials to be furnished to the Contractor. Include generic name, federal or commercial specifications (if applicable), and quantities of issue. Indicate how it will be furnished to the Contractor, e.g., Government delivery, where and when the Contractor may pick it up, etc. Delete this attachment if not Government-furnished material will be furnished.  
\*\*\*\*\*!

The following material will be made available for use by the Contractor as specified in the "GOVERNMENT-FURNISHED PROPERTY, MATERIALS AND SERVICES" paragraph, Section C.

**PART A - ONE TIME ISSUE**

DESCRIPTION

QUANTITY

**PART B - INSURANCE ITEMS**

DESCRIPTION

MINIMUM QUANTITY

ATTACHMENT J-C6

CONTRACTOR FURNISHED ITEMS

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: This attachment identifies the type and quality of material and equipment the Contractor is responsible for providing, and must be tailored by the user. Most of the standards shown below may be downloaded or ordered from the following websites:

Construction Criteria Base (CCB) - <http://www.ccb.org/html/home.html>  
ASSIST online - <http://astimage.daps.dla.mil/online/index.cfm>  
Master Painters Institute - <http://www.paintinfo.com/mpi/approved/prodcate.htm>

\*\*\*\*\*!

1. Materials provided by the Contractor shall comply with the following standards as specified in the "CONTRACTOR-FURNISHED ITEMS" paragraph, Section C.

a. Commercial Item Description (CID)

A-A-1558	Paint, Stencil
A-A-3054	Paint: Heat Resisting (204°C)
A-A-3120	Paint: For Swimming Pools
A-A-3137	Adhesive, Asphalt, Cut-Back Type (for Asphalt and Vinyl Composition Tile)

b. Federal Specifications

SS-S-210	Sealing Compound, Preformed Plastic, for Expansion Joints and Pipe Joints
TT-P-28	Paint, Aluminum, Heat Resisting (1200°F)
TT-S-00230	Sealing Compound, Elastomeric Type, Single Component (for Caulking, Sealing, and Glazing in Buildings and Other Structures)
WW-P-541	Plumbing Fixtures (General Specification)

c. Other Standards

ANSI-A40.8	National Plumbing Code
ANSI-Z21.10.1	Gas Water Heaters - Volume - Storage Water Heaters with Input Ratings of 75,000 Btu per Hour or Less
ARI520	Units, Positive Displacement Condensing
ASHRAE52.1	Air-Cleaning Devices Used in General Ventilation for Removing Particulate Matter, Gravimetric and Dust-Spot Procedures for Testing

ASTM-B370	Copper Sheet and Strip for Building Construction
ASTM-C564	Rubber Gaskets for Cast Iron Soil Pipe and Fittings
ASTM-C635	Ceilings, and Acoustical Tile Lay-In Panel, Metal Suspension Systems for
ASTMA-C636	Tile and Lay-In Panels, Acoustical, Installation of Metal Ceiling Suspension Systems for
ASTM-C669	Metal Sash, Glazing Compounds for Back Bedding and Face Glazing of
ASTM-C920	Sealants, Elastomeric Joints
ASTM-D226	Asphalt-Saturated Organic Felt Used in Roofing and Waterproofing
ASTM-D2822	Asphalt Roof Cement
ASTM-D3018	Shingles, Class A Asphalt, Surfaced with Mineral Granules
ASTM-E1264	Ceilings Products, Acoustical
ASTM-F1066	Tile, Floor, Vinyl Composition
ASTM-F1700	Solid Vinyl Floor Tile
BHMA-A156.2	Locks and Latches, American National Standard for
BHMA-A156.4	Door Controls - Closers, American National Standard for
BHMA-A156.5	Lock, Auxiliary, and Associated Products, American National Standard for
BHMA-A156.16	Hardware, Auxiliary, Standard for
BOCA	Basic Plumbing Code
UL514A	Boxes, Metallic Outlet
UL514B	Cable and Conduit, Fittings for
UL900	Air Filter Units
UL1570	Lighting Fixtures, Fluorescent
UL1571	Lighting Fixtures, Incandescent
MPI 1	Aluminum Paint
MPI 7	Exterior Oil Wood Primer
MPI 8	Exterior Alkyd, Flat

MPI 9	Exterior Alkyd, Enamel
MPI 28	Exterior Marine Spar Varnish, Gloss
MPI 31	Polyurethane, Moisture Cured, Clear Gloss
MPI 41	Latex Stucco and Masonry Coating (coarse texture)
MPI 42	Latex Stucco and Masonry Coating (medium texture)
MPI 45	Interior Alkyd Primer Sealer
MPI 47	Interior Alkyd, Semi-Gloss
MPI 52	Interior Latex, Gloss Level 3
MPI 53	Interior Latex, Flat
MPI 54	Interior Latex, Semi-gloss
MPI 79	Alkyd Anti-Corrosive Metal Primer
MPI 110	Industrial Water-based Enamel
MPI 114	Interior Latex, High Gloss (Acrylic)
MPI 134	Galvanized Primer (Waterborne)

!ETC!

2. Submittals shall be provided for the following items, as specified in the "CONTRACTOR FURNISHED ITEMS" paragraph, Section C.

<u>CERTIFICATES OF COMPLIANCE</u>	<u>MANUFACTURER'S DESCRIPTIONS</u>	<u>PRODUCT SAMPLES</u>
Paints (paragraph C.12)	Water Heaters	Resilient floor tile
Resilient floor tile	Drinking Fountains	Vinyl sheet flooring
Vinyl sheet flooring	Plumbing Fixtures	

!ETC!

ATTACHMENT J-C7

REQUIRED RECORDS AND REPORTS

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: The format, frequency, and data to be reported by the Contractor should be tailored by the user to obtain information required by regulations and higher authority, and to enable the activity to monitor the Contractor's operations. The following is a suggested list of records and reports.  
\*\*\*\*\*!

The Contractor shall submit records and reports in accordance with the requirements and applicable references specified below.

<u>REFERENCES</u>	<u>RECORD/REPORT TITLE</u>	<u>WHEN SUBMITTED</u>
1. Paragraph C.6.e(1)	Facility History File	Within five calendar days after contract completion
2. Paragraph C.6.e(2)	Cost Accounting Report	With monthly invoice
3. Paragraph C.8.e	Service Call Work Authorization Form	Within one working day after completion of call
4. Paragraph C.9.a(4)	PM Completion Report	Each Monday
5. Paragraph C.9.a(5)	PM Checklist	Within two days of work performance
6. Paragraph C.9.c(2)	HVAC Start-up/ Shutdown Report	Within !INSERT! working days after completion
7. Paragraph C.20.1	Contractor Production Report and Contractor Quality Control Report	Daily for all work covered by Davis-Bacon Act wages

!ETC!

ATTACHMENT J-C8

HISTORICAL DATA

!\*\*\*\*\*  
 NOTE TO SPECIFICATION WRITER: This attachment includes sample formats for displaying historical data. Accurate and complete historical data is essential in the development of realistic Contractor bids. If complete information is not available, projections should be made based on the data that is available, and some system established to capture required historical information for future contracts. When determining the number of calls for each classification, be sure to consider the tailored service call and classification definitions in the "GENERAL REQUIREMENTS AND PROCEDURES FOR SERVICE CALL WORK" paragraph, especially if definitions have been changed from previous contracts.  
 \*\*\*\*\*!

The data in this attachment is taken from the activity's records for the buildings and structures to be maintained under this contract. It is not considered sufficiently accurate for bidding purposes by itself, but is included to indicate the types, approximate order of magnitude, and seasonal trends in the workload.

1. SERVICE CALL WORK

**NUMBER OF SERVICE CALLS PER MONTH**

	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>
<b>Emergency</b>												
1999	28	27	21	18	21	17	20	20	19	18	25	19
2000	35	23	18	22	20	21	22	21	11	21	31	21
<b>Urgent</b>												
1999	398	360	318	421	429	536	522	497	343	382	301	318
2000	419	372	296	381	417	555	543	515	360	421	272	276
<b>Routine</b>												
1999	972	1046	987	978	1011	1089	1112	1098	1127	1007	998	972
2000	998	1011	972	977	1064	1139	1136	1142	1185	1066	967	956
<b>TOTALS:</b>												
1999	1398	1433	1326	1417	1461	1642	1654	1615	1489	1407	1324	1309
2000	1452	1406	1286	1380	1501	1715	1701	1678	1556	1508	1270	1253

**PERCENTAGE OF SERVICE CALLS RECEIVED AFTER REGULAR WORKING HOURS**

The approximate percentage of service calls received after regular working hours and on weekends/holidays during the specified years:

	<u>1999</u>	<u>2000</u>
Emergency	8%	9%
Urgent	4%	5%
Routine	2%	2%

**PERCENTAGE TRADE INVOLVEMENT IN SERVICE CALLS**

The approximate percentage trade involvement in performing the service calls in the specified years:

<u>TRADE/CRAFT</u>	<u>PERCENTAGE TRADE INVOLVEMENT</u>
Electrical	24%
Plumbing/Pipefitting	30%
Moving/Rigging	7%
Sheet Metal	13%
Machinist	6%
Labor	20%

**ACTUAL HOURS REQUIRED FOR COMPLETION**

The actual hours required for completion of service calls during the specified years is shown below. This must not be confused with the estimated hours required for completion as discussed in the "GENERAL REQUIREMENTS AND PROCEDURES FOR SERVICE CALL WORK" paragraph, Section C.

	<u>1999</u>	<u>2000</u>
0 - 4 Hours	93%	94%
4 - 8 Hours	5%	4%
8 - 16 Hours	1%	1%
Over 16 Hours	1%	1%

2. INDEFINITE QUANTITY WORK - UNIT PRICED LABOR

<u>TRADE/CRAFT</u>	<u>NUMBER OF JOBS<sup>1</sup></u>	
	<u>1999</u>	<u>2000</u>
Carpenter	!INSERT!	!INSERT!
Electrical	!INSERT!	!INSERT!
Masonry	!INSERT!	!INSERT!
Plumbing/Pipefitting	!INSERT!	!INSERT!
HVAC	!INSERT!	!INSERT!
Sheet Metal	!INSERT!	!INSERT!
Machinist	!INSERT!	!INSERT!
Painting	!INSERT!	!INSERT!
Laborer	!INSERT!	!INSERT!
Equipment Operator	!INSERT!	!INSERT!

NOTE: <sup>1</sup> Trade/craft involvement only. Not total jobs.

<u>JOB SIZE</u>					
<u>(UNIT PRICE LABOR HOURS)</u>	<u>(17-31)</u>	<u>(32-80)</u>	<u>(81-120)</u>	<u>(121-160)</u>	<u>TOTAL</u>
1999 (Number of jobs)	_____	_____	_____	_____	_____
2000 (Number of jobs)	_____	_____	_____	_____	_____

ATTACHMENT J-C9

SERVICE CALL WORK AUTHORIZATION FORM

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: Include a sample Service Call Work Authorization  
Form in this attachment.  
\*\*\*\*\*!

ATTACHMENT J-C10

PREVENTIVE MAINTENANCE INSPECTION REQUIREMENTS

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: List all systems and equipment that require preventive maintenance inspections, and include the frequency and PM standards that apply to these systems and equipment. Sample PM standards for selected items of equipment are provided on the following pages.  
\*\*\*\*\*!

The Contractor shall perform preventive maintenance inspections on the following facility systems and equipment as specified in the "GENERAL REQUIREMENTS AND PROCEDURES FOR RECURRING WORK" paragraph, Section C.

<u>FACILITY NUMBER</u>	<u>SYSTEMS/EQUIPMENT</u>	<u>QUANTITY</u>	<u>FREQUENCY</u>	<u>PM CHECKLIST</u>
100	Exhaust Fans	2	A	1
	Heat Pumps (3-ton)	2	SA	2
	Overhead Doors	2	SA	3
	Drinking Fountains	2	SA	4
	Water Heater, Gas	1	SA	5

!ETC!



PM CHECKLIST #2 - SEMIANNUAL, HEAT PUMPS

Facility No./Location \_\_\_\_\_ Scheduled Performance Date \_\_\_\_\_

Actual Start Date \_\_\_\_\_ Actual Completion Date \_\_\_\_\_

CHECKPOINT NUMBER	CHECKPOINT DESCRIPTION	COMMENTS
1	Check unit for proper operation.	
2	Check air handling unit and condenser for excessive noise and heat.	
3	Clean intake side of condenser coils, fans and intake screens.	
4	Check electrical wiring and connections; tighten loose connections.	
5	Inspect fans for bent blades and unbalance; adjust and clean as necessary.	
6	Check belts for condition, proper tension, and misalignment; adjust/change as required.	
7	Lubricate bearings (shaft and motor).	
8	Inspect piping and valves for leaks; tighten connections as necessary.	
9	Replace air filters.	
10	Check refrigerant pressure; add refrigerant as necessary.	
11	Clean and flush out drip pan and condensate line.	
12	Cycle the reverse cycle valve to insure proper operation.	
13	Clean area around equipment.	
14	Check unit for corrosion; clean, prime and paint as necessary.	

