
NAVAL FACILITIES ENGINEERING COMMAND
GUIDE PERFORMANCE WORK STATEMENT (GPWS)
FOR
MAINTENANCE OF MILITARY FAMILY HOUSING
MAY 2000

PREPARED BY:
SOUTHERN DIVISION, NAVAL FACILITIES ENGINEERING COMMAND
CHARLESTON, SC

NAVAL FACILITIES ENGINEERING COMMAND
GUIDE PERFORMANCE WORK STATEMENT (GPWS) FOR
MAINTENANCE OF MILITARY FAMILY HOUSING

TABLE OF CONTENTS

USER'S GUIDE	UG-i
GUIDE PERFORMANCE WORK STATEMENT	
SECTION B SUPPLIES OR SERVICES AND PRICES/COSTS	B-1
SECTION C DESCRIPTION/SPECIFICATIONS/WORK STATEMENT	C-i
SECTION J LIST OF ATTACHMENTS	J-i
QUALITY ASSURANCE GUIDE	QA-i

USER FEEDBACK/COMMENT SHEET
GUIDE PERFORMANCE WORK STATEMENT FOR
MAINTENANCE OF MILITARY FAMILY HOUSING

This User Feedback/Comment Sheet has been provided to allow the User of the Guide Performance Work Statement (GPWS) for Maintenance of Military Family Housing to provide comments and recommended changes to SOUTHNAVFACENGCOM.

The success of SOUTHNAVFACENGCOM's continuing GPWS revision and improvement efforts will depend heavily upon input provided by users at the activity level and at the NAVFACENGCOM Engineering Field Divisions. Be assured that any comments received will be reviewed in detail and incorporated into the next edition of the GPWS, if appropriate. Such comments should be provided (as a minimum) immediately after initial receipt/use, and again approximately six months into the initial contract term. Comments should be as specific and detailed as possible, and should include:

- . Suggested changes in format.
- . Comments on the effort required to tailor the GPWS.
- . Alternate paragraphs and approaches to describing the services to be provided.
- . Adequacy of the technical specification.
- . Alternate procedures and formats for displaying historical data, Schedule of Deductions, Contract Line Items, etc.
- . Adequacy of the User's Guide and Quality Assurance Guide.
- . Effectiveness and practicality of the suggested quality assurance plans.

COMMENTS

(Attach additional sheets, if required)

USER: _____
(Activity Name) (Activity Address)

POINT OF CONTACT: _____
(Name/Code) (Telephone Number)

Mail User Feedback/Comment Sheets to:
Commanding Officer
Southern Division, Naval Facilities Engineering Command (Code 164)
2155 Eagle Drive, P. O. Box 190010
North Charleston, SC 29419-9010

USER'S GUIDE
GUIDE PERFORMANCE WORK STATEMENT FOR
MAINTENANCE OF MILITARY FAMILY HOUSING

USER'S GUIDE
GUIDE PERFORMANCE WORK STATEMENT FOR
MAINTENANCE OF MILITARY FAMILY HOUSING

TABLE OF CONTENTS

	PAGE <u>NO.</u>
I. INTRODUCTION.....	UG-1
A. Overview.....	UG-1
B. Function Definition.....	UG-1
C. Responsibilities.....	UG-2
II. GPWS DEVELOPMENT AND USER CONSIDERATIONS.....	UG-4
A. Development of the GPWS.....	UG-4
B. GPWS User Considerations.....	UG-4
III. TAILORING THE GPWS.....	UG-5
A. Getting Started.....	UG-5
B. Contract Line Items.....	UG-7
C. Technical Specifications.....	UG-10
D. Schedule of Deductions.....	UG-18
E. Performance Requirements Summary.....	UG-19
F. Reviewing the Tailored PWS.....	UG-19
IV. MISCELLANEOUS CONSIDERATIONS.....	UG-20
A. Negotiated Source Selection Procurements.....	UG-20
B. Award Fee Provisions.....	UG-23
V. COMMERCIAL ACTIVITIES (CA) PROGRAM CONSIDERATIONS.....	UG-24
A. Scope of Work.....	UG-24
B. Separately Priced Options to Extend.....	UG-24
C. Task Orders Designating the Use of On-Hand Materials.....	UG-27
D. Multi-Function CA Contracts.....	UG-28
VI. PRE-AWARD CONSIDERATIONS.....	UG-28
A. Quality Assurance Evaluator Training.....	UG-28
B. Site Visits.....	UG-28
C. Government Furnished Property.....	UG-29
D. Backlogged Service Calls.....	UG-29
E. Resident Awareness.....	UG-29

USER'S GUIDE
GUIDE PERFORMANCE WORK STATEMENT FOR
MAINTENANCE OF MILITARY FAMILY HOUSING

I. INTRODUCTION. This NAVFAC Guide Performance Work Statement (GPWS) provides assistance in preparing facilities support contracts to procure military family housing services. This revision incorporates new ideas for maintenance performance and Neighborhoods of Excellence customer service initiatives. It is the result of a team effort by EFD and activity family housing and facilities support contract personnel and is designed to provide a solid framework for building a responsive maintenance service contract.

A. Overview. Contracts for family housing maintenance services may be a continuing contracting effort or conversion of services from in-house to contract performance under the Commercial Activities (CA) program. This NAVFAC GPWS may be used in either application. This GPWS Package consists of a User's Guide; guide contract Sections B, C, and J in the Uniform Contract Format (UCF); and a Quality Assurance (QA) Guide.

1. NAVFAC Manual MO-327, *Facility Support Contract Quality Management Manual*, provides extensive information on the preparation of NAVFAC facilities support contracts, from guidance on acquisition planning through the entire Performance Work Statement and surveillance program development process. This User's Guide is to be used in conjunction with the NAVFAC MO-327 in developing a PWS for family housing maintenance services. The guide provides specific guidance on developing and tailoring this GPWS, special items which must be considered if the specification is being written in conjunction with a CA program study, and general guidance on required pre-award actions. Additional guidance on implementing CA program requirements can be found in OPNAVINST 4860.7 and the Supplement to OMB Circular A-76.

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

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

4. This GPWS does not establish NAVFAC procurement policy. Such guidance may be found in the NAVFAC P-68, *Contracting Manual*.

B. Function Definition. For purposes of this GPWS, the maintenance function includes all labor, management, supervision, equipment, materials, supplies, and coordination required to maintain and repair military family housing units and associated utility systems, household equipment and appliances, land areas, and other related facilities.

1. The services to be procured include service call work, change of occupancy maintenance (COM), preventive maintenance inspections, interior painting, and other miscellaneous services which the typical activity would need to accomplish either with in-house forces or by contract, and for which the quantity and scope of work can be clearly defined.

2. The following services are not included in this GPWS:

a. Pest control services; refuse collection services; maintenance of external electrical, water, fuel oil, and other distribution systems; waste collection systems; and roads and grounds (except grounds areas immediately adjacent to vacant quarters) in family housing areas are generally considered to be separate functions. However, NAVFAC GPWSs are available which cover each of these functions if the activity desires to develop a multi-function contract.

b. Exterior painting, except for painting related to repairs, touch-up painting, and painting of signs, building numbers, etc., is not included. Exterior painting of entire units is typically accomplished by separate construction contract, and should not normally be included in a facilities support service type contract.

c. Abatement of Hazardous Material. The Navy Family Housing Lead-Based Paint/Asbestos Worldwide Screening Program will locate asbestos containing material (ACM) and lead-based paint (LBP), assess the health risks, and recommend techniques to reduce the costs of abating ACM and LBP hazards in family housing. For all facilities, whether or not risk assessment is completed, NAVFACENGCOM policy is to control the risk of LBP and ACM by managing these materials in place, as long as they do not present a risk to residents.

(1) Work which would require the disturbance of LBP is not included in this GPWS. The Navy has adopted the approach taken by the Department of Housing and Urban Development (HUD) which published interim guidelines for lead-based paint hazard identification and abatement in September 1990. In-place management strategies which reduce exposures to lead and protect residents from lead poisoning are normally instituted subsequent to risk assessments. Check with your EFD to determine the recommended course of action.

(2) A common ACM management issue is the removal and disposal of existing asbestos containing floor coverings, including asbestos containing mastic. Paragraph C.7.i provides further guidance.

d. Major renovations, such as extensive exterior siding, roofing, or window replacement, are not included since such renovations are not considered to be within the scope of a maintenance and repair contract. Also, renovation work can normally be more economically provided by separate construction contract, particularly if a number of units are involved. This does not mean that replacement of floor tile in several rooms or an entire housing unit, repair of termite or fire damaged units, or other large, one time repairs cannot be accomplished. Two suggested methods of handling such repairs are discussed in User's Guide paragraph III.C.5.

C. Responsibilities

1. The best method of developing a facilities support contract 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(s) and QA Guide(s).

b. Must have working knowledge of basic contracting procedures.

c. Must have firsthand knowledge of the family housing facilities and equipment which will be maintained and repaired, and each of the other services which will be provided under the 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 contract 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 some experience in writing facilities support contracts. The use of a planner and estimator (P&E) is also appropriate if one is experienced with writing contract specifications. The writer should have attended the Civil Engineer Corps Officers School (CECOS) course "Facilities Support Contracts for Functional Managers", or "Facilities Support Contracts for Housing Managers". Assistance may also be requested from the geographical NAVFACENGCOCOM Engineering Field Division (EFD). The EFD may also offer courses on PWS development, quality assurance, and other related subjects that will benefit the specification writer.

c. Family Housing Director/Customer. The Family Housing Director is the member of the team most familiar with the services to be included in the contract. Early in the tailoring process, the Family Housing Director, with the support of family housing functional experts, must determine the total scope of the services required, develop detailed inventories of the facilities and equipment to be maintained, collect historical information on work quantities, and identify the specific needs of the activity which may differ from this GPWS.

d. Facilities Support Contract Manager. If there is an existing family housing maintenance 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 be responsible for preparing the required Quality Assurance Plans (see Quality Assurance Guide) and ensuring services are specified in such a way as to be inspectable.

e. Contract Specialist. The Contract Specialist provides contractual guidance in the preparation of the specification and the overall solicitation. This person will work with the writer in the preparation of Sections B, C, and J, and will prepare the majority of the clauses in Sections E, F, G, H, I, K, L, and M of the solicitation. The contract specialist ensures 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 on the CA program, and ensures that the specification is developed in conjunction with required most efficient organization and management studies.

3. The completed specification should be reviewed by family housing representatives and the Facilities Management Engineering Director.

4. 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 assumptions made and special items considered during the development of this GPWS, and provides general information that the user should be aware of during the tailoring process.

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

B. GPWS User Considerations. The paragraphs and provisions of this GPWS are arranged in the Uniform Contract Format (UCF) 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/Specifications/Work Statement), and J (List of Attachments) only. These sections contain information and paragraphs peculiar to the technical services required, while Sections D, E, F, G, H, I, K, L, and M contain contract clauses and provisions related to administrative and contractual requirements. Since the latter group will generally be the same in the majority of NAVFAC contracts, their inclusion in each GPWS would be unnecessary duplication. These clauses can be found in the Uniform Contract Format Guide (UCFG) published by NAVFAC. The UCFG should be available at each geographical EFD and at NAVFAC contracting offices, and should be made available to specification writers as required.

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. Most of the clauses in Sections I and L, other than those requiring tailoring (i.e., blanks to be completed), may be included by reference. All other FAR clauses and provisions shall be included in full text. Procurement offices shall make available to bidders, upon request, the full text of all clauses incorporated by reference.

3. Clause titles in the UCFG which include the designation "(NAVFAC)" and are followed by a date in parenthesis, may not be altered without NAVFAC approval. All other non-FAR and non-NAVFAC clauses and provisions in the UCFG (other than those in Sections C and J) should be used substantially as shown or

deleted if not applicable. Deliverable performance requirements should not be added to these clauses, but should be included in Section C.

4. Technical Specification

a. Section C, which describes the services to be provided, should be written as 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 to"; it describes work outputs as explicitly as possible while allowing the Contractor latitude to manage his/her own work force and choose his/her own methods for accomplishing the work.

b. The specification must provide enough information to clearly and precisely define the magnitude (number of services we want to buy) and quality of each of the services to be provided, as well as the scope or limit of each. This is accomplished in this 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 his/her workforce, it ensures all bidders visualize the magnitude of effort which will be required. This will result in more accurate/realistic bids, 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 notes 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 THIS GPWS. The NAVFAC GPWS for Maintenance of Military Family Housing is not intended to fit the requirements of a specific activity. Rather, it is a model to be tailored by activities in preparing their specific PWS. The first step in tailoring a GPWS is to become familiar with this GPWS and its User's Guide. The user must know what is, and is not, included in this 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 that the GPWS can be "plugged" into their application 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 which of the following applies:

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 that the scope of work and level of performance specified be equivalent to the level of effort that can be achieved by the Most Efficient Organization (MEO) if the function is retained in-house. Additional information on tailoring of this GPWS for a CA program study is included in paragraph V of this User's Guide.

2. Job Analysis. The next step in the tailoring process is a thorough review of Chapters 2 and 3 of NAVFAC MO-327. These two chapters outline in some detail how to perform a job analysis to determine the specific subfunctions to be contracted (including specific work requirements and standards of performance) and how to use the job analysis information and data collected to write the PWS.

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

(1) The age and condition of the housing units to be maintained.

(2) The types of services expected or historically required. Are most maintenance and repair requirements relatively minor and routine in nature? Will more significant repairs, such as replacing floor tile throughout a housing unit or repairing fire damaged units, be required? Will new work requirements (alterations and construction) such as the installation of new wall outlets or light switches be required, or will services be limited to maintenance and repair requirements?

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

(4) Is a stand alone contract being prepared or will family housing maintenance services be included as part of a larger contract for base maintenance services?

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

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

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

c. As the job analysis is being performed, the user should compare unique activity requirements with GPWS requirements to determine if changes are needed and whether questions identified in the job analysis have already been answered in the GPWS. If major changes are called for, the user will need to re-write the affected GPWS section. A thorough job analysis will make tailoring of the GPWS relatively easy since all required data will be readily available and the subfunctions to be contracted will be well defined.

B. Contract Line Items. Section B of the contract (Supplies or Services and Prices/Costs) 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. Of course they must be tailored to account for the type of contract selected, contract requirements added or deleted during the job analysis process, the projected start date of contract performance, and other factors, including those discussed below.

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

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

a. Examples. Examples of firm fixed-price contract requirements in this GPWS include service call work and preventive maintenance. The scope of each of these services is clearly defined in this GPWS technical specifications (Section C) and supporting Attachments in Section J. Fixed-price contract requirements added by the user must also have clearly defined scopes, and must not be subject to the Davis-Bacon Act.

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

(1) The most common approach requires contractors to bid a single monthly price for performance of all firm fixed-price requirements in the contract, excluding the estimated cost for self-help consumable items. In this case, the contract must also contain a Schedule of Deductions in Section J which

the Contractor 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.

(2) A slightly different approach would be to include a limited number of fixed-price subline items, each of which could be broken down by a Schedule of Deductions. Separate fixed-price subline items are particularly appropriate to avoid paying the Contractor for work before it is performed, or for not paying enough for work which has already been performed. This can be a problem for services which occur only periodically during the contract term, such as preventive maintenance inspections.

(3) A third approach would be to eliminate the Schedule of Deductions from the contract and provide a detailed Schedule of Firm Fixed-Price Work. Such a schedule would be formatted similarly to the Schedule of Deductions. Contractors would provide separate unit prices for each of the fixed-price requirements in the PWS.

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 type of work. Payment for this type of work is calculated by multiplying the unit price bid and the number of units performed. Because each Government order for indefinite quantity work is paid for separately, each and every task order must be inspected and accepted as being satisfactorily completed before payment may be made. Two distinct categories of indefinite quantity work are included in this GPWS:

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

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

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

4. Wage Rate Considerations. While Service Contract wage rates are always included in service contracts over \$2,500, Davis-Bacon wage rates may or may not be required, depending on the type and scope of services in the contract. Davis-Bacon wage rates are applicable if more than \$2,000 worth of certain services are expected to be performed during the term of the contract. These services include:

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

a. NAVFAC policy prohibits services subject to Davis-Bacon wage rates from being included in the firm fixed-price portion of a service contract. This has the affect of restricting the scope of the maintenance/repair and alteration services that may be accomplished as fixed-price, since all services subject to Davis-Bacon wages must be included as indefinite quantity work. The user must take care not to inadvertently include Davis-Bacon services such as described above when tailoring the service call and other firm fixed-price portions of the GPWS. For example, be careful not to define fixed-price service calls in such a way that they could include more than 200 square feet of painting, or repairs/alterations requiring 32 or more estimated hours to complete.

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

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

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

b. Additional (separately priced) contract line items (e.g., 0047 through 0092) must be added to Section B to account for at least one full

12-month option period. Additional contract line items may be added for subsequent option periods if desired. The user should check with the contract specialist for specific requirements.

c. Section C, the technical specifications, must clearly indicate the scope of work for the initial period since the work load can vary significantly from month to month. For example, the specification must state which, if any, of the two required preventive maintenance inspections will be performed during the initial period.

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

e. Schedules of Deductions, one for the initial period and one for each of the 12 month option periods, must be included in the contract. Of course 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.

6. Other Clauses. Specific clauses included in Section B differ from NAVFAC EFD to EFD. The user must contact the activity's geographical EFD to identify the specific clauses, if any, which may be required.

C. Technical Specifications. The technical specifications, Section C, are the single most important part of a PWS. The user should add to or modify the paragraphs to accommodate the particular requirements of the activity. The following information is provided for the user's consideration when tailoring the technical specifications.

1. Work Days and Hours. The Contractor's regular working hours in this GPWS are 8:00 AM to 8:00 PM, Monday through Saturday, excluding holidays. Furthermore, non-emergency services, such as routine service calls and Preventive Maintenance (PM) inspections, may be performed in occupied quarters only with the resident's consent and usually by appointment. The user may want to establish hours during which work may be accomplished without an appointment, reduce the hours during which appointments may be made, allow work on Sundays, or make other changes to suit local needs. Remember that Neighborhoods of Excellence standards include the accomplishment of routine services beyond the traditional five days a week, eight hours per day.

