
NAVAL FACILITIES ENGINEERING COMMAND
GUIDE PERFORMANCE WORK STATEMENT (GPWS)
FOR
MAINTENANCE OF FIRE PROTECTION SYSTEMS
APRIL 2002

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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 for maintenance of fire protection systems. 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) provides guidance on the preparation of NAVFAC facilities support contracts and surveillance program development. This GPWS is designed to supplement, and be used in conjunction with, NAVFAC MO-327 in developing a PWS and QA Program for maintenance of fire protection systems. It provides specific guidance on developing and tailoring this GPWS, and general guidance on required pre-award actions.

2. Guidance on implementing CA program requirements can be found in the Office of Management and Budget (OMB) Circular A-76 Supplemental Handbook (available at <http://emissary.acq.osd.mil/inst/share.nsf>) and OPNAVINST 4860.7 (available at <http://neds.nebt.daps.mil>).

3. 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.

4. 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.

5. This guide does not establish NAVFAC procurement policy. Such guidelines may be found in the NAVFAC Acquisition Supplement (NFAS) and other documents available at <http://acq.navy.mil>.

B. Function Definition

1. For purposes of this GPWS, the fire protection systems maintenance function includes inspection, testing, maintenance, and repair of fire alarm and fire extinguishing systems for buildings and structures. The GPWS may be used in developing separate contracts for fire alarm and fire extinguishing systems, or a combination of the two. Services described in the GPWS include service call work to make minor repairs to return a system to proper operation; recurring work such as inspection, testing, and maintenance; and indefinite quantity work to make certain discretionary repairs. The fire protection systems covered include:

- a. Fire detection and alarm systems
- b. Wet pipe automatic sprinkler systems

- c. Water spray systems
- d. High expansion foam systems
- e. Standpipe systems
- f. Hydrants and monitors
- g. Fire pumps
- h. Dry and wet chemical systems
- i. Halon systems
- j. Carbon dioxide systems

2. The following fire protection system related services are excluded from this GPWS because they are normally performed by in-house forces, or are included in other GPWSs:

- a. Maintenance of public or base water distribution systems
- b. Maintenance of water tanks
- c. Maintenance of fire resistant assemblies
- d. Maintenance of portable fire extinguishers (may be included if activity is unable to perform maintenance)
- e. Maintenance of intrusion detection systems
- f. Maintenance of telephone/communications systems

3. Most maintenance management functions, e.g., schedule and control of work requests, service call receipt, and control inspections, are also excluded from this GPWS. The assumption was made these functions would continue to be performed in-house at most activities.

4. Maintenance and repair services in this GPWS are limited to what may be accomplished under the provisions of the Service Contract Act. This restricts work performed under this GPWS to 1) those services clearly covered by the Service Contract Act, and 2) those services not clearly identifiable as service work, but not construction work subject to the Davis-Bacon Act, if they may be accomplished in less than 32 hours. This has the practical affect of limiting the size of any single repair, service call, or indefinite quantity repair to what may be accomplished in less than 32 estimated labor hours. At most activities, this limit should be more than adequate to allow accomplishment of the majority of routine maintenance and repair requirements, and all but the most significant major repairs. For further clarification, refer to Defense Federal Acquisition Regulation Supplement (DFARS) paragraph 222.402 or contact Acquisition at your NAVFACENGCOM Engineering Field Division (EFD). Paragraph III.C.1 of this User's Guide provides further discussion of this limitation and alternate procedures that may be used.

5. Major repair, alteration, renovation, and improvement services have not been included in this GPWS. They are typically provided by separate construction contract, and their addition would require the inclusion of a Davis-Bacon wage determination and related provisions.

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 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 Naval Facilities Acquisition Center for Training (NFACT) (<http://www.nfact.navy.mil/course.asp>) course "Facilities Support Contracting" or the "Navy Family Housing Facilities Support Contracts" course offered by the Family Housing Management Institute (FHMI) Jacksonville (<http://www.fhmi.hsgnavfac.com/jax/index.cfm>). Assistance may be requested from the geographic Engineering Field Division (EFD). 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/Customer. 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, an activity, EFD, or Public Works Center Fire Protection Engineer or other fire protection systems functional expert must determine the total scope of the services required, develop detailed inventories of the equipment to be maintained, collect

historical information on work quantities, and identify the specific needs of the activity which may differ from this GPWS. The activity Fire Chief should also be contacted, as should any appropriate customer representatives, since they may be able to identify any specific equipment maintenance needs or concerns.

d. Facilities Support Contract Manager. If there is an existing maintenance of fire protection systems contract, 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 for ensuring services are specified in ways that permit inspection.

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 D 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. Customer and functional manager representatives, the activity's Fire Chief, and the Facilities Management Engineering Director should review the completed specification. 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, an analysis was performed to identify the major contract requirements for maintenance of fire protection systems. Basic work requirements and standards of performance were determined for each contract requirement, and a Performance Requirements Summary (PRS) Table was created.

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 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 solicitation.

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 Fire Protection Systems*, 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.

2. Functional Analysis. The next step in the tailoring process is to determine the functions to be contracted, including specific work requirements and standards of performance. The user should compare unique activity requirements with GPWS requirements to ascertain if any changes are required. A thorough functional analysis will make tailoring of the GPWS relatively easy since functions to be contracted will be well defined.

3. Equipment Inventory and Condition Survey. If not already available, the user should be prepared to identify and describe the inventory, and perform a condition survey of the fire protection equipment to be maintained. If in-house expertise is not available, this effort will need to be accomplished by the geographic EFD, a separate Architect/Engineer (A/E) contract, or another source. If an A/E contract is used, ensure the company is a qualified fire protection engineering firm that meets the requirements specified in Military Handbook 1008 (http://www.efdlant.navfac.navy.mil/lantops_15/home.htm).

a. Equipment Inventory. The importance of having a complete, up to date inventory cannot be overemphasized. Contractors will not be able to provide accurate bids/proposals without adequate system/equipment information, and cannot be required or expected to obtain this information during a presolicitation site visit. Inaccurate, incomplete information will also lead to contract administration problems, unnecessary change orders, and claims. Inventory information should include the location, manufacturer's name, type, and other pertinent data for each system, such as that shown in Attachment J-C1.

b. Condition Survey. If fire protection systems are being routinely maintained and repaired, a condition survey should not be needed since systems will most likely be in proper operating order on the contract start date, with perhaps only minor repairs being required. Many times however, fire protection systems maintenance is a low priority, and systems are allowed to deteriorate. Including these systems in a maintenance contract is an invitation for administration problems, change orders, and claims; and the needed work will most likely cost more than necessary. If routine maintenance and repair has not been performed, or if the condition of the systems is not known, a detailed survey should be conducted. Only with such information may the scope of needed work be determined and intelligent decisions made as to how it should be accomplished. There are several options available to accomplish identified repair requirements and return systems to proper operating condition, including those discussed below. Since this work is not included in this GPWS, the geographic EFD should be contacted if further assistance is needed.

(1) The one-time repair effort may be performed by separate construction contract with only non-warranty repair services being included. Since two Contractor's could be responsible for repair of the same system, one for portions of the system under warranty and the other for all other portions, there is an excellent chance disputes between the two could surface, and confusion as to which Contractor to call when a problem arises.

(2) The one-time repair effort could be performed by separate construction contract, with routine maintenance and repair incorporated as separate bid items (including options to extend) in the same contract. Although this option may also result in fire protection systems maintenance being performed by two Contractors, at least each would have total responsibility for specific systems.

(3) The one-time repair effort might be included directly in the base period of this maintenance contract as a separate bid item(s). This option would almost certainly require the addition of Davis-Bacon wage rates for the base period of the contract (see User's Guide paragraph III.C.1).

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, 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 maintenance of fire protection systems. 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. In a combination contract, all contract requirements in the PWS must be included in either the firm fixed-price or indefinite quantity portion of the contract. The user should discuss available choices with the contract specialist or the EFD (Acquisition) 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, or quantity is 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, usually one month.

a. Examples. Firm fixed-price contract requirements in this GPWS include service call work and inspection, testing, and maintenance (ITM) tasks; the scope of each of these services is clearly defined in Sections C and J. Firm fixed-price contract requirements added by the user must also have clearly defined scopes.

b. Firm Fixed-Price 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 (Acquisition) 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 ITM tasks. 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 approach 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 approach 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.

a. Maintenance and repair services under the indefinite quantity portion of the PWS must:

(1) be less than 32 estimated labor hours in size and not include alterations, improvements, or modifications (new work) unless Davis-Bacon provisions have been included in the contract. See paragraphs III.C.1 and III.C.4 for additional information.

(2) have clearly defined scopes per unit. For example, if the item "replace fire pump" is included, the user must specify the type, size, and capacity of the pump in Section C, and state that the cost of any required connections and modifications to the electrical, plumbing, and other supporting systems are to be included in the unit price bid.

b. The quantities provided in the solicitation for bid evaluation must be realistic estimates of the anticipated quantities to be ordered during the contract term.

4. Separately Priced Options to Extend. In the sample contract line items in Section B of this GPWS, separate prices are included for the base period and each of four potential option periods of the contract. Separately priced option periods will always be required in a fire protection systems

maintenance contract since certain ITM tasks and frequencies differ by system. It would not be equitable to extend the contract term at the same price each year when the amount of effort required varies from year to year. Separately priced options also require the user to consider the following:

a. Normally, contracts for maintenance of fire protection systems may be awarded for a 12-month base period to begin at any time during the fiscal year, and funded with funds current in the fiscal year of the award. However, there are cases, such as when adequate funds are not available, when the base period could be less than 12 months. For example, the base period could be for six months beginning 1 April and ending 30 September. If the base period will be less than 12 months, the following action must be taken:

(1) Contract line items in Section B must reflect the correct number of months or the appropriate, proportionate number of units in the base period.

(2) 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 ITM tasks will be performed during the base period.

(3) The "PERIOD OF PERFORMANCE" clause in Section F must be modified accordingly. Check with the contract specialist for specific wording of this clause and for other changes that may be required.

b. Schedules of Deductions (if used), one for the base period and one for each of the separately priced 12-month option periods, must be included in the contract. The items of work and number of units in the Schedules of Deductions must agree with the firm fixed-price contract line items in Section B and the scopes of work defined in Section C. Paragraph III.D of this User's Guide provides information on the development of Schedules of Deductions.

C. Technical Specifications. Section C is the single most important part of a PWS. The user must describe in detail the services to be accomplished and when they are to be performed. Requirements specified in Section C of this GPWS are provided as examples. The user must add, delete, or modify paragraphs to accommodate site-specific needs and inventory. The following information should also be considered during the tailoring process.

1. Scope of Services. The specification development team must first decide how to define the scope of services to be provided by the Contractor. That is, will repair services be limited to small, routine, day-to-day type repairs, or will major system overhauls and repairs be included in the contract? Should new work (alterations and construction) be included, or should the scope of work be limited to maintenance and repair services only?

a. Scope Considerations. In most cases, the inclusion of either major repairs or new work would unnecessarily complicate the contract since these types of work are seldom needed. Properly maintained fire protection systems rarely require major repairs. Alterations and construction are also uncommon, and it is usually more economical to use a separate construction contract for this type of work. However, there are a number of other factors which must be considered, including the age and condition of the fire protection systems; the number of major repairs and new work requirements historically required; whether the specification is being prepared as a stand alone contract or as part of a

larger contract that contains major repair and new work requirements, such as a contract for building maintenance or base maintenance; and whether in-house labor is available to complete major repairs.

(1) Wage Determinations. A Davis-Bacon Act Wage Determination and related provisions must be included in the contract, in addition to a Service Contract Act Wage Determination, if the work to be performed will include either 1) alteration/construction services or 2) maintenance/repair services requiring 32 labor hours or more to accomplish.

(2) Other Requirements. Section B, C, and J would all be affected by the inclusion of major repair or alteration/construction services. Provisions explaining how the work would be ordered and paid for would have to be clearly defined. The scope of potential major repairs and new work would also have to be delineated.

b. GPWS Scope Limitations. Based on the considerations above, major repair and new work are not included in this GPWS. Therefore, repair services under both the firm fixed-price and indefinite quantity portions of the contract are limited to what may be accomplished in less than 32 estimated labor hours.

2. Service Calls

a. Scope. In this GPWS, service calls are limited in scope to maintenance and repair requirements requiring up to a specified number of labor hours (must be less than 32) to complete. Furthermore, the Contractor's liability for material is limited to a specified amount per repair (e.g., \$200), with the Government paying for any material over the specified limit. There are other ways to define service call scope, including the following:

(1) The Contractor's material liability per incidence of repair (service call) could be limited to a total cost of \$500, \$1000, or higher with no material cost sharing. This option should be considered if equipment is in good condition, or if maintenance is included as part of a larger contract that has similar service call limits. This approach generates few costly service calls and requires less administrative effort by the Government and the Contractor.

(2) Repairs requiring 32 labor hours or more may be performed by indefinite quantity service call if a Davis-Bacon Act wage determination and related provisions are included in the contract. The limit of the Contractor's liability for both labor and material must be explicitly stated, and historical or projected workload data must clearly indicate the number and size distribution of the large repairs expected.

b. Work Reception. Since more than likely there will be few service calls at the typical activity, this GPWS is written so that the Government work reception center receives all service calls during normal working hours, then notifies the Contractor by phone when each call is received and that a work authorization form is available for pickup. After regular hours, the Contractor receives service call requests directly from authorized Government representatives, and classifies them as emergency, urgent, or routine. Unless fire protection systems maintenance is included as part of a multi-function contract, it will not be practical or cost effective to require the Contractor to maintain a service call reception desk or to routinely pick up work authorization forms at some predesignated location. If the user wants to have

after hours calls classified by authorized Government representatives rather than the Contractor, tailor the work reception provisions accordingly.

c. Response and Completion. When specifying service call response and completion requirements, one must consider the importance of the fire protection systems and the facilities they support, the location of the activity, the availability of material, the geographic distribution of the buildings and systems, and similar factors. Keep in mind 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 reasonable, but is probably not practical or necessary either. In addition, unreasonable requirements will not only cost more, but will also not be enforceable after the contract is awarded.

d. Urgent Calls. 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 which would soon inconvenience and/or affect the health or well being of personnel, lead to property damage, or lead to disruption in operation and/or training missions. If the user wants only emergency calls responded to after regular hours, the appropriate paragraphs should be tailored accordingly.