Deficiencies corrected during PM \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Deficiencies exceeding scope of PM per paragraph C.9.a(1) \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Signature of Mechanic/Date \_\_\_\_\_

PM CHECKLIST #3 - SEMIANNUAL, OVERHEAD DOORS

Facility No./Location \_\_\_\_\_ Scheduled Performance Date \_\_\_\_\_

Actual Start Date \_\_\_\_\_ Actual Completion Date \_\_\_\_\_

CHECKPOINT NUMBER	CHECKPOINT DESCRIPTION	COMMENTS
1	Check for proper operation, binding, and misalignment; adjust as necessary.	
2	Check and lubricate door guides, pulleys, and hinges.	
3	Inspect and lubricate motor gearbox, drive chain (or belt), and motor; adjust as necessary.	
4	Clean area around door.	
5	Inspect general condition of door, both interior and exterior; repair as required.	
6	Check wiring and electrical controls (connections, contacts, fuses, contact springs); adjust, repair, or replace as required.	

Deficiencies corrected during PM \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Deficiencies exceeding scope of PM per paragraph C.9.a(1) \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
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 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Signature of Mechanic/Date \_\_\_\_\_

PM CHECKLIST #4 - SEMIANNUAL, DRINKING FOUNTAINS

Facility No./Location \_\_\_\_\_ Scheduled Performance Date \_\_\_\_\_

Actual Start Date \_\_\_\_\_ Actual Completion Date \_\_\_\_\_

CHECKPOINT NUMBER	CHECKPOINT DESCRIPTION	COMMENTS
1	Check unit for excessive noise or vibration.	
2	Clean condenser coils and fan.	
3	Check for water leaks in supply line and drain; repair as required.	
4	Check water flow; adjust as necessary.	
5	Check water temperature; identify and repair leaks and add refrigerant, if required.	
6	Check electrical connections and cord; adjust or repair as necessary.	
7	Lubricate fan motor bearings.	
8	Clean area around unit.	

Deficiencies corrected during PM \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Deficiencies exceeding scope of PM per paragraph C.9.a(1) \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_  
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 \_\_\_\_\_  
 \_\_\_\_\_

Signature of Mechanic/Date \_\_\_\_\_

PM CHECKLIST #5 - SEMIANNUAL; WATER HEATER, GAS

Facility No./Location \_\_\_\_\_ Scheduled Performance Date \_\_\_\_\_

Actual Start Date \_\_\_\_\_ Actual Completion Date \_\_\_\_\_

CHECKPOINT NUMBER	CHECKPOINT DESCRIPTION	COMMENTS
1	Check for water leaks to tank and piping; check for fuel system leaks.	
2	Check gas burner and pilot for proper flame; adjust if required.	
3	Check operation and condition of pressure relief valve.	
4	Check automatic controls for proper operation (temperature regulators, thermostatic devices, automatic fuel shut off valve, etc.)	
5	Check draft diverter and clear openings, if clogged.	
6	Check gas pressure regulator; adjust if required.	
7	Check for proper water temperature setting; adjust as required.	
8	Check condition of flue pipe, damper, and chimney.	
9	Drain and flush tank.	
10	Clean up around unit.	

Deficiencies corrected during PM \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Deficiencies exceeding scope of PM per paragraph C.9.a(1) \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Signature of Mechanic/Date \_\_\_\_\_

ATTACHMENT J-C11

BUILDING RELAMPING SCHEDULE

!\*\*\*\*\*  
 NOTE TO SPECIFICATION WRITER: The user must develop and display a building relamping schedule similar to the one shown below.  
 \*\*\*\*\*!

The Contractor shall provide relamping services in the buildings indicated in the schedule below, as specified in the "GENERAL REQUIREMENTS AND PROCEDURES FOR RECURRING WORK" paragraph, Section C.

<u>WEEK OF MONTH</u>	<u>MONDAY</u>	<u>TUESDAY</u>	<u>WEDNESDAY</u>	<u>THURSDAY</u>	<u>FRIDAY</u>
First	12	824	10	68	13
	327	177	47	68-A	313
Second	72	4	24	8	26
	595	198	832	331	82
Third	27	824	1	68	1845
	12	824A	10	68-A	220
Fourth	595	4	14	8	26
	880	198	832	808	82

ATTACHMENT J-C12

START-UP/SHUTDOWN OF HVAC SYSTEMS

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: The user must provide a list, similar to the one shown below, of those facilities and HVAC systems that require start-up/shutdown service.  
\*\*\*\*\*!

The following is a list of facilities and HVAC systems that require seasonal start-up/shutdown as specified in the "GENERAL REQUIREMENTS AND PROCEDURES FOR RECURRING WORK" paragraph, Section C.

<u>FACILITY NUMBER</u>	<u>SYSTEM</u>	<u>REQUIREMENT</u>
101	200,000 Btu Boiler (Hot Water)	Start-up and shutdown
102	Central Heating System (Gas)	Start-up only
103	300,000 Btu Boiler	Start-up and shutdown
106	100,000 Btu Boiler	Start-up and shutdown
	!ETC!	

ATTACHMENT J-C13

DIRECTIVES

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: List applicable Department of Defense (DoD),  
Secretary of the Navy (SECNAV), Chief of Naval Operations (OPNAV), and other  
directives, instructions, and regulations.  
\*\*\*\*\*!

The Contractor shall comply with the directives and publications listed below in  
the performance of this contract:

OPNAVINST 5090.1, *Environmental and Natural Resources Program Manual* and  
OPNAVINST 5530.14, *Navy Physical Security* may be obtained from the following  
website - <http://neds.nebt.daps.mil/>.

EM 385-1-1, *Safety and Health Requirements Manual* is available from the  
following website - <http://www.ccb.org/>.

29 CFR 1910, *Occupational Safety and Health Standards* may be obtained from the  
following website - [http://www.osha-slc.gov/OshStd\\_toc/OSHA\\_Std\\_toc\\_1910.html](http://www.osha-slc.gov/OshStd_toc/OSHA_Std_toc_1910.html).

!ETC!

STATISTICALLY EXTRAPOLATED SURVEILLANCE TECHNIQUES

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: This attachment should be included in the specification if random sampling for extrapolated deductions (RSED) will be used as a method of contract surveillance.  
\*\*\*\*\*!

1. The Government reserves the right to start surveillance using Random Sampling with Extrapolated Deductions (RSED) at any time during the contract, to discontinue the use of RSED, and to resume the use of RSED without notice to the contractor. The Government will use the attached tables entitled *Table of Sample Sizes for Normal Sampling Levels* and *Table of Sample Sizes for Minimum Sampling Levels* to determine sample sizes for RSED. The *Table of Sample Sizes for Minimum Sampling Levels* represents the minimum sample sizes the Government will use for extrapolation. The Contracting Officer may increase the size of the samples to that of the *Table of Sample Sizes for Normal Sampling Levels* or greater at his or her discretion.

2. The Maximum Allowable Defect Rate (MADR) is defined as the defect rate above which the Contractor's quality control is unsatisfactory. The MADR does not represent a threshold above which payment deductions are taken. Deductions are taken for all defects (with credit for rework to the extent appropriate) irrespective of whether the MADR was exceeded or not. When a defect rate exceeds the MADR, the Contractor will be notified and appropriate administrative actions will be taken in addition to the payment deductions discussed above. The MADR for each work requirement is shown in the Performance Requirements Summary (PRS) table in Attachment J-C2. Failure to maintain adequate quality control can result in Termination for Default.

3. The following example illustrates the process which will be used to calculate the Contractor's payment deduction when RSED is used for surveillance.

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: The following example must be tailored based on the actual work requirements and weights included in the Performance Requirements Summary Table, Attachment J-C2.  
\*\*\*\*\*!

**EXAMPLE PAYMENT DEDUCTION CALCULATION WHEN RSED IS USED**

ROUTINE SERVICE CALLS	WORK REQUIREMENTS		
	TIMELY COMPLETION	QUALITY WORK	COMPLETE FORM
A. Price for work requirement	\$ 1,050.00	\$ 5,250.00	\$ 700.00
B. Number service calls during billing period	<u>100</u>	<u>100</u>	<u>100</u>
C. Price per service call (A ÷ B)	\$ 10.50	\$ 52.50	\$ 7.00
D. Number of calls sampled (as desired by Gov't)	<u>69</u>	<u>69</u>	<u>69</u>
E. Observed unsatisfactory calls in sample	<u>6</u>	<u>5</u>	<u>4</u>
F. Observed Defect Rate (E ÷ D)	<u>8.70%</u>	<u>7.25%</u>	<u>5.80%</u>
G. Adjustment Factor *	<u>1.31%</u>	<u>1.24%</u>	<u>1.09%</u>
H. Defect Rate (F - G)	<u>7.39%</u>	<u>6.01%</u>	<u>4.71%</u>
I. Number of extrapolated service calls (B x H) (round down to whole number)	<u>7</u>	<u>6</u>	<u>4</u>
J. Observed unsatisfactory calls outside sample	<u>2</u>	<u>1</u>	<u>2</u>
K. Calls satisfactorily reworked by Contractor (at the Government's option)	<u>N/A</u>	<u>3</u>	<u>2</u>
L. Calls reworked by Gov't or others	<u>N/A</u>	<u>0</u>	<u>0</u>
M. Total number of calls to be deducted at Schedule of Deductions Price (I - K - L)	<u>7</u>	<u>3</u>	<u>2</u>
N. Extrapolated Deductions (C x M)	\$ 73.50	\$ 157.50	\$ 14.00
O. Deductions for cost of Gov't rework	\$ 0	\$ 0	\$ 0
P. Liquidated Damages for Contractor rework [10% x C x (E + J - L)] **	\$ 8.40	\$ 31.50	\$ 4.20
Q. Liquidated Damages for Government rework (20% x O) **	\$ 0	\$ 0	\$ 0
R. Total payment deductions (N + O + P + Q)	\$ 81.90	\$ 189.00	\$ 18.20

\* From the attached "Adjustment Factors for Random Sampling" table.

\*\* Calculated in accordance with the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" clause, Section E.

**TABLE OF SAMPLE SIZES FOR NORMAL SAMPLING LEVELS**

Sample sizes shown below are for the indicated monthly population.

POPULATION RANGE - SAMPLE SIZE		POPULATION RANGE - SAMPLE SIZE	
33-34	30	123-124	79
35-36	31	125-127	80
37	32	128-129	81
38	33	130-132	82
39-40	34	133-134	83
41	35	135-137	84
42-43	36	138-140	85
44	37	141-142	86
45-46	38	143-145	87
47	39	146-148	88
48-49	40	149-151	89
50	41	152-154	90
51-52	42	155-157	91
53	43	158-160	92
54-55	44	161-163	93
56	45	164-166	94
57-58	46	167-169	95
59-60	47	170-172	96
61	48	173-176	97
62-63	49	177-179	98
64-65	50	180-182	99
66	51	183-186	100
67-68	52	187-189	101
69-70	53	190-193	102
71	54	194-196	103
72-73	55	197-200	104
74-75	56	201-204	105
76-77	57	205-208	106
78-79	58	209-211	107
80-81	59	212-215	108
82-83	60	216-219	109
84	61	220-224	110
85-86	62	225-228	111
87-88	63	229-232	112
89-90	64	233-236	113
91-92	65	237-241	114
93-95	66	242-245	115
96-97	67	246-250	116
98-99	68	251-255	117
100-101	69	256-259	118
102-103	70	260-264	119
104-105	71	265-269	120
106-107	72	270-274	121
108-110	73	275-280	122
111-112	74	281-285	123
113-114	75	286-290	124
115-117	76	291-296	125
118-119	77	297-302	126
120-122	78	303-308	127

## POPULATION RANGE - SAMPLE SIZE

309-313	128
314-320	129
321-326	130
327-332	131
333-339	132
340-345	133
346-452	134
353-359	135
360-366	136
367-374	137
375-381	138
382-389	139
390-397	140
398-405	141
406-414	142
415-422	143
423-431	144
432-440	145
441-450	146
451-459	147
460-469	148
470-479	149
480-490	150
491-501	151
502-512	152
513-523	153
524-535	154
536-548	155
549-560	156
561-574	157
575-587	158
588-601	159
602-616	160
617-631	161
632-646	162
647-663	163
664-680	164
681-697	165
698-716	166
717-735	167
736-754	168
755-775	169
776-796	170
797-819	171
820-842	172

## POPULATION RANGE - SAMPLE SIZE

843-867	173
868-893	174
894-920	175
921-948	176
949-978	177
979-1009	178
1010-1042	179
1043-1077	180
1078-1114	181
1115-1153	182
1154-1194	183
1195-1238	184
1239-1285	185
1286-1335	186
1336-1388	187
1389-1445	188
1446-1507	189
1508-1573	190
1574-1644	191
1645-1721	192
1722-1805	193
1806-1896	194
1897-1997	195
1998-2107	196
2108-2228	197
2229-2363	198
2364-2514	199
2515-2684	200
2685-2876	201
2877-3094	202
3095-3348	203
3349-3643	204
3644-3990	205
3991-4407	206
4408-4915	207
4916-5549	208
5550-6361	209
6362-7439	210
7440-8940	211
8941-11173	212
11174-14827	213
14828-22020	214
22021-42231	215
42232-465914	216
465915 and above	217

**TABLE OF SAMPLE SIZES FOR MINIMUM SAMPLING LEVELS**

Sample sizes are for the indicated total contract population over the contract term. Monthly samples are determined by prorating the sample size listed to the individual monthly populations.