2. Resident Not Home. Residents not being home (or apparently not being home) when the Contractor responds to work requirements is a significant problem. Various schemes have been developed to handle this problem, including the Contractor and/or the Government making appointments, the Contractor "tagging" the door and asking the resident to call for an appointment, etc. Residents have been known to leave the house locked and vacant after making an emergency service call. Paragraph C.6.c attempts to put the entire burden of managing this problem on the Contractor for routine work requirements, with the Government becoming involved only in extreme cases.

3. Service Calls

a. Scope. In the GPWS paragraph "GENERAL REQUIREMENTS AND PROCEDURES FOR SERVICE CALL WORK", service calls are limited in scope to maintenance,

repair, and alteration requirements requiring up to a specified number of labor hours and material dollars to complete. When determining the estimated labor hour and material dollar limits to insert in this paragraph, the user should:

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

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

(3) Consider other ways to define the scope of a service call. In either approach shown below, service calls must still be completed in less than 32 labor hours to comply with the Davis-Bacon Act.

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

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

b. Service Call Reception. In this GPWS, the Government receives service call requests during regular Government working hours and forwards to the Contractor. The Contractor receives calls directly from family housing residents only after regular working hours, and is required to respond only to emergency and urgent calls after hours.

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

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

1 A Government work receptionist is in a better position to judge which service calls are for valid maintenance requirements, which are not for valid requirements or are not included in the scope of the contract, and which calls may be for valid requirements, but for which the work needs to be deferred. For example, if a resident calls in to report that three vinyl floor tiles are broken, it may not make sense to issue the Contractor a service call for their replacement if the house is scheduled for re-tiling during the next change of occupancy. The Contractor's work receptionist would probably have no

way of knowing about the scheduled re-tiling, or about proposed special repair projects, proposed appliance replacements, etc. Also, some Contractor's may be tempted to answer every single call received (whether valid or not), or to break up related tasks into separate calls in order to "bust" the service call historical data.

2 A Government work receptionist is more likely to ask each caller if there are other deficiencies in the quarters the Contractor could correct at the same time. Residents may also be more likely to use self-help if encouraged by the Government vice Contractor.

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

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

(b) Contractor Work Reception. The advantage of a Contractor-operated work reception desk is that it places more responsibility for performance on the Contractor. (However, making the Contractor responsible is one thing, enforcing proper performance may not be so easy.) A Contractor-operated work reception desk also allows the Contractor to make appointments with the resident at the same time the call is received, which leads to improved customer service.

(c) Regular Working Hours. If the user decides to have the Contractor receive calls during regular working hours, a number of changes must be made to the "GENERAL REQUIREMENTS AND PROCEDURES FOR SERVICE CALL WORK" paragraph. Paragraph C.8.b would specify requirements for service call receipt and classification, appointments, reporting and record keeping, etc. Requirements must be stated in enough detail to allow the Government adequate control over the process. For example:

1 If an automated work reception system is not in place, the Contractor should furnish on a daily basis, copies of work authorization forms or a summary report of service calls issued for review by the Family Housing Office. This is important to ensure service requirements are not improperly split into separate calls, service calls are properly classified, and rework calls are not issued as new calls. Copies of completed work authorization forms or a summary report should also be provided for the QAE's use to ensure adequate service work records are maintained.

2 Reserve the right for authorized Government representatives to change the classification of any service call issued by the Contractor, to cancel calls which could legitimately be combined with others, to cancel calls which are for rework, etc.

(d) After Regular Working Hours. If the volume of after hours calls is very large or very small, or it is not otherwise desired to have the Contractor receive after hours calls directly from residents (as specified in the GPWS), other options should be considered.

1 The Government could operate the work reception center 24 hours per day. In this case, the "After Regular Working Hours" paragraph in the "GENERAL REQUIREMENTS AND PROCEDURES FOR SERVICE CALL WORK" paragraph could be deleted and other paragraphs modified accordingly.

2 If the number of calls is small, the Command Duty Officer, duty SEABEE, or other designated individual could receive calls after regular hours and relay emergency and urgent requirements to the Contractor. In this case, the "After Regular Working Hours" paragraph in the "GENERAL REQUIREMENTS AND PROCEDURES FOR SERVICE CALL WORK" paragraph would have to specify the procedures to be used.

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

c. Response and Completion

(1) The response and completion requirements specified for service calls in this GPWS are considered reasonable for a typical activity. The user must consider the location of the activity, the availability of materials, the geographic distribution of the housing units, and similar factors when determining the specific requirements to be included. Keep in mind that stringent response and completion requirements will increase the cost of the contract, and could result in needless contract administration complications and problems.

(2) Since response to emergency and urgent service calls on weekends and holidays is expensive, activities with few family housing units may want to consider using civilian or military (SEABEE) personnel to receive and, if necessary, respond to and complete those calls received after hours.

d. Resident Evaluation. Paragraph C.8.e of this GPWS requires the Contractor to leave a customer evaluation form with the resident upon completion of each service call. This will allow residents to provide feedback on their perception of the Contractor's work to the Family Housing Office, QAE, and possibly the Contractor; and will satisfy Neighborhoods of Excellence requirements to obtain customer feedback. This form will need to be developed locally and provided to the Contractor, and could include questions on whether the Contractor's employee(s) were on time for an appointment; whether they were courteous, clean, and properly identified; whether the work area was left clean and orderly; etc.

4. Change of Occupancy Maintenance. The basic approach of the "CHANGE OF OCCUPANCY MAINTENANCE" paragraph in Section C of this GPWS is to notify the Contractor of pending occupancy changes as far in advance as possible, and then to allow the Contractor an adequate, specific number of days (two) while quarters are vacant to complete all required "basic" change of occupancy maintenance requirements. If painting, floor refinishing, extensive floor tiling, or certain other types of indefinite quantity work are required, additional time is allowed for work completion. Since many of the problems experienced with previous family housing maintenance contracts have resulted from inadequate time allowances to complete the work and change of occupancy

notification, any changes to this paragraph must be carefully considered by the user.

a. Historical Data. Family Housing maintenance contracts must contain sufficient information on which contractors could base bids for change of occupancy maintenance services. Change of occupancy work scopes generally state that the Contractor shall perform "all work required to make vacant units ready for the next resident". As a result of this vague scope of work, prices have often varied widely between bidders, and often times been too low for the Contractor to provide an adequate level of service. Paragraph 3 of Attachment J-C9 contains one suggested format for displaying historical data which bidders may use to develop realistic, well-informed bid prices.

(1) As with any historical information, the change of occupancy data in Attachment J-C9 should be as complete and accurate as possible. Be sure to modify historical quantities as required to account for known or anticipated changes which could affect the quantity of work required. For example, if a project has been funded to replace window shades with blinds, modify the historical repair data on these items accordingly.

(2) If the activity does not have enough detailed data available to provide information in the format shown in Attachment J-C9, other formats should be considered to provide whatever data is available, and a system established to collect information that may be included in future contracts. If work quantities are not available for the "Change of Occupancy Workload Data" portion of Attachment J-C9, the types of services required should still be listed as an indication of what the Contractor should expect during change of occupancy.

b. Completion Period. The two-day base completion period for change of occupancy maintenance is a Neighborhoods of Excellence standard. If the user feels this or other time allowances shown are inappropriate, they can and should be changed.

(1) Some activities "keep on top" of routine maintenance so well throughout the year that very little work is required during occupancy changes. In these cases, turn around time could be as little as half a day (if painting or other indefinite quantity work is not required); work could even be performed while the quarters are still occupied. Whatever changes are made, the importance of allowing a **reasonable** amount of time to complete the work cannot be over emphasized.

(2) When adding indefinite quantity items to be accomplished during change of occupancy, be sure to consider whether additional time needs to be allowed. For example, it may not be practical to require the Contractor to accomplish extensive floor tile replacement during change of occupancy without allowing additional time, since most adhesive manufacturers recommend a specific drying period before walking on the replaced flooring. On the other hand, if some items may be performed concurrently without conflict or interference, such as kitchen countertop replacement and bath tub replacement, additional time may not be needed.

c. Advance Notice. Another important consideration is the amount of advance notice the Contractor receives as to when the quarters will be available, and the extent of work required. Ideally, all pre-termination inspections should be conducted 15 - 30 days in advance of the resident's move. A firm list of the work required and a specific date of availability should be

provided to the Contractor within two working days. This would allow the Contractor plenty of time to plan and schedule the work, obtain materials, etc. (eliminating most of the typical "excuses" for the work not being properly completed on time), and for the Family Housing Office to schedule the arrival of the new residents well in advance. This GPWS makes some allowances for those times when the ideal situation does not occur:

(1) The change of occupancy period discussed in paragraph C.10.c does not begin until 8:00 AM on the day after vacancy to allow for those instances where the resident does not "pass" the final termination inspection and the quarters cannot be immediately turned over to the Contractor. If inspection failure rates are low at your activity, the change of occupancy period could begin immediately upon completion of the final termination inspection. Historical data on the number of failed inspections should then be added to Attachment J-C9.

(2) If the activity is frequently not able to provide the Contractor with a Change of Occupancy Work Authorization Form at least three calendar days prior to the final termination inspection, consider adding a subparagraph similar to the following to C.10.c: "One additional working day will be allowed when the Change of Occupancy Work Authorization is provided to the Contractor less than three calendar days prior to the beginning of the change of occupancy period". Provide historical information on the number of short notice occupancy changes in Attachment J-C9.

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

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

(1) The unit priced tasks contained in this GPWS include change of occupancy maintenance; interior painting; compressor, blind, countertop, and tile and vinyl flooring replacement; and grounds and custodial services for vacant quarters.

(a) Change of Occupancy Maintenance. Change of occupancy work was included in the indefinite quantity portion of the GPWS since the number of occupancy changes usually varies from year to year. Since the unit cost for change of occupancy maintenance is relatively high, even a small variation in the number of changes, especially in larger/older units, could be very costly to the Government or Contractor if included in the firm fixed-price portion of the contract. Allowing bidders to provide different indefinite quantity unit prices for different types of housing units, vice "one price fits all", should also result in more reasonable prices. Contract line items for change of occupancies subject to Davis-Bacon Act wages, in addition to Service Contract Act wages, will provide greater flexibility and should be considered for those units which may require 32 or more estimated labor hours to complete.

(b) Replacement of Condensing Units. Replacement of condensing units was also included in the indefinite quantity portion because of the high unit cost and variation in the quantity replaced from year to year. Furnace replacement, bath tub replacement, and other high cost items should be treated

similarly. Include different line items in the Schedule of Indefinite Quantity Work if similar items of different sizes vary significantly in cost. For example, show separate line items for "replace 2-ton condensing unit" and "replace 3-ton condensing unit".

(2) Firm Fixed-Price and Indefinite Quantity. Two types of work in this GPWS, floor tile and vinyl sheet flooring replacement, may be accomplished by the Contractor under either the firm fixed-price or indefinite quantity portions of the contract, depending on the quantity of work ordered by the Government (see paragraph C.9.b). For example, if less than 20 square feet of floor tile needs to be replaced in a unit, the work is accomplished as a service call. If however, the quantity of tile to be replaced equals or exceeds 20 square feet, it must be ordered from the Schedule of Indefinite Quantity Work. This gives the activity the ability to repair or replace relatively small quantities of tile without having to order up indefinite quantity work, while still allowing the option of replacing tile flooring in entire rooms, or even the entire unit. This concept can be extended by the user to the replacement of other items, such as shingle roofing, blinds, ceramic tile, exterior siding, etc.

(3) Adding Items. Ensure that the scope of work of any added unit priced task is clearly defined in the technical specifications. For example, if the item "roof replacement" is added, the user must specify the type of roofing to be replaced (shingle, built-up, etc.) and the scope of work per unit. For example, is roof flashing included in the unit price bid? What happens if deteriorated sheathing is encountered during the replacement? What type/weight of underlayment must the Contractor use?

b. Unit Priced Labor. Unit priced labor may be used to order services which are beyond the scope of a service call (number of labor hours or material cost exceeds service call limit) and which cannot be defined clearly enough to be included as indefinite quantity unit priced items. For example, unit priced labor may be used to repair fire damaged or flooded units, repair termite damage, and other similar nonrecurring repairs for which the scope of work cannot be defined in advance. These types of repairs are typically performed by modification to the family housing maintenance contract or by using one time small purchase contracts if unit priced labor is not available.

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

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

This GPWS specifies that labor estimates will be based on EPS, since this is the most common estimating system used in facilities support contracts. Should the user chose another estimating standard, appropriate changes must be made to the GPWS technical specifications, historical data, etc.

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

- . Delete contract line items 0036 - 0046, Section B
- . Delete paragraph C.3.k, Fixed Burden Rate
- . Delete paragraph C.3.n, Labor Hour Unit Price
- . Delete paragraph C.3.p, Means Repair and Remodeling Cost Data
- . Delete paragraph C.3.r, Pre-Expended Bin Materials and Supplies
- . In paragraph C.10.b, delete the words "unit priced labor"
- . Delete paragraph C.10.c(7)
- . Delete related historical data in Attachment J-C9

6. Self-Help Program. The activity's self help program may be operated either in-house by Government personnel, or contracted out. This GPWS includes provisions for each option, as discussed below.

(a) In House Self-Help Program. Paragraph C.7.g of the GPWS advises the Contractor that a self-help program is being operated by the Government. The Contractor is responsible only for the possible completion or correction of work not properly completed by family housing residents. If the specification writer chooses Government operation, delete "SELF-HELP PROGRAM" paragraph C.20, contract line item number (CLIN) 0004, and Attachment J-C17. Government operation of self-help programs is preferred over Contractor operation for a number of reasons, including the following:

(1) Items may easily be added and deleted from the self-help store inventory, or the quantity on hand/minimum inventory changed as needed to meet ever changing resident needs and desires. If contracted out, such changes would require a formal modification to the contract.

(2) Government personnel will have better success enforcing loaner equipment return policies than the Contractor.

(3) A Government-operated self-help program may be more economical at smaller activities where stores are operated by employees on a part-time basis, or by military personnel.

(b) Contractor-Operated Self-Help Program. Paragraph C.20 of the GPWS requires the Contractor to develop and implement a self-help program and provide the consumable items and loaner equipment specified in Attachment J-C17. In addition, paragraph C.20 assumes **all** self-help inventory will be furnished by

the Contractor. If the specification writer chooses Contractor operation, delete paragraph C.7.g.

(1) Experience has shown self-help supplies should **not** be provided by the Government in a Contractor-operated store. When supplies are furnished by the Government, Contractors have no incentive to properly maintain or account for items, and burdensome inventory and accountability procedures must be implemented.

(2) It is difficult to enforce proper performance of self-help store operations, and problems such as failure of the Contractor to maintain loaner equipment in good condition, failure to maintain minimum specified levels of consumable items, and other potential problems are difficult to resolve.

D. Schedule of Deductions. If used, the "SCHEDULE OF DEDUCTIONS" clause in Section E is one of the most important items the specification writer must consider in tailoring this GPWS because it directly affects the degree of difficulty required to calculate payment deductions for unsatisfactory performance and nonperformance of work. The schedule is used if a single monthly price or limited number of subline items are included in Section B for performance of the firm fixed-price contract requirements. It should not be used if a detailed Schedule of Firm Fixed-Price Work is included in Section B. Refer to paragraph III.B.2.b for additional information on fixed-price contract line items.

1. The Schedule of Deductions requires the Contractor to break down the firm fixed-price portion of the bid into its component parts. Since a detailed Schedule of Firm Fixed-Price Work is presented in this GPWS, service calls (CLIN 0001) is the only contract line item which must be broken down as shown in the sample schedule below. This information is used in conjunction with the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" and "ESTIMATING THE PRICE OF NONPERFORMED OR UNSATISFACTORY WORK" clauses (Section E), and the PRS table (Attachment J-C2), in making payment deductions for unsatisfactory performance and nonperformance of firm fixed-price contract requirements.

**SCHEDULE OF DEDUCTIONS FOR BASE PERIOD
(DO NOT SUBMIT SCHEDULE OF DEDUCTIONS WITH BID)**

<u>ITEM</u>	<u>CONTRACT REQUIREMENT</u>	<u>UNIT</u>	<u>QUANTITY</u>	<u>UNIT PRICE</u>	<u>TOTAL PRICE</u>
1.	Emergency Service Calls (Paragraph C.8)	MONTH	12	\$_____	\$_____
2.	Urgent Service Calls (Paragraph C.8)	MONTH	12	\$_____	\$_____
3.	Routine Service Calls (Paragraph C.8)	MONTH	12	\$_____	\$_____
TOTAL (Must equal amount bid for CLIN 0001)					\$_____

2. The completed schedule must be provided by the Contractor within 15 calendar days after award of the contract. The Government retains the right to reject and/or unilaterally establish a schedule if the submitted schedule is

materially unbalanced. The specification writer must consider changes made to the technical specifications, the length of the initial contract term, and whether schedules for separately priced options will be included when tailoring the schedule. Corresponding changes must be made to the PRS table in Attachment J-C2.

E. Performance Requirements Summary. As this 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, in conjunction with the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES", "ESTIMATING THE PRICE OF NONPERFORMED OR UNSATISFACTORY WORK", and "SCHEDULE OF DEDUCTIONS" clauses in making payment deductions for unsatisfactory performance or nonperformance. Additionally, the table is also very useful in the preparation of QA plans (as discussed in the QA Guide to this GPWS) and the Schedule of Deductions, and to provide the FSCM, QAEs, and customers a convenient overview of services to be provided. A sample PRS Table, which reflects the contract requirements and work requirements of this GPWS, is provided in Attachment J-C2. Suggested maximum allowable defect rates (MADRs) and weights are also shown. The user should modify this table to reflect the tailored PWS requirements and the factors which influence the selection of MADRs and work requirement weights. NAVFAC MO-327 provides guidance on the development of PRS tables, and should be referred to by the user.

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 which were intended; and/or spends a great deal more in contract administration effort than would normally be warranted. To avoid such problems, the user should carefully review the tailored PWS to find and eliminate any inconsistencies which may have been created during the tailoring process.