3. Inspection, Testing, and Maintenance (ITM) Work. Experience has shown it is best for the Government to specify general ITM tasks and frequencies rather than have the Contractor develop and submit this type of information for approval after award of the contract. Unified Facilities Criteria (UFC) 3-600-02, *Operations and Maintenance: Inspection, Testing, and Maintenance of Fire Protection Systems*, provides guidance in the preparation of ITM requirements. This document supersedes NAVFAC Manual MO-117 and may be downloaded from http://www.efdlant.navfac.navy.mil/lantops_15/home.htm.

a. In Section C of the GPWS, ITM frequencies and tasks are specified for each type of equipment or system identified. Based on the information provided, the Contractor is required to submit a detailed schedule of work for approval by the Contracting Officer after award of the contract. Such a schedule would typically include the day of the week that weekly ITM tasks would be performed, and the month and week less frequent ITM tasks would be performed.

b. To help hold down the cost of the contract, some activities may wish to have ITM tasks with high frequencies (e.g., weekly), performed by the Fire Department or other in-house forces. In this case, confirm there is a clear understanding, preferably in writing, between the Fire Department (or other in-house office) and Public Works as to what services will be provided. Note in the specification that Government personnel will perform some routine ITM tasks, and ensure these services are deleted from the specification.

4. Indefinite Quantity Work. In this GPWS, indefinite quantity tasks are limited in scope to maintenance and repair work that requires less than 32 labor hours to accomplish. Sample unit priced tasks in Section B illustrate that unit prices for anticipated, but non-recurring, work can be established at bidding/proposal time. The user must tailor the indefinite quantity provisions in the GPWS, and should consider the following:

a. If indefinite quantity repairs are not anticipated, the indefinite quantity contract line items and associated technical and other requirements should be deleted, and the contract type changed to firm fixed-price.

b. As noted in paragraph III.C.1, this GPWS does not include provisions for the performance of major repair work under the indefinite quantity portion of the contract since the service call limit (< 32 labor hours) would cover the cost of most routine repairs likely to occur at the typical activity. However, the user may want to include such repairs if a significant number of costly repairs have historically been required.

(1) Such repairs are normally performed by adding unit priced labor provisions to the contract that provide procedures for establishing the estimated number of labor hours and material costs required for any particular job. Labor hour unit prices include all costs to perform the work required, except for material related costs. The Contractor is reimbursed for the direct cost of materials, excluding pre-expended bin materials, plus a mark-up to allow for material handling costs.

(2) The geographic EFD should be able to provide examples of the appropriate Section C paragraphs and sample contract line items if the user wishes to make this change. A Davis-Bacon wage determination and associated clauses will also have to be included in the contract.

c. The unit priced labor provisions discussed above may also be used to obtain new work requirements that, as noted previously, have not been included 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 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. Care must be taken to ensure appropriate quantities are specified for the services required, and appropriate ITM tasks (two-year, five-year, etc.) are included in the proper schedule.

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). As the GPWS is being tailored, a PRS Table should be prepared. This table will be included in Section J of the PWS, and will be used by the Contracting Officer (KO) in calculating payment deductions as stated above. Additionally, the table is very useful in the

preparation of QA plans (as discussed in the QA Guide to this GPWS) and the Schedule of Deductions, if used. It provides the FSCM, QAEs, and customers a convenient overview of services to be provided. A sample PRS Table that reflects the contract requirements and work requirements of this GPWS is provided in Attachment J-C2 of the GPWS. Suggested quality benchmarks (QBs) and weights are also shown. The user should modify this table to reflect the tailored requirements of the PWS as well as the QBs and weights determined by the specification development team.

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/or 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 "standpipe systems", 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 source selection procedures and award fee contract provisions. The user is strongly encouraged to discuss both of these options with the contract specialist or EFD (Acquisition) and consider their use.

A. Source Selection Procurement. 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 fire protection systems maintenance, although it has often resulted in Contractor performance problems. Unlike sealed bidding, source selection 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 fire protection systems contract to motivate the Contractor to provide an increased level of service, and improve responsiveness and attention to detail. These provisions are included by inserting NAVFAC 5252.216-9315, "AWARD FEE" in the contract. 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 require some additional tailoring of the GPWS, particularly since the GPWS limits repair services to what may be accomplished in less than 32 estimated labor hours, and does not include alteration and construction services. Since in-house performance of fire protection systems maintenance would likely include both major repairs and alteration services, such work will normally have to be included in the CA program PWS. This will require the user to make some significant changes to the contract line items (Section B) and technical specifications (Section C) of the GPWS, and to make changes to other sections of the contract in order to include Davis-Bacon wage provisions. Refer to paragraph III.C.1 of the User's Guide for additional information and guidance on making these types of changes.

B. Separately Priced 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. Section B of this GPWS may be used for CA program solicitations with minimal tailoring. See paragraph III.B.4 of the User's Guide for additional information.

C. 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 fire protection systems maintenance in conjunction with buildings and structures maintenance, 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 fire protection systems maintenance contract should be taken into account prior to award. Additionally, a review of the submitted quality control program and a pre-award survey of the apparent low, responsive bidder should be considered when source selection 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 (Base Operations Support) should be contacted for training scheduling or assistance. The QAE must also possess a good working knowledge of fire protection systems, as well as 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. QAEs and customers must be briefed by the KO or Contract

Specialist 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 NFAS paragraph 45.7001?

D. Quality Assurance Plans. Have adequate QA plans been prepared?

END OF USER'S GUIDE

GUIDE PERFORMANCE WORK STATEMENT
FOR
MAINTENANCE OF FIRE PROTECTION SYSTEMS

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 SOURCE SELECTION 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 SOURCE SELECTION 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 SOURCE SELECTION 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 (see Attachment J-E1), 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 SOURCE SELECTION 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.

B.2 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 by PD². Since a detailed Schedule of Firm Fixed-Price work is provided in the following example, 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.b of the User's Guide for additional information.

Refer to UFC 3-600-02 (http://www.efdlant.navfac.navy.mil/lantops_15/home.htm) when tailoring the contract line items associated with Inspection, Testing, and Maintenance (ITM).

*****!

B.3 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. Service Call Work per paragraph C.8				\$_____
0001AA	Emergency Service Calls	!NUMBER!	MONTH	\$_____	\$_____
0001AB	Urgent Service Calls	!NUMBER!	MONTH	\$_____	\$_____
0001AC	Routine Service Calls Inspection, Testing, and Maintenance (ITM) for Fire Detection and Alarm Systems per paragraph C.9	!NUMBER!	MONTH	\$_____	\$_____
0001AD	Monthly	!NUMBER!	EACH	\$_____	\$_____
0001AE	Annual ITM for Wet Pipe Automatic Sprinkler Systems per paragraph C.9	!NUMBER!	EACH	\$_____	\$_____
0001AF	Monthly	!NUMBER!	EACH	\$_____	\$_____
0001AG	Annual	!NUMBER!	EACH	\$_____	\$_____

<u>Item</u>	<u>Supplies/Services</u>	<u>Quantity</u>	<u>Unit</u>	<u>Unit Price</u>	<u>Amount</u>
	ITM for Water Spray Systems per paragraph C.9				
0001AH	Monthly	!NUMBER!	EACH	\$_____	\$_____
0001AJ	Annual	!NUMBER!	EACH	\$_____	\$_____
	ITM for High Expansion Foam Systems per paragraph C.9				
0001AK	Annual	!NUMBER!	EACH	\$_____	\$_____
	ITM for Standpipe Systems per paragraph C.9				
0001AL	Semiannual	!NUMBER!	EACH	\$_____	\$_____
	ITM for Fire Pumps per paragraph C.9				
0001AM	Monthly	!NUMBER!	EACH	\$_____	\$_____
	ITM for Dry and Wet Chemical Systems per paragraph C.9				
0001AN	Semiannual	!NUMBER!	EACH	\$_____	\$_____
0001AP	Annual	!NUMBER!	EACH	\$_____	\$_____
	ITM for Halon Systems per paragraph C.9				
0001AQ	Annual	!NUMBER!	EACH	\$_____	\$_____
	ITM for Carbon Dioxide Systems per paragraph C.9				
0001AR	Semiannual	!NUMBER!	EACH	\$_____	\$_____
0001AS	Annual	!NUMBER!	EACH	\$_____	\$_____

Item	Supplies/Services	Estimated Quantity	* Unit	Unit Price	Amount
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!*****!
NOTE TO SPECIFICATION WRITER: The indefinite quantity contract line items listed below are provided for illustration only, and should not be considered a complete list. Add or delete items as required when tailoring the technical specifications. See paragraphs III.B.3 and III.C.4 of the User's Guide for additional information.
*****!

SCHEDULE OF INDEFINITE QUANTITY WORK

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.				\$ _____
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0002AA	Replace 4-inch dry barrel fire hydrant per paragraph C.10.a	!NUMBER!	EACH	\$ _____	\$ _____
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0002AB	Rebuild 4-inch dry barrel fire hydrant per paragraph C.10.a	!NUMBER!	EACH	\$ _____	\$ _____
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0002AC	Replace 3-inch post indicator valve per paragraph C.10.b	!NUMBER!	EACH	\$ _____	\$ _____
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0002A?	!ADD ADDITIONAL UNIT PRICED TASKS, AS NEEDED!	!NUMBER!	??	\$ _____	\$ _____
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0003	Price for materials in the BASE PERIOD (!INSERT DATE! to !INSERT DATE!) for those instances where the direct cost of materials exceeds !INSERT AMOUNT! per service call (paragraph C.8). 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.				
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$$\$!VALUE! + (\$!VALUE! \times \frac{\text{ } \%}{\text{(FBR)}}) = \$ \text{_____}$$

TOTAL PRICE FOR BASE PERIOD (Contract Line Items 0001 - 0003)					\$ _____
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<u>Item</u>	<u>Supplies/Services</u>	<u>Quantity</u>	<u>Unit</u>	<u>Unit Price</u>	<u>Amount</u>
0004	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.				\$ _____
	Service Call Work per paragraph C.8				
0004AA	Emergency Service Calls	12	MONTH	\$ _____	\$ _____
0004AB	Urgent Service Calls	12	MONTH	\$ _____	\$ _____
0004AC	Routine Service Calls	12	MONTH	\$ _____	\$ _____
	ITM for Fire Detection and Alarm Systems per paragraph C.9				
0004AD	Monthly	!NUMBER!	EACH	\$ _____	\$ _____
0004AE	Annual	!NUMBER!	EACH	\$ _____	\$ _____
0004AF	2 Years	!NUMBER!	EACH	\$ _____	\$ _____
	ITM for Wet Pipe Automatic Sprinkler Systems per paragraph C.9				
0004AG	Monthly	!NUMBER!	EACH	\$ _____	\$ _____
0004AH	Annual	!NUMBER!	EACH	\$ _____	\$ _____
0004AJ	2 Years	!NUMBER!	EACH	\$ _____	\$ _____
	ITM for Water Spray Systems per paragraph C.9				
0004AK	Monthly	!NUMBER!	EACH	\$ _____	\$ _____
0004AL	Annual	!NUMBER!	EACH	\$ _____	\$ _____
0004AM	2 Years	!NUMBER!	EACH	\$ _____	\$ _____
	ITM for High Expansion Foam Systems per paragraph C.9				
0004AN	Annual	!NUMBER!	EACH	\$ _____	\$ _____
0004AP	2 Years	!NUMBER!	EACH	\$ _____	\$ _____

<u>Item</u>	<u>Supplies/Services</u>	<u>Quantity</u>	<u>Unit</u>	<u>Unit Price</u>	<u>Amount</u>
	ITM for Standpipe Systems per paragraph C.9				
0004AQ	Semiannual	!NUMBER!	EACH	\$_____	\$_____
0004AR	2 Years	!NUMBER!	EACH	\$_____	\$_____
	ITM for Hydrants and Monitors per paragraph C.9				
0004AS	2 Years	!NUMBER!	EACH	\$_____	\$_____
	ITM for Fire Pumps per paragraph C.9				
0004AT	Monthly	!NUMBER!	EACH	\$_____	\$_____
0004AU	2 Years	!NUMBER!	EACH	\$_____	\$_____
	ITM for Dry and Wet Chemical Systems per paragraph C.9				
0004AV	Semiannual	!NUMBER!	EACH	\$_____	\$_____
0004AW	Annual	!NUMBER!	EACH	\$_____	\$_____
	ITM for Halon Systems per paragraph C.9				
0004AX	Annual	!NUMBER!	EACH	\$_____	\$_____
0004AY	2 Years	!NUMBER!	EACH	\$_____	\$_____
	ITM for Carbon Dioxide Systems per paragraph C.9				
0004AZ	Semiannual	!NUMBER!	EACH	\$_____	\$_____
0004BA	Annual	!NUMBER!	EACH	\$_____	\$_____
0004BB	2 Years	!NUMBER!	EACH	\$_____	\$_____

Item	Supplies/Services	Estimated Quantity	* Unit	Unit Price	Amount
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SCHEDULE OF INDEFINITE QUANTITY WORK

0005	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.				\$ _____
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0005AA	Replace 4-inch dry barrel fire hydrant per paragraph C.10.a	!NUMBER!	EACH	\$ _____	\$ _____
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0005AB	Rebuild 4-inch dry barrel fire hydrant per paragraph C.10.a	!NUMBER!	EACH	\$ _____	\$ _____
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0005AC	Replace 3-inch post indicator valve per paragraph C.10.b	!NUMBER!	EACH	\$ _____	\$ _____
--------	----------------------------------------------------------	----------	------	----------	----------