POPULATION RANGE - SAMPLE SIZE	POPULATION RANGE - SAMPLE SIZE
135-141 ..... 120	635-668 ..... 360
142-148 ..... 125	669-703 ..... 370
149-155 ..... 130	704-740 ..... 380
156-163 ..... 135	741-779 ..... 390
164-170 ..... 140	780-820 ..... 400
171-178 ..... 145	821-864 ..... 410
179-185 ..... 150	865-909 ..... 420
186-193 ..... 155	910-958 ..... 430
194-201 ..... 160	959-1009 ..... 440
202-209 ..... 165	1010-1063 ..... 450
210-217 ..... 170	1064-1120 ..... 460
218-225 ..... 175	1121-1182 ..... 470
226-233 ..... 180	1183-1247 ..... 480
234-242 ..... 185	1248-1317 ..... 490
243-251 ..... 190	1318-1392 ..... 500
252-259 ..... 195	1393-1472 ..... 510
260-269 ..... 200	1473-1559 ..... 520
270-278 ..... 205	1560-1652 ..... 530
279-287 ..... 210	1653-1754 ..... 540
288-296 ..... 215	1755-1864 ..... 550
297-306 ..... 220	1865-1984 ..... 560
307-316 ..... 225	1985-2116 ..... 570
317-326 ..... 230	2117-2260 ..... 580
327-336 ..... 235	2261-2420 ..... 590
337-346 ..... 240	2421-2598 ..... 600
347-357 ..... 245	2599-2797 ..... 610
358-378 ..... 255	2798-3020 ..... 620
379-389 ..... 260	3021-3273 ..... 630
390-401 ..... 265	3274-3562 ..... 640
402-412 ..... 270	3563-3896 ..... 650
413-436 ..... 280	3897-4285 ..... 660
437-449 ..... 285	4286-4745 ..... 670
450-461 ..... 290	4746-5297 ..... 680
462-474 ..... 295	5298-5971 ..... 690
475-487 ..... 300	5972-6814 ..... 700
488-501 ..... 305	6815-7897 ..... 710
502-514 ..... 310	7898-9340 ..... 720
515-528 ..... 315	9341-11358 ..... 730
529-542 ..... 320	11359-14382 ..... 740
543-557 ..... 325	14383-19414 ..... 750
558-587 ..... 330	19415-29441 ..... 760
588-602 ..... 340	29442-59251 ..... 770
603-618 ..... 345	59252-4403172 ..... 780
619-634 ..... 350	4403173 and above ... 781

**TABLE OF ADJUSTMENT FACTORS FOR RANDOM SAMPLING**

FOR ODR OVER % - THRU %	ADJUSTMENT FACTOR %	FOR ODR OVER % - THRU %	ADJUSTMENT FACTOR %
0.0- 0.25	0.25	17.0-18.0	1.76
0.25-0.30	0.25	18.0-19.0	1.80
0.30-0.40	0.29	19.0-20.0	1.84
0.40-0.50	0.32	20.0-21.0	1.87
0.50-0.60	0.35	21.0-22.0	1.90
0.60-0.70	0.38	22.0-23.0	1.93
0.70-0.80	0.41	23.0-24.0	1.96
0.80-0.90	0.43	24.0-25.0	1.99
0.90-1.0	0.46	25.0-26.0	2.01
1.0- 2.0	0.64	26.0-27.0	2.04
2.0- 3.0	0.78	27.0-28.0	2.06
3.0- 4.0	0.90	28.0-29.0	2.08
4.0- 5.0	1.00	29.0-30.0	2.10
5.0- 6.0	1.09	30.0-31.0	2.12
6.0- 7.0	1.17	31.0-32.0	2.14
7.0- 8.0	1.24	32.0-33.0	2.16
8.0- 9.0	1.31	33.0-34.0	2.17
9.0-10.0	1.38	34.0-35.0	2.19
10.0-11.0	1.44	35.0-36.0	2.20
11.0-12.0	1.49	36.0-37.0	2.22
12.0-13.0	1.54	37.0-38.0	2.23
13.0-14.0	1.59	38.0-39.0	2.24
14.0-15.0	1.64	39.0-40.0	2.25
15.0-16.0	1.68	40.0-41.0	2.26
16.0-17.0	1.72	41.0-42.0	2.26

ATTACHMENT J-E2

LIST OF ENGINEERED PERFORMANCE STANDARDS HANDBOOKS

<u>HANDBOOK NUMBER</u>	<u>CRAFT</u>
01	General
02	Carpentry
03	Electric, Electronic
04	Heating, Cooling, Ventilating
05	Janitorial
06	Machine Shop, Machine Repairs
07	Masonry
08	Moving, Rigging
09	Paint
10	Pipefitting, Plumbing
11	Roads, Grounds, Pest Control, and Refuse Collection
12	Sheet Metal, Structural Iron & Welding
13	Trackage
14	Wharfbuilding
-	Preventive Maintenance/Recurring Maintenance Service
-	Work Estimating Desk Guide

EPS handbooks are available in electronic format from the following Naval Facilities Engineering Command Engineering Field Divisions:

Commander  
Atlantic Division, Naval Facilities Engineering Command  
Attn: Code 1611  
1510 Gilbert Street  
Norfolk, VA 23511-2699  
Phone: (757)322-4626

Commander  
Pacific Division, Naval Facilities Engineering Command  
258 Makalapa Drive, Suite 100  
Pearl Harbor, HI 96860-3134  
Phone: (808)474-5418

Commanding Officer  
Southwestern Division, Naval Facilities Engineering Command  
Attn: Code 1612  
1220 Pacific Highway  
San Diego, CA 92132-5190  
Phone: (619)532-1632

Commander  
Southern Division, Naval Facilities Engineering Command  
Attn: Code 161  
2155 Eagle Drive  
P.O. Box 190010  
North Charleston, SC 29419-9010  
Phone: (843)820-7027

ATTACHMENT J-E3

CPAR FORM - SERVICES, INFORMATION TECHNOLOGY, AND OPERATIONS SUPPORT

<b>SERVICES, INFORMATION TECHNOLOGY, AND OPERATIONS SUPPORT CPAR FORM</b>															
FOR OFFICIAL USE ONLY (When Filled In)															
<b>CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR) -</b> <small>(Source Selection Sensitive Information)(See FAR 3.104)</small>								<b>SERVICES INFORMATION TECHNOLOGY  OPERATIONS SUPPORT</b>							
1.NAME/ADDRESS OF CONTRACTOR (Division)		2.		INITIAL		INTER-MEDIATE		FINAL REPORT		ADDENDUM					
3.PERIOD OF PERFORMANCE BEING ASSESSED															
CAGE CODE	DUNS+4 NUMBER	4a.CONTRACT AND ORDER NUMBER						4b.DoD BUSINESS SECTOR & SUB-SECTOR							
FSC OR SERVICE CODE	SIC Code	5.CONTRACTING OFFICE (ORGANIZATION AND CODE)													
6.LOCATION OF CONTRACT PERRORMANCE (If not in item 1)		7a.CONTRACTING OFFICER						7b.PHONE NUMBER							
		8.CONTRACT AWARD DATE						9.CONTRACT COMPLETION DATE							
		10.N/A													
		11.AWARDED VALUE						12.CURRENT CONTRACT DOLLAR VALUE							
		13.			COMPETITIVE			NON-COMPETITIVE							
14.CONTRACT TYPE															
	FFP		FPI		FPR		CPFF		CPIF		CPAF		MIXED		OTHER
15.KEY SUBCONTRACTORS AND DESCRIPTION OF EFFORT PERFORMED															
16.PROGRAM TITLE AND PHASE OF ACQUISITION (If applicable)															
17.CONTRACT EFFORT DESCRIPTION (Highlight key components, technologies and requirements; key milestone events and major modifications to contract during this period.)															
		CURRENT RATING													
18.EVALUATE THE FOLLOWING AREAS		PAST Rating	Unsatisfactory	Marginal	Satisfactory	Very Good	Exceptional	N/A							
a.QUALITY OF PRODUCT OR SERVICE															
b.SCHEDULE															
c.COST CONTROL															
d.BUSINESS RELATIONS															
e.MANAGEMENT OF KEY PERSONNEL*															
f.OTHER AREAS															
(1)															
(2)															
FOR OFFICIAL USE ONLY (When filled In)															

\* Not applicable to Operations Support

**SERVICES, INFORMATION TECHNOLOGY, AND OPERATIONS SUPPORT CPAR FORM (continued)**

FOR OFFICIAL USE ONLY (When Filled In)		
19.N/A		
20.PROGRAM MANAGER (OR EQUIVALENT INDIVIDUAL) RESPONSIBLE FOR PROGRAM, PROJECT, OR TASK/JOB ORDER EXECUTION NARRATIVE (SEE PARA. 1.3)		
21.TYPE NAME AND TITLE OF PROGRAM MANAGER (SEE PARA. 1.3)	ORGANIZATION & CODE	PHONE NUMBER
SIGNATURE	DATE	
22.CONTRACTOR COMMENTS (Contractor's Option)		
23.TYPE NAME AND TITLE OF CONTRACTOR REPRESENTATIVE	PHONE NUMBER	
SIGNATURE	DATE	
24.REVIEW BY REVIEWING OFFICIAL (Comments Optional)		
25.TYPE NAME AND TITLE OF REVIEWING OFFICIAL	ORGANIZATION AND CODE	PHONE NUMBER
SIGNATURE	DATE	
FOR OFFICIAL USE ONLY (When Filled In)		

ATTACHMENT J-G1

SAMPLE INVOICE

!\*\*\*\*\*  
NOTE TO SPECIFICATION WRITER: The format of your invoice can simplify  
verification of the amount billed and calculation of payment deductions.  
Include a sample invoice tailored to the specific needs of your activity.  
\*\*\*\*\*!

END OF SECTION J

QUALITY ASSURANCE GUIDE

GUIDE PERFORMANCE WORK STATEMENT FOR

MAINTENANCE OF BUILDINGS AND STRUCTURES (OTHER THAN FAMILY HOUSING)

QUALITY ASSURANCE GUIDE  
GUIDE PERFORMANCE WORK STATEMENT FOR  
MAINTENANCE OF BUILDINGS AND STRUCTURES (OTHER THAN FAMILY HOUSING)

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QUALITY ASSURANCE GUIDE  
GUIDE PERFORMANCE WORK STATEMENT FOR  
MAINTENANCE OF BUILDINGS AND STRUCTURES (OTHER THAN FAMILY HOUSING)

I. INTRODUCTION. Quality Assurance (QA) is a program undertaken by the Government to provide some measure of the quality of goods and services purchased from a Contractor. To accomplish this, the Government, in this case the naval shore activity contracting for maintenance of buildings and structures (other than family housing), must develop and implement a system that will ensure the quantity and quality of the goods and services received comply with the requirements of the contract. This QA Guide is designed to assist the Facilities Support Contract Manager (FSCM) or other user in setting up the activity's QA program. The user is advised to refer to NAVFAC MO-327, *Facility Support Contract Quality Management Manual* for more detailed information on the development and implementation of a QA Program.