1. One way to eliminate inconsistencies is through the use of a matrix (see Table 1). Such a matrix can prove to be an effective check on the consistency of the contract requirements. By matching the function with the applicable paragraph(s), the user can easily review those paragraphs which apply to a particular function without continually scrutinizing the entire specification.

TABLE 1
EXAMPLE MATRIX CHECK FOR MAINTENANCE OF MILITARY FAMILY HOUSING CONTRACT

PARAGRAPH	CONTRACT REQUIREMENT				
	EMERGENCY SERVICE CALLS	URGENT SERVICE CALLS	ROUTINE SERVICE CALLS	CHANGE OF OCCUPANCY	IQ WORK
C.2	X	X	X	X	X
C.8	X	X	X		
C.9					X
C.10				X	
J-C9	X	X	X	X	
J-C10	X	X	X		
J-C12					X
J-C2	X	X	X	X	X

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

A. Negotiated Source Selection Procurements. Under sealed bidding procedures, the contract is awarded to the lowest, responsive, responsible bidder. This has traditionally been the most common solicitation procedure for procurement of family housing maintenance services, although it has often resulted in Contractor performance problems. Unlike sealed bidding, a negotiated procurement requires Contractors (Offerors) demonstrate, prior to award, they have the technical capability, experience, and resources to perform the work required; have 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 which 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.

1. Technical Proposals. Technical proposal evaluation criteria serve as the cornerstone of the source selection process and are crucial in determining which Contractor offers the "best value" to the Navy. Criteria which do not allow technical evaluation boards to properly evaluate technical proposals can have a negative impact on the procurement. Technical proposal evaluation criteria may vary depending on the size and complexity of the contract, and the kind of information needed from Contractors to demonstrate technical capability; the criteria need not be complicated. Questions are typically asked in the subject areas that follow. This information is presented as guidance (not NAVFACHQ directive); criteria must be tailored to the unique requirements of each solicitation and should be kept as simple as possible. It is strongly recommended the technical evaluation and source selection boards jointly develop the criteria. Sample questions are provided in Section J of this GPWS.

EXPERIENCE/PAST PERFORMANCE

- . Overall experience in providing family housing maintenance services in Government or comparable civilian projects of the same or similar scope, size, and complexity (dollar values, number of housing units, work requirements, etc.). Offerors may be asked to provide references/points of contact (name, title, phone number) to ascertain past performance. Relevant information regarding a Contractor's actions under previously awarded contracts should be obtained, e.g., adherence to contract schedules, customer satisfaction, conformance to specifications, cooperation with Government representatives, etc.
- . Identification of corporate-level employees who had experience on previous contracts and the benefits they will contribute in the performance of this contract.
- . Experience with combination fixed-price (recurring), indefinite quantity contracts.

SMALL BUSINESS SUBCONTRACTING EFFORT

- . Offerors may be asked to provide past and proposed subcontracting opportunities for small business, small disadvantaged business, women-owned small business, and historically black colleges and universities.
- . Identify recent relevant projects showing the percentage of work subcontracted to small businesses.
- . Describe any awards received for outstanding support to small businesses.
- . Explain outreach initiatives performed to identify small businesses such as advertising in local news and trade magazines, participating in trade fairs, and mentor protégé agreements.
- . Large businesses may be asked to provide the most recently submitted SF 294s, "Subcontracting Report for Individual Contracts", or any other documentation showing compliance with the utilization of small business.

METHODS AND UNDERSTANDING

- . Offerors may be asked to provide the full time equivalents (FTEs, as defined in the "REQUEST FOR PROPOSAL" paragraph, Section C) that will be allocated to providing each of the major services below. In addition, staffing level justification, as well as employee classifications and skill levels, should be provided. Offerors should describe the procedures and operational processes they intend to implement to perform each of the major service areas.
- . Service call work. Describe proposed methods and staffing to accomplish work within specified response and completion times, tenant not home procedure, how calls will be received during and after regular working hours, how work will be scheduled and assigned to employees, and how emergency calls will be responded to after regular working hours.
- . Preventive maintenance. Describe proposed methods and staffing to accomplish HVAC PMs as required. Include scheduling and occupant notification to gain access to the unit, types of skills employees will have, and how work will not adversely impact other indefinite quantity or fixed-price work.
- . Indefinite quantity work. Describe proposed staffing, including planned sources of labor, to assure all work will be completed without adversely affecting fixed-price work.
- . Self-help program. Describe proposed methods and staffing to acquire, maintain, and issue consumables and loaner equipment inventory. Include record keeping and reclaiming of overdue equipment from residents.
- . Management, control, and distribution of Contractor furnished materials and supplies.
- . Potential sources of supply and how these sources will be able to provide materials in a timely fashion.
- . Policy and procedures for stockage of high turnover and long lead time items.

- . Procedures that will ensure materials are available for work required after normal working hours.
- . Management and control of Government furnished equipment, materials, and facilities (if any).
- . Offerors may be asked to describe their quality control system, ensuring all contract requirements are addressed.
 - . Describe how inspections will be conducted, including surveillance methodology, when performed, sampling procedures, etc.
 - . Name, qualifications, and duties of the individual responsible for performing quality control inspections, and the extent of his/her authority.
 - . Explain documentation of inspection results and corrective action, and describe procedures for updating and revising the quality control plan during contract performance.

RESOURCE REQUIREMENTS

- . Identification of corporate financial resources (banks/financial institutions and assets) available to support contract requirements.
- . Identification of key on-site personnel. The Offeror may be asked to provide names, titles, qualifications, and job/position descriptions.
- . An organizational chart depicting lines of authority, subfunctions (service calls, preventive maintenance inspections, indefinite quantity work, etc.) and any subcontractor interfaces.

2. Pricing Information. Supplemental pricing information should be obtained with the price proposal in a format which allows for direct comparison with the full time equivalent information provided in the technical proposal. This simplifies the process of determining that the proposed direct labor cost for each contract requirement is adequate to provide all of the required services. One possible format is shown below.

SERVICE	NUMBER OF FULL TIME EQUIVALENTS	DIRECT LABOR COST	DIRECT MATERIAL AND EQUIPMENT COST	TOTAL DIRECT COST
EMERGENCY SERVICE CALLS	_____	\$ _____	\$ _____	\$ _____
URGENT SERVICE CALLS	_____	\$ _____	\$ _____	\$ _____
ROUTINE SERVICE CALLS	_____	\$ _____	\$ _____	\$ _____
COOLING PMs	_____	\$ _____	\$ _____	\$ _____
HEATING PMs	_____	\$ _____	\$ _____	\$ _____
MANAGE SELF-HELP PROGRAM	_____	\$ _____	\$ _____	\$ _____
COST FOR CONSUMABLES	N/A	\$ N/A	\$!INSERT!	\$!INSERT!
BACKLOGGED SERVICE CALLS	_____	\$ _____	\$ _____	\$ _____
TOTAL DIRECT COST				\$ _____
INDIRECT COSTS:				
INDIRECT MATERIAL AND EQUIPMENT COST				\$ _____
INDIRECT AND OVERHEAD LABOR COST				\$ _____

SERVICE	NUMBER OF FULL TIME EQUIVALENTS	DIRECT LABOR COST	DIRECT MATERIAL AND EQUIPMENT COST	TOTAL DIRECT COST
				\$ _____
				\$ _____
				\$ _____
				\$ _____

3. The user should contact the contract specialist or EFD Contract Department for guidance and approval concerning the use of Source Selection procedures, particularly in the use of supplemental pricing information to accomplish the cost realism analysis required for negotiated procurements. The contract specialist will need to add additional technical and price proposal submittal requirements, and make other changes to the standard sealed bidding contract format. The Family Housing Manager must also be contacted for guidance on technical proposal requirements; he/she should be a member of the Technical Proposal Evaluation Team.

B. Award Fee Provisions. Award fee provisions can be included in a family housing maintenance contract to motivate the Contractor to provide an increased level of service and improve responsiveness and attention to detail.

1. Award Fee Provisions. Award Fee provisions are included by inserting NAVFAC 5252.216-9315, "AWARD FEE" in the contract and development of an award fee determination plan. These items specify 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.

2. Award Fee Amount. A maximum award fee amount is established by the activity and specified in the "AWARD FEE" clause. This amount must be adequate to motivate the Contractor's performance, but may not be more than 10% of the total estimated contract price. Award fee evaluations are conducted at recurring intervals, known as performance periods (typically quarterly), throughout contract performance. Although the fee is awarded at the end of each performance period, the entire award fee pool must be fully funded at the time of contract award. Funds not awarded in one quarter do not carry over to subsequent quarters, and must be returned to the Family Housing Office for other uses.

3. Award Fee Process. For a typical Family Housing Maintenance contract, an activity Performance Evaluation Board (PEB) will meet monthly during the term of the contract to review the Contractor's performance relative to the specified performance criteria. The Board consists of selected technical and administrative personnel at the local activity. Membership would typically include the Public Works Officer, senior contract specialist, the Family Housing Director or Housing Facilities Manager, the FSCM or QAE, and other individuals involved in the day to day administration of the contract. The Contractor may provide the board a short written self evaluation of performance, which is reviewed in conjunction with quality assurance information from the FSCM/QAE, customer complaints and other information provided by the Family Housing Office, etc. Input could also be provided by organizations or groups representing family housing residents, if desired. At the end of each evaluation period

(typically every three months), a formal evaluation report is submitted, along with the Contractor's evaluation, to the Fee Determination Official (FDO), who is normally at the geographical EFD, for approval. This report will recommend an award fee amount based on the Contractor's performance throughout the quarter. The board uses the award fee performance criteria in place for the quarter (see Table 2) as a guide in assessing the Contractor's performance in the categories assigned. The weights shown in Table 2 are determined by the activity and allow the Government to convey the relative importance of the criteria, as well as its subelements, to the Contractor. The PEB performance evaluation report (see Table 3) provides the Contractor's score in each category and criteria and shows how the total weighted rating was determined. Written justification for each category must be provided since the evaluation is subjective in nature. An award fee conversion chart (see table 4) is then used to convert the total weighted rating into an award fee amount. The decision on the amount of award fee earned is a unilateral determination made by the Government and is not subject to the "DISPUTES" clause, Section I.

4. Award Fee Performance Evaluation Criteria. Award fee performance criteria and the relative weights are established by the activity, and may be changed unilaterally by the FDO so long as the Contractor is notified at least 15 days prior to the beginning of the evaluation period. This affords the Government the flexibility to make necessary adjustments in the Award Fee Criteria as the contract progresses. The ability to change the performance criteria and criteria elements allows the Government to emphasize different services or shift the Contractor's efforts to problem areas which may arise during contract performance. Tables 2 through 4 are examples of typical award fee criteria for a housing maintenance contract. These examples must be tailored to identify the criteria elements and their relative weighting most important to the activity.

5. Approval Requirements. The expected benefit of an award fee contract should be sufficient to warrant the additional expense and administrative effort. The size and complexity of the procurement and the Government resources available to monitor and evaluate performance must also be considered. Approval must be obtained from the EFD Contracts Department prior to use. Contact the Contracts Department at the geographic EFD for more information and specific approval requirements.

V. COMMERCIAL ACTIVITIES (CA) PROGRAM CONSIDERATIONS. This section of the User's Guide discusses some of the special items which 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 which must be considered by the user.

A. Scope of Work. The user must remember that 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 additional tailoring of the GPWS to ensure all the services to be performed by the MEO are included and clearly described in the PWS.

B. Separately Priced Options to Extend. OMB Circular A-76 requires in-house and Contractor bids be evaluated on at least a three-year basis when funding can cross fiscal years. This means Section B must contain contract line items for a base period (items 0001 through 0046) and at least two, one-year, separately priced option periods (items 0047 through 0092 and 0093 through 0138).

TABLE 2
AWARD FEE PERFORMANCE CRITERIA

CRITERIA ELEMENT	SUB-ELEMENTS	SATISFACTORY BELOW 80	ABOVE SATISFACTORY 80-84	EXCELLENT 85-89	OUTSTANDING 90-94	SUPERIOR 95-100
QUALITY OF WORK (30%)	Workmanship (80%)	Inferior quality of workmanship with excessive number of deficiencies	Adequate quality of workmanship with substantial number of deficiencies	Acceptable quality of workmanship with limited number of deficiencies	High quality of workmanship with minor deficiencies	Superior quality of workmanship with no deficiencies
	Effectiveness of Quality Control Program (20%)	Consistently requires Govt input to rework unsat jobs	Occasionally requires Govt input to rework unsatisfactory jobs	Rarely requires Govt input to rework unsatisfactory jobs	Contractor QC Program identifies all rework requirements	Most jobs do not require rework, QC program very effective
TIMELY COMPLETION OF WORK (25%)	Service Work (40%)	Frequently misses required completion requirements	Calls occasionally not completed within required completion requirements	Calls almost always completed within required completion requirements	Calls usually completed well before required completion time	Virtually all calls completed well before required completion time
	COM (40%)	Frequently not completed by required date	Work is sometimes not completed by required date	Work almost always completed by required date	Rare that work is not completed by required date	Work always completed by required date
	Other Services (20%)	Work is consistently not completed by required or scheduled date	Work is often not completed by required or scheduled date	Work is occasionally not completed by required or scheduled date	Rarely is work not completed by required or scheduled date	Work is always completed by required or scheduled date
RESPONSE TO SERVICE CALLS (25%)	Emergency Service Calls (65%)	Consistently late in meeting required response time	Often late in meeting required response time	Occasionally late in meeting required response time	Rarely late in meeting required response time	Always responds within required response time
	Urgent Service Calls (35%)	Consistently late in meeting required response times	Often late in meeting required response times	Occasionally late in meeting required response times	Rarely late in meeting required response times	Always responds within required response time
MANAGEMENT (20%)	Cooperation (20%)	Contractor and employees do not demonstrate cooperation in accomplishment of the contract	Contractor and employees occasionally demonstrate cooperation in accomplishment of the contract	Contractor and employees usually demonstrate cooperation in accomplishment of the contract	Cooperation and teamwork exceed normal expectation	Cooperation and teamwork substantially exceed normal expectation
	Customer Service (50%)	Employees often not courteous and helpful, not well groomed	Employees sometimes not courteous and helpful, not well groomed	Employees are most often courteous, helpful, and well groomed	With rare exceptions employees are courteous, helpful, and well groomed	Employees very professional in all aspects of customer service
	Appointments (30%)	Appointments are consistently not made or not kept	Appointments are often not made or not kept	Appointments are occasionally not made or not kept	Appointments are almost always made and are rarely missed	Convenient appointments always made and kept

TABLE 3
CONTRACTOR PERFORMANCE EVALUATION REPORT

<u>RATINGS</u>		PERIOD _____ TO _____	
SUPERIOR	95-100	CONTRACT NUMBER _____	
OUTSTANDING	90-94	CONTRACTOR _____	
EXCELLENT	85-89	DATE OF REPORT _____	
ABOVE SATISFACTORY	80-84	BOARD MEMBERS _____	
SATISFACTORY	BELOW 80	_____	

CATEGORY	CRITERIA RATING	EVALUATION FACTOR	RATING	CATEGORY FACTOR	RATING
----------	--------------------	----------------------	--------	--------------------	--------

QUALITY OF WORK

WORKMANSHIP	_____	x	.80	=	_____
EFFECTIVENESS OF QUALITY CONTROL PROGRAM	_____	x	.20	=	_____
TOTAL CRITERIA WEIGHTED RATING				=	_____ x .30 = _____

TIMELY COMPLETION OF WORK

SERVICE WORK	_____	x	.40	=	_____
CHANGE OF OCCUPANCY	_____	x	.40	=	_____
OTHER SERVICES	_____	x	.20	=	_____
TOTAL CRITERIA WEIGHTED RATING				=	_____ x .25 = _____

RESPONSE TO SERVICE CALLS

EMERGENCY SERVICE CALLS	_____	x	.65	=	_____
URGENT SERVICE CALLS	_____	x	.35	=	_____
TOTAL CRITERIA WEIGHTED RATING				=	_____ x .25 = _____

MANAGEMENT

COOPERATION	_____	x	.20	=	_____
CUSTOMER SERVICE	_____	x	.50	=	_____
APPOINTMENTS	_____	x	.30	=	_____
TOTAL CRITERIA WEIGHTED RATING				=	_____ x .20 = _____

TOTAL WEIGHTED RATING _____

RATED BY: _____

SIGNATURES: _____

TABLE 4
AWARD FEE CONVERSION CHART

WEIGHTED PERFORMANCE POINTS	CRITERIA WEIGHTED RATING	PERCENTAGE OF AVAILABLE AWARD FEE (%)
100	SUPERIOR	100
99		100
98		99
97		98
96		96
95		94
94	OUTSTANDING	90
93		85
92		80
91		70
90		60
89	EXCELLENT	50
88		45
87		40
86		35
85		30
84	ABOVE SATISFACTORY	25
83		20
82		15
81		10
80		5
79 and below	SATISFACTORY	0

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

"TASK ORDERS DESIGNATING THE USE OF ON-HAND MATERIALS OF SERVICES. At the time of the contract start date, the Contractor shall accept approximately !INSERT! task orders for backlogged indefinite quantity work for which materials are already on hand. The Contractor and a Government Representative shall conduct a joint inventory of all materials on hand within !INSERT! calendar days after contract start. Upon completion of the inventory, the Contractor shall assume custody of these materials which shall be used only for the task order specifically designated. The Government will provide the Contractor a detailed scope of work developed according to the procedures specified in the "GENERAL REQUIREMENTS AND PROCEDURES FOR INDEFINITE QUANTITY WORK" paragraph, Section C, for each proposed task order which includes unit priced labor. The Contractor

shall review the Government's scope of work and provide proposed unit prices for the specified equipment and materials not available in the inventory; indicate specific areas of disagreement with the proposed scope of work; and submit proposed scope changes per the aforementioned paragraph. Reviewed work scopes shall be returned to the Contracting Officer within !INSERT! calendar days after receipt for backlogged urgent task orders, and within !INSERT! calendar days after receipt of backlogged routine task orders. Completion dates for each backlogged task order shall be negotiated."