0005A?	!ADD ADDITIONAL UNIT PRICED TASKS, AS NEEDED!	!NUMBER!	??	\$ _____	\$ _____
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0006	Price for materials in the FIRST OPTION PERIOD (!INSERT DATE! to !INSERT DATE!) for those instances where the direct cost of materials exceeds !INSERT AMOUNT! per service call (paragraph C.8). 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.				
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$$\$!VALUE! + (\$!VALUE! \times \frac{\quad}{(FBR)} \%) = \$ \underline{\hspace{2cm}}$$

TOTAL PRICE FOR FIRST OPTION PERIOD					\$ _____
(Contract Line Items 0004 - 0006)					

<u>Item</u>	<u>Supplies/Services</u>	<u>Quantity</u>	<u>Unit</u>	<u>Unit Price</u>	<u>Amount</u>
0007	Performance of firm fixed-price work for the SECOND OPTION PERIOD (!INSERT DATE! through !INSERT DATE!) in accordance with the Performance Work Statement contained in Section C. Service Call Work per paragraph C.8				\$ _____
0007AA	Emergency Service Calls	12	MONTH	\$ _____	\$ _____
0007AB	Urgent Service Calls	12	MONTH	\$ _____	\$ _____
0007AC	Routine Service Calls ITM for Fire Detection and Alarm Systems per paragraph C.9	12	MONTH	\$ _____	\$ _____
0007AD	Monthly	!NUMBER!	EACH	\$ _____	\$ _____
0007AE	Annual ITM for Wet Pipe Automatic Sprinkler Systems per paragraph C.9	!NUMBER!	EACH	\$ _____	\$ _____
0007AF	Monthly	!NUMBER!	EACH	\$ _____	\$ _____
0007AG	Annual ITM for Water Spray Systems per paragraph C.9	!NUMBER!	EACH	\$ _____	\$ _____
0007AH	Monthly	!NUMBER!	EACH	\$ _____	\$ _____
0007AJ	Annual ITM for High Expansion Foam Systems per paragraph C.9	!NUMBER!	EACH	\$ _____	\$ _____
0007AK	Annual ITM for Standpipe Systems per paragraph C.9	!NUMBER!	EACH	\$ _____	\$ _____
0007AL	Semiannual ITM for Fire Pumps per paragraph C.9	!NUMBER!	EACH	\$ _____	\$ _____
0007AM	Monthly	!NUMBER!	EACH	\$ _____	\$ _____

<u>Item</u>	<u>Supplies/Services</u>	<u>Quantity</u>	<u>Unit</u>	<u>Unit Price</u>	<u>Amount</u>
	ITM for Dry and Wet Chemical Systems per paragraph C.9				
0007AN	Semiannual	!NUMBER!	EACH	\$_____	\$_____
0007AP	Annual	!NUMBER!	EACH	\$_____	\$_____
	ITM for Halon Systems per paragraph C.9				
0007AQ	Annual	!NUMBER!	EACH	\$_____	\$_____
	ITM for Carbon Dioxide Systems per paragraph C.9				
0007AR	Semiannual	!NUMBER!	EACH	\$_____	\$_____
0007AS	Annual	!NUMBER!	EACH	\$_____	\$_____

Item	Supplies/Services	Estimated Quantity	* Unit	Unit Price	Amount
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SCHEDULE OF INDEFINITE QUANTITY WORK

0008	Performance of indefinite quantity unit priced tasks for the SECOND 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.				\$ _____
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0008AA	Replace 4-inch dry barrel fire hydrant per paragraph C.10.a	!NUMBER!	EACH	\$ _____	\$ _____
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0008AB	Rebuild 4-inch dry barrel fire hydrant per paragraph C.10.a	!NUMBER!	EACH	\$ _____	\$ _____
--------	-------------------------------------------------------------	----------	------	----------	----------

0008AC	Replace 3-inch post indicator valve per paragraph C.10.b	!NUMBER!	EACH	\$ _____	\$ _____
--------	----------------------------------------------------------	----------	------	----------	----------

0008A?	!ADD ADDITIONAL UNIT PRICED TASKS, AS NEEDED!	!NUMBER!	??	\$ _____	\$ _____
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0009	Price for materials in the SECOND OPTION PERIOD (!INSERT DATE! to !INSERT DATE!) for those instances where the direct cost of materials exceeds !INSERT AMOUNT! per service call (paragraph C.8). 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.				
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$$\$!VALUE! + (\$!VALUE! \times \frac{\quad}{100} \%) = \$ \underline{\hspace{2cm}}$$

(FBR)

TOTAL PRICE FOR SECOND OPTION PERIOD					\$ _____
(Contract Line Items 0007 - 0009)					

<u>Item</u>	<u>Supplies/Services</u>	<u>Quantity</u>	<u>Unit</u>	<u>Unit Price</u>	<u>Amount</u>
0010	Performance of firm fixed-price work for the THIRD OPTION PERIOD (!INSERT DATE! through !INSERT DATE!) in accordance with the Performance Work Statement contained in Section C.				\$_____
	Service Call Work per paragraph C.9				
0010AA	Emergency Service Calls	12	MONTH	\$_____	\$_____
0010AB	Urgent Service Calls	12	MONTH	\$_____	\$_____
0010AC	Routine Service Calls	12	MONTH	\$_____	\$_____
	ITM for Fire Detection and Alarm Systems per paragraph C.9				
0010AD	Monthly	!NUMBER!	EACH	\$_____	\$_____
0010AE	Annual	!NUMBER!	EACH	\$_____	\$_____
0010AF	2 Years	!NUMBER!	EACH	\$_____	\$_____
	ITM for Wet Pipe Automatic Sprinkler Systems per paragraph C.9				
0010AG	Monthly	!NUMBER!	EACH	\$_____	\$_____
0010AH	Annual	!NUMBER!	EACH	\$_____	\$_____
0010AJ	2 Years	!NUMBER!	EACH	\$_____	\$_____
	ITM for Water Spray Systems per paragraph C.9				
0010AK	Monthly	!NUMBER!	EACH	\$_____	\$_____
0010AL	Annual	!NUMBER!	EACH	\$_____	\$_____
0010AM	2 Years	!NUMBER!	EACH	\$_____	\$_____
	ITM for High Expansion Foam Systems per paragraph C.9				
0010AN	Annual	!NUMBER!	EACH	\$_____	\$_____
0010AP	2 Years	!NUMBER!	EACH	\$_____	\$_____

<u>Item</u>	<u>Supplies/Services</u>	<u>Quantity</u>	<u>Unit</u>	<u>Unit Price</u>	<u>Amount</u>
	ITM for Standpipe Systems per paragraph C.9				
0010AQ	Semiannual	!NUMBER!	EACH	\$_____	\$_____
0010AR	2 Years	!NUMBER!	EACH	\$_____	\$_____
	ITM for Hydrants and Monitors per paragraph C.9				
0010AS	2 Years	!NUMBER!	EACH	\$_____	\$_____
	ITM for Fire Pumps per paragraph C.9				
0010AT	Monthly	!NUMBER!	EACH	\$_____	\$_____
0010AU	2 Years	!NUMBER!	EACH	\$_____	\$_____
	ITM for Dry and Wet Chemical Systems per paragraph C.9				
0010AV	Semiannual	!NUMBER!	EACH	\$_____	\$_____
0010AW	Annual	!NUMBER!	EACH	\$_____	\$_____
	ITM for Halon Systems per paragraph C.9				
0010AX	Annual	!NUMBER!	EACH	\$_____	\$_____
0010AY	2 Years	!NUMBER!	EACH	\$_____	\$_____
	ITM for Carbon Dioxide Systems per paragraph C.9				
0010AZ	Semiannual	!NUMBER!	EACH	\$_____	\$_____
0010BA	Annual	!NUMBER!	EACH	\$_____	\$_____
0010BB	2 Years	!NUMBER!	EACH	\$_____	\$_____

Item	Supplies/Services	Estimated Quantity	* Unit	Unit Price	Amount
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SCHEDULE OF INDEFINITE QUANTITY WORK

0011 Performance of indefinite quantity unit priced tasks for the THIRD 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.

0011AA Replace 4-inch dry barrel fire hydrant per paragraph C.10.a !NUMBER! EACH \$_____ \$_____

0011AB Rebuild 4-inch dry barrel fire hydrant per paragraph C.10.a !NUMBER! EACH \$_____ \$_____

0011AC Replace 3-inch post indicator valve per paragraph C.10.b !NUMBER! EACH \$_____ \$_____

0011A? !ADD ADDITIONAL UNIT PRICED TASKS, AS NEEDED! !NUMBER! ?? \$_____ \$_____

0012 Price for materials in the THIRD OPTION PERIOD (!INSERT DATE! to !INSERT DATE!) for those instances where the direct cost of materials exceeds !INSERT AMOUNT! per service call (paragraph C.8). 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.

$$\$!VALUE! + (\$!VALUE! \times \frac{\quad}{100} \%) = \$______$$

(FBR)

TOTAL PRICE FOR THIRD OPTION PERIOD \$_____

(Contract Line Items 0010 - 0012)

<u>Item</u>	<u>Supplies/Services</u>	<u>Quantity</u>	<u>Unit</u>	<u>Unit Price</u>	<u>Amount</u>
0013	Performance of firm fixed-price work for the FOURTH OPTION PERIOD (!INSERT DATE! through !INSERT DATE!) in accordance with the Performance Work Statement contained in Section C. Service Call Work for paragraph C.8				\$ _____
0013AA	Emergency Service Calls	12	MONTH	\$ _____	\$ _____
0013AB	Urgent Service Calls	12	MONTH	\$ _____	\$ _____
0013AC	Routine Service Calls	12	MONTH	\$ _____	\$ _____
	ITM for Fire Detection and Alarm Systems per paragraph C.9				
0013AD	Monthly	!NUMBER!	EACH	\$ _____	\$ _____
0013AE	Annual	!NUMBER!	EACH	\$ _____	\$ _____
0013AF	5 Years	!NUMBER!	EACH	\$ _____	\$ _____
	ITM for Wet Pipe Automatic Sprinkler Systems per paragraph C.9				
0013AG	Monthly	!NUMBER!	EACH	\$ _____	\$ _____
0013AH	Annual	!NUMBER!	EACH	\$ _____	\$ _____
0013AJ	5 Years	!NUMBER!	EACH	\$ _____	\$ _____
	ITM for Water Spray Systems per paragraph C.9				
0013AK	Monthly	!NUMBER!	EACH	\$ _____	\$ _____
0013AL	Annual	!NUMBER!	EACH	\$ _____	\$ _____
0013AM	5 Years	!NUMBER!	EACH	\$ _____	\$ _____
	ITM for High Expansion Foam Systems per paragraph C.9				
0013AN	Annual	!NUMBER!	EACH	\$ _____	\$ _____
	ITM for Standpipe Systems per paragraph C.9				
0013AP	Semiannual	!NUMBER!	EACH	\$ _____	\$ _____

<u>Item</u>	<u>Supplies/Services</u>	<u>Quantity</u>	<u>Unit</u>	<u>Unit Price</u>	<u>Amount</u>
0013AQ	5 Years ITM for Hydrants and Monitors per paragraph C.9	!NUMBER!	EACH	\$_____	\$_____
0013AR	5 Years ITM for Fire Pumps per paragraph C.9	!NUMBER!	EACH	\$_____	\$_____
0013AS	Monthly	!NUMBER!	EACH	\$_____	\$_____
0013AT	5 Years ITM for Dry and Wet Chemical Systems per paragraph C.9	!NUMBER!	EACH	\$_____	\$_____
0013AU	Semiannual	!NUMBER!	EACH	\$_____	\$_____
0013AV	Annual	!NUMBER!	EACH	\$_____	\$_____
0013AW	5 Years ITM for Halon Systems per paragraph C.9	!NUMBER!	EACH	\$_____	\$_____
0013AX	Annual	!NUMBER!	EACH	\$_____	\$_____
0013AY	5 Years ITM for Carbon Dioxide Systems per paragraph C.9	!NUMBER!	EACH	\$_____	\$_____
0013AZ	Semiannual	!NUMBER!	EACH	\$_____	\$_____
0013BA	Annual	!NUMBER!	EACH	\$_____	\$_____

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 and repair services for fire protection systems at !INSERT NAME OF ACTIVITY! by means of a combination firm fixed-price and indefinite quantity contract.

C.2 GENERAL REQUIREMENTS. The Contractor shall furnish all labor, management, supervision, tools, materials, equipment, and transportation necessary to provide maintenance and repair services for fire protection systems in accordance with contract requirements. Work includes the performance of service call work to make repairs to return systems to proper operation; inspection, testing, and maintenance tasks to ensure system reliability; and indefinite quantity work to make certain specific repairs.

!*****
NOTE TO SPECIFICATION WRITER: The systems listed below are provided for illustration only, and should be tailored by the user. See the Unified Facilities Criteria (UFC) 3-600-02 (available at the following website - http://www.efdlant.navfac.navy.mil/lantops_15/home.htm) for a complete listing.
*****!

a. Scope. The Contractor shall maintain and repair fire protection systems and integral components between the alarm, discharge system, and/or sensors and the source of supplying utility, power generator, and/or gaseous/chemical storage. This includes all system components such as pumps, valves, controls, meters, pipes, cylinders, circuits, etc. Attachment J-C1 describes the following systems and equipment to be serviced:

- (1) Fire Detection and Alarm Systems
- (2) Wet Pipe Automatic Sprinkler Systems
- (3) Fire Pumps
- (4) Hydrants and Monitors
- (5) High Expansion Foam Systems
- (6) Halon Systems
- (7) Dry and Wet Chemical Systems
- (8) Water Spray Systems
- (9) Standpipe Systems

(10) Carbon Dioxide Systems

!*****
NOTE TO SPECIFICATION WRITER: Some states have special licensing and certification requirements for Contractors and individuals working on fire protection systems. The user should identify any special state requirements and describe them in the following paragraph.
*****!

b. Licenses and Qualifications. The Contractor shall meet all fire protection system licensing and qualification requirements of the state of !INSERT NAME OF STATE!, including !INSERT ANY SPECIAL REQUIREMENTS!. Personnel specifically trained and qualified to work on fire protection systems and equipment shall perform all work according to manufacturer's instructions. Evidence of all required licenses, as well as documentation of the qualifications of personnel, shall be provided to the Contracting Officer prior to award of the contract.