A. Overview. This Guide suggests specific methods for monitoring maintenance of buildings and structures services, and provides sample QA Plans. These sample plans must be tailored concurrently with the tailoring of the GPWS to develop a unique QA program that fits the needs of the activity. The Guide is divided into four major parts:

1. The *INTRODUCTION* presents an overview and gives information on Quality Assurance Evaluator (QAE) staffing and training.

2. *QUALITY ASSURANCE PLAN DEVELOPMENT* discusses special considerations that affect the way in which maintenance of buildings and structures services may be monitored and suggests specific evaluation methods for each service included in this GPWS.

3. The *SAMPLE QUALITY ASSURANCE PLANS* include numerical examples, suggested Evaluation Work Sheets, and sample Monthly Payment Deduction Forms for each service included in this GPWS. The payment deduction forms illustrate how to use the Performance Requirements Summary (PRS) Table and inspection results to calculate deductions from the Contractor's invoice. The sample plans provided must be tailored by the user to conform to the tailored PWS.

4. *CONTRACTOR'S OVERALL PERFORMANCE* discusses how to use the QAE's inspection results to make an overall evaluation of Contractor performance, and provides a sample monthly summary report format.

B. QAE Training. Personnel tasked with monitoring the performance of the buildings and structures maintenance contractor must be experienced in the building trades and adequately trained in QA methods and procedures in order to effectively implement the activity's QA program.

1. NAVFACENCOM Policy Memorandum #00-04 states any individual who performs facilities support contract QAE duties on NAVFAC-awarded contracts must attend the QAE training course provided by each of the NAVFAC geographical Engineering Field Divisions (EFDs) (or equivalent) within six months of their assignment. If this training has not been received, the activity should take steps to have the QAE(s) attend the next available course, and in the meantime, should develop a local training program. The EFD (Code 16) should be contacted for QAE training scheduling or assistance. Additional training may also be required to ensure appropriate technical expertise is available to inspect

maintenance and repair to buildings, structures, and related equipment and systems.

2. In addition to being intimately familiar with the requirements of the specification, QAEs must also contact the activity's Facilities Management Engineering Division and familiarize themselves with the procedures that will be used to order work, how they will be notified when work has been completed and is ready for inspection, how customer complaints will be handled, etc.

C. QAE Staffing. Obviously, the most well developed QA program will not be effective if QAE staffing is inadequate. Ideally, QAE staffing should be based on a pre-determined number of contract inspections (QA plans) and related work requirements rather than on the availability of QAEs. Once adequate QA plans have been developed, the user should perform a staffing analysis to determine the required number of QAEs, then if appropriate, compare the results with the current effort. This analysis involves determining the average time needed to complete all of the inspections required by each plan, including travel time requirements; time required to prepare monthly reports and perform other administrative duties; and time to perform any non-surveillance duties, i.e., training, safety meetings, preparing contract modifications, making award fee determinations, etc. NAVFAC EFDs have experience in conducting QAE staffing analyses and should be contacted if assistance is needed.

II. QUALITY ASSURANCE PLAN DEVELOPMENT. Many of the inspection problems which tend to surface after contract award can be avoided if the PWS and QA plans are developed concurrently. These two documents are closely interrelated since QA plans describe how work outputs and quality standards defined in the PWS will be observed and measured. Surveillance methods, inspection documentation, preparation of QAE schedules, and other issues pertaining to the development of QA plans are discussed in Chapters 4 and 5 of NAVFAC MO-327. The following discussion provides relevant information for the surveillance of maintenance of buildings and structures services.

A. Functional Considerations. Monitoring of buildings and structures maintenance services poses some unique requirements for the QAE as discussed below.

1. Organization. The Facilities Support Contract Manager (FSCM) is delegated responsibility and authority for specific contract administration actions. Contract surveillance is critical to effective contract administration. All QAEs should organizationally report to the FSCM, and should not be included in the Facilities Management Engineering Division (FMED).

2. Customer Complaint Program. A properly established and administered customer complaint program can be of great benefit to the QAE in identifying poorly performed work and reducing the number of multiple service calls ordered to correct the same problem. Building monitors should be made aware of the contract's requirements and how to call in complaints. The internal procedures used to receive, record, respond to, and track customer complaints needs to be carefully coordinated between the activity's work reception center and the FSCM prior to contract award. Each service call received should be screened to ensure it is not a repeat call for a repair previously completed by the Contractor that is still under warranty. Such calls are complaints, even if not identified as such by the building monitors, and should be passed to the QAE for validation and rework if appropriate. A Customer Complaint Record similar to that contained in Appendix H of NAVFAC MO-327 should be used to record actions

taken on each complaint received. For some complaints, the building monitor may simply be told to call back if the Contractor has not satisfactorily completed the work by a given time and date, but most complaints will require an on-site validation visit by the QAE. Adequate QAE time must be made available to validate complaints, or building monitors will soon perceive that complaining is a waste of time. Additionally, payment deductions may be made only for those complaints validated by the QAE.

3. Rework. As specified in the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" clause in Section E, the Government may require the Contractor to reperform unsatisfactory or nonperformed work provided a reasonable amount of time is allowed for completion. The user should consider the following issues:

a. The QAE will be too busy performing surveillance during most of the day to call the Contractor every time a deficiency is found. Unless the health, safety, or comfort of building occupants is affected, the Contractor should be notified of discrepancies only at the end of the working day. The easiest way to accomplish this is to furnish copies of completed EVALUATION WORK SHEETS on a daily basis. The Contractor may be asked to sign and return each work sheet to document receipt, but the QAE should not be responsible for ensuring they are returned.

b. Rework should normally be allowed for defects in quality of work; however, defects in some work requirements, such as timely response and timely completion, obviously cannot be reworked.

c. Payment deductions should be subtracted from the Contractor's invoice when a documented deficiency is not satisfactorily reworked. Liquidated damages should be deducted for all documented deficiencies, whether rework is accomplished or not.

B. Selection of Methods of Surveillance. Chapter 4 of NAVFAC MO-327 provides a general discussion of the five methods of surveillance and the factors that influence which method(s) should be used. These factors include population size; the importance, characteristics, and location of the service; and the availability of QAE resources. Buildings and structures maintenance factors are discussed below for each method of surveillance.

1. One Hundred Percent Inspection. One hundred percent inspection is generally used for those services that are considered very important, have relatively small monthly populations, or included in the indefinite quantity portion of the contract.

a. Emergency Service Calls. Since proper performance of emergency calls can be a matter of life or death, 100% inspection is recommended. If calls are properly classified, the number of emergency calls at the typical activity would not make 100% inspection impractical.

b. Indefinite Quantity Work. Generally, NAVFAC policy requires every task order for indefinite quantity work be inspected and certified as satisfactorily completed. Therefore, 100% inspection is recommended for all indefinite quantity task orders.

c. Start-up/Shutdown of HVAC Systems. Planned sampling is used as the method of surveillance in QA Plan #6. However, the population of

start-up/shutdown services at many activities is so small that 100% inspection would be practical and appropriate.

2. Random Sampling. Surveillance based on random sampling evaluates a portion of the work, accurately estimating Contractor performance through the use of statistical theory. Random sampling is most useful on large homogeneous populations where 100% inspection is not required or feasible. Also, if appropriate provisions are included in the specification and the random sampling is properly conducted, the percentage of defective work items found in the sample (less a small adjustment for inaccuracies) may be extrapolated and deducted from the Contractor's payment invoice. Details on the use of random sampling for extrapolated deductions (RSED) may be found in NAVFAC MO-327. Random sampling is recommended for the inspection of the following services included in this GPWS.

a. Routine Service Calls. The large population of routine service calls at the typical activity makes it ideally suited for random sampling, both with and without extrapolated deductions. Although calls vary somewhat in size and type of work, the population can still be considered homogeneous since all calls contain the same work requirements (timely completion, quality of work, proper procedures). However, routine calls could not be included in the same population with other contract requirements, such as urgent or emergency service calls, since their work requirements are different. Sample QA Plan #3 for routine service calls may be used for random sampling either with or without extrapolated deductions. Forms are included in the plan for both methods of calculating deductions from the Contractor's invoice.

b. Urgent Service Calls. Although planned sampling is used as the method of surveillance in QA Plan #2, if the population is large enough, random sampling would also be suitable for urgent service calls. However, if the number of calls is relatively small, as is the case at many activities, 100% inspection would be more appropriate. The user must weigh the benefits of random sampling with the cost in terms of inspection effort required when determining which method of use.

c. Preventive Maintenance. If the population is both large enough and homogenous, random sampling may be appropriate for the surveillance of preventive maintenance. The key here is that different items of equipment, such as drinking fountains and heat pumps, should not be included in the same population if extrapolated deductions is being considered. Mixing different equipment types is not a problem if random sampling without extrapolated deductions is used. Based on estimated populations for most activities, planned sampling is used in QA Plan #4.

3. Planned Sampling. Planned sampling is similar to random sampling in that it is based on evaluating a portion of the work as the basis for estimating the Contractor's performance. Samples are selected based on a subjective rationale and the sample size is arbitrarily determined. Planned sampling is useful when population sizes are not large enough or homogeneous enough to make random sampling practical. Planned sampling is recommended for the inspection of urgent service calls, preventive maintenance, relamping of buildings, and start-up/shutdown of HVAC systems.

4. Unscheduled Inspections. This method involves impromptu inspections of contract requirements. It should never be used as the primary method of

surveillance, but can be used to supplement other methods, particularly in problem areas.

5. Validated Customer Complaints. This method is very appropriate as a supportive method of surveillance for maintenance of buildings and structures. See paragraph II.A.2 of this QA Guide.

C. Performance Requirements Summary. As noted previously in the User's Guide (paragraph III.E), the PRS Table will be used primarily by the KO in conjunction with the clauses in Section E in making payment deductions for unsatisfactory performance or nonperformance of contract requirements. The table is also very useful in the preparation of QA plans since it summarizes the work requirements, standards of performance, and maximum allowable defect rates (MADRs) for each contract requirement. A sample PRS Table which reflects the contract requirements and work requirements of this GPWS is provided in Attachment J-C2. However, this table must be modified to reflect the requirements of the tailored PWS. NAVFAC MO-327 provides guidance on the development of PRS Tables and calculation of payment deductions, and should be referred to by the user.

1. MADRs are defect rates above which the Contractor's quality control is considered unsatisfactory for any particular work requirement, and are a reflection of the requirement's importance. For example, the MADR for timely emergency service call response should be smaller than that for routine service calls. Note that MADRs do not affect sample sizes or the method of calculating payment deductions in any way. Suggested values are included in Attachment J-C2; however, these must be tailored by the user.

2. Weights reflect the value of each work requirement as a percentage of the price of the contract requirement with which it is associated, and convey the relative importance the activity places on a particular work requirement. Careful consideration must be given when choosing these percentages since they will be used in making payment deductions. Values for timely completion and timely response will be the most difficult to assign since they are subjective by nature. The percentages suggested in Attachment J-C2 should be carefully reviewed and tailored by the user.

III. SAMPLE QUALITY ASSURANCE PLANS. There are seven sample QA plans provided in this GPWS. They are:

- QA Plan #1 - Emergency Service Calls
- QA Plan #2 - Urgent Service Calls
- QA Plan #3 - Routine Service Calls
- QA Plan #4 - Preventive Maintenance
- QA Plan #5 - Relamping of Buildings
- QA Plan #6 - Start-up/Shutdown of HVAC Systems
- QA Plan #7 - Indefinite Quantity Work

A. Each sample QA plan must be tailored to reflect changes made by the user to Section C of the GPWS and the PRS Table, and changes in methods of surveillance, evaluation work sheets, etc. For example, if there are few service calls at the activity, the user may want to combine emergency and routine service calls into one QA plan.

B. Tailored QA plans should be self-contained documents written in sufficient detail to preclude extensive reference to other documents or manuals.

Tailored plans should contain all evaluation work sheets, payment deduction forms, summary reports, and other forms which will be used for documenting Contractor performance. Sample selection, evaluation procedures, analysis of results, and other procedures should be as detailed as possible.

C. Sample size determinations, sampling procedures, and payment deduction calculations in this guide can be accomplished using the Automated Quality Assurance System (AQAS) for Windows 95/98/NT. This program will greatly reduce the time and number of manual calculations required, especially when random sampling is selected as the method of surveillance. Copies of this program can be downloaded from <http://aqas.navfac.navy.mil/>, or obtained by contacting the geographical EFD.