D. Multi-Function CA Contracts. In many instances CA program studies involve contracts containing more than one functional area or service. For example, the user may want to study building and structures (other than family housing) maintenance services in conjunction with family housing maintenance services, and issue a single solicitation. Since most NAVFAC GPWSs are written in the same format, the technical requirements of Sections C and J of this guide may easily be combined with those of other GPWSs to produce a tailored multi-function PWS.

VI. PRE-AWARD CONSIDERATIONS. Prior to award, it is essential the activity consider the following aspects of the operation and administration of a military family housing maintenance contract. Additionally, Chapters 5 and 6 of NAVFAC MO-327 discuss a number of items which must be considered, including a pre-award survey of the apparent low, responsive bidder, and a review of the submitted quality control program.

A. Quality Assurance Evaluator Training. An adequate number of qualified QAEs must be on board prior to the contract start date. NAVFAC EFD contract offices will not allow contracts to be advertised until the activity provides assurance that such resources will be provided. NAVFAC P-68 requires all individuals assigned QAE duties to attend the QAE training course provided by each EFD within six months of their assignment, or have equivalent training as determined by the Contracting Officer. The activity should take steps for those QAEs who have not received training to attend the next available course and, in the meantime, should develop a local training program. EFD Code 16s should be contacted for QAE training scheduling or assistance. The QAE should have a good working knowledge of maintenance and inspection procedures and requirements for military family housing. Prior to bid opening, it is essential the QAE become familiar with the family housing maintenance specification.

B. Site Visits. The QAE or other Government representative should be prepared to conduct site visits with potential bidders after inviting bids. The purpose of these visits is to familiarize Contractors with the location of contract requirements, not to provide additional information which should have been included in the PWS.

1. QAEs must be briefed by the Contracting Officer or the Contract Specialist as to what can and cannot be said to potential bidders during site visits.

2. Family Housing representatives must also be briefed on precautions to be taken so as not to reveal sensitive information to potential bidders during these visits.

3. After the site visit, the Government representative should submit a report to the Contracting Officer. Special attention should be given to

contractor questions and comments which imply specification deficiencies or inconsistencies.

4. It may be useful to visit a vacant housing unit(s) in which change of occupancy maintenance services have been completed in accordance with the specifications. This will help visiting contractors visualize the standards required by the contract.

C. Government Furnished Property. Are Government furnished facilities, equipment, materials, and appliances, if any, ready for turnover? Has a property administrator been assigned as required by NAVFAC P-68, SUBPART 45.70?

D. Backlogged Service Calls. Have backlogged service calls, if any, been identified and made ready to issue to the Contractor?

E. Resident Awareness. Are family housing residents aware of the procedures that they must follow to request service work under this contract? Do residents know which services are available to them? Do residents know that work can be scheduled for a specific date/time? Do residents know how to file a complaint?

END OF USER'S GUIDE

GUIDE PERFORMANCE WORK STATEMENT
FOR
MAINTENANCE OF MILITARY FAMILY HOUSING

PART I - THE SCHEDULE

SECTION B: SUPPLIES OR SERVICES AND PRICES/COSTS

!*****

NOTE TO SPECIFICATION WRITER: Some NAVFAC Engineering Field Divisions (EFDs) require additional clauses be added to Section B. The user must contact the appropriate geographical EFD to identify additional clauses, if any, which may be required.

The numbering system for contract line items and subline items shall follow the method prescribed in Subpart 204.71 of the DOD FAR Supplement. In the following example, contract line item 0001 is prepared as a single line item supported by a Schedule of Deductions. Alternate methods would be to include a limited number of subline items, each of which would be broken down by a Schedule of Deductions; or to eliminate the Schedules of Deductions from the contract and prepare a detailed Schedule of Firm Fixed-Price Work, with detailed contract line items similar to those in the Schedules of Deductions. See paragraph III.B.2.b of the User's Guide for additional information on contract line items.

Only the base period is included in the sample contract line items shown below. However, the user may be required to include a separately priced option period if the initial contract term is less than 12 months. See paragraph III.B.5 of the User's Guide.

*****!

<u>Item</u>	<u>Supplies/Services</u>	<u>Quantity</u>	<u>Unit</u>	<u>Unit Price</u>	<u>Amount</u>
	Performance of firm-fixed price work for the BASE PERIOD in accordance with the Performance Work Statement contained in Section C.				
0001	Service Calls per paragraph C.8	12	MONTH	\$_____	\$_____
0002	Cooling Preventive Maintenance Inspections (PMs) per paragraph C.16.a	!NUMBER!	EACH	\$_____	\$_____
0003	Heating Preventive Maintenance Inspections (PMs) per paragraph C.16.a	!NUMBER!	EACH	\$_____	\$_____
0004	Manage Self-Help Program per paragraph C.20	12	MONTH	\$_____	\$_____
0005	Estimated Cost for Self-Help Consumable Items per paragraph C.20.b				\$ <u>!VALUE!</u>
0006	Backlogged Service Calls (BASE PERIOD Only) per paragraph C.8.g	100	EACH	\$_____	\$_____
	TOTAL PRICE (CLINS 0001 - 0006)				\$_____

*

Item	Supplies/Services	Quantity	Unit	Unit Price	Amount
------	-------------------	----------	------	------------	--------

Performance of indefinite quantity unit priced tasks for the BASE PERIOD 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 purchased hereby.

!*****
 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. Ensure that the appropriate wage rate is identified for each item, if appropriate. See paragraph III.B.4 of the User's Guide for additional information.
 *****!

SCHEDULE OF INDEFINITE QUANTITY WORK - UNIT PRICED TASKS

(Subject To Service Contract Act Wages)

Change of Occupancy Maintenance per paragraph C.10

0007	Townhouse Units	!NUMBER!	EACH	\$_____	\$_____
0008	Capehart Units	!NUMBER!	EACH	\$_____	\$_____
0009	Category B Units	!NUMBER!	EACH	\$_____	\$_____
0010	Replace Asbestos Containing Floor Tile/Mastic per paragraph C.11.j	!NUMBER!	SF	\$_____	\$_____
0011	Replace Floor Tile per paragraph C.11.j(1)	!NUMBER!	SF	\$_____	\$_____
0012	Replace Vinyl Sheet Flooring per paragraph C.11.j(2)	!NUMBER!	SY	\$_____	\$_____
0013	Refinish Hardwood Flooring per paragraph C.11.j(3)(b)	!NUMBER!	SF	\$_____	\$_____
	Replace Blinds per paragraph C.11.m				
0014	36¼" X 60"	!NUMBER!	EACH	\$_____	\$_____
0015	45¼" X 60"	!NUMBER!	EACH	\$_____	\$_____

Item	Supplies/Services	Quantity	* Unit	Unit Price	Amount
0016	55¼" X 60"	!NUMBER!	EACH	\$_____	\$_____
0017	Countertop Replacement per paragraph C.11.o	!NUMBER!	LF	\$_____	\$_____
0018	Replace 3-Ton Condensing Unit per paragraph C.16.c	!NUMBER!	EACH	\$_____	\$_____
0019	Custodial Services per paragraph C.18	!NUMBER!	EACH	\$_____	\$_____
0020	Grounds Maintenance Services per paragraph C.19	!NUMBER!	EACH	\$_____	\$_____
0021	!ADD ADDITIONAL UNIT PRICED TASKS, AS NEEDED!	!NUMBER!	??	\$_____	\$_____
(Subject To Davis-Bacon Act Wages)					
Change of Occupancy Maintenance per paragraph C.10					
0022	Townhouse Units	!NUMBER!	EACH	\$_____	\$_____
0023	Capehart Units	!NUMBER!	EACH	\$_____	\$_____
0024	Category B Units	!NUMBER!	EACH	\$_____	\$_____
0025	Replace Asbestos Containing Floor Tile/Mastic per paragraph C.11.j	!NUMBER!	SF	\$_____	\$_____
0026	Replace Floor Tile per paragraph C.11.j(1)	!NUMBER!	SF	\$_____	\$_____
0027	Replace Vinyl Sheet Flooring per paragraph C.11.j(2)	!NUMBER!	SY	\$_____	\$_____
0028	Refinish Hardwood Flooring per paragraph C.11.j(3)(b)	!NUMBER!	SF	\$_____	\$_____
0029	Countertop Replacement per paragraph C.11.o	!NUMBER!	LF	\$_____	\$_____
Interior Painting (Complete) per paragraph C.12					
0030	Townhouse Units	!NUMBER!	SF	\$_____	\$_____
0031	Capehart Units	!NUMBER!	SF	\$_____	\$_____
0032	Category B Units	!NUMBER!	SF	\$_____	\$_____

Item	Supplies/Services	Quantity	* Unit	Unit Price	Amount
0033	Partial Interior Painting (Occupied Quarters) per paragraph C.12	!NUMBER!	SF	\$_____	\$_____
0034	Partial Interior Painting (Vacant Quarters) per paragraph C.12	!NUMBER!	SF	\$_____	\$_____
0035	!ADD ADDITIONAL UNIT PRICED TASKS AS, NEEDED!	!NUMBER!	??	\$_____	\$_____
TOTAL PRICE (ITEMS 0007 - 0035)					\$_____

Performance of indefinite quantity unit priced labor for the BASE PERIOD to perform specific maintenance, repair and alteration work that cannot be identified in sufficient detail to be included under the firm fixed-price portion of the contract. A composite labor rate, regardless of the trade involved, is bid. This work is described in the "GENERAL REQUIREMENTS AND PROCEDURES FOR INDEFINITE QUANTITY WORK" paragraph in Section C. The quantities listed below are realistic estimates provided solely for the purpose of bid evaluation and are not purchased hereby.

SCHEDULE OF INDEFINITE QUANTITY WORK - UNIT PRICED LABOR

(Subject To Service Contract Act Wages)

0036	Composite Skilled Trade**	!NUMBER!	HR	\$_____	\$_____
0037	Unskilled Laborer	!NUMBER!	HR	\$_____	\$_____
0038	Equipment Operator	!NUMBER!	HR	\$_____	\$_____
0039	!ADD ADDITIONAL TRADES AS NEEDED!	!NUMBER!	HR	\$_____	\$_____

(Subject To Davis-Bacon Act Wages)

0040	Composite Skilled Trade**	!NUMBER!	HR	\$_____	\$_____
0041	Unskilled Laborer	!NUMBER!	HR	\$_____	\$_____
0042	Painter	!NUMBER!	HR	\$_____	\$_____

<u>Item</u>	<u>Supplies/Services</u>	<u>Quantity</u>	<u>Unit</u>	<u>Unit Price</u>	<u>Amount</u>
0043	Equipment Operator	!NUMBER!	HR	\$_____	\$_____
0044	!ADD ADDITIONAL TRADES AS NEEDED!	!NUMBER!	HR	\$_____	\$_____
0045	Price for materials in the BASE PERIOD to support unit priced labor. Price will be calculated by multiplying the bidder's fixed burden rate (FBR) and the Government's estimated cost for materials shown below, and adding the result to the estimated amount.				
				$\$!VALUE! + (\$!VALUE! \times \frac{\quad}{(FBR)} \%) = \$$	_____
0046	Government's estimated cost for equipment in the BASE PERIOD to support the unit priced labor portion of the contract.				\$ <u>!VALUE!</u>
	TOTAL PRICE (ITEMS 0036- 0046)				\$_____
	TOTAL PRICE FOR BASE PERIOD (ITEMS 0001 - 0046)				\$_____

- * FBR - Fixed Burden Rate. See "DEFINITIONS - TECHNICAL" paragraph, Section C.
 HR - Labor Hour (see paragraph C.3.n)
 LF - Linear Feet
 SF - Square Feet
 SY - Square Yard

** Composite Skilled Trade - Includes carpenter, electrician, plumber, and all other skilled trades except painter and equipment operator.

END OF SECTION B

PART I - THE SCHEDULE

SECTION C: DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

TABLE OF CONTENTS

<u>PARAGRAPH NUMBER</u>	<u>PARAGRAPH NAME</u>	<u>PAGE NO.</u>
C.1	GENERAL INTENTION.....	C-1
C.2	GENERAL REQUIREMENTS.....	C-1
C.3	DEFINITIONS - TECHNICAL.....	C-1
	a. Backlogged Service Calls.....	C-1
	b. Common Areas.....	C-1
	c. Construction/Alteration.....	C-2
	d. Contracting Officer (KO).....	C-2
	e. Contractor.....	C-2
	f. Davis-Bacon Act Work.....	C-2
	g. Direct Material Costs.....	C-2
	h. Engineered Performance Standards (EPS).....	C-2
	i. Facility.....	C-2
	j. Federal Holidays.....	C-2
	k. Fixed Burden Rate (FBR).....	C-2
	l. Frequency of Service.....	C-2
	m. Housing Area.....	C-3
	n. Labor Hour Unit Price.....	C-3
	o. Maintenance/Repair.....	C-3
	p. Means Repair and Remodeling Cost Data.....	C-3
	q. Performance Requirements Summary (PRS) Table.....	C-3
	r. Pre-Expended Bin Materials and Supplies.....	C-3
	s. Quality Assurance Evaluator (QAE).....	C-4
	t. Regular Working Hours.....	C-4
	u. Resident.....	C-4
	v. Response Time.....	C-4
C.4	GOVERNMENT-FURNISHED PROPERTY, MATERIALS AND SERVICES.....	C-4
	a. Government-Furnished Facilities.....	C-4
	b. Government-Furnished Equipment.....	C-4
	c. Government-Furnished Material.....	C-5
	d. Government-Furnished Appliances and Household Equipment.....	C-5
	e. Availability of Utilities.....	C-5
C.5	CONTRACTOR FURNISHED ITEMS.....	C-5
	a. Materials.....	C-5
	b. Submittals.....	C-6
	c. Computer Equipment.....	C-7
C.6	MANAGEMENT.....	C-7
	a. Work Control.....	C-7
	b. Allowable Work Hours.....	C-8
	c. Work Schedule.....	C-8
	d. Customer Service.....	C-9
	e. Records and Reports.....	C-10
C.7	GENERAL REQUIREMENTS AND PROCEDURES.....	C-10
	a. Standards.....	C-10
	b. Replacement, Modernization, Renovation.....	C-11
	c. Equipment Under Manufacturer's or Installer's Warranty.....	C-11
	d. As Built Drawings.....	C-11
	e. Interface With Other Contractors and Government Forces.....	C-11

<u>PARAGRAPH NUMBER</u>	<u>PARAGRAPH NAME</u>	<u>PAGE NO.</u>
	f. Damages Caused By Weather Conditions or Vandalism.....	C-12
	g. Government's Self-Help Program.....	C-12
	h. Ozone Depleting Refrigerant Recycling.....	C-12
	i. Asbestos Material in Floor Coverings.....	C-12
	j. Required Training.....	C-13
C.8	GENERAL REQUIREMENTS AND PROCEDURES FOR SERVICE CALL WORK.....	C-13
	a. Labor and Material Requirements.....	C-13
	b. Service Call Reception.....	C-14
	c. Service Call Classification.....	C-14
	d. Response to Service Calls.....	C-15
	e. Completed Calls.....	C-16
	f. Historical Data.....	C-17
	g. Backlogged Service Calls.....	C-17
C.9	GENERAL REQUIREMENTS AND PROCEDURES FOR INDEFINITE QUANTITY WORK.....	C-18
	a. Categories of Indefinite Quantity Work.....	C-18
	b. Ordering Unit Priced Tasks.....	C-18
	c. Ordering Unit Priced Labor.....	C-19
C.10	CHANGE OF OCCUPANCY MAINTENANCE.....	C-22
	a. Inspections.....	C-22
	b. Change of Occupancy Work Requirements.....	C-23
	c. Change of Occupancy Period.....	C-24
	d. Early Move-ins.....	C-25
	e. Materials and Equipment.....	C-25
	f. Cleanup.....	C-25
C.11	GENERAL REQUIREMENTS FOR STRUCTURAL WORK.....	C-25
	a. Exterior Walls.....	C-25
	b. Exterior Trim.....	C-26
	c. Roofing.....	C-26
	d. Gutters and Downspouts.....	C-28
	e. Exterior Concrete and Masonry Structures.....	C-28
	f. Exterior Accessories.....	C-28
	g. Stairs.....	C-28
	h. Doors, Windows, and Screens.....	C-28
	i. Interior Walls, Ceilings and Trim.....	C-29
	j. Floors and Floor Coverings.....	C-30
	k. Vinyl Baseboards.....	C-32
	l. Wooden Baseboards.....	C-32
	m. Traverse/Curtain Rods.....	C-32
	n. Blinds and Window Shades.....	C-32
	o. Bathrooms.....	C-33
	p. Cabinets and Countertops.....	C-33
	q. Ceramic Tile.....	C-33
	r. Interior Accessories.....	C-33
C.12	GENERAL REQUIREMENTS FOR PAINTING.....	C-33
	a. Complete Paintouts.....	C-34
	b. Partial Painting.....	C-34
	c. Touch-up Painting.....	C-34
	d. Certificates of Compliance.....	C-34
	e. Protection of Areas.....	C-34
	f. Surface Preparation.....	C-34
	g. Airless Sprayers.....	C-35
	h. Workmanship.....	C-35