!*****
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 meanings set forth below.

a. Contracting Officer (KO). 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.

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

c. 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.

d. 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-E1 contains a list of available EPS Handbooks; these documents may be downloaded from http://www.efdlant.navfac.navy.mil/lantops_16/download.htm.

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

f. 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.

g. Fixed Burden Rate (FBR). The additional costs (expressed as a percentage of direct material cost) for ordering, handling, and stockpiling materials and repair parts.

h. Frequency of Service

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

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

(3) Monthly (M). Services performed 12 times during each 12-month period of the contract at intervals of 28 to 31 calendar days.

i. 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.

j. Performance Requirements Summary (PRS) Table. A table (see Attachment J-C2) delineating work requirements, standards of performance, Quality Benchmarks (QBs), and weights for each contract requirement. The PRS is used by the Government in assessing Contractor performance and contains the information necessary to calculate deductions for unsatisfactorily performed or nonperformed work.

k. 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.

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

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

n. 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 or 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 the material described in Attachment J-C5 to the Contractor.

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 equipment and materials to perform the requirements

of this contract. All replacement units, parts, components and materials shall be new or factory reconditioned; shall be compatible with the existing equipment on which it is to be used; shall be of equal or better quality than the 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 publications listed in Attachment J-C6 and the technical specifications, Section C; and shall be used in accordance with original design and manufacturer intent. 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. If a dispute should arise concerning Contractor furnished items for completed work, the Contractor shall, when directed by the KO, remove, replace, or rework said items to comply with contract requirements.

C.6 MANAGEMENT. The Contractor shall manage the total work effort associated with the services required herein to ensure fully adequate and timely completion of these services, 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 the KO. The status of any item of work must be provided within !INSERT! hours of the inquiry during the Contractor's regular working hours, and within !INSERT! hours after regular working hours.

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

b. Allowable Work Hours. All work shall be performed during regular working hours as defined in paragraph C.3.m 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.

!*****
NOTE TO SPECIFICATION WRITER: Reports and information the Government periodically needs from the Contractor, as well as any required cost accounting reports, should be listed in Attachment J-C7. Report formats, required information, etc. should be discussed in detail in this attachment. If history

files are to be maintained by the Government, tailor the following paragraph accordingly.

*****!

d. Records and Reports. The Contractor shall maintain management, maintenance, and repair records and prepare management, maintenance, and repair 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. The Contractor shall establish a complete history file for each fire protection system listed in Attachment J-C1. Files shall contain a listing of all equipment in each building and structure by nomenclature and manufacturer's model number, as well as all manufacturer's literature, brochures, and pamphlets; maintenance, operator's, and parts list manuals; warranty information; a copy of all completed Service Call Work Authorizations, indefinite quantity task orders, and ITM Checklists; and any other information relevant to work performed on fire protection systems. All documents shall be filed within two working days of the completed transaction. The Government will have access to these files upon request. The entire file shall be turned over to the Government upon completion of the contract.

e. Building Managers. Within 10 calendar days following award of this contract, the KO will provide the Contractor with a list of building managers. The Contractor shall notify the building manager and activity fire chief at least two working days in advance of any work to be performed in a building under their 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.

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; all applicable activity, local, state, and federal standards; and all applicable building and safety codes, including the National Fire Protection Association, National Electric Code, Standard Plumbing Code, etc.

(1) When the Contractor completes work on a system or piece of equipment, that system or piece of equipment shall be free of missing components or defects that would prevent it from functioning as originally intended and/or designed. Corrective or repair/replacement work shall be carried to completion including 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.

!*****!

NOTE TO SPECIFICATION WRITER: Remember when tailoring the following paragraph that Davis-Bacon wage provisions must be included if repairs requiring 32 hours or more are included. See User's Guide paragraphs III.A.3 and III.C.1.

*****!

b. Major Repair. Major repair is not included within the scope of this contract. Major repair is defined as any individual unit or incident of repair that requires 32 estimated labor hours or more to complete. Major repair will normally be accomplished by separate contract or by Government forces. This exclusion does not apply if the repair is required to correct damage caused by the Contractor's negligence.

c. Replacement, Modernization, Renovation. During the term of the contract, the Government may replace, renovate, or improve systems and equipment by means not associated with this contract. All replaced, improved, updated, modernized, or renovated systems and equipment shall be maintained 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".

d. 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 KO. All defects in material or workmanship, defective parts, or improper installation and adjustments found by the Contractor shall be reported to the KO so that necessary action may be taken. The Contractor shall be knowledgeable of the equipment, parts, and components that are covered by warranty and the duration of such warranties. The KO will furnish available warranty information to the Contractor.

e. As-Built Drawings

(1) Existing as-built drawings will be available to the Contractor for information only. The Government makes no representation as to the completeness or accuracy of these drawings.

(2) A record of all changes/additions to fire protection systems and equipment made by the Contractor shall be provided to the KO within !INSERT NUMBER! calendar days of the completed work. This data shall include, but is not limited to, dimensioned drawings and/or sketches.

!*****
NOTE TO 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.
*****!

f. Interface With Other Contractors and Government Forces. Other Contractors !AND/OR GOVERNMENT FORCES! may be engaged in work in support of the fire protection systems 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.

g. Damages Caused by Weather Conditions or Vandalism. Work required to repair systems 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.

!*****
NOTE TO SPECIFICATION WRITER: Tailor the following paragraphs as required. Remember the service call labor hour limit to be inserted below must be less than 32 hours unless Davis-Bacon wage provisions are to be included in the contract. Paragraphs III.C.1 and III.C.2 of the User's Guide provides additional information and user considerations.
*****!

C.8 GENERAL REQUIREMENTS AND PROCEDURES FOR SERVICE CALL WORK. Service calls are defined as maintenance and repair work requirements which are identified by building occupants or generated by designated Government representatives, and require not more than !INSERT NUMBER! estimated total labor hours for accomplishment. The Contractor shall perform service call work as necessary to determine the cause of system and equipment malfunctions, eliminate the cause(s), and restore the system or equipment to satisfactory working condition. Multiple maintenance and repair requirements received for a single fire protection system in the same building or structure will be combined into one service call. For example, "leaking sprinkler" and "leaking check valve" in the same building/system would be one service call. All service call work is included in the firm fixed-price portion of the contract, and is subject to the Service Contract Act wage determination included in Attachment J-1. When questions arise concerning the labor hours required for a particular job, labor hour requirements will be based on Engineered Performance Standards (EPS) Handbooks or, if not applicable, other estimating sources.

!*****
NOTE TO SPECIFICATION WRITER: The paragraph below provides for a materials cost "cap" or limit for each service call. Beyond this "cap", the Government will reimburse the Contractor for the cost of additional material requirements. See User's Guide paragraph III.C.2 for information on alternate procedures that may be used to limit the Contractor's repair liability.
*****!

a. Shared Material Cost. For any individual unit or incident of repair (i.e., per service call), the Contractor shall furnish all repair parts, assemblies, and other materials required to complete the work. However, the Contractor will be reimbursed for the cost of materials to the extent that the total direct material cost (excluding pre-expended bin materials) exceeds !INSERT DOLLAR LIMIT, \$250 IS RECOMMENDED! per service call. For example, if the total cost of non pre-expended bin materials required to complete a service call is \$1000, the Contractor will be reimbursed !INSERT DOLLAR AMOUNT, E.G., \$750!. Material estimated to cost more than !INSERT SAME DOLLAR LIMIT! shall not be purchased without prior approval of the KO. The limitations of this paragraph do not apply to repairs required to correct damage caused by the Contractor.

(1) Supplier's Price Quotations. To receive reimbursement for the cost of materials, the Contractor shall obtain a minimum of three commercial supplier's quotes when the total direct cost of materials required for a service call exceeds !INSERT SAME DOLLAR LIMIT!. Quotes, including the size, quality,

number of units, and date of expected availability, shall be submitted in writing to the KO as required during the course of work.

(2) Establishing Reimbursement Amount. Material prices used in establishing the reimbursement amount shall be the lowest prices quoted considering the availability of materials and time constraints of the job. The cost of pre-expended bin materials and supplies shall be excluded. !INSERT SAME DOLLAR LIMIT! will be subtracted from the total direct material cost for the job. To this resultant will be added the resultant multiplied by the Contractor's fixed burden rate [see contract line item number (CLIN) 0003 in Section B] to determine the total amount of reimbursement due the Contractor. The KO will then issue an indefinite quantity task order for this amount.

b. Service Call Reception

!*****
NOTE TO SPECIFICATION WRITER: If service calls subject to the Davis-Bacon Act are included in the contract, the Government work reception center must also identify the wage rate applicable to each call, i.e., either Service Contract Act or Davis-Bacon Act.
*****!

(1) During Regular Working Hours. The Government's work reception center will advise the Contractor by phone of all service call requests received during regular working hours, as well as the classification of each call based on the definitions provided below. A description of the problem or requested work, date and time received, system identification and location (building number), classification, and other appropriate information will be placed on a Service Call Work Authorization (see Attachment J-C9) and made available for pickup by the Contractor at the Government's work reception center.

(2) After Regular Working Hours. The Contractor shall receive all service call requests directly from authorized Government representatives after regular working hours, on weekends, and holidays. Calls shall be received and classified by the Contractor as emergency, urgent, or routine in accordance with paragraph C.8.c, and responded to accordingly. If the call is classified as emergency or urgent, the Contractor shall fill out a Service Call Work Authorization, including description of the problem, date and time received, system identification and location (building number), classification, and caller's name and telephone number. If the call is classified as routine, the Contractor shall record the same information, but shall not fill out a Service Call Work Authorization. One copy of each emergency and urgent work authorization and a log of **all** routine calls received shall be delivered to the Government's work reception center by !INSERT TIME! the next regular working day. The KO 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 will 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 fire protection systems that support training equipment or provide other vital services, alarm system sounding (false alarm), discharging sprinkler system, etc.

(2) Urgent Calls. Service calls will be classified as urgent at the discretion of the KO. Generally, urgent calls will consist of providing services or correcting failures which do not immediately threaten personnel, property, or operations/missions, but which would soon inconvenience and/or affect the health or well being of personnel, lead to property damage, or lead to disruptions in operations and/or training missions. Examples include outages in fire protection systems that support vital facilities and which occur after regular working hours, inoperative smoke detectors, etc. Calls will also be classified as urgent when the service or failure has upper level or command/management attention.

(3) Routine Calls. Service calls will be classified as routine when the work does not qualify as an emergency or urgent call. Examples include inspection and cleaning of strainers after each flow or system actuation and routine repairs to fire alarm systems, fire pumps, water lines, etc.

d. Response to Service Calls. The Contractor shall have procedures for receiving and responding to service calls 24 hours per day, 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. An individual fully familiar with the Contractor's work control procedures and the terms and conditions of this contract shall answer all telephone calls within 30 seconds. Service calls shall be considered received by the Contractor at the time and date the telephone call is placed by the Government's work reception center or other authorized Government representative.

!*****
NOTE TO SPECIFICATION WRITER: The user must insert response and completion times as required to suit the activity's needs. Remember that quick response to service calls adds to contract cost and may contribute to contract administrative problems. Do not specify response times that are more rapid than are truly needed.
*****!

(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 arrest the emergency condition before departing the job site (e.g., shut off water and replace broken sprinkler heads, replace broken alarm initiating devices, correct short circuit fault in alarm systems, etc.). If further labor and material (follow-up work) are required to complete the repair, the call will be reclassified by the KO 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 paragraph C.8.d(2) below shall apply.

(b) Urgent Calls. The Contractor shall be on the job site and working within !INSERT NUMBER! hours after receipt of an urgent service call received between the hours of !7:00 AM TO 4:00 PM!. Calls received between !4:00 PM! and midnight shall be responded to by !9:00 AM! the next calendar day. Calls received between midnight and !7:00 AM! shall be responded to by !NOON!

the same calendar day. Once begun, work shall be prosecuted to completion and shall be completed within !INSERT NUMBER! hours.

(c) Routine Calls. All routine service calls shall be completed within !INSERT NUMBER! Contractor working days after receipt. Once begun, work shall be prosecuted until completion. Routine calls shall normally be accomplished during regular working hours.

(2) Beyond the Scope of a Service Call. If the Contractor responds to a service call and believes that the work required is beyond the scope of a service call as defined above, the work authorization form shall be returned to the work reception center no later than !INSERT TIME! the following workday. The Contractor shall attach a summary of the work needed and a detailed EPS estimate showing labor hour and material requirements. The KO may waive the requirement to submit estimates in cases where the scope of work is clearly beyond that of a service call.

(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 issued by the Government, or the original work authorization will be canceled. If the original is canceled, the work may be accomplished 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 will be returned to the Contractor for work completion. Work on such calls shall still be completed within !INSERT NUMBER! Contractor working days from the original receipt date/time, plus the amount of time the work authorization was held by the KO for determination.

e. Completed Calls. Within one Government working day after completion of each service call, the Contractor shall add the following information to the service call work authorization and return to the Government's work reception center:

- (1) Description of work actually completed.
- (2) Brief description of material and parts used, including quantities.
- (3) Date and time work began.
- (4) Date and time work was completed.
- (5) Hours of labor (by craft) expended.
- (6) Signature or initials of the Contractor's craftsman performing the work (or supervisor), indicating the work has been completed.

f. Materials and Equipment. 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 shall not relieve the Contractor from the requirement to complete service call work within the time limits specified above.

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

!*****

NOTE TO SPECIFICATION WRITER: The intent of ITM is to achieve a 99% overall system reliability in response to an actual fire event. Needed repairs identified should first be screened by the Facilities Management Engineering Director then, if appropriate, performed by service call. Dollar and time limits set below should be based on the number, size, complexity, and condition of the equipment.