QUALITY ASSURANCE PLAN #1  
EMERGENCY SERVICE CALLS

1. Contract Requirement. Emergency Service Calls

Work Requirements

Standards of Performance

- a. Timely Response At job site within !INSERT! with proper tools/equipment [Paragraph C.8.d(1)]
- b. Timely Completion Completed within requirements for urgent or routine call, if applicable [Paragraph C.8.d(1)]
- c. Quality of Work Emergency condition arrested, repairs completed in conformance with quality standards, Section C
- d. Proper Procedures Properly classified after regular working hours, work authorization completed and returned within one working day [Paragraph C.8.b(2) and C.8.e]

2. Primary Method of Surveillance. One hundred percent inspection

3. Maximum Allowable Defect Rate (MADR)

- a. Timely Response 2%
- b. Timely Completion 2%
- c. Quality of Work 2%
- d. Proper Procedures 2%

4. Quantity of Work. Average by month:

JAN	35	APR	22	JUL	22	OCT	21
FEB	23	MAY	20	AUG	21	NOV	31
MAR	18	JUN	21	SEP	11	DEC	21

5. Level of Surveillance. Not Applicable

6. Sample Size. Not Applicable

7. Sampling Procedures. The Government's work reception center will forward a copy of each emergency service call work authorization form to the QAE when issued to the Contractor; all calls will be inspected.

8. Evaluation Procedures. As soon as possible after completion of each emergency service call and turn in of completed work authorization forms, the QAE will make an on-site visit and evaluate each of the work requirements listed in paragraph 1 as either satisfactory (S) or unsatisfactory (U) on the attached EVALUATION WORK SHEET. A brief description of any noted defects will be provided and rework information will be recorded, if appropriate. In most all instances where the quality of work is considered unsatisfactory, timely completion will also be considered unsatisfactory. Evaluate response, completion, and proper procedures based on completed work authorization and service call log information. Provide copies of all negative EVALUATION WORK SHEETS to the Contractor. Rework will normally be allowed when practical, and

must be completed by the Contractor within 24 hours of notification. Therefore, each call marked for rework must be reinspected by the QAE to see if the work was satisfactorily completed, and appropriate notations completed on the EVALUATION WORK SHEET. **NOTE:** In the event an issued emergency service call is not completed by the end of the evaluation period, the entire call (all work requirements) will be rated unsatisfactory. Should the call be completed in a following month, the QAE will ensure all work was performed in a satisfactory manner. This may only involve a call to the requestor. Payment for such calls may be made in addition to the regular monthly payment, minus the value for timely completion.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections, calculate defect rates (DRs) and recommended payment deductions for each work requirement, compare DRs to MADRs, and assess the Contractor's overall performance.

a. The defect rate will be calculated as follows:

$$\text{DR} = \frac{\text{Number of Unsatisfactory Calls}}{\text{Actual Number of Calls Completed}} \times 100$$

b. Recommended payment deductions will be taken for all documented defects and will be calculated on a MONTHLY PAYMENT DEDUCTION FORM (see attached).

c. If the DR for a work requirement (Item F of the MONTHLY PAYMENT DEDUCTION FORM) is greater than its MADR, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. CPAR form *Services, Information Technology, and Operations Support* shall be used for evaluation and reporting, and is completed/submitted electronically. Access instructions and logon procedures for the CPARS database can be obtained through the CPARS website at <http://cpars.navy.mil/>.



SAMPLE

**MONTHLY PAYMENT DEDUCTION FORM  
EMERGENCY SERVICE CALLS**

CONTRACT NUMBER \_\_\_\_\_

SUMMARY FOR THE PERIOD <u>1 JAN 01 - 31 JAN 01</u>	<u>TIMELY RESPONSE</u>	<u>TIMELY COMPLETION</u>	<u>QUALITY OF WORK</u>	<u>PROPER PROCEDURES</u>
A. Relative Value of Services (weight from PRS)	<u>35%</u>	<u>10%</u>	<u>45%</u>	<u>10%</u>
B. Cost of Services (CLIN 0001AA unit price x A + 100)	<u>\$ 1225.00</u>	<u>\$ 350.00</u>	<u>\$ 1575.00</u>	<u>\$ 350.00</u>
C. Actual Number of Calls Completed	<u>35</u>	<u>35</u>	<u>35</u>	<u>35</u>
D. Cost per Call (B ÷ C)	<u>\$ 35.00</u>	<u>\$ 10.00</u>	<u>\$ 45.00</u>	<u>\$ 10.00</u>
E. Number of Unsatisfactory Calls	<u>6</u>	<u>2</u>	<u>1</u>	<u>1</u>
F. Defect Rate (E ÷ C x 100)	<u>17.1%</u>	<u>5.7%</u>	<u>2.9%</u>	<u>2.9%</u>
G. Cost of Unsatisfactorily Performed Work (D x E)	<u>\$ 210.00</u>	<u>\$ 20.00</u>	<u>\$ 45.00</u>	<u>\$ 10.00</u>
H. Deduct for Liquidated Damages (G x .1)	<u>\$ 21.00</u>	<u>\$ 2.00</u>	<u>\$ 4.50</u>	<u>\$ 1.00</u>
I. Number of Calls Reworked	<u>N/A</u>	<u>N/A</u>	<u>1</u>	<u>1</u>
J. Payment for Rework (D x I)	<u>N/A</u>	<u>N/A</u>	<u>\$ 45.00</u>	<u>\$ 10.00</u>
K. Other Adjustments (" - " indicates a deduction)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
L. Total Deductions (G + H - J + K)	<u>\$ 231.00</u>	<u>\$ 22.00</u>	<u>\$ 4.50</u>	<u>\$ 1.00</u>
TOTAL PAYMENT DEDUCTIONS			=	<u>\$ 258.50</u>

\_\_\_\_\_  
AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #2  
URGENT SERVICE CALLS

1. Contract Requirement. Urgent Service Calls

<u>Work Requirements</u>	<u>Standards of Performance</u>
a. Timely Response	At job site within !INSERT! during regular working hours or !INSERT! after regular working hours with proper tools/equipment [Paragraph C.8.d(1)]
b. Timely Completion	Prosecuted to completion and completed within !INSERT! [Paragraph C.8.d(1)]
c. Quality of Work	Repairs completed in conformance with quality standards, Section C
d. Proper Procedures	Properly classified after regular working hours, work authorization completed and returned within one working day [Paragraph C.8.b(2) and C.8.e]

2. Primary Method of Surveillance. Planned sampling supported by unscheduled inspections and validated customer complaints.

3. Maximum Allowable Defect Rate (MADR)

a. Timely Response	3%
b. Timely Completion	3%
c. Quality of Work	3%
d. Proper Procedures	3%

4. Quantity of Work. Average by month:

JAN	419	APR	381	JUL	543	OCT	421
FEB	372	MAY	417	AUG	515	NOV	272
MAR	296	JUN	555	SEP	360	DEC	276

5. Level of Surveillance. The normal level of surveillance will be used initially for the contract. Go to or retain minimum surveillance if the DRs for both response and quality of work are less than or equal to their MADRs. If at minimum surveillance the DR for response or quality of work exceeds the MADR, return to normal surveillance.

6. Sample Size. The following sample sizes are established for each level of surveillance.

Minimum - 10% of the service calls completed  
Normal - 25% of the service calls completed

7. Sampling Procedures. The Government's work reception center will forward a copy of each urgent service call work authorization form to the QAE when issued to the Contractor. The QAE will arbitrarily select every fourth call for inspection if at normal surveillance, and every tenth call if at minimum surveillance.

8. Evaluation Procedures. As soon as possible after the selected call has been completed, the QAE will make an on-site visit and evaluate each of the work requirements listed in paragraph 1 as either satisfactory (S) or unsatisfactory (U) on the attached EVALUATION WORK SHEET. A brief description of any noted defects will be provided and rework information will be recorded, if appropriate. In most all instances when the quality of work is considered unsatisfactory, timely completion will also be considered unsatisfactory. Visiting the site as soon as possible after completion of the work is very important so that the work is "fresh" and relatively easy to inspect. Evaluate response, completion, and proper procedures based on completed work authorization and service call log information. Provide copies of all negative EVALUATION WORK SHEETS to the Contractor. **NOTE:** In the event any urgent service call is not completed by the end of the evaluation period, the entire call (all work requirements) will be rated unsatisfactory. Should the call be completed in a following month, the QAE will ensure all work was performed in a satisfactory manner. This may only involve a call to the requestor. Payment for such calls may be made in addition to the regular monthly payment, minus the value for timely completion.

a. Customer Complaints. The QAE will validate each customer complaint received on the standard customer complaint form. Site visits will normally be required to validate complaints.

b. Unscheduled Inspections. Unscheduled inspections may be conducted on any urgent service call, but should be limited to those of particular importance, calls where performance problems have been noted in the past, etc. Unscheduled inspections should be documented on a separate EVALUATION WORK SHEET from that used for planned sampling.

c. Rework. Rework will normally be allowed when practical, and must be completed by the Contractor within 24 hours of notification. Therefore, each call marked for rework must be reinspected by the QAE to see if the work was satisfactorily completed, and appropriate notations completed on the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections; calculate DRs, compare to MADRs, and recommend the level of surveillance be modified accordingly; calculate recommended payment deductions for each work requirement; and assess the Contractor's overall performance.

a. The defect rate will be calculated as follows:

$$DR = \frac{\text{Number of Sampled Unsatisfactory Calls}}{\text{Sample Size}} \times 100$$

b. The QAE will compare DRs to MADRs and take the following action:

(1) If the DRs for both response and quality of work are less than or equal to their MADRs, the QAE should recommend minimum surveillance for the coming evaluation period. If the DR for response or quality of work is greater than the MADR, normal surveillance should be used for the coming evaluation period.

(2) If the DR for any work requirement (Item G of the MONTHLY PAYMENT DEDUCTION FORM) is greater than its MADR, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

c. Recommended payment deductions will be taken for all documented defects and will be calculated on a MONTHLY PAYMENT DEDUCTION FORM (see attached).

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. CPAR form *Services, Information Technology, and Operations Support* shall be used for evaluation and reporting, and is completed/submitted electronically. Access instructions and logon procedures for the CPARS database can be obtained through the CPARS website at <http://cpars.navy.mil/>.



SAMPLE

**MONTHLY PAYMENT DEDUCTION FORM  
URGENT SERVICE CALLS**

CONTRACT NUMBER \_\_\_\_\_

SUMMARY FOR THE PERIOD <u>1 JAN 01 - 31 JAN 01</u>	<u>TIMELY RESPONSE</u>	<u>TIMELY COMPLETION</u>	<u>QUALITY OF WORK</u>	<u>PROPER PROCEDURES</u>
A. Relative Value of Services (weight from PRS)	<u>20%</u>	<u>10%</u>	<u>60%</u>	<u>10%</u>
B. Cost of Services (CLIN 0001AB unit price x A ÷ 100)	<u>\$ 7200.00</u>	<u>\$ 3600.00</u>	<u>\$21600.00</u>	<u>\$ 3600.00</u>
C. Actual Number of Calls Completed	<u>400</u>	<u>400</u>	<u>400</u>	<u>400</u>
D. Cost per Call (B ÷ C)	<u>\$ 18.00</u>	<u>\$ 9.00</u>	<u>\$ 54.00</u>	<u>\$ 9.00</u>
E. Sample Size	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>
F. Number of Sampled Unsatisfactory Calls	<u>8</u>	<u>6</u>	<u>4</u>	<u>2</u>
G. Defect Rate (F ÷ E x 100)	<u>8%</u>	<u>6%</u>	<u>4%</u>	<u>2%</u>
H. Validated Customer Complaints (# Unsatisfactory)	<u>4</u>	<u>0</u>	<u>7</u>	<u>0</u>
I. Unscheduled Inspections (# Unsatisfactory)	<u>4</u>	<u>1</u>	<u>0</u>	<u>0</u>
J. Cost of Unsatisfactory Performed Work [(F + H + I) x D]	<u>\$ 288.00</u>	<u>\$ 63.00</u>	<u>\$ 594.00</u>	<u>\$ 18.00</u>
K. Deduct for Liquidated Damages (J x .1)	<u>\$ 28.80</u>	<u>\$ 6.30</u>	<u>\$ 59.40</u>	<u>\$ 1.80</u>
L. Number of Calls Reworked				
(1) Sampled Calls	<u>N/A</u>	<u>N/A</u>	<u>4</u>	<u>0</u>
(2) Customer Complaints	<u>N/A</u>	<u>N/A</u>	<u>6</u>	<u>0</u>
(3) Unscheduled Inspections	<u>N/A</u>	<u>N/A</u>	<u>0</u>	<u>0</u>
M. Payment for Rework [L(1) + L(2) + L(3)] x D	<u>N/A</u>	<u>N/A</u>	<u>\$ 540.00</u>	<u>\$ 0</u>
N. Other Adjustments (" - " indicates a deduction)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
O. Total Deductions (J + K - M + N)	<u>\$ 316.80</u>	<u>\$ 69.30</u>	<u>\$ 113.40</u>	<u>\$ 19.80</u>

TOTAL PAYMENT DEDUCTIONS = \$ 519.30

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AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #3  
ROUTINE SERVICE CALLS

1. Contract Requirement. Routine Service Calls

<u>Work Requirements</u>	<u>Standards of Performance</u>
a. Timely Completion	Work completed within !INSERT! working days after receipt [Paragraph C.8.d(1)]
b. Quality of Work	Repairs completed in conformance with quality standards, Section C
c. Proper Procedures	Properly classified after regular hours; work authorization completed and returned within one working day [Paragraphs C.8.b(2) and C.8.e)

2. Primary Method of Surveillance. Random sampling !CHOOSE EITHER "WITH" OR "WITHOUT"! extrapolated deductions supported by unscheduled inspections and validated customer complaints.