<u>PARAGRAPH NUMBER</u>	<u>PARAGRAPH NAME</u>	<u>PAGE NO.</u>
	i. Paint Requirements and Schedule.....	C-35
	j. Lead-Based Paint.....	C-36
C.13	GENERAL REQUIREMENTS FOR PLUMBING.....	C-37
	a. Cleanup.....	C-37
	b. Plumbing Fixtures.....	C-37
	c. Water Heaters.....	C-38
C.14	GENERAL REQUIREMENTS FOR ELECTRICAL WORK.....	C-38
	a. General Requirements.....	C-38
	b. Telephone Wiring.....	C-38
C.15	GENERAL REQUIREMENTS FOR APPLIANCES AND HOUSEHOLD EQUIPMENT.....	C-39
	a. Appliance and Equipment Requirements.....	C-39
	b. Appliance Service Calls.....	C-39
	c. Appliance Installation.....	C-41
	d. Appliance Control.....	C-42
C.16	GENERAL REQUIREMENTS FOR HEATING, VENTILATION, AND AIR CONDITIONING EQUIPMENT.....	C-42
	a. Preventive Maintenance (PM) Inspections.....	C-42
	b. Gas and Fuel Oil Lines.....	C-46
	c. Replacement of Condensing Units.....	C-47
C.17	MAINTENANCE OF MISCELLANEOUS EQUIPMENT AND STRUCTURES.....	C-47
	a. Bus Shelters and Picnic Tables.....	C-47
	b. Chain Link Fence.....	C-47
	c. Wooden Fence.....	C-47
	d. Clothes Lines and Poles.....	C-47
	e. Playground Equipment.....	C-47
C.18	CUSTODIAL SERVICES.....	C-48
	a. Trash and Debris.....	C-48
	b. Woodwork, Doors, Walls, and Ceilings.....	C-48
	c. Floors.....	C-48
	d. Bathrooms and Kitchen.....	C-48
	e. Dusting.....	C-49
	f. Glass.....	C-49
	g. Light Fixture Covers and Bulbs.....	C-49
	h. Cabinets, Drawers, and Closet Shelves.....	C-49
	i. Vents and Exhaust Fans.....	C-49
	j. Garbage Cans.....	C-49
	k. Outside Areas.....	C-49
C.19	GROUNDS MAINTENANCE SERVICES.....	C-50
	a. General Requirements.....	C-50
	b. Mowing.....	C-50
	c. Trimming.....	C-50
	d. Edging.....	C-50
	e. Plant and Shrub Pruning.....	C-50
C.20	SELF-HELP PROGRAM.....	C-51
	a. General Requirements.....	C-51
	b. Consumables.....	C-51
	c. Loaner Equipment.....	C-51
	d. Optional Items/Services.....	C-52
	e. Use of Self-Help Store.....	C-52
C.21	GENERAL ADMINISTRATIVE REQUIREMENTS.....	C-52
	a. Directives.....	C-52
	b. Station Regulations.....	C-52
	c. Fire Protection.....	C-53

<u>PARAGRAPH NUMBER</u>	<u>PARAGRAPH NAME</u>	<u>PAGE NO.</u>
	d. Environmental Protection.....	C-53
	e. Disposal.....	C-53
	f. Safety Requirements and Reports.....	C-53
	g. Passes and Badges.....	C-54
	h. Identification of Contractor Employees.....	C-54
	i. Identification of Contractor Vehicles.....	C-54
	j. Permits.....	C-54
	k. Insurance.....	C-55
	l. Contractor's Daily Report.....	C-55
C.22	REQUEST FOR PROPOSAL.....	C-55
	a. Total Price Computation.....	C-56
	b. Cost/FTE Data.....	C-56
	c. Changes in Cost/FTE Data.....	C-56
	d. Definitions.....	C-56

PART I - THE SCHEDULE

SECTION C: DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

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

C.1 GENERAL INTENTION. The intention of this solicitation is to obtain maintenance, repair, and alteration services for !INSERT NUMBER! units of military family housing at !INSERT NAME OF ACTIVITY! by means of a combination firm fixed-price and indefinite quantity contract.

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

C.2 GENERAL REQUIREMENTS. The Contractor shall furnish all labor, management, supervision, tools, materials, equipment, incidental engineering, and transportation necessary to maintain and repair family housing units and associated utility systems, household equipment, appliances, land areas (playground), and other related real property and facilities in accordance with the contract requirements. Attachment J-C1 describes the facilities to be maintained. Work includes the performance of service call work, preventive maintenance of equipment, change of occupancy maintenance, painting, and other services as described herein. Services shall be provided as specified in the contract, regardless of whether or not they are required as a result of resident abuse.

!*****
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 which 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. Additional definitions are in the "DEFINITIONS" clause in Section I.

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

b. Common Areas. Areas not assigned to any family housing resident for maintenance responsibility.

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

d. Contracting Officer (KO). The Contracting Officer is a person with the authority to enter into, administer, and/or terminate contracts and make related determinations and findings. The term includes certain authorized representatives of the Contracting Officer acting within the limits of their authority as delegated by the Contracting Officer.

e. Contractor. The term Contractor refers to both the prime Contractor and subcontractors. The prime Contractor shall ensure that his/her subcontractors comply with the provisions of this contract.

f. Davis-Bacon Act Work. Individual maintenance and repair jobs equal to or exceeding 32 work hours and painting work equal to or exceeding 200 square feet.

g. 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.

h. Engineered Performance Standards (EPS). A job estimating system developed for the Department of Defense. EPS is the average time necessary for a qualified craftsman 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. EPS handbooks are available in electronic format from Naval Facilities Engineering Command Engineering Field Divisions. Attachment J-E3 contains a list of available EPS handbooks.

i. Facility. An establishment, structure, or assembly of units or equipment designated for a specific function.

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

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

l. Frequency of Service

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

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

(3) Quarterly (Q). Services performed 4 times during each 12-month period of the contract at intervals of 80 to 100 calendar days.

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

m. Housing Area. The area that includes facilities and grounds to be maintained by the Contractor.

n. Labor Hour Unit Price. A labor hour unit price is the unit price bid by the Contractor to provide one performance standard hour of work-in-place. The unit price includes all direct and indirect costs associated with performing one standard hour of work. The unit price would typically include the Contractor's hourly craft wage, adjusted to allow for the bidder's workforce productivity [i.e., the Contractor's estimate of how his/her workforce will perform in relation to the applicable performance standard(s)]; and all costs for pre-expended bin materials and supplies, profit, tools, equipment, field and home office overhead, clerical support, supervision, overtime, inspection, fees, taxes, licenses, permits, insurance, etc. In short, all costs associated with providing a specific standard hour of effort.

o. Maintenance/Repair. The preservation or restoration of a piece of equipment, a system, or a facility to such condition that it may be effectively utilized 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.

!*****
NOTE TO SPECIFICATION WRITER: Include the following definition **only** if unit priced labor is included in the contract.
*****!

p. Means Repair and Remodeling Cost Data. Data collected and organized by R. S. Means Company which can be used to prepare accurate, dependable construction estimates and budgets in a variety of ways. The latest edition shall be used by the Contractor. Material prices are based on a national average and computed labor costs are based on a 30-city national average. Data has been targeted for residential, commercial, and industrial repair/remodeling projects costing from \$5,000 to \$500,000. An estimate prepared using this data is called a "Means estimate"; data may simply be referred to as "Means".

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

r. 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.

s. Quality Assurance Evaluator (QAE). The Government employee designated by the Contracting Officer to monitor Contractor performance.

t. Regular Working Hours. The Government's regular (normal) working hours are from !STARTING HOUR! to !ENDING HOUR!, Monday through Friday except (a) federal holidays and (b) other days specifically designated by the Contracting Officer. The Contractor's regular working hours are from 8:00 AM to 8:00 PM, Monday through Saturday, except federal holidays.

u. Resident. Any individual 18 years of age or older who occupies military family housing or any individual 18 years of age or older authorized by a resident to be present during the performance of maintenance work.

v. 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. Response times are designated in the appropriate technical paragraphs in Section C.

!*****
NOTE TO SPECIFICATION WRITER: Government furnished property may include real property or personal property. The specification writer must clearly identify Government furnished facilities, Government furnished equipment, and Government furnished material, if any, and provide detailed listings in Section J. The following paragraphs should be modified as needed to meet local situations/needs. Ensure NAVFAC clause 5252.245-9300 in Section I is properly completed. If a CA program study is being conducted, furnishing Government facilities and equipment must be based on an economic analysis; refer to OPNAVINST 4860.7.
*****!

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 Contractor shall furnish all tools and equipment required for the performance of this contract. The Government will not provide tools or equipment to the Contractor.

!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.

d. Government Furnished Appliances and Household Equipment. The Government will provide certain types of appliances and household equipment to the Contractor for use in connection with this contract, as specified in the "GENERAL REQUIREMENTS FOR APPLIANCES AND HOUSEHOLD EQUIPMENT" paragraph, Section C. After initial inventory and upon receipt, the Contractor shall assume accountability for all appliances and household equipment provided and shall maintain adequate records and documentation concerning their location, use, and condition. Upon completion or termination of the contract, an additional joint inventory of the appliance/equipment pool will be conducted to ensure that all units are in proper operating condition and meet the other requirements of the "GENERAL REQUIREMENTS FOR APPLIANCES AND HOUSEHOLD EQUIPMENT" paragraph.

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

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

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

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

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

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

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

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

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

(a) Plan for removal and disposal of asbestos-containing floor tile, sheet vinyl, and mastic. Include in the plan:

1 Worker protection and protective equipment

2 Engineering control for prevention and containment of asbestos fiber release

3 Work methods to be used in removal of asbestos-containing flooring materials

4 Name and qualifications of the designated worker(s)

5 Plan for handling, preparation, and disposal of the asbestos-containing flooring materials

6 Ultimate disposal site for asbestos-containing flooring materials

7 Air monitoring plan and qualifications of testing laboratory

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

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

(d) For each task order issued for removal of asbestos-containing flooring material, submit the following for Contracting Officer approval:

1 Contractor certification that the information in the approved plan for removal, proof of licensing, and landfill approval is accurate for the

individual task order. Identify the task order and provide the date and location of work.

2 Results of any monitoring.

3 Detailed delivery tickets which were prepared, signed and dated by an agent of the landfill certifying the amount of asbestos-containing flooring material delivered to the landfill.

!*****
NOTE TO SPECIFICATION WRITER: Delete, if not required, or modify to specify equipment requirements at different housing sites, etc. Check with your EFD Code 08 if there are questions concerning equipment for FAMIS, PWCNIS or BEST.
*****!

c. Computer Equipment. The Contractor shall provide all computer hardware and software required to communicate with the Government's automated work reception system. The Government will furnish **only** the automated work reception software and general orientation on its use.

(1) The following are minimum requirements for each work station to be linked with the Government's system. A minimum of !INSERT! workstations shall be required:

(a) Workstation - Pentium processor, 300 MHz, 64 megabytes RAM, 3 gigabyte hard drive, 3½" floppy drive, 24X CD-ROM, color monitor, Microsoft compatible mouse

(b) Software - Windows 95; PC Anywhere (version 8 or later), Windows or DOS version

(c) Printer - Laser printer compatible with Hewlett Packard LaserJet printer codes

(d) Modem - 56K

(2) The Contractor shall provide facsimile capability at each of its work sites.

!*****
NOTE TO SPECIFICATION WRITER: Include general information on work control, work schedules, records and reports, and other Contractor work management requirements in the following paragraph.
*****!

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 Contracting Officer. 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: See User's Guide paragraph III.C.1.
*****!

b. Allowable Work Hours. Except as otherwise specified, all work shall be performed during the Contractor's regular working hours. Work will be performed in occupied quarters with the resident's consent, usually by appointment. If the Contractor desires to work on Sunday, holidays, or outside regular working hours, he/she must obtain the written approval of the Contracting Officer.

c. Work Schedule. The Contractor shall schedule and arrange work so as to cause the least inconvenience to residents and minimum interference with the normal occurrence of Government business and mission. In those cases where some interference is unavoidable, the Contractor shall make every effort to minimize its impact.

!*****
NOTE TO SPECIFICATION WRITER: See User's Guide paragraph III.C.2.
*****!

(1) Appointments. To make the accomplishment of services as convenient as possible to residents, routine service calls, preventive maintenance inspections, and all other services requiring access to the inside of occupied quarters shall be scheduled in advance. If an appointment is desired, a time and date shall be mutually agreed to that will allow the work to be completed within the required completion time for the type of service being performed. Appointments may be made within time windows up to four hours in length (e.g., between 9:00 AM and 1:00 PM, or between 3:00 PM and 7:00 PM). Residents may be contacted by phone during the hours 8:00 AM to 8:00 PM, Monday through Saturday, to make appointments.

(2) Resident Not Home. The Contractor may respond to a service call, scheduled preventive maintenance inspection, or other work requirement, either with or without an appointment, only to find upon arrival that the resident is not home. The Contractor shall not enter the unit if the resident is not home, and must reschedule the work.

(a) If the work is routine (not an emergency or urgent service call) the Contractor shall exercise his/her management responsibilities and skills to contact the resident and schedule/reschedule a time for the work to be accomplished within the required completion times for that type of work. The Contractor is responsible for scheduling and completing all work requirements within specified completion times. The Contracting Officer shall be contacted for assistance only in extreme cases, such as when residents are out of town for extended periods of time.

(b) If the Contractor responds to an emergency service call and finds the resident is not home, the Government's work reception center (during the Government's regular working hours) or !INSERT COMMAND DUTY OFFICER (CDO) OR OTHER APPROPRIATE INDIVIDUAL! (after regular hours) must be contacted within 15 minutes. In most cases, depending on the nature of the emergency, the work

reception center or CDO will !CHOOSE ONE OR BOTH! either give the Contractor immediate verbal approval to enter the unit, dispatch a Government Representative within 15 minutes to enter the unit with the Contractor, or direct that the call be canceled. If canceled, the service call work authorization form shall be marked to indicate the time of the phone call, name of individual contacted, etc., and then returned to the Government's work reception center not later than !INSERT TIME! the following regular Government working day.

(c) If the Contractor responds to an urgent service call and finds that the resident is not home, the call shall be reclassified as routine and the appropriate completion time shall apply. The work authorization form shall be annotated "RESIDENT NOT HOME - RECLASSIFIED" and a copy provided to the Government's work reception desk not later than !INSERT TIME! the following regular Government working day.

d. Customer Service. Family housing is a fundamental ingredient in quality of life and a major factor in the retention of quality personnel in the armed services. Timely and proper correction of family housing deficiencies, performed by well-groomed, knowledgeable, and courteous maintenance personnel, is a key factor in assuring the military member's satisfaction. Therefore, the Contractor shall maintain the highest standards of customer service in all dealings with the residents of family housing.

(1) Personnel. The Contractor shall maintain satisfactory standards of employee competency, conduct, and appearance; promptly investigate complaints of poor performance; and restrict problem employees' contact with family housing residents or take other disciplinary action as may be necessary to maintain the highest standards of customer service.

!*****
NOTE TO SPECIFICATION WRITER: Alter, as necessary, if training is to be furnished by the Government.
*****!

(2) Customer Service Training. All Contractor employees who 1) will perform maintenance and repair services in occupied quarters, 2) are in a supervisory position, and 3) communicate with family housing residents through the service call desk, quality control, etc., shall complete a minimum of 8 hours of formal customer service training within 60 calendar days after contract start date. Refresher training consisting of at least 4 hours of formal customer service training shall be conducted annually within 60 days of the start of each contract option period. New employees shall complete training within 60 calendar days after employment. The Government may audit part or all the training provided.

(a) Training Plan. Within 10 calendar days after the start date of the contract and each 12-month option period, the Contractor shall provide a proposed training plan to the Contracting Officer for approval. This plan shall include an outline of a proposed course of instruction which meets or exceeds the requirements in Attachment J-C7; information on training date(s), times, and location(s); and the name(s) and qualifications of the proposed instructor(s). The training plan shall be rejected if the course of instruction does not meet the requirements listed in Attachment J-C7, if the training plan does not provide the required minimum instruction hours, or if the instructors are not qualified.

(b) Instructors. Instructors must meet the following minimum professional and technical requirements: at least three years experience in course subject matter, experience in teaching in an adult/continuing education program or at a university/college, a Bachelor's Degree.

(c) Documentation. Training records shall be maintained for each employee and made available for inspection. Untrained employees shall not be assigned after the required training deadline to any duties that would bring them into contact with family housing residents.

!*****
NOTE TO SPECIFICATION WRITER: Records, reports, and other information needed to manage the family housing operations and monitor the Contractor's performance should be listed in Attachment J-C8. Include sample report formats when available, or provide information on required formats, type of data required, etc., so that the Contractor can clearly visualize the required administrative effort. If facility history files are to be maintained by the Government, the writer should delete paragraph (1) below.
*****!

e. Records and Reports. The Contractor shall maintain management and maintenance records and prepare management and maintenance reports as set forth in Attachment J-C8. All records and copies of reports shall be turned over to the Contracting Officer within five calendar days after contract completion.

(1) Within 15 calendar days after the start date of the contract, the Contractor shall establish a separate facility history file for each family housing unit (identified by address) included in Attachment J-C1. Each file shall contain a copy of Preventive Maintenance Inspection Checklists, Service Call Work Authorization Forms for each service call completed on that unit, task order forms for all indefinite quantity work completed on that unit, all relevant warranty information, Appliance/Equipment Inventory Forms, and any other information relevant to work performed on the unit during the term of the contract. Facility history files shall be made available for review by the Contracting Officer. All documents shall be filed within 10 days of the completed inspection, work, or other transaction. Facility history files shall be turned over to the Contracting Officer within five calendar days after contract completion.

(2) Cost accounting information shall be maintained and reports submitted as specified in Attachment J-C8.

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

C.7 GENERAL REQUIREMENTS AND PROCEDURES

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

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

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

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

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

d. As-Built Drawings

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

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

!*****
NOTE TO SPECIFICATION WRITER: Modify the following paragraph as required, or delete if not applicable. For example, if change of occupancy painting is to be provided by another Contractor, the responsibilities of each must be specifically spelled out.
*****!

e. Interface With Other Contractors and Government Forces. Other Contractors !AND/OR GOVERNMENT FORCES! may be engaged in work in support of

military family housing. 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 Contracting Officer for decision. Such decisions shall be final, subject to right of appeal in accordance with the "DISPUTES" clause, Section I.

f. Damages Caused by Weather Conditions or Vandalism. Work required to repair facilities or equipment damaged by inclement weather conditions and/or acts of vandalism shall be performed at no additional cost to the Government if such work is within the scope of a service call. The historical data in Attachment J-C9 includes such instances of repair.