*****!

C.9 INSPECTION, TESTING, AND MAINTENANCE (ITM) WORK. The Contractor shall accomplish inspection, testing, and maintenance (ITM) on the fire protection systems listed in Attachment J-C1. All necessary repairs identified during ITM work shall be completed, and all required services, parts, and materials provided as part of the ITM. However, if repairs require more than !INSERT NUMBER! estimated labor hours to complete, or will exceed !INSERT DOLLAR AMOUNT! in total direct material costs, the KO shall be notified within one hour. Necessary repairs may be accomplished by issuing a service call per paragraph C.8. In some cases, verbal authorization may be given to make repairs, e.g., if it is more economical to accomplish repairs during ITM, such as while a valve is open for cleaning and inspection. ITM consists primarily of inspection, testing, lubricating, cleaning, calibration, and minor part and component replacement (e.g., batteries, fuses, lubricants, etc.) as required to verify proper system operation; minimize malfunction, breakdown, and deterioration of systems and equipment; and identify and/or perform any repairs required to bring the equipment up to the manufacturer's operating standards. Work accomplished shall be documented using the appropriate ITM Checklist in Attachment J-C10; technical ITM tasks shall be performed according to manufacturer's instructions and Unified Facilities Criteria (UFC) 3-600-02 (document available at the following website - http://www.efdlant.navfac.navy.mil/lantops_15/home.htm). The Government will provide available manuals, pamphlets, etc. to the Contractor. All work is subject to the Service Contract Act wage determination included in Attachment J-1.

!*****

NOTE TO SPECIFICATION WRITER: ITM frequencies are identified in the Schedule, Section B as well as Attachment J-C10. The Contractor will normally be required to develop and submit a detailed ITM schedule for approval by the KO. However, the user may want to require the Contractor use a previously developed schedule which would be included as 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, the user must tailor the following paragraph so it is clear what specific ITMs will be performed during the base period. For example, indicate which specific annual ITMs will be performed during the base period.

*****!

a. Scheduling Requirements. Within 15 calendar days after award of the contract, the Contractor shall submit a schedule for the accomplishment of all ITM work. The schedule must provide the location, system/equipment, work to be performed (e.g., monthly ITM), and the week of the month ITM will be performed. 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 for the KO's approval not later than Wednesday of the week prior to scheduled accomplishment.

a.(OPTIONAL) The Contractor shall perform ITMs 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 for the KO's approval not later than Wednesday of the week prior to scheduled accomplishment.

!*****
NOTE TO SPECIFICATION WRITER: Tailor the following paragraph if facility history files are to be maintained by the Government.
*****!

b. ITM Checklists. Completed ITM Checklists shall be filed in the facility history file as described in paragraph C.6.d; a copy shall be forwarded to the QAE within one working day after accomplishing the ITM.

!*****
NOTE TO SPECIFICATION WRITER: The following paragraph describes how indefinite quantity work will be ordered, and illustrates the scopes of work that must be furnished for each CLIN. The items of work shown below are provided as examples only, and should not be considered complete. If additional items of work are added, they too should be described in detail in this paragraph. Remember, work must be accomplished in less than 32 labor hours unless Davis-Bacon wage provisions are included in the contract. See paragraphs III.C.1 and III.C.4 of the User's Guide for more detailed information.
*****!

C.10 GENERAL REQUIREMENTS AND PROCEDURES FOR INDEFINITE QUANTITY WORK.

Indefinite quantity work will be ordered by the KO on a task order in accordance with the "PROCEDURES FOR ISSUING ORDERS" clause in Section G. Unless noted otherwise, all work must be completed within !INSERT NUMBER! days after task order receipt. All work is subject to the Service Contract Act wage determination provided as Attachment J-1.

a. Fire Hydrants

(1) Replacement. Fire hydrant replacement includes removal of the existing hydrant; installation of a new hydrant meeting the requirements specified in Attachment J-C6, including all required fittings and connections to the water distribution system; and backfilling and returning the site to its original condition, including replacement of pavement or top soil and sod, etc.

(2) Rebuilding. Fire hydrant rebuilding includes replacement of all packing, gaskets, operating nuts, and nozzle threads. Upon completion, the hydrant shall operate as designed.

b. Post Indicator Valves. Post indicator valve replacement includes removal of the existing valve; installation of a new valve meeting the requirements specified in Attachment J-C6, including all required fittings and connections to the water distribution system; and backfilling and returning the site to its original condition, including replacement of pavement or top soil and sod, etc.

C.11 GENERAL ADMINISTRATIVE REQUIREMENTS

a. Directives. The Contractor shall comply with applicable Department of Defense (DoD), Secretary of the Navy (SECNAV), Chief of Naval Operations (OPNAV), and other directives, instructions, and regulations as posted or as specified by the KO.

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. The KO shall approve the use of high energy consuming tools or equipment.

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 that 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 workspace 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. The Contractor shall reimburse 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 used 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 nameplate, 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.

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.

*****!

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<u>ATTACHMENT NUMBER</u>	<u>TITLE</u>
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J-C1	Description of Fire Protection Systems
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J-C10	Inspection, Testing, and Maintenance (ITM) Checklists
J-E1	List of Engineered Performance Standards Handbooks
J-E2	CPAR Form - Services, Information Technology, and Operations Support

ATTACHMENT J-1

DEPARTMENT OF LABOR WAGE DETERMINATION

Attached is Service Contract Act Wage Determination !INSERT NUMBER!. This determination specifies the minimum wages and fringe benefits to be paid under this contract.

ATTACHMENT J-C1

DESCRIPTION OF FIRE PROTECTION SYSTEMS

!*****
 NOTE TO SPECIFICATION WRITER: A complete and accurate inventory of the activity's fire protection systems must be furnished. See User's Guide paragraph III.A.3 for additional information. Add other pertinent equipment information to the examples provided if needed to adequately describe each of the systems to be maintained by the Contractor.
 *****!

The following fire protection systems and equipment shall be maintained and repaired by the Contractor.

A. FIRE DETECTION AND ALARM SYSTEMS

<u>BUILDING</u>	<u>NAME/BRAND</u>	<u>NO. OF ZONES</u>	<u>TRANSMIT TO FIRE STATION</u>	<u>BATTERY</u>	<u>TYPE OF ALARM</u>
116	Simplex	4	Yes	Dry (Recharge)	Pull Box and Detectors
224	Faraday	2	Yes	Dry (Recharge)	Pull Box and Flow Switches
295	Gamewell	3	Yes	Dry (Recharge)	Pull Box, Duct Detectors, and Flow Switch
301 (Fire Station)	Gamewell Central Monitor Form 4 Switchboard	120	N/A	Dry (Recharge)	Tape Slasher Air Horn Bells

Telegraphic lines/cables:

- Aerial - 13,000 linear feet
- Buried - 12,000 linear feet

B. WET PIPE AUTOMATIC SPRINKLER SYSTEMS

<u>BUILDING</u>	<u>NUMBER</u>	<u>APPROXIMATE SQUARE FEET</u>	<u>MANUFACTURER</u>
18	1	123,000	Star
26	1	50,000	Grinnel
44	1	12,600	Auto Sprinkler

C. FIRE PUMPS

<u>BUILDING</u>	<u>PUMP MANUFACTURER</u>	<u>CAPACITY</u>	<u>NUMBER</u>	<u>POWER DRIVE</u>
227	Fairbanks-Morse	1,000 GPM (each)	2	Cummins Diesel (Direct Drive)
308	Peerless	2,000 GPM (each)	3	Cummins Diesel (Direct Drive)

D. HYDRANTS AND MONITORS

<u>LOCATION</u>	<u>TYPE</u>	<u>MANUFACTURER</u>	<u>NUMBER</u>
Base-Wide	Dry Barrel	Muellar	100
Dead-End	Dry Barrel	Muellar	20

E. HIGH EXPANSION FOAM SYSTEMS

<u>BUILDING</u>	<u>NUMBER OF SYSTEMS</u>	<u>NUMBER OF TANKS AND SIZE</u>	<u>APPROXIMATE SQUARE FEET</u>	<u>MANUFACTURER</u>
Hangar #2	1	3 @ 1,500 GALS.	100,000	National Foam

F. HALON SYSTEMS

<u>BUILDING</u>	<u>TYPE</u>	<u>NUMBER OF SYSTEMS</u>	<u>NUMBER OF TANKS AND SIZE</u>	<u>APPROXIMATE SQUARE FEET</u>	<u>MFG</u>
110 (Computer Rm)	Halon 1301	1	2 @ 28 LBS.	2,000	Fenwal
116 (Computer Rm)	Halon 1301	1	2 @ 60 LBS.	6,000	Ansul

G. DRY AND WET CHEMICAL SYSTEMS

<u>BUILDING</u>	<u>NUMBER OF SYSTEMS</u>	<u>NUMBER OF CYLINDERS AND SIZE</u>	<u>MANUFACTURER/MODEL</u>
308	1	1 @ 15 LBS.	Safety First/30A
367	2	2 @ 15 LBS.	Safety First/30A
342	1	1 @ 15 LBS.	Safety First/30A

!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 Quality Benchmarks (QBs) for each work requirement (See PRS Column 3). The QB is the defect rate in a population of services which, when exceeded, indicates the Contractor's quality control is not effective. The QB does not represent a threshold for payment deductions. Deductions are taken for all defects (with appropriate credit for rework) regardless of whether the QB 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 unsatisfactory or nonperformed work. The user should verify that the percentages shown are representative of the activity's requirements, and modify as required. The QBs shown are suggested rates only.
*****!

WORK REQUIREMENTS (Column 1)	STANDARDS OF PERFORMANCE (Column 2)	QUALITY BENCHMARK (Column 3)	WEIGHT (Column 4)
------------------------------------	-------------------------------------------	------------------------------------	----------------------

1. CONTRACT REQUIREMENT: EMERGENCY SERVICE CALLS

A. Timely Response	At job site within !INSERT NUMBER! minutes with proper tools and equipment [paragraph C.8.d(1)(a)]	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)(a)]	2%	10% of unit price, CLIN 0001AA
C. Quality 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 and appropriate documentation prepared after regular working hours, completed work authorization and returned within one Government 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 NUMBER! hours if received !7:00 AM TO 4:00 PM!, by !9:00 AM! next calendar day if received between !4:00 PM! and midnight, and by !NOON! same calendar day if received between midnight and !7:00 AM! with proper tools/equipment [paragraph C.8.d(1)(b)]	3%	20% of unit price, CLIN 0001AB
B. Timely Completion	Once begun, work prosecuted to completion and completed within !INSERT NUMBER! hours [paragraph C.8.d(1)(b)]	3%	10% of unit price, CLIN 0001AB
C. Quality Work*	Repairs completed in conformance with quality standards, Section C	3%	60% of unit price, CLIN 0001AB

WORK REQUIREMENTS (Column 1)	STANDARDS OF PERFORMANCE (Column 2)	QUALITY BENCHMARK (Column 3)	WEIGHT (Column 4)
D. Proper Procedures	Properly classified and appropriate documentation prepared after regular working hours, completed work authorization and returned within one Government 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	Completed within !INSERT NUMBER! Contractor working days [paragraph C.8.d.1.(c)]	5%	15%of unit price, CLIN 0001AC
C. Quality Work*	Repairs completed in conformance with quality standards, Section C	5%	75% of unit price, CLIN 0001AC
C. Proper Procedures	Properly classified and appropriate documentation prepared after regular working hours, completed work authorization and returned within one Government working day [paragraphs C.8.b(2) and C.8.e]	5%	10% of unit price, CLIN 0001AC

4. CONTRACT REQUIREMENT: INSPECTION, TESTING, AND MAINTENANCE (ITM) WORK

A. Timely Completion	Work completed by date specified in approved ITM schedule or as authorized by the KO (paragraph C.9.a)	3%	15% of unit prices, CLINs 0001AD through 0001AS
B. Quality Work*	All ITM tasks completed, in scope deficiencies corrected in conformance with quality standards, out of scope deficiencies documented (paragraph C.9)	3%	75% of unit prices, CLINs 0001AD through 0001AS
C. Proper Checklist	Completed ITM Checklist filed in facility history file within two working days of completion and copy provided to QAE within one working day (paragraphs C.6.d and C.9.b)	3%	10% of unit prices, CLINs 0001AD through 0001AS

WORK REQUIREMENTS (Column 1)	STANDARDS OF PERFORMANCE (Column 2)	QUALITY BENCHMARK (Column 3)	WEIGHT (Column 4)
------------------------------------	-------------------------------------------	------------------------------------	----------------------

5. CONTRACT REQUIREMENT: INDEFINITE QUANTITY WORK

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

* 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	2000	Storage (1)	500 SF
		Rest Rooms (2)	300 SF
		Office Space (2)	<u>1200 SF</u>
		TOTAL =	2000 SF

!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. 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>AGE (YEARS)</u>	<u>LOCATION</u>
Pipe-Threading Machine	1	Ridgid	1822-I	10	Bldg 5

!ETC!

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 no 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.

<u>DESCRIPTION</u>	<u>TYPE</u>	<u>QUANTITY</u>
Fire Hydrants	4-inch Dry Barrel	10 each
Valves	4-inch Alarm Check	15 each
Valves	3-inch Gate	5 each
Valves	2-inch Gate	15 each
Pipe	1-inch Galvanized Steel	210 linear feet

!ETC!

ATTACHMENT J-C6

CONTRACTOR FURNISHED MATERIAL

!*****
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 ordered from <http://astimage.daps.dla.mil/online/index.cfm>.
*****!