3. Maximum Allowable Defect Rate (MADR)

a. Timely Completion	5%
b. Quality of Work	5%
c. Proper Procedures	5%

4. Quantity of Work. Average by month:

JAN 998	APR 977	JUL 1136	OCT 1066
FEB 1011	MAY 1064	AUG 1142	NOV 967
MAR 972	JUN 1139	SEP 1185	DEC 956

5. Level of Surveillance. The normal level of surveillance will be used initially for the contract. Go to or retain minimum surveillance if the DR for quality of work is less than or equal to the MADR during any given month. If at minimum surveillance the DR for quality of work exceeds the MADR, return to normal surveillance.

6. Sample Size. The quantity of work on which the sample size is based must be large enough to ensure it will be larger than the actual number of calls received during the month. Therefore, at the beginning of each month, take the expected quantity of work for that month from paragraph 4 above and add 10% to arrive at the estimated maximum number of calls. For example, the January sample size would be based on a maximum estimated number of 1098 calls (998 + 100). Now go to the sample size table for the current level of surveillance and find the appropriate sample size for the expected quantity of 1098. If at normal surveillance, this would be 181.

7. Sampling Procedures. Using a random number table or other method, generate random numbers (181 in the previous example) which fall between one and the estimated maximum number of calls (1098) and put into sequential order. The Government's work reception center will forward a copy of the service call work authorization form to the QAE as routine service calls are issued to the

Contractor. These forms will be numbered sequentially by the QAE upon receipt. When a form number corresponds to one of the random numbers generated, the QAE will inspect that call upon completion by the Contractor.

8. Evaluation Procedure. As soon as possible after the selected call has been completed, the QAE will make an on-site visit and evaluate each of the work requirements listed in paragraph 1 as either satisfactory (S) or unsatisfactory (U) on the attached EVALUATION WORK SHEET. A brief description of any noted defects will be provided and rework information will be recorded, if appropriate. In most all instances when the quality of work is considered unsatisfactory, timely completion will also be considered unsatisfactory. Visiting the site as soon as possible after completion of the work is very important so that the work is "fresh" and relatively easy to inspect. Each call selected must be evaluated to maintain the validity of the random sample. Evaluate timeliness and proper procedures based on completed work authorization and service call log information. Provide copies of all negative inspection reports to the Contractor. **NOTE:** In the event a selected routine service call is not completed by the end of the evaluation period, the entire call (all work requirements) will be rated unsatisfactory. Should the call be completed in a following month, the QAE will ensure all work was performed in a satisfactory manner. This may only involve a call to the requestor. Payment for such calls may be made in addition to the regular monthly payment, minus the value for timely completion.

a. Customer Complaints. The QAE will validate each customer complaint received on the standard customer complaint form. Site visits will normally be required to validate complaints.

b. Unscheduled Inspections. Unscheduled inspections may be conducted on any routine service call, but should be limited to those of particular importance, calls where performance problems have been noted in the past, etc. Unscheduled inspections should be documented on a separate EVALUATION WORK SHEET from that used for random sampling.

c. Rework. Rework will normally be allowed when practical, and must be completed by the Contractor within 24 hours of notification. Therefore, each call marked for rework must be reinspected by the QAE to see if the work was satisfactorily completed, and appropriate notations completed on the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month, an adjustment in the sample size originally selected may be required by re-entering the sample size table with the actual number of routine calls completed that month. Select the appropriate sample size and check that at least that many calls were inspected during the month. In some cases, additional random numbers will need to be selected and the corresponding calls inspected by the QAE. Selecting the additional random numbers can be accomplished most easily by computer program. After any additional calls are inspected, the QAE will summarize the results of the month's inspections; calculate DRs, compare to MADRs, and recommend the level of surveillance be modified accordingly; calculate recommended payment deductions for each work requirement; and assess the Contractor's overall performance.

a. The defect rate will be calculated as follows:

DR = Observed Defect Rate (ODR) - Adjustment Factor

$$\text{ODR} = \frac{\text{Number of Sampled Unsatisfactory Calls}}{\text{Sample Size}} \times 100$$

b. The QAE will compare DRs to MADRs and take the following action:

(1) If the DR for quality of work is less than or equal to the MADR, consider using minimum surveillance for the coming evaluation period. If the DR for quality of work is greater than the MADR, normal surveillance should be used for the coming evaluation period.

(2) If the DR for any work requirement (Item I of the MONTHLY PAYMENT DEDUCTION FORM) is greater than its MADR, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

c. Recommended payment deductions will be taken for all documented defects and will be calculated on a MONTHLY PAYMENT DEDUCTION FORM (see attached).

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. CPAR form *Services, Information Technology, and Operations Support* shall be used for evaluation and reporting, and is completed/submitted electronically. Access instructions and logon procedures for the CPARS database can be obtained through the CPARS website at <http://cpars.navy.mil/>.



SAMPLE

**MONTHLY PAYMENT DEDUCTION FORM - ROUTINE SERVICE CALL WORK  
(RANDOM SAMPLING WITHOUT EXTRAPOLATED DEDUCTIONS)**

CONTRACT NUMBER \_\_\_\_\_

SUMMARY FOR THE PERIOD <u>1 JAN 01 - 31 JAN 01</u>	<u>TIMELY COMPLETION</u>	<u>QUALITY OF WORK</u>	<u>PROPER PROCEDURES</u>
A. Weight from PRS	<u>15%</u>	<u>75%</u>	<u>10%</u>
B. Cost of Services (CLIN 0001AC unit price x A + 100)	<u>\$ 10500.00</u>	<u>\$ 52500.00</u>	<u>\$ 7000.00</u>
C. Actual Number of Calls Completed	<u>1000</u>	<u>1000</u>	<u>1000</u>
D. Cost per Call (B ÷ C)	<u>\$ 10.50</u>	<u>\$ 52.50</u>	<u>\$ 7.00</u>
E. Sample Size	<u>178</u>	<u>178</u>	<u>178</u>
F. No. of Sampled Unsatisfactory Calls	<u>12</u>	<u>10</u>	<u>10</u>
G. Observed Defect Rate (F ÷ E x 100)	<u>6.74%</u>	<u>5.62%</u>	<u>5.62%</u>
H. Adjustment Factor (from table)	<u>1.17%</u>	<u>1.09%</u>	<u>1.09%</u>
I. Defect Rate (G - H)	<u>5.57%</u>	<u>4.53%</u>	<u>4.53%</u>
J. Validated Customer Complaints (# Unsatisfactory)	<u>4</u>	<u>4</u>	<u>4</u>
K. Unscheduled Inspections (# Unsatisfactory)	<u>5</u>	<u>2</u>	<u>2</u>
L. Cost of Unsatisfactory Performed Work [(F + J + K) x D]	<u>\$ 220.50</u>	<u>\$ 840.00</u>	<u>\$ 112.00</u>
M. Deduct for Liquidated Damages (L x .1)	<u>\$ 22.05</u>	<u>\$ 84.00</u>	<u>\$ 11.20</u>
N. Number of Calls Reworked			
(1) Sampled Calls	<u>N/A</u>	<u>6</u>	<u>6</u>
(2) Customer Complaints	<u>N/A</u>	<u>4</u>	<u>4</u>
(3) Unscheduled Inspections	<u>N/A</u>	<u>2</u>	<u>0</u>
O. Payment for Rework [N(1) + N(2) + N(3)] x D	<u>N/A</u>	<u>\$ 630.00</u>	<u>\$ 70.00</u>
P. Other Adjustments (" - " indicates a deduction)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
Q. Total Deductions (L + M - O + P)	<u>\$ 242.55</u>	<u>\$ 294.00</u>	<u>\$ 53.20</u>

TOTAL PAYMENT DEDUCTIONS = \$ 589.75

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AUTHORIZED SIGNATURE/DATE

**MONTHLY PAYMENT DEDUCTION FORM - ROUTINE SERVICE CALL WORK  
(RANDOM SAMPLING WITH EXTRAPOLATED DEDUCTIONS)**

CONTRACT NUMBER \_\_\_\_\_

SUMMARY FOR THE PERIOD <u>1 JAN 01 - 31 JAN 01</u>	TIMELY COMPLETION	QUALITY OF WORK	PROPER PROCEDURES
A. Weight from PRS	<u>15%</u>	<u>75%</u>	<u>10%</u>
B. Cost of Services (CLIN 0001AC unit price x A ÷ 100)	<u>\$ 10500.00</u>	<u>\$ 52500.00</u>	<u>\$ 7000.00</u>
C. Actual Number of Calls Completed	<u>1000</u>	<u>1000</u>	<u>1000</u>
D. Cost per Call (B ÷ C)	<u>\$ 10.50</u>	<u>\$ 52.50</u>	<u>\$ 7.00</u>
E. Sample Size	<u>178</u>	<u>178</u>	<u>178</u>
F. No. of Sampled Unsatisfactory Calls	<u>12</u>	<u>10</u>	<u>10</u>
G. Observed Defect Rate (F ÷ E x 100)	<u>6.74%</u>	<u>5.62%</u>	<u>5.62%</u>
H. Adjustment Factor (from table)	<u>1.17%</u>	<u>1.09%</u>	<u>1.09%</u>
I. Defect Rate (G - H)	<u>5.57%</u>	<u>4.53%</u>	<u>4.53%</u>
J. Extrapolated Defects [(C x I) ÷ 100] (round down to whole number)	<u>55</u>	<u>45</u>	<u>45</u>
K. Cost of Unsatisfactory Performed Work (J x D)	<u>\$ 577.50</u>	<u>\$ 2362.50</u>	<u>\$ 315.00</u>
L. Validated Customer Complaints (# Unsatisfactory)	<u>4</u>	<u>4</u>	<u>4</u>
M. Unscheduled Inspections (# Unsatisfactory)	<u>5</u>	<u>2</u>	<u>2</u>
N. Deduct for Liquidated Damages [(F + L + M) x D x .1]	<u>\$ 22.05</u>	<u>\$ 84.00</u>	<u>\$ 11.20</u>
O. Number of Calls Reworked			
(1) Sampled Calls	<u>N/A</u>	<u>6</u>	<u>6</u>
(2) Customer Complaints	<u>N/A</u>	<u>4</u>	<u>4</u>
(3) Unscheduled Inspections	<u>N/A</u>	<u>2</u>	<u>0</u>
P. Payment for Rework [O(1) + O(2) + O(3)] x D	<u>N/A</u>	<u>\$ 630.00</u>	<u>\$ 70.00</u>
Q. Other Adjustments (" - " indicates a deduction)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
R. Total Deductions (K + N - P + Q)	<u>\$ 599.55</u>	<u>\$ 1816.50</u>	<u>\$ 256.20</u>

TOTAL PAYMENT DEDUCTIONS = \$ 2672.25\_\_\_\_\_  
AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #4  
PREVENTIVE MAINTENANCE

1. Contract Requirement. Preventive Maintenance

Work Requirements

Standards of Performance

- |                      |   |
|----------------------|---|
| a. Timely Completion | Work completed by date specified in approved PM schedule [Paragraph C.9.a(3)]   |
| b. Quality of Work   | All check points completed, in scope deficiencies corrected in conformance with quality standards, replacement items marked, PM record cards and tags annotated (Paragraph C.9.a) |
| c. Proper Checklist  | PM Checklist completed and returned within two working days (Paragraph C.9.a)   |

2. Primary Method of Surveillance. Planned sampling supported by unscheduled inspections.

3. Maximum Allowable Defect Rate (MADR)

- |                      |    |
|----------------------|----|
| a. Timely Completion | 5% |
| b. Quality of Work   | 5% |
| c. Proper Checklist  | 5% |

4. Quantity of Work. The quantity of work per month will vary depending on the number of PM inspections scheduled by the Contractor.