!*****
NOTE TO SPECIFICATION WRITER: Include the following paragraph **only** if the program will be managed by Government employees. If the program will be managed by the Contractor, delete the following paragraph and see User's Guide paragraph III.C.6 and paragraph C.20, "SELF-HELP PROGRAM".
*****!

g. Government's Self-Help Program. The Government will operate a Self-Help Program during the term of this contract which allows for the voluntary participation of family housing residents in the maintenance and improvement of Government facilities. Examples of self-help efforts include changing faucet washers, replacing broken windowpanes, unplugging clogged drains, and grounds beautification and maintenance. The Self-Help Program in no way precludes the Contractor from performing these types of services if within the scope of the contract. When ordered, the Contractor shall also correct deficiencies in maintenance, repair, and improvement projects attempted by residents.

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

i. Asbestos Material in Floor Coverings. Asbestos-containing flooring materials might be encountered by the Contractor during floor covering removal/work, and the Contractor shall remain alert to this possibility. If asbestos material is encountered or suspected in the performance of work, the Contractor shall avoid removing, sanding, abrading, or disturbing the material. The Contractor shall verbally notify the Contracting Officer within one hour and follow-up with written notification within 24 hours.

(a) Have the material tested and use the test results as a basis for further action.

(b) Order new flooring installed over the asbestos-containing material.

(c) Order the asbestos-containing material removed under the Indefinite Quantity portion of this contract.

(d) Have the asbestos-containing material removed by Government forces or under separate contract.

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

- (1) Class II Worker Training - 8 hours
- (2) Class III Operation and Maintenance Training - 2 days

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

!*****
NOTE TO SPECIFICATION WRITER: When tailoring the following paragraph, remember that service calls may not include services which require 32 or more estimated labor hours to accomplish. See User's Guide paragraph III.B.4 for additional information on Davis-Bacon requirements, and paragraph III.C.3 for general considerations on tailoring the service call provisions below.
*****!

C.8 GENERAL REQUIREMENTS AND PROCEDURES FOR SERVICE CALL WORK. Service calls are defined as maintenance, repair, alteration, or other miscellaneous work requirements which are called into the work reception center by family housing residents or generated by designated Government representatives; require not more than !INSERT NUMBER! estimated total labor hours for accomplishment; and require not more than \$!INSERT DOLLAR AMOUNT! in total direct material costs, to include parts or entire unit replacement. Multiple maintenance and repair requirements received for the same quarters will be combined into one service call. All service call work is included in the firm fixed-price portion of the contract.

a. Labor and Material Requirements

(1) Labor. All service call work is subject to Service Contract wages. When questions arise concerning the labor hours required for a particular job, labor hour requirements will be based on Engineered Performance Standards (EPS) Handbooks (see Attachment J-E3) or, if not applicable, other estimating sources.

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

!*****
NOTE TO SPECIFICATION WRITER: Since there are many factors which affect the way the work reception function operates, the following sample paragraph must be carefully tailored. Will the Government or the Contractor receive service calls from residents? Will the Government and Contractor work reception centers be linked via computer? See User's Guide paragraph III.C.3.b for information on issues which must be considered.
*****!

b. Service Call Reception

(1) Regular Working Hours. The Government's work reception center will receive service call requests during the Government's regular working hours and classify each call in accordance with the definitions provided below. A description of the problem or requested work, date and time received (automatically entered), location, classification, contact phone number(s), and other appropriate information will be entered in the automated work reception system and transmitted to the Contractor's work reception center. A Service Call Work Authorization Form (see Attachment J-C10) containing the time and date of transmission will automatically print. Calls shall be considered received by the Contractor at the time and date of this transmission. The Government will not make appointments for the Contractor (see paragraph C.6.c), but will indicate if an appointment is desired by the resident. If the call is classified as emergency, the Government's work receptionist will notify the Contractor by phone that an emergency call has been received and that a Service Call Work Authorization Form is being transmitted.

(2) After Regular Working Hours. The Contractor shall receive all service call requests directly from family housing residents and other authorized Government representatives after the Government's regular working hours, on weekends, and holidays. Calls shall be classified by the Contractor as emergency, urgent, or routine in accordance with the definitions provided in paragraph C.8.c, "Service Call Classification". The Contractor shall respond accordingly for emergency and urgent calls. If the call is classified as routine, or the Contractor feels the work falls into the resident's area of responsibility (see Attachment J-C11), the Contractor shall not respond until a service call work authorization form is received from the Government. A log shall be maintained of **all** calls received; a description of the problem or requested work, date and time received, classification, family housing unit identification/address, and caller's name/telephone number shall be included for **each** call. A copy of the service call log shall be delivered to the Government's work reception center by !INSERT TIME! the next regular Government working day for data entry into the automated work reception system. Service call work authorization forms will be transmitted to the Contractor. The Contracting Officer may upgrade or downgrade the classification of any service call received by the Contractor.

c. Service Call Classification

(1) Emergency calls. Service calls will be classified as emergency at the discretion of the Contracting Officer. Generally, calls will be classified as an emergency when the work consists of correcting failures which constitute an immediate danger to residents or threaten to damage property, e.g., overflowing drains, roof leaks, broken water pipes, electrical power outages, electrical defects which may cause fire or shock, gas leaks, etc. Loss of heat or air conditioning in units of residents that have a documented medical requirement for maintaining stable temperature levels, and loss of heat when the interior temperature of the unit falls below 50°F will also be classified as an emergency call. No more than !INSERT PERCENTAGE! of the service calls issued to the Contractor shall be classified as emergency.

(2) Urgent calls. Service calls will be classified as urgent at the discretion of the Contracting Officer. Generally, calls will be classified as urgent when the work involves failure of ranges, refrigerators, water heaters,

heating, air conditioning, and other failures in services which do not immediately endanger residents or property, but would soon inconvenience, and/or affect the health or well being of, residents. Examples of urgent service calls are clogged toilets and tubs; inoperable water heaters, ranges, ovens, and refrigerators; broken windows during cold weather, etc. No more than !INSERT PERCENTAGE! of the service calls issued to the Contractor shall be classified as urgent.

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

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

(1) Response by Classification

(a) Emergency Calls. The Contractor shall respond immediately and must be on the job site and working within 30 minutes after receipt of an emergency service call. The Contractor shall work without interruption and shall correct, remedy, or take other action as required to contain the emergency condition before departing the job site (e.g., shut off water, close gas valve, temporarily patch roof leak, etc.). If further labor and material (follow-up work) are required to complete the repair, the call will be reclassified by the Contracting Officer as either urgent or routine, as appropriate, and the corresponding completion time will then apply. Such follow-up work shall be considered part of the original service call. If the follow-up work is beyond the scope of a service call the procedures in paragraphs C.8.c(2) or C.8.c(3) below shall apply.

(b) Urgent Calls. The Contractor shall be on the job site and working within four 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 noon of the next calendar day. Calls received between midnight and 7:00 AM shall be responded to by noon of the same calendar day. Once begun, work shall be prosecuted to completion and shall be completed within eight hours.

(c) Routine Calls. All routine service calls shall be completed within four Contractor working days after receipt. Once begun, work shall be prosecuted to completion. Routine calls shall normally be accomplished from 8:00 AM to 8:00 PM, Monday through Saturday.

(2) Beyond the Scope of Urgent Call. If the Contractor responds to an urgent service call and believes the work required is beyond the scope of a service call, as defined above, the Government's work reception center (during regular Government working hours) or !INSERT COMMAND DUTY OFFICER OR OTHER APPROPRIATE INDIVIDUAL! (after regular working hours) must be contacted within one hour. If requested by the Contracting Officer, the Contractor shall provide

a description of the work required and a detailed EPS estimate showing labor hour and material requirements within !INSERT NUMBER! hours of the request.

(a) If the Contracting Officer agrees that the work required is beyond the scope of a service call, the Contracting Officer may authorize the Contractor to proceed with the work in accordance with the clause in Section I entitled "CHANGES - FIXED-PRICE", or cancel the service call work authorization.

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

(3) Beyond the Scope of Routine Call. If the Contractor responds to a routine service call and believes the work required is beyond the scope of a service call, as defined above, the service call work authorization form shall be returned to the Government work reception center no later than !INSERT TIME! the following workday. The Contractor shall attach a description of the work required and a detailed EPS estimate showing labor hour and material requirements. The Contracting Officer 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 Contracting Officer agrees that 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 service call work authorization will be canceled. If the original is canceled, the work may be accomplished under the indefinite quantity portion of the contract or by means other than this contract.

(b) If the Contracting Officer 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 four working days from the original receipt date/time, plus the amount of time the work authorization was held by the Contracting Officer for determination.

!*****
NOTE TO SPECIFICATION WRITER: A process must be established to obtain resident feedback on their perception of the Contractor's services. The following paragraph requires the Contractor to leave a Government-developed customer evaluation form, which the resident could drop off or mail to the Housing Office. Delete or modify this requirement as required.
*****!

e. Completed Calls

(1) A Government-developed customer evaluation form (Attachment J-C12) shall be left with the resident upon completion of each service call in occupied quarters.

(2) Within one Government working day after completion of each service call, the Contractor shall take the following actions:

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

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

(b) Add the following information to the Service Call Work Authorization Form and return to the Government's work reception center:

- Description of work actually completed.
- Brief description of material and parts used, including quantities.
- Date and time work began.
- Date and time work was completed.
- Hours of labor (by craft) expended.
- Signature of resident if call is routine. Resident's signature does not indicate satisfactory performance, only that work has been performed.
- Signature or initials of the Contractor's craftsman performing the work (or supervisor), indicating the work has been completed.

f. Historical Data. Historical data, which includes the numbers and types of service calls by classification, is provided in Attachment J-C9.

!*****
 NOTE TO SPECIFICATION WRITER: Ideally, there should be a very small or no backlog of service calls on the contract start date. However, if a backlog is anticipated or has historically been a problem, a paragraph similar to the following should be included. Delete this paragraph if no backlogged calls are anticipated, and make corresponding changes to the PRS table and Schedule of Deductions.
 *****!

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

!*****
 NOTE TO SPECIFICATION WRITER: If the user decides not to include unit priced labor provisions in the contract, but still wants to include indefinite quantity unit priced tasks, delete the following paragraph in its entirety and replace

with the C.9(OPTIONAL) paragraph. See User's Guide paragraph III.C.5 for additional information.

*****!

C.9 GENERAL REQUIREMENTS AND PROCEDURES FOR INDEFINITE QUANTITY WORK. Contract requirements which cannot be defined in sufficient detail or frequency to be included in the firm fixed-price portion of the contract, or which are beyond the scope of a service call (as defined in paragraph C.8), will be included in the indefinite quantity portion.

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

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

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

b. Ordering Unit Priced Tasks. When unit price tasks are ordered as stand alone items or in conjunction with other unit priced tasks, task orders shall indicate the item(s), number of units, location of the work, and other pertinent information in accordance with the "PROCEDURES FOR ISSUING ORDERS" clause in Section G. Attachment J-C13 indicates the minimum and maximum number of units that may be included on a single task order, as well as the number of Contractor working days in which task orders must be completed.

(1) Contract line item number (CLIN) 0033 (partial interior painting, occupied quarters) and CLIN 0034 (partial interior painting, vacant quarters) will be ordered by the Government only when the scope of the work exceeds that of touch-up painting, as defined in paragraph C.12.c.

!*****!
NOTE TO SPECIFICATION WRITER: The intent of the following paragraph is to allow the Contractor to replace small quantities of floor tile and vinyl sheet flooring as service work, or as part of change of occupancy maintenance. When the quantity to be replaced exceeds some specified amount, or when floor tile or mastic is known to contain asbestos, the work will be ordered under the indefinite quantity portion of the contract. This allows the Government the option of replacing tile flooring in entire rooms, or even the entire unit. This approach can be extended by the user to include the replacement of other items, such as shingle roofing, window coverings, ceramic tile, exterior siding, bathtubs, shower pans, textured painted walls, etc.
*****!

(2) Indefinite quantity floor tile replacement (CLINs 0011 and 0026) and vinyl sheet flooring replacement (CLINs 0012 and 0027) will be ordered only when the quantity to be replaced equals or exceeds the minimum quantities specified in Attachment J-C13 or when the floor covering or mastic is found to

contain asbestos (CLINs 0010 and 0025). Replacement of less than the minimum specified amount shall be accomplished on a service call basis or as part of change of occupancy maintenance.

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

(1) Preparation of Proposals. In response to the Government's RFP, the Contractor shall submit a proposal for each potential task order which includes (1) a complete list of all tasks necessary to perform the required scope of work and the Means task reference number, (2) the number of hours (from manhours column) set forth to perform each task, (3) an identification of specific tasks and the associated performance hours for which there are no applicable Means performance standards, and (4) the projected quantity and costs of materials and equipment to perform the required scope of work. Any portion of the work required which has been bid as a unit priced task, e.g., CLIN 0011 for Replace Floor Tile, will be priced using the unit price set forth in the bid schedule. This proposal will be analyzed and compared to the Government's estimate of hours and costs. Proposals shall be returned to the Contracting Officer within !INSERT! calendar days after receipt for proposed task orders.

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

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

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

(d) Special Equipment. As a part of the rate per performance labor hour bid, the Contractor will be expected to provide all tools and equipment which a tradesman can normally be expected to use. In the event a job requires the use of equipment which the Contractor cannot be expected to supply, such equipment shall be referred to as "special equipment". The cost to the

Government for the Contractor's use of special equipment will be negotiated as part of the firm fixed-price for the task order.

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

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

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

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

(c) Establishing Total Equipment Costs

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

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

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

!*****
NOTE TO SPECIFICATION WRITER: The urgent and routine classifications have different completion times for unit priced labor. The user should modify these generic requirements as needed based on the number, size, and complexity of jobs anticipated.
*****!

(4) Completion Requirements. The Contracting Officer will order unit priced labor by issuing to the Contractor a copy of the approved scope of work and a task order (DD Form 1155) for the work described, in accordance with the "PROCEDURES FOR ISSUING ORDERS" clause in Section G.

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

(b) Routine Work. All nonurgent work will be classified as routine. Routine task orders shall be completed within !INSERT! calendar days of receipt, unless ordered to be completed during the change of occupancy maintenance period. The "CHANGE OF OCCUPANCY MAINTENANCE" paragraph specifies completion requirements for these task orders.

!*****
NOTE TO SPECIFICATION WRITER: Include this optional paragraph only if unit priced labor is **not** to be included in the contract.
*****!

C.9(OPTIONAL) GENERAL REQUIREMENTS AND PROCEDURES FOR INDEFINITE QUANTITY WORK. The indefinite quantity items listed in the Schedule of Indefinite Quantity Work, Section B, will be ordered by the Contracting Officer on a task order, DD Form 1155, in accordance with the "PROCEDURES FOR ISSUING ORDERS" clause, Section G. The unit prices bid include all labor, material, and equipment necessary to perform the specified task. Attachment J-C13 indicates the minimum and maximum number of units that may be included on a single task order, as well as the number of Contractor working days in which task orders must be completed.

a. CLINs 0033 (partial interior painting, occupied quarters) and 0034 (partial interior painting, vacant quarters) will be ordered by the Government only when the scope of the work exceeds that of touch-up painting, as defined in paragraph C.12.c.

!*****
NOTE TO SPECIFICATION WRITER: The intent of the following paragraph is to allow the Contractor to replace small quantities of floor tile and vinyl sheet flooring as service work, or as part of change of occupancy maintenance. When the quantity to be replaced exceeds some specified amount, or when floor tile or mastic is known to contain asbestos, the work will be ordered under the indefinite quantity portion of the contract. This allows the Government the option of replacing tile flooring in entire rooms, or even the entire unit. This approach can be applied to the replacement of other items, such as shingle roofing, window coverings, ceramic tile, exterior siding, bathtubs, shower pans, textured painted walls, etc.
*****!

b. Indefinite quantity floor tile replacement (CLINs 0011 and 0026) and vinyl sheet flooring replacement (CLINs 0012 and 0027) will be ordered only when the quantity to be replaced equals or exceeds the minimum quantities specified in Attachment J-C13 or when the flooring or mastic is found to contain asbestos (CLINs 0010 and 0025). Replacement of less than the minimum specified amount shall be accomplished on a service call basis or as part of change of occupancy maintenance.

!*****
NOTE TO SPECIFICATION WRITER: The procedures, times allowed, and other change of occupancy requirements in the following paragraph are provided for illustration only. The user should read paragraph III.C.4 of the User's Guide before attempting to tailor this portion of the GPWS.
*****!

C.10 CHANGE OF OCCUPANCY MAINTENANCE. Change of occupancy work includes all maintenance, repair/replacement, and other work required to make vacant family housing units ready for the next resident. Change of occupancy work requirements are included in the indefinite quantity portion of the contract.

a. Inspections. The Government will conduct the following inspections associated with each change of occupancy maintenance requirement. The Contractor shall participate as indicated. All inspections will be conducted during the Government's regular working hours.

!*****
NOTE TO SPECIFICATION WRITER: Use of a Change of Occupancy Work Authorization Form similar to the one provided as Attachment J-C14 is recommended. The identification of change of occupancy work can be accomplished by a Family Housing Representative [use paragraph (1) below] or by the Contractor and a Family Housing Representative **jointly** [use paragraph (1)(OPTIONAL) below]. In the latter case, the Contractor is ultimately responsible for ensuring all items on the Change of Occupancy Work Authorization Form are checked and repaired, as necessary. This precludes the necessity for service call submission should discrepancies be found at the make ready inspection, i.e., paying again for work that is included under change of occupancy maintenance.
*****!

(1) Pre-termination Inspections. The Government's Family Housing Office will schedule a pre-termination inspection after being advised by the resident of an impending move. This inspection will be scheduled by the Government 15 to 30 calendar days in advance of the resident's move, when possible; however, in many instances shorter notice will be given. The Contractor shall be notified, in writing, of the date and time of this inspection, which may be attended at the Contractor's discretion. During the pre-termination inspection, a Family Housing Representative will determine if change of occupancy services are needed, and if so, identify the scope of maintenance, repair/replacement, and other work to be accomplished during the change of occupancy period. A Change of Occupancy Work Authorization Form (Attachment J-C14) identifying work to be accomplished, projected date/time of final termination inspection, and number of days allowed to complete required work, will be provided to the Contractor within two Government working days following the inspection. Projected final termination inspection dates/times are provided to assist the Contractor in scheduling work, and will be as accurate as possible. However, experience has shown initial final termination dates/times will change at least once for up to !INSERT PERCENTAGE! of the change of occupancies. The Contractor shall be advised of final termination inspection schedule changes as far in advance as practical, and must reschedule change of occupancy maintenance accordingly, at no additional cost to the Government.