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

1. American National Standards Institute (ANSI)

ANSI-C80.1 Rigid Steel Conduit, Zinc Coated

ANSI-C80.3 Electrical Metallic Tubing, Zinc Coated
2. American Society for Testing and Materials (ASTM)

ASTM-A106 Seamless Carbon Steel Pipe for High-Temperature Service
3. American Water Works Association (AWWA)

AWWA-C502 Dry-Barrel Fire Hydrants
4. Manufacturers Standardization Society of Valve and Fittings Industry (MSS)

MSS-SP70 Cast Iron Gate Valves, Flanged and Threaded Ends

MSS-SP71 Cast Iron Swing Check Valves, Flanged and Threaded Ends

MSS-SP80 Bronze Gate, Globe, Angle and Check Valves
5. Military Handbook (MIL-HDBK)

MIL-HDBK-1008 Fire Protection for Facilities Engineering, Design, and Construction
6. National Association of Plumbing-Heating-Cooling Contractors (NAPHCC)

NAPHCC-NSPC Plumbing Code - Illustrated
7. National Electrical Manufacturers Association (NEMA)

NEMA-WC3 Rubber-Insulated Wire and Cable for the Transmission and Distribution of Electrical Energy

NEMA-WC5 Thermoplastic-Insulated Wire and Cable for the Transmission and Distribution of Electrical Energy
8. National Fire Protection Association (NFPA)

NFPA12 System, Carbon Dioxide Extinguishing, Standard on

NFPA12A Fire Extinguishing Systems, Halon 1301
NFPA14 System, Standpipe & Hose Installation of the, Standard for
NFPA17 System, Dry Chemical Extinguishing, Standard on
NFPA17A Chemical, Wet, Extinguishing Systems
NFPA20 The Installation of Centrifugal Fire Pumps, Standard for
NFPA70 National Electrical Code

9. Southern Building Code Congress International (SBCCI)

SBCCI SPC Standard Plumbing Code

10. Underwriters Laboratories (UL)

UL199 Automatic Sprinklers for Fire-Protection Service

!ETC!

ATTACHMENT J-C7

LIST OF 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>REFERENCE</u>	<u>RECORD/REPORT TITLE</u>	<u>WHEN SUBMITTED</u>	<u>EXAMPLE ATTACHED</u>
1. Paragraph C.6.d	History File	Within five days of contract completion	No
2. Paragraph C.8.e	Service Call Work Authorization	Within one working day after service call completion	Attach J-C8
3. Paragraph C.9.b	Inspection, Testing, and Maintenance (ITM) Checklist	Within one working day after ITM completion	Attach J-C10

!ETC!

ATTACHMENT J-C8

SERVICE CALL WORK AUTHORIZATION

!*****

NOTE TO SPECIFICATION WRITER: Substitute a locally developed or computer generated form in place of the example provided on the following page, if desired.

*****!

The attached SERVICE CALL WORK AUTHORIZATION will be used to document the accomplishment of service call work as specified in the "GENERAL REQUIREMENTS AND PROCEDURES FOR SERVICE CALL WORK" paragraph, Section C.

SERVICE CALL WORK AUTHORIZATION

(COMPLETED BY GOVERNMENT WORK RECEPTION DESK DURING REGULAR WORKING
HOURS AND BY CONTRACTOR AFTER REGULAR WORKING HOURS)

DATE/TIME RECEIVED _____	CALL CLASSIFICATION:
CALLER'S NAME/PHONE NO. _____	EMERGENCY <input type="checkbox"/>
SYSTEM IDENTIFICATION _____	URGENT <input type="checkbox"/>
SYSTEM LOCATION _____	ROUTINE <input type="checkbox"/>
DESCRIPTION OF PROBLEM _____	

(COMPLETED BY CONTRACTOR)

DESCRIPTION OF WORK COMPLETED _____

MATERIALS AND PARTS USED _____

DATE/TIME WORK BEGAN _____ DATE/TIME WORK COMPLETED _____

LABOR HOURS (BY CRAFT) EXPENDED _____

CRAFTSMAN'S/SUPERVISOR'S SIGNATURE AND DATE _____

ATTACHMENT J-C9

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/offers. 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 fire protection systems to be maintained under this contract. It is not considered sufficiently accurate for bidding purposes by itself, but is included to indicate the types and approximate order of magnitude of the work.

<u>CLASSIFICATION</u>	<u>NUMBER OF SERVICE CALLS</u>	
	<u>2000</u>	<u>2001</u>
Emergency	68	80
Urgent	82	92
Routine	160	173

The various trades listed below were used in performing the service calls above. The percentage of the total number of service calls in which each trade was involved is also provided. For example, electricians were involved in approximately 70% of the calls shown above. Some calls involved more than one trade.

<u>TRADE/CRAFT</u>	<u>TRADE INVOLVEMENT</u>
Electrical	70%
Plumbing/Pipefitting	30%
Labor	25%

The approximate percentages of emergency, urgent, and routine service calls received after regular working hours and on weekends/holidays are shown below.

<u>CLASSIFICATION</u>	<u>PERCENTAGE OF CALLS RECEIVED AFTER REGULAR HOURS</u>	
	<u>2000</u>	<u>2001</u>
Emergency	10%	12%
Urgent	6%	7%
Routine	2%	9%

Actual hours required for the completion of service calls during the specified years are furnished below.

ACTUAL HOURS REQUIRED FOR COMPLETION	PERCENTAGE OF CALLS BY YEAR	
	<u>2000</u>	<u>2001</u>
0 - 4 Hours	84%	80%
4 - 8 Hours	8%	10%
8 - 16 Hours	6%	7%
Over 16 Hours	2%	3%

ATTACHMENT J-C10

INSPECTION, TESTING, AND MAINTENANCE (ITM) CHECKLISTS

!*****
NOTE TO SPECIFICATION WRITER: Modify the following checklists as required to match the technical specifications and the systems/equipment at your activity. See UFC 3-600-02 (http://www.efdlant.navfac.navy.mil/lantops_15/home.htm) for additional information.
*****!

ITM CHECKLIST FOR FIRE DETECTION AND ALARM SYSTEMS

Location _____ Type of ITM (frequency) _____

Scheduled Completion Date _____ Actual Completion Date _____

FREQUENCY	COMPONENT	TASKS
Monthly	Control Panels and Annunciator Equipment (unmonitored only)	Inspect panel condition (connections, fuses, LEDs).
Annual	Control Panel and Annunciator Equipment (monitored)	Test to very proper receipt of alarm supervisory and trouble signals (inputs) and operation of notification appliances and auxiliary functions (outputs). Verify all lamps and LEDs are illuminated. Load test backup batteries.
	Fire Alarm Boxes	Verify box is accessible (visual).
	Radiant Energy Detectors	Test to verify alarm initiation and receipt. Verify no facility change that affects performance.
	Gas Detectors	Test to verify alarm initiation and receipt. Verify no facility change that affects performance.
	Notification Appliances and Voice Communication (telephone, speakers, horns, and strobe lights)	Test to verify operability.
	Digital Alarm Transmitters and Receivers	Test to verify operability.
2 Years	Fire Alarm Boxes	Operate to verify alarm receipt.
	Heat Detectors (restorable)(only those required by MIL-HDBK-1008)	Test with heat source to verify alarm initiating and receipt. Verify no facility change that affects performance.
	Smoke Detectors (only those required by MIL-HDBK-1008)	Test with smoke or aerosol to verify smoke entry and alarm initiation and receipt. Verify no facility change that affects performance.
	Supervisory Devices (low air, temperature, water level)	Test to verify initiation and receipt of supervisory alarm.
5 Years	Smoke Detectors (only those required by MIL-HDBK-1008)	Test detector sensitivity to ensure the detector has remained within its listed and marked sensitivity range (or 4 percent obscuration light gray smoke, if not marked).

Deficiencies corrected during ITM visit _____

Deficiencies remaining after ITM visit _____

Signature of craftsperson completing ITM/date _____

Date received by QAE _____

ITM CHECKLIST FOR WET PIPE AUTOMATIC SPRINKLER SYSTEMS

Location _____ Type of ITM (frequency) _____

Scheduled Completion Date _____ Actual Completion Date _____

FREQUENCY	COMPONENT	TASKS
Monthly	Control Valves (without lock or supervision)	Verify valve position.
Annual	Control Valves (locked or supervised)	Verify valve position.
	Waterflow Alarm Devices	Operate to verify initiation and receipt of alarm. Verify alarm test valve alignment and tamper switch (if supervised).
	Alarm Valve and Trim	Visually check exterior of valves, gauges, and trim alignment. Verify valve pressure and legibility of hydraulic nameplate.
	Main Drain	Conduct main drain test to verify supply (valve position).
	Fire Department Connection	Verify accessibility and condition. If caps removed or missing, check for obstructions.
2 Years	Control Valves	Operate valve through entire travel to verify function. Lubricate valves and stems to ensure operability.
5 Years	Alarm Valve	Clean and inspect internally to verify condition.
	Anti-freeze Loops	Confirm correct solution mixture.

Deficiencies corrected during ITM visit _____

Deficiencies remaining after ITM visit _____

Signature of craftsperson completing ITM/date _____

Date received by QAE _____

ITM CHECKLIST FOR WATER SPRAY SYSTEMS

Location _____ Type of ITM (frequency) _____

Scheduled Completion Date _____ Actual Completion Date _____

FREQUENCY	COMPONENT	TASKS
Monthly	Control Valves (without lock or supervision)	Verify valve position.
Annual	Control Valves (locked or supervised)	Verify valve position.
	Waterflow Alarm Devices	Operate to verify initiation and receipt of alarm. Verify alarm test valve alignment and tamper switch (if supervised).
	Pre-Action Valve and Trim	Inspect exterior of valves, gauges, and trim alignment. Verify valve pressure and legibility of hydraulic nameplate.
	Main Drain	Conduct main drain test to verify supply (valve position).
	Fire Department Connection	Verify accessibility and condition. If caps removed or missing, check for obstructions.
	Valve and Riser Enclosure Heater	Verify operability at beginning of heating season.
	Low Temperature Alarm	Verify initiation and receipt of alarm at beginning of heating season.
2 Years	Control Valves	Operate valve to verify operability. Lubricate valve stem.
	Water Spray Valve	Trip to verify operability. Verify manual actuators (if provided). Verify spray pattern (if experience shows nozzles are not moved, this can be extended to 10 years or after modifications). Inspect interior of valve and clean valve seat before resetting.
	Low Point Drains	Drain all low points after pre-action valve trip test and before cold weather.
5 Years	Strainers	Clean and inspect interior to verify condition.

Deficiencies corrected during ITM visit _____

Deficiencies remaining after ITM visit _____

Signature of craftsperson completing ITM/date _____

Date received by QAE _____

ITM CHECKLIST FOR HIGH EXPANSION FOAM SYSTEMS

Location _____ Type of ITM (frequency) _____

Scheduled Completion Date _____ Actual Completion Date _____

FREQUENCY	COMPONENT	TASKS
Annual	Foam Concentrate	Inspect to verify adequate supply.
	Foam Generator	Inspect to verify condition and proper valve alignment.
2 Years	Foam Generator	Conduct discharge test to verify operability.
	Actuators	Verify all manual and automatic actuators function.

Deficiencies corrected during ITM visit _____

Deficiencies remaining after ITM visit _____

Signature of craftsperson completing ITM/date _____

Date received by QAE _____

ITM CHECKLIST FOR STANDPIPE SYSTEMS

Location _____ Type of ITM (frequency) _____

Scheduled Completion Date _____ Actual Completion Date _____

FREQUENCY	COMPONENT	TASKS
Semiannual	Hose Connection and Pressure Reducing Valves	Inspect for damage, leaking, missing caps, and obstruction.
2 Years	Piping	Inspect for damage and pipe supports.
5 Years	Standpipe	Conduct flow test to verify flow capacity. Hydrostatic test to ensure integrity.

Deficiencies corrected during ITM visit _____

Deficiencies remaining after ITM visit _____

Signature of craftsperson completing ITM/date _____

Date received by QAE _____

ITM CHECKLIST FOR HYDRANTS AND MONITORS

Location _____ Type of ITM (frequency) _____

Scheduled Completion Date _____ Actual Completion Date _____

FREQUENCY	COMPONENT	TASKS
2 Years	Hydrants	Inspect for accessibility, leaks, and worn threads. Operate to ensure proper functioning. Verify drainage of barrel (after all operations and before cold weather). Lubricate hydrant to ensure ease of operation.
	Yard Monitor Nozzles	Inspect for condition. Conduct flow test to verify proper function and range of motion. Lubricate to ensure proper operating conditions.
	Hose Houses	Inspect for accessibility and physical condition. Verify inventory and its condition.
5 Years	Underground and Exposed Piping	Conduct flow tests.

Deficiencies corrected during ITM visit _____

Deficiencies remaining after ITM visit _____

Signature of craftsperson completing ITM/date _____

Date received by QAE _____

ITM CHECKLIST FOR FIRE PUMPS

Location _____ Type of ITM (frequency) _____

Scheduled Completion Date _____ Actual Completion Date _____

FREQUENCY	COMPONENT	TASKS
Monthly	Pump House	Inspect for proper condition, ventilation, and heating.
	Control Valve and Isolation Valve	Verify proper valve position.
	Pressure Gauges	Check reading and verify gauge operability.
	Controllers	Inspect electric connections. Operate manual and automatic stations.
	Batteries	Verify proper charge.
	Pumps	Start and churn to verify operability. (Where equipment permits, allow water to flow back to the source.) Verify operation of relief valves. Verify full level (for engine-driven pumps). Inspect exhaust system for leaks (for engine-driven pumps). For engine driven pumps, start again using second battery set and churn to verify operability. (Where equipment permits, allow water to flow back to the source.)
2 Years	Control Valve	Operate and lubricate valves to ensure operability.
	Controllers	Calibrate pressure switches. Exercise circuit breakers and switches to verify operability. Inspect fuses.
	Pumps	Check coupling alignment to ensure shaft aligned. Check pump shaft end play. Lubricate bearings, couplings, and right-angle drives.
	Fuel (Engine-Driven Pumps)	Sample fuel to verify quality.
	Relief Valves	Calibrate valves.
	Emergency Power Supply	Test to verify availability and capacity for pump motor.
5 Years	Pump	Conduct flow test to verify pump output.