5. Level of Surveillance. The normal level of surveillance will be used initially for the contract. Go to or retain minimum surveillance if the DR for quality of work is less than or equal to the MADR. If at minimum surveillance the DR for quality of work exceeds the MADR, return to normal surveillance.

6. Sample Size. The following sample sizes are established for each level of surveillance.

- Minimum - 10% of the PMS scheduled for completion  
Normal - 25% of the PMS scheduled for completion

7. Sampling Procedure. Prior to the beginning of the month, the Contractor's approved schedule will be used to determine which PMs will be inspected. The QAE will arbitrarily select every fourth PM if at normal surveillance, and every tenth PM if at minimum surveillance.

8. Evaluation Procedures. Because it is so important to perform the inspection while the work is "fresh" and relatively easy to examine, the QAE will visit the site as soon as possible after each selected PM has been completed. Timely completion and quality of work will be evaluated as either satisfactory (S) or unsatisfactory (U) on the attached EVALUATION WORK SHEET. A separate EVALUATION WORK SHEET will be filled out for each different PM performed during the month. A brief description of any noted defects and rework information, if appropriate, will be recorded. In most instances, when the quality of work is considered unsatisfactory, timely completion will also be considered unsatisfactory. Review the associated PM Checklist for completeness, accuracy, and timely

submission when provided by the Contractor. Provide copies of all negative inspection reports to the Contractor.

a. Unscheduled Inspections. Unscheduled inspections may be conducted on any PM inspection, but should be limited to those of particular importance, such as in buildings where problems have been noted previously. Unscheduled inspections should be documented on a separate EVALUATION WORK SHEET from that used for planned sampling.

b. Rework. Rework will normally be allowed when practical, and must be completed by the Contractor within 24 hours of notification. Therefore, each inspection marked for rework must be reinspected by the QAE to see if the work was satisfactorily completed, and appropriate notations completed on the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections; calculate DRs, compare to MADRs, and recommend the level of surveillance be modified accordingly; calculate recommended payment deductions for each work requirement; and assess the Contractor's overall performance.

a. The defect rate will be calculated as follows:

$$DR = \frac{\text{Number of Sampled Unsatisfactory PMs}}{\text{Sample Size}} \times 100$$

b. The QAE will compare DRs to MADRs and take the following action:

(1) If the DR for quality of work is less than or equal to the MADR, consider using minimum surveillance for the coming evaluation period. If the DR for quality of work is greater than the MADR, normal surveillance should be used for the coming evaluation period.

(2) If the DR for any work requirement (Item F of the MONTHLY PAYMENT DEDUCTION FORM) is greater than its MADR, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

c. Recommended payment deductions should be taken for all documented defects and will be calculated on a MONTHLY PAYMENT DEDUCTION FORM (see attached). A separate PAYMENT DEDUCTION FORM will be filled out for each PM frequency performed during the month.

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. CPAR form *Services, Information Technology, and Operations Support* shall be used for evaluation and reporting, and is completed/submitted electronically. Access instructions and logon procedures for the CPARS database can be obtained through the CPARS website at <http://cpars.navy.mil/>.



SAMPLE

**MONTHLY PAYMENT DEDUCTION FORM  
PREVENTIVE MAINTENANCE**

CONTRACT NUMBER \_\_\_\_\_ TYPE PM Gas Water Heater, Semiannual

SUMMARY FOR THE PERIOD <u>1 JAN 01 - 31 JAN 01</u>	<u>TIMELY COMPLETION</u>	<u>QUALITY OF WORK</u>	<u>PROPER CHECKLIST</u>
A. Relative Value of Services (weight from PRS)	<u>15%</u>	<u>75%</u>	<u>10%</u>
B. Cost per PM (CLIN 0001AE, 0001AF, 0001AG, or 0001AH unit price x A ÷ 100)	<u>\$ 7.50</u>	<u>\$ 37.50</u>	<u>\$ 5.00</u>
C. Number of PMs Completed	<u>14</u>	<u>14</u>	<u>14</u>
D. Sample Size	<u>4</u>	<u>4</u>	<u>4</u>
E. Number of Sampled Unsatisfactory PMs	<u>1</u>	<u>1</u>	<u>1</u>
F. Defect Rate (E ÷ D x 100)	<u>25%</u>	<u>25%</u>	<u>25%</u>
G. Unscheduled Inspections (number unsatisfactory)	<u>1</u>	<u>0</u>	<u>1</u>
H. Cost of Unsatisfactorily Performed Work [(E + G) x B]	<u>\$ 15.00</u>	<u>\$ 37.50</u>	<u>\$ 10.00</u>
I. Deduct for Liquidated Damages (H x .1)	<u>\$ 1.50</u>	<u>\$ 3.75</u>	<u>\$ 1.00</u>
J. Number of PMs Reworked (1) Sampled PMs	<u>N/A</u>	<u>0</u>	<u>1</u>
(2) Unscheduled Inspections	<u>N/A</u>	<u>0</u>	<u>0</u>
K. Payment for Rework [J(1) + J(2)] x B	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 5.00</u>
L. Other Adjustments ("-" indicates a deduction)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
M. Total Payment Deductions (H + I - K + L)	<u>\$ 16.50</u>	<u>\$ 41.25</u>	<u>\$ 6.00</u>

TOTAL PAYMENT DEDUCTIONS = \$ 63.75

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AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #5  
RELAMPING OF BUILDINGS

1. Contract Requirement. Relamping of Buildings

Work Requirements

Standards of Performance

- |                      |  |
|----------------------|--|
| a. Timely Completion | Work completed on date scheduled (Paragraph C.9.b)                       |
| b. Quality of Work   | Tubes, bulbs, and defective parts replaced as required (Paragraph C.9.b) |

2. Primary Method of Surveillance. Planned sampling supported by unscheduled inspections and validated customer complaints.

3. Maximum Allowable Defect Rate (MADR)

- |                      |    |
|----------------------|----|
| a. Timely Completion | 5% |
| b. Quality of Work   | 5% |

4. Quantity of Work. Relamping services will be performed in 40 buildings per month based on the building relamping schedule provided in Attachment J-C11.

5. Level of Surveillance. The normal level of surveillance will be used initially for the contract. Go to or retain minimum surveillance if the DR for quality of work is less than or equal to the MADR. If at minimum surveillance the DR for quality of work exceeds the MADR, return to normal surveillance.

6. Sample Size. The following sample sizes are established for each level of surveillance.

- Minimum - 10% of the scheduled service locations
- Normal - 25% of the scheduled service locations

7. Sampling Procedures. Prior to the beginning of the evaluation period, the QAE will choose the appropriate number of samples based on the level of surveillance that will be used. Locations will be chosen on a rotating basis so that selection will be consistent from month to month, and all service locations will periodically be included in the sample.

8. Evaluation Procedures. The QAE will use the building relamping schedule to determine the date and location of the work to be evaluated. A visit will be made to the appropriate location as soon as possible after the work has been performed to insure the evaluation isn't biased by changed conditions. Timely completion and quality of work will be evaluated as either satisfactory (S) or unsatisfactory (U) on the attached EVALUATION WORK SHEET. A brief description of any noted defects and rework information, if appropriate, will be recorded. In most instances, when the quality of work is considered unsatisfactory, timely completion will also be considered unsatisfactory. Provide copies of all negative EVALUATION WORK SHEETS to the Contractor.

a. Customer Complaints. The QAE will validate each customer complaint received on the standard customer complaint form. Site visits will normally be required to validate complaints.

b. Unscheduled Inspections. Unscheduled inspections may be conducted on any service location, but should be limited to those where problems have been noted previously. Unscheduled inspections should be documented on a separate EVALUATION WORK SHEET from that used for planned sampling.

c. Rework. Rework will normally be allowed when practical, and must be completed by the Contractor within 24 hours of notification. Therefore, each relamping service marked for rework must be reinspected by the QAE to see if the work was satisfactorily completed, and appropriate notations completed on the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections; calculate DRs, compare to MADRs, and recommend the level of surveillance be modified accordingly; calculate recommended payment deductions for each work requirement; and assess the Contractor's overall performance.

a. The defect rate will be calculated as follows:

$$DR = \frac{\text{Number of Sampled Unsatisfactory Relampings}}{\text{Sample Size}} \times 100$$

b. The QAE will compare DRs to MADRs and take the following action:

(1) If the DR for quality of work is less than or equal to the MADR, consider using minimum surveillance for the coming evaluation period. If the DR for quality of work is greater than the MADR, normal surveillance should be used for the coming evaluation period.

(2) If the DR for any work requirement (Item F of the MONTHLY PAYMENT DEDUCTION FORM) is greater than its MADR, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

c. Recommended payment deductions should be taken for all documented defects and will be calculated on a MONTHLY PAYMENT DEDUCTION FORM (see attached).

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. CPAR form *Services, Information Technology, and Operations Support* shall be used for evaluation and reporting, and is completed/submitted electronically. Access instructions and logon procedures for the CPARS database can be obtained through the CPARS website at <http://cpars.navy.mil/>.



SAMPLE

**MONTHLY PAYMENT DEDUCTION FORM  
RELAMPING OF BUILDINGS**

CONTRACT NUMBER \_\_\_\_\_

SUMMARY FOR THE PERIOD <u>1 JAN 01 - 31 JAN 01</u>	TIMELY <u>COMPLETION</u>	QUALITY <u>OF WORK</u>
A. Relative Value of Services (weight from PRS)	<u>20%</u>	<u>80%</u>
B. Cost per Relamping (CLIN 0001AJ unit price x A ÷ 100)	\$ <u>20.00</u>	\$ <u>80.00</u>
C. Number of Relampings Completed	<u>40</u>	<u>40</u>
D. Sample Size	<u>10</u>	<u>10</u>
E. Number of Sampled Unsatisfactory Relampings	<u>1</u>	<u>1</u>
F. Defect Rate (E ÷ D x 100)	<u>10%</u>	<u>10%</u>
G. Unscheduled Inspections (number unsatisfactory)	<u>1</u>	<u>0</u>
H. Validated Customer Complaints (number unsatisfactory)	<u>0</u>	<u>1</u>
I. Cost of Unsatisfactorily Performed Work [(E + G + H) x B]	\$ <u>40.00</u>	\$ <u>160.00</u>
J. Deduct for Liquidated Damages (I x .1)	\$ <u>4.00</u>	\$ <u>16.00</u>
K. Number of Relampings Reworked		
(1) Sampled Relampings	<u>N/A</u>	<u>0</u>
(2) Unscheduled Inspections	<u>N/A</u>	<u>0</u>
(3) Customer Complaints	<u>N/A</u>	<u>1</u>
L. Payment for Rework [K(1) + K(2) + K(3)] x B	\$ <u>0</u>	\$ <u>80.00</u>
M. Other Adjustments ("-" indicates a deduction)	\$ <u>0</u>	\$ <u>0</u>
N. Total Payment Deductions (I + J - L + M)	\$ <u>44.000</u>	\$ <u>96.00</u>

TOTAL PAYMENT DEDUCTIONS = \$ 140.00

\_\_\_\_\_  
AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #6  
START-UP/SHUTDOWN OF HVAC SYSTEMS

1. Contract Requirement. Start-Up/Shutdown of HVAC Systems

Work Requirements

Standards of Performance

- |                         |  |
|-------------------------|--|
| a. Timely Completion    | Work completed within time period specified<br>[Paragraph C.9.c(1)]  |
| b. Quality of Work      | HVAC systems operating as designed, all<br>manufacturer's checks completed, repairs<br>identified or accomplished [Paragraph C.9.c(2)] |
| c. Proper Documentation | Report completed and provided to KO within<br>!INSERT! working days of service completion<br>[Paragraph C.9.c(2)]                      |

2. Primary Method of Surveillance. Planned sampling supported by unscheduled inspections.

3. Maximum Allowable Defect Rate (MADR)

- |                         |    |
|-------------------------|----|
| a. Timely Completion    | 5% |
| b. Quality of Work      | 5% |
| c. Proper Documentation | 5% |

4. Quantity of Work. A total of 15 start-up services will be performed prior to the heating season, and five start-up services will be performed prior to the cooling season. Twelve shutdown services will be performed at the end of the heating season, and four shutdown services will be performed at the end of the cooling season. However, the number of services to be performed in any given month will vary based on which particular systems the KO orders the Contractor to service.