(1)(OPTIONAL) Pre-termination Inspections. The Government's Family Housing Office will schedule a pre-termination inspection after being advised by the resident of an impending move. This inspection will be scheduled by the Government 15 to 30 calendar days in advance of the resident's move, when possible; however, in many instances, shorter notice will be given. The Contractor shall be notified, in writing, of the date and time of this inspection; attendance by the Contractor is mandatory. During the pre-termination inspection, a Family Housing Representative will determine if change of occupancy services are needed and will order additional Indefinite Quantity

work, if required. The Family Housing Representative and Contractor will jointly identify work requirements using the Change of Occupancy Work Authorization Form, Attachment J-C14. Although items of work are jointly identified, the Contractor is responsible for ensuring all necessary work is performed. The Change of Occupancy Work Authorization Form identifying work to be accomplished, projected date/time of final termination inspection, and number of days allowed to complete required work, will be completed and provided to the Contractor at the pre-termination inspection; a copy will be retained by the Government. Projected final termination inspection dates/times are provided to assist the Contractor in scheduling work, and will be as accurate as possible. However, experience has shown initial final termination dates/times will change at least once for up to !INSERT PERCENTAGE! of the change of occupancies. The Contractor shall be advised of final termination inspection schedule changes as far in advance as practical, and must reschedule change of occupancy maintenance accordingly, at no additional cost to the Government.

(2) Final Termination Inspections. The Contractor shall accompany the Family Housing Representative on all final termination inspections. These inspections are conducted after the resident has vacated the family housing unit to determine if the unit has been properly cleaned and to determine if there are any additional facility deficiencies that must be corrected during the change of occupancy period that were not observed during the pre-termination inspection. Such deficiencies shall be added, by the Contractor, to both the Contractor's and Government's copy of the original work authorization written during the pre-termination inspection for the unit. The number of days allowed to complete change of occupancy work established during the pre-termination inspection will not be changed unless indefinite quantity work items not included on the original work authorization are added to the work to be accomplished, **and** additional time is authorized for such work in paragraph C.10.c.

(3) Make Ready Inspections. Make ready inspections are conducted by the Government after the change of occupancy period to ensure all change of occupancy work has been properly completed and the unit is clean and ready for occupancy. The Contractor may accompany the Housing Representative and/or QAE during this inspection. Service calls may be issued to correct any additional facility deficiencies that were not observed during previous inspections. [(OPTIONAL) Substitute for previous sentence: Any deficiencies related to change of occupancy work authorization items, or to ordered indefinite quantity work, shall be corrected by the Contractor at no cost to the Government.]

!*****
NOTE TO SPECIFICATION WRITER: If indefinite quantity unit priced labor is not included in the contract or will not be ordered during the change of occupancy period, delete the words "unit priced labor and" from the following paragraph.
*****!

b. Change of Occupancy Work Requirements. The unit prices bid in the Schedule of Indefinite Quantity Work for change of occupancy maintenance include any required interior and exterior maintenance and repair/replacement work including, but not limited to, work of the types listed in Part A of the Change of Occupancy Work Authorization Form (Attachment J-C14) and the change of occupancy historical data (Attachment J-C9). The work will be subject to Davis-Bacon wage rates only when the work is estimated to require 32 labor hours or more to accomplish. Indefinite quantity unit priced labor and unit priced tasks, such as interior painting, floor finishing, vinyl floor tile replacement, and cleaning/grounds maintenance services are frequently ordered during change

of occupancy. Attachment J-C9 indicates the number of times these additional indefinite quantity tasks have historically been accomplished during the change of occupancy period.

!*****
NOTE TO SPECIFICATION WRITER: Remember, the user must tailor the time frames shown to match the needs and experiences of the activity. See paragraph III.C.4.b of the User's Guide.
*****!

c. Change of Occupancy Period. The change of occupancy period will begin at 8:00 AM on the first Contractor working day following the final termination inspection; however, family housing units may be made available and turned over to the Contractor immediately upon completion of the inspection. Should the unit fail to pass the final termination inspection prior to 8:00 AM, turnover will be delayed to the next regular Government working day. For example, if the final termination inspection is scheduled for Tuesday, the change of occupancy period will begin at 8:00 AM Wednesday if the unit passes inspection by that time. If the unit fails to pass inspection by 8:00 AM on Wednesday, the change of occupancy period will begin at 8:00 AM Thursday.

(1) When the change of occupancy period ends on a Saturday, Sunday, or holiday, the required work completion time will be extended to 8:00 AM the next regular Government working day. For example, if the change of occupancy period ends on Saturday, the work need not be completed until 8:00 AM on Monday (8:00 AM Tuesday if Monday is a holiday).

(2) All work must be completed within two Contractor working days after the change of occupancy period begins, as defined above. For example, if the unit passes final termination inspection at 11:00 AM on Tuesday, all work must be completed and the unit turned back over to the Government by 8:00 AM on Friday. If the unit becomes available at 2:00 PM on Thursday, all work must be completed and the unit turned back over to the Government by 8:00 AM on Monday.

!*****
NOTE TO SPECIFICATION WRITER: Modify the number of units in the following paragraph to correspond to the activity's historical change of occupancy workload. This will make it easier to get through peak change of occupancy periods and allow the Contractor to maintain a more stable workforce.
*****!

(3) One additional Contractor working day will be allowed when the change of occupancy period begins on four units or more in any single day. For example, if the change of occupancy period begins on five different units in a single day, each of the first three units shall be completed within two working days. Units four and five must be completed within three working days.

(4) One additional Contractor working day will be allowed when indefinite quantity custodial services are ordered to be accomplished during the change of occupancy maintenance period.

!*****
NOTE TO SPECIFICATION WRITER: Insert **reasonable** quantities in the following paragraph, considering the average quantity of painting that a crew of three or four could complete in one eight hour day, the varying sizes and difficulty of the units to be painted, and the number of coats to be applied. Also consider

additional days if complete cabinet replacement/refinishing or other similar time consuming tasks are to be included during the COM period. Delete paragraph (7) if unit priced labor is not included in the contract.

*****!

(5) One additional Contractor working day will be allowed when indefinite quantity interior painting of more than !INSERT QUANTITY! squares but less than !INSERT QUANTITY! squares is ordered to be accomplished during the change of occupancy period. Two additional Contractor working days will be allowed when complete interior painting or interior painting of !INSERT QUANTITY! or more squares is ordered to be accomplished during the change of occupancy period.

(6) Two additional Contractor working days will be allowed when, either singularly or in combination, the following indefinite quantity items are ordered to be accomplished during the change of occupancy period: floor refinishing, floor tile replacement, vinyl sheet flooring replacement.

(7) The Contracting Officer may allow additional work days for the completion of work involving indefinite quantity unit priced labor (if any), if the size, complexity and nature of the work make it impractical to complete during the change of occupancy maintenance period.

(8) No additional time will be allowed to complete any other indefinite quantity work items that may be ordered to be performed during the change of occupancy period.

d. Early Move-ins. Occasionally, family emergencies or military readiness will require a resident to move into a family housing unit prior to or during the change of occupancy period. When this occurs, the Contractor and Contracting Officer shall agree to a new work completion date not to exceed 10 Government working days from the initial change of occupancy completion date. Performance of change of occupancy maintenance in occupied units shall not be the basis for any adjustment in the contract price.

e. Materials and Equipment. The Contractor shall maintain sufficient materials and equipment on hand to complete all change of occupancy work within the required time periods. Lack of availability of material or equipment will not relieve the Contractor from the requirement to complete change of occupancy maintenance within the specified time period.

f. Cleanup. The Contractor shall ensure all fingerprints, stains, unsightly marks, trash, debris, excess material and parts, and other objectionable items resulting from change of occupancy work are cleaned up and removed as part of the job. Any dead insects, rodents, or other pests resulting from pest control operations (which may be provided by others) shall be removed from the unit and disposed of.

C.11 GENERAL REQUIREMENTS FOR STRUCTURAL WORK. Structural maintenance and repair services shall be provided in accordance with the definitions, procedures, and standards specified herein. Painting, if required, shall be considered an integral part of the work. Work shall include, but not be limited to, the following:

a. Exterior Walls. Damaged or deteriorated wall areas shall be repaired or replaced to restore to a serviceable, structurally sound, and watertight

condition. This includes, but is not limited to, replacing damaged masonry units, tuckpointing loose or eroded mortar joints, sealing penetrations in wall openings, replacing damaged or deteriorated structural members, siding, underlayment, and exterior trim, replacing miscellaneous hardware items, and removal of vegetation, discoloration, graffiti, or other defects which would render an unsightly appearance to exterior walls.

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

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

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

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

b. Exterior Trim. Exterior trim, including all exterior moldings, millwork, shutters, and cornice, shall be repaired or replaced as required. Surfaces to receive trim shall be thoroughly cleaned of sealant and paint build up prior to installation of trim. Damaged or deteriorated insulation board or underlayment shall be replaced with material of the same type, thickness and quality. Bird screens and soffit vents shall be intact and free of corrosion and missing pieces. All wood trim items shall be prime painted prior to installation.

c. Roofing. Damaged, deteriorated, or missing roofing, sheathing, flashing, gravel stops, miscellaneous roof structures and components, and structural supports shall be repaired or replaced as required to provide a watertight seal and to retain the original whole condition of the roof system.

(1) Shingle Roofing. Deteriorated shingles shall be removed without damaging those in the unaffected areas. Damaged underlayments shall be cut and removed leaving approximately 8 inches of sound material exposed surrounding the repair area. New underlayment and shingles shall be installed in accordance with standard industrial practices. Vents and other projections through roofs shall be flashed as specified below.

(2) Built-Up Roofing. Surfacing material shall be removed to a distance of at least 2½ feet beyond the area of disintegrated felts. The

disintegrated felt layers shall be removed and replaced with new 15 pound bituminous saturated felts of approximately the same size, which will be mopped into place with hot bitumen. At least two additional layers of 15 pound saturated felt shall be applied. The edges of the first ply shall extend 9 inches beyond the area of disintegrated felts, the second ply 18 inches, and each layer mopped on with hot bitumen. Hot bitumen shall be applied to the repair area at a rate of 60 pounds per square for coal-tar pitch and into it, while hot, clean gravel embedded at a rate of 400 pounds per square, or slate embedded at a rate of 300 pounds per square. Repair of smooth-surfaced built-up roofs shall be accomplished in the same manner, except for the removal and replacement of the aggregate surfacing, and only asphalt bitumen shall be used.

(3) Elastomeric Sheet Roofing. Deteriorated and damaged elastomeric (EPDM) sheet roofing shall be removed at least 12 inches into sound roofing. Damaged underlayment shall be cut and removed leaving approximately 8 inches of sound material exposed surrounding the exposed area. New underlayment shall be installed in accordance with standard industrial practices. Install EDPM in accordance with the manufacturer's application instructions, using recommended lapping methods and adhesives. Vents and other projections through roofs shall be flashed as specified below.

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

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

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

!*****
NOTE TO SPECIFICATION WRITER: If roof cleaning of specific units is a recurring requirement, the user may want to set forth a specific frequency of cleaning and period of accomplishment. For example, "the roofs of all Category C units shall be cleaned during the period 15 November to 15 December" or "as specified in Attachment J-C??". Conversely, if the quantity, location, and frequency of roof cleaning required is not consistent from year to year, the user may want to

include roof cleaning in the indefinite quantity portion of the contract.
Delete the requirement for gutter/downspout cleaning if not applicable.

*****!

(7) Roof Cleaning. The Contractor shall clean the roofs, gutters, and downspouts of housing units to remove all leaves, twigs, limbs, pine straw, and other debris. All material shall be disposed of off Government property daily.

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

e. Exterior Concrete and Masonry Structures. Exterior concrete-surfaced (portland cement and asphaltic) areas such as patios, sidewalks, garbage can pads, steps, and driveways shall be repaired so that they are structurally sound, at original alignment and grade, and are free of damage and major cracks. Roots that cause or contribute to concrete damage shall be removed and the area backfilled. Masonry fences, planters, privacy walls, and steps, (except those installed by the **current** family housing residents) shall be repaired to replace missing or broken masonry units. Deteriorated mortar parts, gaps, breaks, and loose components shall be repaired. Concrete parking bumpers shall be repaired or replaced so they are at original alignment and free of damage and major cracks.

f. Exterior Accessories. Damaged, deteriorated, or missing house numbers; mail boxes; garden hose brackets; dryer, water heater, and exhaust fan vent caps; chimney caps; hose bibs and handles; and other miscellaneous components and hardware shall be installed, repaired, or replaced as required.

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

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

(1) Doors. All replacement exterior wood doors shall have solid cores (not core-filled). Replacement exterior metal doors shall meet the requirements specified in Attachment J-C6. Exterior doors shall be installed during the same workday as removal of original door. Replacement interior wood doors shall be of the same species and have the same finish as the original door. Scarred areas of doors shall be sanded, wiped clean with a low toxicity solvent, sealed and finished to match surrounding door surface. All replacement doors shall be installed with the hardware from the damaged door unless the hardware is unrepairable. Small holes in door faces shall be filled and finished to match

surrounding door surface. Doors shall be planed (to include appropriate bevel) to provide a minimum 1/16-inch clearance after painting between door and adjoining head and jambs. The bottom of the door shall be trimmed to provide adequate clearance above the floor. Doors out of alignment with the door frame shall be adjusted and screws tightened so the door fits squarely in the frame and operates freely.

(2) Sliding Doors. All locking devices on sliding glass doors (including, but not limited to, bars, hasp and slides) shall be in operational condition. All runners, guides, rollers, pulleys and weights shall be properly aligned and lubricated to ensure smooth operation in opening and closing.

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

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

(5) Keys and Locks. The Contractor shall provide a key making machine and maintain a stock of key blanks for the family housing units and other family housing real property facilities. The Contractor shall provide keys for and retumbling or replacement of locks on a service call basis, including, but not limited to, keys for front and back doors to each unit and all utility, storage room, and garage doors. The Contractor shall provide and deliver !INSERT NUMBER! keys for each new or retumbled lock, !INSERT NUMBER! keys for the resident and !INSERT NUMBER! keys to the family housing office. The Contractor shall maintain keys in an orderly arrangement and protect keys from pilferage. If the Contractor loses any keys to a unit, the Contractor shall change out or retumble all locks in that unit and provide the appropriate number of new keys at no cost to the Government. In the event master keys in the Contractor's possession are lost or duplicated, all locks and master keys for that system will be replaced or retumbled at no cost to the Government. Locks will be maintained so as to be free of all defects and to operate quickly and smoothly without excessive force, as originally intended and designed. All new locks will be keyed to match the existing master key systems so that a single key will open all exterior door locks on that family housing unit.

i. Interior Walls, Ceilings and Trim. Damaged and deteriorated walls, ceilings and related trim shall be repaired or replaced to provide an attractive surface which is free of noticeable cracks, spalls, raised areas, holes and dents, and marks and stains. Wood trim items and ceiling fixtures shall be removed as necessary to provide access to the damaged area. Upon completion of the repair activity, fixtures and trim shall be reinstalled, nails set and filled and items repainted or refinished to restore them to their original

condition. When removing wall or ceiling coverings, the Contractor shall inspect the supporting structural system and notify the Contracting Officer immediately of any need for repair before proceeding.

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

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

j. Floors and Floor Coverings. Damaged or deteriorated flooring, subflooring, and structural members shall be repaired or replaced to provide a structurally sound, uniform, and aesthetic surface which is free of cracks, breaks, chips, tears, gouges, stains, and buckling. Removal of flooring materials which contain asbestos in accordance with paragraphs C.5.b(4) and C.7.i is included in the work when CLIN 0010 or 0025 is ordered by the Contracting Officer.

(1) Resilient Tiles. Damaged or deteriorated tiles shall be replaced with matching tiles of the same thickness as original. Tiles to be replaced shall be removed without affecting adjacent tiles. The affected area shall be cleared of all debris and moisture to provide a clean, uniform dry surface for the installation of new tile. If tile is replaced adjacent to a wall, vinyl baseboard shall be replaced at no additional cost. If the tile in an entire room is replaced, all vinyl baseboard in that room shall be replaced at no additional cost. Installation shall be in accordance with manufacturer's instructions. The repaired or replaced areas shall be thoroughly cleaned and waxed to provide a uniform surface. Indefinite quantity tile replacement will normally be performed in vacant units during change of occupancy maintenance. If performed in occupied units, the Contractor shall move furniture and resident personal items, as required. No more than !INSERT PERCENTAGE! of replacements will be in occupied units.

(2) Vinyl Sheet Flooring. Areas of flooring having gashes or other defects shall be replaced. Indefinite quantity flooring replacement will normally be performed in vacant units during change of occupancy maintenance. If performed in occupied units, the Contractor shall move furniture and resident personal items, as required. No more than !INSERT PERCENTAGE! of replacements will be in occupied units.

(a) If a patch is to be made, it shall be inlaid by cutting through a slightly oversized piece of matching flooring placed over the damaged area so

the decorative pattern is continuous. The patch and the section of damaged flooring shall be removed and the underlying surface shall be cleaned of all moisture, adhesive, and debris. Loose flooring shall be resecured using an adhesive recommended by the flooring manufacturer. The patch shall be installed per flooring manufacturer instructions. If flooring is replaced adjacent to a wall, vinyl baseboard shall be replaced at no additional cost. The repaired area shall be thoroughly cleaned and waxed to provide a uniform surface.

(b) If flooring in an entire room or area is to be replaced, the existing flooring shall be removed and replaced with new vinyl flooring and adhesive meeting the requirements of Attachment J-C6. The underlying surface shall be cleaned of all moisture, adhesive, and debris; loose flooring shall be resecured using an adhesive recommended by the flooring manufacturer; and the new flooring installed in accordance with the manufacturer's instructions. All vinyl baseboard in the room or area shall be replaced at no additional cost.