Deficiencies corrected during ITM visit _____

Deficiencies remaining after ITM visit _____

Signature of craftsperson completing ITM/date _____

Date received by QAE _____

ITM CHECKLIST FOR DRY AND WET CHEMICAL SYSTEMS

Location _____ Type of ITM (frequency) _____

Scheduled Completion Date _____ Actual Completion Date _____

FREQUENCY	COMPONENT	TASKS
Semiannual	Piping	Inspect piping for obstructions and proper support.
	Storage Vessels	Inspect agent container for condition. Verify storage pressure of propellant.
	Agent	Verify quantity and quality of agent.
	Actuators	Inspect manual actuators for accessibility. Inspect detection devices (fusible links or heat detectors) for contamination, and clean or replace as necessary. Test actuation system without agent release. Verify interfaces (gas shutoff, power shutoff) operate properly.
Annual	Actuators	Replace detection devices (fusible links or heat detectors).
5 Years	Storage Vessels	Conduct hydrostatic test for pressure cylinders in accordance with OSHA and DOT standards.

Deficiencies corrected during ITM visit _____

Deficiencies remaining after ITM visit _____

Signature of craftsperson completing ITM/date _____

Date received by QAE _____

ITM CHECKLIST FOR HALON SYSTEMS

Location _____ Type of ITM (frequency) _____

Scheduled Completion Date _____ Actual Completion Date _____

FREQUENCY	COMPONENT	TASKS
Annual	Piping	Inspect piping and nozzles for condition and orientation.
	Flexible Hoses	Inspect for damage.
	Storage Vessels	Inspect storage containers' exterior (tanks, spheres, cylinders).
	Agent and Propellant	Verify quantity of agent is sufficient. Verify pressure of agent/propellant is sufficient.
	Actuators	Inspect manual actuators for accessibility. Test actuation without agent release.
	Auxiliary Equipment	Test to verify interfaces (equipment shutdown, dampers, door closures) operate properly and are activated by the system actuation.
	Valves	Verify valves in proper alignment.
2 Years	Protected Enclosure	Inspect the enclosure to verify integrity and ability to maintain agent concentration.
5 Years	Cylinders	Complete external inspection of non-discharged cylinders to ensure suitability for use.
	Flexible Hoses	Pressure test hoses to ensure suitability for use.

Deficiencies corrected during ITM visit _____

Deficiencies remaining after ITM visit _____

Signature of craftsperson completing ITM/date _____

Date received by QAE _____

ITM CHECKLIST FOR CARBON DIOXIDE SYSTEMS

Location _____ Type of ITM (frequency) _____

Scheduled Completion Date _____ Actual Completion Date _____

FREQUENCY	COMPONENT	TASKS
Semiannual	Liquid Level (low pressure CO ₂)	Verify adequate liquid level with tank level gauge.
Annual	Piping and Nozzles	Inspect piping for condition and proper support. Check nozzles for obstruction and alignment.
	Flexible Hoses	Inspect for damage.
	Low Pressure Tanks	Check level and pressure gauges. Verify valve alignment.
	High Pressure Cylinders	Inspect for condition and securing.
	Actuation System	Exercise control panel function including zone valve operation. Inspect manual actuators for accessibility. Check times and time delay (pre-discharge).
	Auxiliary Equipment	Test to verify interfaces (shutdown, door closers, dampers) operate properly and are activated by the control panel.
2 Years	High Pressure Cylinders	Verify CO ₂ quantity by weighing cylinders.

Deficiencies corrected during ITM visit _____

Deficiencies remaining after ITM visit _____

Signature of craftsperson completing ITM/date _____

Date received by QAE _____

ATTACHMENT J-E1

LIST OF ENGINEERED PERFORMANCE STANDARDS HANDBOOKS

The handbooks listed below may be downloaded from the following website -
http://www.efdlant.navfac.navy.mil/lantops_16/download.htm

<u>HANDBOOK NUMBER</u>	<u>CRAFT</u>
01	General
02	Carpentry
03	Electrical
04	HVAC
05	Janitorial
06	Machine Shop/Repair
07	Masonry
08	Moving and Rigging
09	Paint
10	Plumbing/Pipefitting
11	Roads & Grounds
12	Sheet Metal, Structural Welding
13	Trackage
14	Wharfbuilding
-	Preventive/Recurring Maintenance
-	Work Estimating Desk Guide

ATTACHMENT J-E2

CPAR FORM - SERVICES, INFORMATION TECHNOLOGY, AND OPERATIONS SUPPORT

SERVICES, INFORMATION TECHNOLOGY, AND OPERATIONS SUPPORT CPAR FORM														
FOR OFFICIAL USE ONLY (When Filled In)														
CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR) - <small>(Source Selection Sensitive Information)(See FAR 3.104)</small>										SERVICES INFORMATION TECHNOLOGY OPERATIONS SUPPORT				
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 PERFORMANCE (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)		

END OF SECTION J

QUALITY ASSURANCE GUIDE

GUIDE PERFORMANCE WORK STATEMENT FOR
MAINTENANCE OF FIRE PROTECTION SYSTEMS

QUALITY ASSURANCE GUIDE
GUIDE PERFORMANCE WORK STATEMENT FOR
MAINTENANCE OF FIRE PROTECTION SYSTEMS

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QUALITY ASSURANCE GUIDE
GUIDE PERFORMANCE WORK STATEMENT FOR
MAINTENANCE OF FIRE PROTECTION SYSTEMS

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 fire protection systems maintenance, 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 fire protection systems maintenance 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 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 fire protection systems maintenance 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 performance summary report.

B. QAE Training. Personnel tasked with monitoring the Contractor's performance must be experienced in fire protection systems maintenance, and adequately trained in QA methods and procedures 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 should be contacted for QAE training scheduling or assistance. Additional training may also be required to ensure appropriate knowledge is available to inspect maintenance of fire protection 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 Fire Department, 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 Organization and Staffing

1. NAVFAC P-68, *Contracting Manual* discusses the responsibilities of the organizations and individuals accountable for the day-to-day administration of facilities support contracts. Ideally, QAEs should organizationally report to the FSCM or other individual in the activity's contract administration organization. However, in this case it may be more practical for QAEs to be appointed on a collateral duty basis from within the activity's Fire Department, especially if the number of systems included in the contract is small. Fire Department personnel check fire protection systems regularly as part of routine facility fire inspections, and are therefore knowledgeable of system operation and maintenance requirements.

2. Regardless of where QAEs are located organizationally, the most well developed QA program will not be effective if QAE staffing is inadequate. Ideally, QAE staffing should be based on a predetermined 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, attend safety meetings, prepare contract modifications, make 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 that 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 NAVFAC MO-327. The following discussion provides relevant information for the surveillance of fire protection systems maintenance.

A. Functional Considerations. Monitoring of fire protection systems maintenance poses some unique requirements for the QAE as discussed below.

1. The QAE may find it necessary to be on-site during the performance of many of the ITMs selected for inspection, or it will be impossible to determine if the required work was actually completed.

2. Customer Complaint Program. A properly established and administered customer complaint program can be of great benefit to the QAE in the identification of poorly performed work and the reduction of multiple

service calls to correct the same problem. Two likely sources of customer complaints are building managers and the activity's Fire Department, assuming the QAE is not assigned from that Department. Fire Department personnel routinely inspect facilities for fire prevention problems, and generally have some basic knowledge of the systems being maintained under the contract.

a. Internal procedures used to receive, record, respond to, and track customer complaints should be established and disseminated prior to contract award. Building managers and Fire Department personnel must be familiar with contract requirements, reporting procedures, and responsibilities. Each service call received by the activity's work reception center 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 caller, and should be passed to the QAE for validation and rework if appropriate.

b. A Customer Complaint Record (see page QA-16) should be used to record actions taken on each complaint received. For some complaints, the caller may simply be told to call back if the Contractor has not satisfactorily completed the work by a given date and time, but most complaints will require an on-site validation visit by the QAE. Adequate QAE time must be made available to validate complaints, or both building managers and Fire Department personnel 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 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. 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. Fire protection systems 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 are included in the indefinite quantity portion of the contract. This type of surveillance is recommended for emergency and urgent service calls as well as indefinite quantity work.

2. Random Sampling. Surveillance based on random sampling evaluates a portion of the work, accurately estimating Contractor performance using statistical theory. 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. Random sampling is most useful on large homogeneous populations where 100% inspection is not required or feasible. Random sampling is not recommended for use in this GPWS since the population of any particular contract requirement will probably not be large enough for it to be practical.

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 evaluating the Contractor's performance. Samples are selected based on 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, and are too large to make 100% inspection practical. Planned sampling is recommended for the inspection of routine service calls and ITM work since populations will likely be too large to make 100% inspection practical. Users with few fire protection systems may want to consider 100% inspection for these services, particularly for infrequently performed services, such as annual ITMs.

4. Validated Customer Complaints. Customer complaints can be a key supportive surveillance method for maintenance of fire protection systems. Building managers and Fire Department personnel can provide quick response to unsatisfactory and/or nonperformed work provided they are made aware of the services to be furnished and a clear means of reporting discrepancies is established. Customer complaint records must document the nature of the complaint, and, if valid, whether or not the problem was corrected. Only validated customer complaints are subject to invoice deductions. Customer complaints are documented and passed to the Contractor in accordance with established rework procedures. The QAE will validate work reported as deficient but not corrected within the allowed time.

5. 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.

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 quality benchmarks (QBs) for each contract requirement. A sample PRS Table that 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. QBs are defect rates above which the Contractor's quality control is considered ineffective for any particular work requirement, and are a reflection of the requirement's importance. For example, the QB for timely emergency service call completion should be smaller than that for routine service call completion. Note that QBs do not affect sample sizes or the method of calculating payment deductions in any way. Suggested values are included in Attachment J-C2; however, the user must tailor these.

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 timeliness 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 five 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 - Inspection, Testing, and Maintenance (ITM) Work
- QA Plan #5 - 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 the activity anticipates few service calls, the user may want to combine surveillance of all 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 that 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 NUMBER! minutes with proper tools/equipment [paragraph C.8.d(1)(a)]
- b. Timely Completion Completed within requirements for urgent or routine call, if applicable [paragraph C.8.d(1)(a)]
- c. Quality Work Emergency condition arrested, repairs completed in conformance with quality standards, Section C
- d. Proper Procedures Properly classified and appropriate documentation prepared after regular working hours, completed work authorization and returned within one Government working day [paragraphs C.8.b(2) and C.8.e]

2. Primary Method of Surveillance. One hundred percent inspection

3. Quality Benchmark (QB)

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

4. Quantity of Work. Average by month:

JAN	3	APR	14	JUL	10	OCT	2
FEB	3	MAY	12	AUG	8	NOV	2
MAR	6	JUN	10	SEP	4	DEC	4

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 to the QAE when issued to (or received by) 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 authorizations, 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 quality work is considered unsatisfactory, timely completion will also be considered unsatisfactory. Evaluate response, completion, and

proper procedures based on completed work authorizations. 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 made 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 defect rates (DRs) and recommended payment deductions for each work requirement, compare DRs to QBs, 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 QB, 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 FEB 02 - 28 FEB 02</u>	TIMELY RESPONSE	TIMELY COMPLETION	QUALITY WORK	PROPER PROCEDURES
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>\$ 420.00</u>	<u>\$ 120.00</u>	<u>\$ 540.00</u>	<u>\$ 120.00</u>
C. Actual Number of Calls Completed	<u>5</u>	<u>5</u>	<u>5</u>	<u>5</u>
D. Cost per Call (B ÷ C)	<u>\$ 84.00</u>	<u>\$ 24.00</u>	<u>\$ 108.00</u>	<u>\$ 24.00</u>
E. Number of Unsatisfactory Calls	<u>1</u>	<u>1</u>	<u>1</u>	<u>1</u>
F. Defect Rate (E ÷ C x 100)	<u>20.0%</u>	<u>20.0%</u>	<u>20.0%</u>	<u>20.0%</u>
G. Cost of Unsatisfactorily Performed Work (D x E)	<u>\$ 84.00</u>	<u>\$ 24.00</u>	<u>\$ 108.00</u>	<u>\$ 24.00</u>
H. Deduct for Liquidated Damages (G x .1)	<u>\$ 8.40</u>	<u>\$ 2.40</u>	<u>\$ 10.80</u>	<u>\$ 2.40</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>\$ 108.00</u>	<u>\$ 24.00</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>\$ 92.40</u>	<u>\$ 26.40</u>	<u>\$ 10.80</u>	<u>\$ 2.40</u>

TOTAL PAYMENT DEDUCTIONS = \$ 132.00

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #2
URGENT SERVICE CALLS

1. Contract Requirement. Urgent Service Calls

Work Requirements

Standards of Performance

- a. Timely Response At job site within !INSERT NUMBER! hours if received !7:00 AM TO 4:00 PM!, by !9:00 AM! next calendar day if received between !4:00 PM! and midnight, and by !NOON! same calendar day if received between midnight and !7:00 AM! with proper tools/equipment [paragraph C.8.d(1)(b)]
- b. Timely Completion Once begun, work prosecuted to completion and completed within !INSERT NUMBER! hours [paragraph C.8.d(1)(b)]
- c. Quality Work Repairs completed in conformance with quality standards, Section C
- d. Proper Procedures Properly classified and appropriate documentation prepared after regular working hours, completed work authorization and returned within one Government working day [paragraphs C.8.b(2) and C.8.e]

2. Primary Method of Surveillance. One hundred percent inspection

3. Quality Benchmark (QB)

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

4. Quantity of Work. Average by month:

JAN	4	APR	14	JUL	12	OCT	2
FEB	4	MAY	14	AUG	10	NOV	2
MAR	6	JUN	12	SEP	8	DEC	4

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 urgent service call work authorization to the QAE when issued to (or received by) the Contractor; all calls will be inspected.