5. Level of Surveillance. The normal level of surveillance will be used initially for the contract. Go to or retain minimum surveillance if the DRs for both timely completion and quality of work are less than or equal to their MADRs. If at minimum surveillance the DR for timely completion or quality of work exceeds the MADR, return to normal surveillance.

6. Sample Size. The following sample sizes are established for each level of surveillance.

- Minimum - 10% of the service locations
- Normal - 25% of the service locations

7. Sampling Procedures. As the Contractor completes start-up/shutdown services, the QAE will arbitrarily select every fourth service if at normal surveillance and every tenth service if at minimum surveillance.

8. Evaluation Procedures. As soon as possible after the start-up or shutdown service has been completed, the QAE will make an on-site visit and evaluate timely completion and quality of work as either satisfactory (S) or unsatisfactory (U) on the attached EVALUATION WORK SHEET. A brief description of any noted defects and rework information, if appropriate, will be recorded.

In most instances, when the quality of work is considered unsatisfactory, timely completion will also be considered unsatisfactory. Review the associated report for completeness, accuracy, and timely submission when provided by the Contractor. Provide copies of all negative inspection reports to the Contractor.

a. Unscheduled Inspections. Unscheduled inspections may be conducted on any start-up/shutdown service, but should be limited to those where problems have been noted previously. Unscheduled inspections should be documented on a separate EVALUATION WORK SHEET from that used for planned sampling.

b. Rework. Rework will normally be allowed when practical, and must be completed by the Contractor within 24 hours of notification. Therefore, each service marked for rework must be reinspected by the QAE to see if the work was satisfactorily completed, and appropriate notations completed on the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections; calculate DRs, compare to MADRs, and recommend the level of surveillance be modified accordingly; calculate recommended payment deductions for each work requirement; and assess the Contractor's overall performance.

a. The defect rate will be calculated as follows:

$$DR = \frac{\text{Number of Sampled Unsatisfactory Start-up/Shutdown Services}}{\text{Sample Size}} \times 100$$

b. The QAE will compare DRs to MADRs and take the following action:

(1) If the DRs for both timely completion and quality of work are less than or equal to their MADRs, consider using minimum surveillance for the coming evaluation period. If the DR for timely completion or quality of work is greater than the MADR, normal surveillance should be used for the coming evaluation period.

(2) If the DR for any work requirement (Item F of the MONTHLY PAYMENT DEDUCTION FORM) is greater than its MADR, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

c. Recommended payment deductions should be taken for all documented defects and will be calculated on a MONTHLY PAYMENT DEDUCTION FORM (see attached).

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. CPAR form *Services, Information Technology, and Operations Support* shall be used for evaluation and reporting, and is completed/submitted electronically. Access instructions and logon procedures for the CPARS database can be obtained through the CPARS website at <http://cpars.navy.mil/>.



SAMPLE

**MONTHLY PAYMENT DEDUCTION FORM  
START-UP/SHUTDOWN OF HVAC SYSTEMS**

CONTRACT NUMBER \_\_\_\_\_

SUMMARY FOR THE PERIOD <u>1 APR 01 - 30 APR 01</u>	<u>TIMELY COMPLETION</u>	<u>QUALITY OF WORK</u>	<u>PROPER DOCUMENT</u>
A. Relative Value of Services (weight from PRS)	<u>20%</u>	<u>70%</u>	<u>10%</u>
B. Cost per Service (CLIN 0001AK unit price x A ÷ 100)	<u>\$ 20.00</u>	<u>\$ 70.00</u>	<u>\$ 10.00</u>
C. Number of Services Completed	<u>16</u>	<u>16</u>	<u>16</u>
D. Sample Size	<u>4</u>	<u>4</u>	<u>4</u>
E. Number of Sampled Unsatisfactory Services	<u>1</u>	<u>1</u>	<u>1</u>
F. Defect Rate (E ÷ D x 100)	<u>25%</u>	<u>25%</u>	<u>25%</u>
G. Unscheduled Inspections (number unsatisfactory)	<u>1</u>	<u>1</u>	<u>0</u>
H. Cost of Unsatisfactorily Performed Work [(E + G) x B]	<u>\$ 40.00</u>	<u>\$ 140.00</u>	<u>\$ 10.00</u>
I. Deduct for Liquidated Damages (H x .1)	<u>\$ 4.00</u>	<u>\$ 14.00</u>	<u>\$ 1.00</u>
J. Number of Services Reworked			
(1) Sampled Services	<u>N/A</u>	<u>1</u>	<u>1</u>
(2) Unscheduled Inspections	<u>N/A</u>	<u>0</u>	<u>0</u>
K. Payment for Rework [J(1) + J(2)] x B	<u>\$ 0</u>	<u>\$ 70.00</u>	<u>\$ 10.00</u>
L. Other Adjustments ("-" indicates a deduction)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
M. Total Payment Deductions (H + I - K + L)	<u>\$ 44.00</u>	<u>\$ 84.00</u>	<u>\$ 1.00</u>

TOTAL PAYMENT DEDUCTIONS = \$ 129.00

\_\_\_\_\_  
AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #7  
INDEFINITE QUANTITY WORK

1. Contract Requirement. Indefinite Quantity Work

Work Requirements

Standards of Performance

- a. Timely Completion      Work completed within time period specified in task order (Paragraph C.10)
- b. Quality of Work      Work completed in conformance with quality standards, Section C

2. Primary Method of Surveillance. One hundred percent inspection

3. Maximum Allowable Defect Rate (MADR)

- a. Timely Completion      5%
- b. Quality of Work      5%

4. Quantity of Work. Estimate of 250 task orders issued for indefinite quantity work per year. Historical average by month:

JAN	10	APR	29	JUL	29	OCT	22
FEB	9	MAY	27	AUG	26	NOV	13
MAR	21	JUN	29	SEP	24	DEC	11

5. Level of Surveillance. Not Applicable

6. Sample Size. Not Applicable

7. Sampling Procedures. Not Applicable

8. Evaluation Procedures. The QAE will evaluate the Contractor's performance at least once for each task order issued. A number of inspections may be required to adequately evaluate some task orders, especially those with multiple work items. A final inspection will be made as soon as possible after notification by the Contractor that work on a task order is complete, and not later than the workday following scheduled work completion. The quality of work will be evaluated at each inspection, and a brief but complete description of any noted defects will be recorded on the attached EVALUATION WORK SHEET/PAYMENT DEDUCTION FORM. A separate EVALUATION WORK SHEET/PAYMENT DEDUCTION FORM will be filled out for each task order. At the final inspection, a final grade of satisfactory or unsatisfactory will be assigned for quality of work and timely completion of the work in the task order.

a. Rework will often be required. Record all appropriate rework information on the EVALUATION WORK SHEET/PAYMENT DEDUCTION FORM.

b. When determining the overall quality of work grade to be assigned for each task order, the QAE must carefully consider the total scope of work required, and subjectively judge whether it has been substantially completed by the Contractor. Generally, the QAE should grade quality of work as satisfactory if there has been no willful departure from the contract, there is no omission

of essential work, and essentially 95% or more of the total work has been completed. If overall quality of work for a task order is considered unsatisfactory, timely completion must also be considered unsatisfactory. The QAE should discuss questionable grades with the FSCM prior to providing the Contractor with a copy of the EVALUATION WORK SHEET/PAYMENT DEDUCTION FORM.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections, calculate recommended payment deductions, and assess the Contractor's overall performance.

a. If the Contractor receives an unsatisfactory grade for timely completion or overall quality of work, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

b. Recommended payment deductions, including liquidated damages, will be calculated using the work requirement weights forth in the PRS Table, and subtracted from each completed task order invoiced by the Contractor.

c. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. CPAR form *Services, Information Technology, and Operations Support* shall be used for evaluation and reporting, and is completed/submitted electronically. Access instructions and logon procedures for the CPARS database can be obtained through the CPARS website at <http://cpars.navy.mil/>.



IV. CONTRACTOR'S OVERALL PERFORMANCE EVALUATION. NAVFAC MO-327 provides guidance in determining the Contractor's overall monthly performance for each service; how to use the PRS Table and the QAE's inspection results to calculate the total payment due for each service; and how to go about correcting problem areas of performance. This paragraph provides additional information on the completion of the MONTHLY PAYMENT DEDUCTION FORMS included in each sample QA Plan, and includes a sample monthly summary report.

A. Monthly Payment Deduction Forms. These forms are very useful for summarizing the results of each month's inspections, and illustrate how the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" and "ESTIMATING THE PRICE OF NONPERFORMED OR UNSATISFACTORY WORK" clauses, the PRS Table, and completed EVALUATION WORK SHEETS are used in calculating the total payment due for each contract requirement. The user should tailor the format of these forms; other sample formats may be found in NAVFAC MO-327. As mentioned previously, AQAS will perform and document basically the same calculations.

B. Analysis of Results. The monthly inspection process results in the overall evaluation of the Contractor's performance for the services inspected. Such an evaluation provides a summary for the Contracting Officer, FSCM, QAE, customer representatives, and the Contractor. Overall performance is important in determining whether to increase, decrease, or maintain surveillance at the same level; whether to issue one or more CDRs to the Contractor or take stronger administrative actions; and service areas which require greater QAE and Contractor QC emphasis during the coming evaluation period. Therefore, the QAE should complete and provide a MONTHLY PERFORMANCE SUMMARY REPORT for FSCM approval at the end of each month. Almost all of the information required to complete the attached sample report can be taken directly from the MONTHLY PAYMENT DEDUCTION FORM included with each sample QA Plan.

C. Contract Discrepancy Report (CDR). When the Contractor's overall performance for any given work requirement is unsatisfactory, the QAE will recommend to the FSCM that a CDR be issued. Instructions on the use of CDRs, along with a typical format, are included in Chapter 6 of NAVFAC MO-327.

D. Recommended Deductions. The QAE will recommend to the FSCM those payment deductions that should be made. All work documented as not in compliance with the contract requirements (nonperformed or unsatisfactorily performed) is subject to payment deductions, including liquidated damages, in accordance with the provisions of the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" clause, Section E. Since Government forces are normally not available to reperform work, the Contractor will usually be required to accomplish rework.

V. CONTRACTOR SUBMISSIONS. The QAE should prepare a list of Contractor submissions, including due dates, using the completed solicitation package. The list should contain the documents, reports, checklists, forms, etc. necessary to accomplish the evaluations and inspections described in the QA Plans.

**MONTHLY PERFORMANCE SUMMARY REPORT  
MAINTENANCE OF BUILDINGS & STRUCTURES**

CONTRACT NUMBER \_\_\_\_\_

CONTRACTOR \_\_\_\_\_

WORK REQUIREMENTS	QUANTITY COMPLETED	MADR	DR	CDR YES/NO	RATING SAT/UNSAT	PAYMENT DEDUCTIONS
<b>EMERGENCY SERVICE CALLS</b>						
Timely Response (35%)		2%				
Timely Completion (10%)		2%				
Quality of Work (45%)		2%				
Proper Procedures (10%)		2%				
<b>URGENT SERVICE CALLS</b>						
Timely Response (20%)		3%				
Timely Completion (10%)		3%				
Quality of Work (60%)		3%				
Proper Procedures (10%)		3%				
<b>ROUTINE SERVICE CALLS</b>						
Timely Completion (15%)		5%				
Quality of Work (75%)		5%				
Proper Procedures (10%)		5%				
<b>PREVENTIVE MAINTENANCE</b>						
Timely Completion (15%)		5%				
Quality of Work (75%)		5%				
Proper Checklist (10%)		5%				
<b>RELAMPING OF BUILDINGS</b>						
Timely Completion (20%)		5%				
Quality of Work (80%)		5%				
<b>START-UP/SHUTDOWN OF HVAC SYSTEMS</b>						
Timely Completion (20%)		5%				
Quality of Work (70%)		5%				
Proper Documentation (10%)		5%				
<b>INDEFINITE QUANTITY WORK</b>						
Timely Completion (20%)		5%				
Quality of Work (80%)		5%				

CONTRACTOR'S INVOICE AMOUNT \$ \_\_\_\_\_

TOTAL PAYMENT DEDUCTIONS \$ \_\_\_\_\_

RECOMMENDED PAYMENT \$ \_\_\_\_\_

CONTRACTOR'S OVERALL PERFORMANCE FOR THE MONTH: SAT  UNSAT

Submitted By \_\_\_\_\_

QAE's SIGNATURE/DATE

Approved By \_\_\_\_\_

FSCM's SIGNATURE/DATE

END OF QA GUIDE