8. Evaluation Procedures. As soon as possible after completion of each urgent service call and turn in of completed work authorizations, 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 quality work is considered unsatisfactory, timely completion will also be considered unsatisfactory. Evaluate response, completion, and proper procedures based on completed work authorizations. 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 made 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 defect rates (DRs) and recommended payment deductions for each work requirement, compare DRs to QBs, 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 QB, 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
URGENT SERVICE CALLS**

CONTRACT NUMBER _____

SUMMARY FOR THE PERIOD <u>1 FEB 02 - 28 FEB 02</u>	TIMELY RESPONSE	TIMELY COMPLETION	QUALITY WORK	PROPER PROCEDURES
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>\$ 180.00</u>	<u>\$ 90.00</u>	<u>\$ 540.00</u>	<u>\$ 90.00</u>
C. Actual Number of Calls Completed	<u>4</u>	<u>4</u>	<u>4</u>	<u>4</u>
D. Cost per Call (B ÷ C)	<u>\$ 45.00</u>	<u>\$ 22.50</u>	<u>\$ 135.00</u>	<u>\$ 22.50</u>
E. Number of Unsatisfactory Calls	<u>1</u>	<u>1</u>	<u>1</u>	<u>1</u>
F. Defect Rate (E ÷ C x 100)	<u>25.0%</u>	<u>25.0%</u>	<u>25.0%</u>	<u>25.0%</u>
G. Cost of Unsatisfactorily Performed Work (D x E)	<u>\$ 45.00</u>	<u>\$ 22.50</u>	<u>\$ 135.00</u>	<u>\$ 22.50</u>
H. Deduct for Liquidated Damages (G x .1)	<u>\$ 4.50</u>	<u>\$ 2.25</u>	<u>\$ 13.50</u>	<u>\$ 2.25</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>\$ 135.00</u>	<u>\$ 22.50</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>\$ 49.50</u>	<u>\$ 24.75</u>	<u>\$ 13.50</u>	<u>\$ 2.25</u>

TOTAL PAYMENT DEDUCTIONS = \$ 90.00

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #3
ROUTINE SERVICE CALLS

1. Contract Requirement. Routine Service Calls

Work Requirements

Standards of Performance

- a. Timely Completion Completed within !INSERT NUMBER! Contractor working days [paragraph C.8.d(1)(c)]
- b. Quality Work Repairs completed in conformance with quality standards, Section C
- c. Proper Procedures Properly classified and appropriate documentation prepared after regular working hours, completed work authorization and returned within one Government working day [paragraphs C.8.b(2) and C.8.e]

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

3. Quality Benchmark (QB)

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

4. Quantity of Work. Average by month:

JAN	10	APR	23	JUL	17	OCT	11
FEB	11	MAY	24	AUG	18	NOV	12
MAR	10	JUN	19	SEP	15	DEC	10

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

6. Sample Size

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

7. Sampling Procedures. As the Contractor turns in completed routine service call work authorizations, 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 call has been selected, 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 quality 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 work is "fresh" and relatively easy to inspect. Evaluate timely 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.

a. Validated Customer Complaints. The QAE will document all complaints using the Customer Complaint Record (see page QA-16). On-site visits will be necessary to validate each complaint received.

b. Unscheduled Inspections. Unscheduled inspections may be conducted at any time, but should be limited to service calls of particular importance, or where performance problems have been noted in the past. 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 made 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 QBs, 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 QBs and take the following action:

(1) If the DR for quality work is less than or equal to its QB, the QAE should recommend minimum surveillance for the coming evaluation period. If the DR for any work requirement exceeds its QB, 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 QB, 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/>.

CUSTOMER COMPLAINT RECORD		1. CONTRACT NUMBER
2. FIRST INFORMED OF COMPLAINT		
DATE:	TIME:	RECEIVED BY:
3. SOURCE OF COMPLAINT		
ORGANIZATION:		
INDIVIDUAL:	PHONE:	
4. DETAILS OF COMPLAINT (Attach continuation sheet if necessary)		
5. CONTRACT REFERENCE		
6. COMPLAINT VALIDATED		
DATE:	TIME:	BY:
7. CONTRACTOR INFORMED OF COMPLAINT		
DATE:	TIME:	BY:
8. ACTION PLANNED/TAKEN BY CONTRACTOR		
9. WORK INSPECTED/REINSPECTED		
DATE:	TIME:	BY:
10. RESULTS OF INSPECTION (satisfactory, unsatisfactory, actions)		
11. SIGNATURE OF AUTHORIZED INDIVIDUAL		12. DATE
13. SIGNATURE OF REVIEWING OFFICIAL (As Applicable)		14. DATE

SAMPLE

**MONTHLY PAYMENT DEDUCTION FORM
ROUTINE SERVICE CALLS**

Contract Number _____

SUMMARY FOR THE PERIOD <u>1 FEB 02 - 28 FEB 02</u>	<u>TIMELY COMPLETION</u>	<u>QUALITY WORK</u>	<u>PROPER PROCEDURES</u>
A. Relative Value of Services (weight from PRS)	<u>15%</u>	<u>75%</u>	<u>10%</u>
B. Cost of Services (CLIN 0001AC unit price x A ÷ 100)	<u>\$ 360.00</u>	<u>\$ 1800.00</u>	<u>\$ 240.00</u>
C. Actual Number of Calls Completed	<u>16</u>	<u>16</u>	<u>16</u>
D. Cost per Call (B ÷ C)	<u>\$ 22.50</u>	<u>\$ 112.50</u>	<u>\$ 15.00</u>
E. Sample Size	<u>4</u>	<u>4</u>	<u>4</u>
F. Number of Sampled Unsatisfactory Calls	<u>1</u>	<u>0</u>	<u>1</u>
G. Defect Rate (F ÷ E x 100)	<u>25.0%</u>	<u>0.0%</u>	<u>25.0%</u>
H. Validated Customer Complaints (# Unsatisfactory)	<u>0</u>	<u>0</u>	<u>0</u>
I. Unscheduled Inspections (# Unsatisfactory)	<u>0</u>	<u>0</u>	<u>0</u>
J. Cost of Unsatisfactorily Performed Work [(F + H + I) x D]	<u>\$ 22.50</u>	<u>\$ 0</u>	<u>\$ 15.00</u>
K. Deduct for Liquidated Damages (J x .1)	<u>\$ 2.25</u>	<u>\$ 0</u>	<u>\$ 1.50</u>
L. Number of Calls Reworked			
(1) Sampled Calls	<u>N/A</u>	<u>0</u>	<u>1</u>
(2) Customer Complaints	<u>N/A</u>	<u>0</u>	<u>0</u>
(3) Unscheduled Inspections	<u>N/A</u>	<u>0</u>	<u>0</u>
M. Payment for Rework [L(1) + L(2) + L(3)] x D	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 15.00</u>
N. Other Adjustments (" - " indicates a deduction)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
O. Total Deductions (J + K - M + N)	<u>\$ 24.75</u>	<u>\$ 0</u>	<u>\$ 1.50</u>

TOTAL PAYMENT DEDUCTIONS = \$ 26.25

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #4
INSPECTION, TESTING, AND MAINTENANCE (ITM) WORK

1. Contract Requirement. Inspection, Testing, And Maintenance (ITM) Work

Work Requirements

Standards of Performance

- | | |
|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| a. Timely Completion | Work completed by date specified in approved ITM schedule or as authorized by the KO (paragraph C.9.a) |
| b. Quality Work | All ITM tasks completed, in scope deficiencies corrected in conformance with quality standards, out of scope deficiencies documented (paragraph C.9) |
| c. Proper Checklist | Completed ITM Checklist filed in facility history file within two working days of completion and copy provided to QAE within one working day (paragraphs C.6.d and C.9.b) |

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

3. Quality Benchmark (QB)

- | | |
|----------------------|----|
| a. Timely Completion | 3% |
| b. Quality Work | 3% |
| c. Proper Checklist | 3% |

4. Quantity of Work. The quantity of work per month will vary depending on the number of ITMs 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 work is less than or equal to the QB. If at minimum surveillance the DR for quality work exceeds the QB, return to normal surveillance.

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

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

7. Sampling Procedure. Prior to the beginning of the month, the Contractor's approved schedule will be used to determine which ITMs will be inspected. The QAE will arbitrarily select every fourth ITM if at normal surveillance, and every tenth ITM 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 ITM has been completed. In some instances where the work is hard to inspect after the fact or the system is critical, inspections should be made while the ITM is in progress. Timely completion and quality 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 ITM (e.g., Annual Fire Detection and Alarm Systems, Monthly Fire Pumps) performed during the month. A brief description of any noted defects and rework information, if appropriate, will be recorded. In most instances, when quality work is considered unsatisfactory, timely completion and proper checklist will also be considered unsatisfactory. Review the associated ITM 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 ITM, but should be limited to those of particular importance, such as where equipment problems have been noted previously. Unscheduled inspections should be documented on a separate EVALUATION WORK SHEET from that used for planning 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 QBs, 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. Recommended payment deductions should be taken for all documented defects and will be calculated on a MONTHLY PAYMENT DEDUCTION FORM. A separate form will be completed for each different ITM (e.g., Annual Fire Detection and Alarm Systems, Monthly Fire Pumps) performed during the month since there are separate prices for each.

b. Defects rates will be calculated for each work requirement for the overall performance of ITM work by combining the inspection results from all MONTHLY PAYMENT DEDUCTIONS FORMS using the following formula:

$$DR = \frac{\text{Total Number of Sampled Unsatisfactory ITMs}}{\text{Total Number of ITMs Sampled}} \times 100$$

c. The QAE will compare DRs to QBs and take the following action:

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

(2) If the DR for any work requirement is greater than its QB, 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
INSPECTION, TESTING, AND MAINTENANCE (ITM) WORK**

Contract Number _____

Type of Services Annual Fire Detection and Alarm Systems

SUMMARY FOR THE PERIOD <u>1 FEB 02 - 28 FEB 02</u>	TIMELY COMPLETION	QUALITY WORK	PROPER CHECKLIST
A. Relative Value of Services (weight from PRS)	<u>15%</u>	<u>75%</u>	<u>10%</u>
B. Cost of Services (CLIN 0001AD through CLIN 0001AS unit price x A ÷ 100)	\$ <u>12.00</u>	\$ <u>60.00</u>	\$ <u>8.00</u>
C. ITMs Scheduled for Completion	<u>60</u>	<u>60</u>	<u>60</u>
D. Sample Size	<u>15</u>	<u>15</u>	<u>15</u>
E. Number of Sampled Unsatisfactory ITMs	<u>3</u>	<u>3</u>	<u>3</u>
F. Unscheduled Inspections (# Unsatisfactory)	<u>1</u>	<u>1</u>	<u>1</u>
G. Cost of Unsatisfactorily Performed Work [(E + F) x B]	\$ <u>48.00</u>	\$ <u>240.00</u>	\$ <u>32.00</u>
H. Deduct for Liquidated Damages (G x .1)	\$ <u>4.80</u>	\$ <u>24.00</u>	\$ <u>3.20</u>
I. Number of ITMs Reworked			
(1) Sampled ITMs	<u>N/A</u>	<u>3</u>	<u>3</u>
(2) Unscheduled Inspections	<u>N/A</u>	<u>0</u>	<u>1</u>
J. Payment for Rework [I(1) + I(2)] x B	\$ <u>0</u>	\$ <u>180.00</u>	\$ <u>32.00</u>
K. Other Adjustments (" - " indicates a deduction)	\$ <u>0</u>	\$ <u>0</u>	\$ <u>0</u>
L. Total Deductions (G + H - J + K)	\$ <u>52.80</u>	\$ <u>84.00</u>	\$ <u>3.20</u>

TOTAL PAYMENT DEDUCTIONS = \$ 140.00

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #5
INDEFINITE QUANTITY WORK

1. Contract Requirement. Indefinite Quantity Work

Work Requirements

Standards of Performance

- | | |
|----------------------|---------------------------------------------------------------------|
| a. Timely Completion | Work completed within time period specified (paragraph C.10) |
| b. Quality Work | All work completed in conformance with quality standards, Section C |

2. Primary Method of Surveillance. One hundred percent inspection

3. Quality Benchmark (QB)

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

4. Quantity of Work. The quantity of work will be equal to the number of task orders issued during the monthly evaluation period.

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 and key work phases. A final inspection will be made as soon as possible after notification by the Contractor that work on a task order is complete, but not later than the workday following scheduled work completion. Quality 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 work sheet/form will be filled out for each task order. At the final inspection, an overall grade of satisfactory or unsatisfactory will be assigned each work requirement.

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 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 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 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 DRs and recommended payment deductions, compare DRs to QBs, and assess the Contractor's overall performance.

a. The defect rate will be calculated as follows:

$$\text{DR} = \frac{\text{Number of Unsatisfactory Grades}}{\text{Number of Task Orders Completed}} \times 100$$

For example:

Number of unsatisfactory quality work grades = 1
Number of task orders completed = 10

$$\text{DR for quality work} = 1 \div 10 \times 100 = 10.0\%$$

b. If the DR for a work requirement is greater than the QB, 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, 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.

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/>.

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 performance summary report.

A. Monthly Payment Deduction Form. 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, Facilities Management Engineering Director, 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, Table 1 (see attached sample) 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 NAVFAC MO-327.

D. Recommended Payment 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.

TABLE 1

**MONTHLY PERFORMANCE SUMMARY REPORT
MAINTENANCE OF FIRE PROTECTION SYSTEMS**

Report Period _____

Contract Number _____

WORK REQUIREMENTS	QUANTITY COMPLETED	QB	DR	CDR YES/NO	RATING SAT/UNSAT	PAYMENT DEDUCTIONS
Emergency Service Calls						
a. Timely Response (35%)		2%				
b. Timely Completion (10%)		2%				
c. Quality Work (45%)		2%				
d. Proper Procedures (10%)		2%				
Urgent Service Calls						
a. Timely Response (20%)		3%				
b. Timely Completion (10%)		3%				
c. Quality Work (60%)		3%				
d. Proper Procedures (10%)		3%				
Routine Service Calls						
a. Timely Completion (15%)		5%				
b. Quality Work (75%)		5%				
c. Proper Procedures (10%)		5%				
ITM Work						
a. Timely Completion (15%)		3%				
b. Quality Work (75%)		3%				
c. Proper Checklist (10%)		3%				
Indefinite Quantity Work						
a. Timely Completion (20%)		5%				
b. Quality Work (80%)		5%				

Contractor's Invoice Amount \$ _____

Total Payment Deductions \$ _____

Recommended Payment \$ _____

Contractor's Overall Performance for the Month: SATISFACTORY UNSATISFACTORY

Submitted by _____
QAE'S Signature/Date

Approved by _____
FSCM'S Signature/Date

END OF QUALITY ASSURANCE GUIDE