(3) Finished Wood Flooring

(a) Repair/Replacement. Loose or slightly warped flooring shall be secured with screw-type flooring units driven at a 45 to 50 degree angle or reglued to concrete slabs with appropriate adhesive. Nails shall be set and filled with a wood putty. Scarred flooring which has holes and gashes less than 1/2-inch wide shall be filled and stained. All other damaged flooring shall be removed and replaced without damage to adjacent walls or flooring. Damaged subflooring shall be removed and replaced with new exterior grade plywood. The subfloor shall be covered with a layer of 15 pounds asphalt saturated felt lapped 4 inches at edges and ends. Defects in concrete slabs, such as rough or scaling areas or high/low spots shall be corrected. The replacement flooring shall be of the same quality, type and species as the existing. The replacement flooring shall be nailed with screw-type flooring nails and be blind nailed at an angle of 45 to 50 degrees, top nailed vertically using pilot holes where necessary to prevent splitting, or glued to concrete slabs in accordance with the manufacturer's printed instructions. Where possible, nails shall be driven into supporting floor joints. Nailheads shall be set and filled. All flooring shall fit tightly, without gaps. Replacement flooring or damaged flooring which requires touch-up refinishing shall be finished as part of the job, at no additional cost to the Government.

(b) Refinishing. Refinishing of wood flooring (except when accomplished as part of a floor repair or replacement) will normally be ordered during the change of occupancy period, and is included in the indefinite quantity portion of the contract. All flooring repairs or replacements shall be completed as specified above. Shoe molding shall be removed prior to sanding; all damaged or deteriorated molding shall be replaced at no additional cost. Floors shall be sanded and cleaned to remove all wax, varnish, dirt, and dust, leaving a smooth uniform surface, then finished in accordance with the "GENERAL REQUIREMENTS FOR PAINTING" paragraph, Section C.

!*****
NOTE TO SPECIFICATION WRITER: The user may want to add an indefinite quantity bid item and appropriate technical specifications for carpet installation, replacement and/or cleaning.
*****!

(4) Carpet. Carpeting shall be stretched and repaired as required.

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

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

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

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

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

!*****
NOTE TO SPECIFICATION WRITER: Consideration should be given to removing blind/window shade repair, except during change of occupancy. Depending on the cost of a service call, it is often more expensive to repair than it is to replace.
*****!

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

o. Bathrooms

(1) Medicine Chests. The Contractor shall make cosmetic repairs, including touch-up painting, when required. Cracked or broken mirrors and missing or damaged shelves shall be replaced. Cabinets damaged beyond economical repair as determined by the Contracting Officer shall be replaced. Cabinets shall be of comparable quality and size as original.

(2) Caulking. Damaged caulking around sinks, shower stalls, tiles and accessories shall be chiseled out and replaced with a silicone base sealant unless otherwise specified by the Contracting Officer. Sealant shall be applied according to manufacturer's recommendations.

(3) Accessories. Accessories such as paper holders, soap trays, dispensers, toothbrush holders, towel bars, and shower curtain rods shall be repaired or replaced as required.

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

q. Ceramic Tile. Ceramic tile on floors, walls, and window stools and marble saddles that are broken, missing, cracked or discolored shall be replaced as required. Tiles, walls, and floors shall be regouted as required to provide a waterproof seal. When replacement tiles of an exact match cannot be found, the Contractor may be required to remove and replace non-defective tiles to create a pattern which minimizes the visual effect of the mis-match.

r. Interior Accessories. The Contractor shall repair or replace damaged, inoperative, or missing interior accessories including, but not limited to, chain locks, paper holders, door bells, door knockers, soap trays, smoke detectors, door stops, light fixtures, and globes.

!*****
NOTE TO SPECIFICATION WRITER: The scope of exterior painting in the following paragraph has been limited to painting incidental to repair and touch-up painting. Extensive exterior painting will normally be performed by separate construction contract. Most painting is limited to one topcoat, except for painting of new work and surfaces bared by surface preparation. The user must modify the following paragraph and add appropriate contract line items to Section B if an intermediate coat on previously painted surfaces is required. Also, if the **interior** of kitchen/bathroom cabinets have been painted previously, specify whether or not they are included.
*****!

C.12 GENERAL REQUIREMENTS FOR PAINTING. Painting work shall include both the interior and exterior of family housing units; however, exterior painting is limited to painting performed in conjunction with repair or replacement work and touch-up painting, and painting of signs, building numbers, and street markers.

Interior and exterior painting performed in conjunction with repair or replacement work is considered incidental to and part of the repair/replacement, and shall be provided at no additional cost to the Government. Touch-up painting, as defined below, will be ordered as service call work or as part of change of occupancy maintenance, and is subject to Service Contract wage rates. All other interior painting work will be ordered as required under the indefinite quantity portion of the contract, and is subject to Davis-Bacon wage rates. The drawings included in Attachment J-C1 provide typical floor plans of the family housing units. All painting, whether interior or exterior, partial or complete, shall include all work necessary for a finished job, including windows, door frames, trim, molding, closets, and shelves. Unit prices shall include all costs for surface reparation, caulking, spot priming, moving/protecting furniture in occupied units, and other requirements as specified in this paragraph.

a. Complete Paintouts. Complete interior paintouts will be provided in vacant units only, except in the case of early move-ins per paragraph C.10.d. This work is normally accomplished during change of occupancy and includes painting of all previously painted surfaces, such as walls, nontextured ceilings, cabinets (including interior, if previously painted) and closets.

b. Partial Painting. Partial interior painting not related to repair or replacement work will be ordered for either vacant or occupied units.

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

d. Certificates of Compliance. Certificates of compliance from the manufacturer will be submitted for all paint types listed in the Paint Schedule below, in accordance with the requirements of the "CONTRACTOR FURNISHED ITEMS" paragraph, Section C.

e. Protection of Areas. Surfaces not to be painted shall be protected and items such as hardware, hardware accessories, machined surfaces, blinds, curtains, plates, light fixtures, and similar items in contact with painted surfaces shall be removed, masked, or otherwise protected prior to surface preparation. Painted items such as windows, doors, and cabinets shall operate smoothly without binding. In occupied units, furnishings, rugs, and other resident property shall be carefully moved, covered, or otherwise protected prior to surface preparation. The Contractor shall be responsible for any damage caused to resident personal property. After painting, the Contractor shall remove paint from surfaces not to be painted and restore to original condition. Both old and new paint shall be removed from all not to be painted surfaces. All removed items shall be reinstalled and furnishings and other resident property returned to its original position.

f. Surface Preparation. Surfaces to be painted shall be cleaned to remove all dirt, dust, rust, scale, splinters, mildew, chalked paint, loose particles, disintegrated coatings, grease, oil, and other deleterious substances. Sanding, wire brushing, washing, and chemical treatments shall be used as necessary to properly prepare the surface for painting. Water shall not be used on unpainted

wood. Nails, screws, picture hangers, plant hangers, and similar items shall be removed. Scratches, holes, nicks, cracks, gouges, spalls, aligating, and irregularities due to partial peeling of previous paint shall be repaired, sanded, spackled, caulked, or otherwise treated to render such defects practically imperceptible. Textured ceilings shall be completely retextured, if necessary, to render repaired areas practically imperceptible. Caulking and other compounds shall be allowed to cure for the times stated in the manufacturer's literature prior to painting. Existing enamel and other glossy surfaces shall be sanded. All new work, surfaces bared by surface preparation, and exposed nails and other ferrous metals shall be primed.

!*****
NOTE TO SPECIFICATION WRITER: The user, by virtue of the activity's experience with airless spray, may want to delete the following paragraph and prohibit the use of spray equipment.
*****!

g. Airless Sprayers. Application of paint by airless spray shall be accomplished only in vacant units and by firms and persons experienced in the use of this type equipment. At least 15 calendar days prior to paint application, the Contractor shall submit data for approval by the Contracting Officer which demonstrates the proposed applicators have successfully applied paint with airless spray equipment. The data shall include the names and locations of at least two sites where the proposed applicators have used the airless spray method for applying paint. The Contractor shall indicate the type and design of the airless spray equipment and certify that this method of applying paint has been performed satisfactorily.

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

!*****
NOTE TO SPECIFICATION WRITER: The paint schedule shown below is for illustration only, and should be carefully reviewed by the user in conjunction with NAVFAC Guide Specification (NFGS) 9900, *Painting*. This NFGS specifies several different coating systems for each type of surface to be painted, depending on surface condition, location, and other factors. Ensure that specified coatings will be compatible with existing coatings, and are approved for use by local Air Pollution Control regulations. Coatings specifications should be listed below and in Attachment J-C6.
*****!

i. Paint Requirements and Schedule. Specifications listed below are contained in Attachment J-C6. Colors for finish coats will be specified by the Contracting Officer from Federal Standard 595. Paint will be delivered to the job site in original, unopened containers bearing the manufacturer's name, brand designation, and instructions for application. Thinners shall be used **only** when

mandatory for the type of paint being used **and** with prior approval of the Contracting Officer.

<u>Surface</u>	<u>New Work & Spot Prime Bare Areas</u>	<u>Intermediate Coat</u>	<u>Topcoat</u>
Exterior wood work	A-A-2336	A-A-3067 (New work only)	A-A-3067
Exterior metal surfaces	A-A-50557	None	A-A-50570
Exposed exterior caulking compound	TT-P-38	None	(Same as adjacent area)
Interior walls & ceilings	TT-P-19	TT-P-29	TT-P-29
Interior ferrous surfaces, unless otherwise specified	TT-P-645	A-A-50574	A-A-50574
Interior trim, wood	A-A-2994	None	A-A-50574
Interior wood flooring	TT-C-542	TT-C-542	TT-C-542
Interior wood (varnish)	Blend in one coat A-A-1800 to affected areas repaired		
Interior wood (new varnish work)	None	TT-S-711	AA-1800
Building numbers and letters	None	None	A-A-1558
Wrought iron	Black paint interior and exterior - approved commercial grade of rust-inhibiting paint.		
Miscellaneous	Miscellaneous surfaces requiring recoating, not otherwise covered herein, shall be painted or otherwise treated in accordance with the best current practice, subject to the approval of the Contracting Officer.		

j. Lead-Based Paint. Appendix A of 29 CFR 1926.62 states this regulation does not apply for routine cleaning and repainting, e.g., minor surface preparation and repainting where there is insignificant damage, wear or corrosion of existing lead-containing paint and coatings or substrates. However, since lead-based paint does exist in some areas of housing units, the following procedures apply in cases where surface preparation (manual scraping, manual sanding, heat gun, or power tool use) may be required.

(1) The Contractor shall comply with OSHA and EPA standards for residential lead hazard control work. Employers may use a combination of engineering controls, work practices, and respiratory protection to comply with

the permissible exposure level (PEL) of 50 micrograms per cubic meter (mg/m³). This measure is expressed as an 8-hour, time-weighted average. However, engineering and work practice controls must be used first and are limited largely to the use of low dust-generating hazard control methods, such as enclosure and wet methods. Where needed, approved NIOSH respiratory protection, such as half-mask, air-purifying respirators with high efficiency particulate air (HEPA) cartridges, may be used.

(2) The Contractor must keep all surfaces in the worksite as free as practicable from lead accumulations. Cleanup of floors and other surfaces must be completed by vacuuming (using vacuums equipped with HEPA filters and/or wet washing methods) or other methods that minimize airborne lead. The Contractor shall ensure employees wash their hands and face prior to eating, drinking, smoking, or applying cosmetics.

(3) Additional information may be found in Chapter 9 of HUD Manual, *Guidelines for the Evaluation and Control of Lead-Based Paint Hazards for Housing*.

!*****
NOTE SPECIFICATION WRITER: The user may want to add a drawing to Section J showing exterior waste and sewage lines. Any such drawing must show "laterals", "mains", and other lines, and indicate which are the Contractor's responsibility. If line replacement is periodically required, one or more indefinite quantity unit priced tasks and appropriate technical requirements could be added, or the work could be performed using unit priced labor.
*****!

C.13 GENERAL REQUIREMENTS FOR PLUMBING. Plumbing work shall include maintenance and repair of the plumbing systems and fixtures of each family housing unit. When repaired, plumbing systems and fixtures shall be free flowing, in good, safe operating condition, free of leaks and drips. Domestic water lines shall be maintained from and including the service cut-off box outside the unit to and including any tap or plumbing fixture. Waste and sewage lines (including all lines six inches in diameter and smaller) shall be maintained from the connection at the eight inch (or larger) sewer main to and including any drain or plumbing fixture. Natural and propane gas lines shall be maintained from and including the cut-off valve at the pressure regulator and/or storage tank to and including the appliance, heater, or water heater connection. All work shall meet the workmanship and material requirements of the American National Standards Institute A40.8-55, *National Plumbing Code*, and other applicable standards listed in Attachment J-C6.

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

b. Plumbing Fixtures. All sinks, tubs, taps, toilets, basins, and faucets, lavatories, showers, drain lines, etc. shall be free of leaks and drips, operate properly, drain freely, and be free of cracks and discoloration. All fixtures and components that cannot be repaired shall be replaced with fixtures that are in strict compliance with BOCA Basic Plumbing Code 978-4th Edition.

!*****

NOTE TO SPECIFICATION WRITER: Many dishwashers are capable of preheating wash water, allowing hot water heaters to be set at less than 140°F. In the following paragraph change to 120°F or other appropriate temperature if this is the case at your activity.

*****!

c. Water Heaters. Water heaters shall be repaired or replaced as required to provide hot water at 140°F, without leaks. Controls, control devices, and safety devices shall operate safely and properly. Water heater insulation jackets with 5.0 fiberglass insulation shall be installed on all replacement water heaters and or existing units when excessively worn, damaged, or missing.

!*****

NOTE TO SPECIFICATION WRITER: If family housing units are wired for cable TV or are connected to a master or central TV antenna system, the user must add a paragraph to the following paragraph which describes the system and specifies the limits of the Contractor's responsibility for maintenance and repair, if any. For example, is the Contractor responsible for internal wiring up to the point at which it leaves the family housing unit only, or must a master antenna or other system and all associated wiring also be maintained?

*****!

C.14 GENERAL REQUIREMENTS FOR ELECTRICAL WORK

a. General Requirements. Electrical work shall include maintenance and repair of the electrical systems and lighting fixtures for each family housing unit beginning at and including the weatherhead, or in the case of underground power, at and including the main distribution panel for multi-unit and single unit structures. All electrical equipment, service connections, distribution panels, connections, grounds, outlets, switches, wiring, branch circuits, ground fault circuits, lighting fixtures, photo cells, and door chimes shall be repaired or replaced as required to operate as originally intended and designed, and in a safe manner. Cracked, broken, or missing receptacle and switch face plates shall be replaced with new plates of the same/original color and size. Light fixture lenses and globes which are damaged or missing shall be replaced. Interior light bulbs/tubes shall be replaced only during change of occupancy or if not accessible by the resident using a six-foot step ladder. All exterior lighting on garages, common hallways, and exterior stairways shall also be maintained, including light bulb replacement. Maintenance of resident-owned lamps, appliances, and cords is not the responsibility of the Contractor. All workmanship and materials shall conform to the National Fire Protection Association (NFPA) 70 National Electrical Code.

!*****

NOTE TO SPECIFICATION WRITER: Verify that telephone wiring is "owned" by the activity and not the phone company.

*****!

b. Telephone Wiring. Telephone wiring shall be maintained from the demarcation point established by the telephone company throughout the structure to, and including, telephone jacks. Cracked, missing, or inoperative plug-in or screw connected telephone jacks shall be replaced.

!*****
NOTE TO SPECIFICATION WRITER: Add or delete appliances and equipment types, such as "countertop stoves", "ovens", "window air conditioning units", and humidifiers/dehumidifiers", as needed. Make corresponding changes to Attachments J-C1 and J-C15.
*****!

C.15 GENERAL REQUIREMENTS FOR APPLIANCES AND HOUSEHOLD EQUIPMENT. The Contractor shall maintain, repair, and replace Government-owned household equipment and appliances, including free standing ranges, refrigerators, range hoods, dishwashers, garbage disposals, water heaters, smoke detectors, and ceiling fans. Appliances and equipment shall operate at their design capacity, as originally intended and designed. Controls and control devices shall be properly adjusted. Missing or damaged components and accessories, such as drip pans, burners, trays, broiler pans, ice trays, racks, drawers, screens, and filters shall be repaired or replaced as required. Dents, scratches, corrosion, rust, and other disfiguring damage shall be repaired, or components replaced. Appliance and equipment work shall be performed as service work or as part of change of occupancy maintenance. The Contractor shall be responsible for reporting the manufacturer's serial numbers for ranges, refrigerators, freezers, and microwaves to the Housing Office when moved from one location to another. Attachment J-C15 provides pertinent information on some of the appliances and equipment to be maintained.

!*****
NOTE TO SPECIFICATION WRITER: Choose paragraphs a and b below if appliances and equipment will be furnished by the Contractor, paragraphs a.(OPTIONAL) and b.(OPTIONAL) if some or all items will be furnished by the Government. Paragraphs a and a.(OPTIONAL) assume Contractor furnished replacement appliances will be of the same size and capacity as those being replaced. If this is not the case, such as when refrigerators are being replaced with a larger model, tailor the following paragraph accordingly.
*****!

a. Appliance and Equipment Requirements. All replacement appliances and equipment, and all required components, accessories, and repair parts shall be provided by the Contractor, shall meet or exceed the applicable requirements listed in Attachment J-C6, and shall match that being replaced in size, capacity, and color. Manufacturer's descriptive data shall be provided for proposed appliances and equipment to be used as replacements, including the name of the manufacturer, the model number, catalog cut, and other identifying data and information describing the performance, capacity, and rating which clearly illustrates that the proposed appliance or equipment item meets the applicable standards in Attachment J-C6. Such information will be provided as specified in the "CONTRACTOR FURNISHED ITEMS" paragraph, Section C. No Contractor furnished appliances or equipment may be installed without prior submission of manufacturer's data and written approval of the Contracting Officer. Once installed in a family housing unit, replacement appliances and equipment become the property of the Government, even if later removed from the unit.

b. Appliance Service Calls. When repairs to appliances or equipment require, or are estimated to require, more than four hours to complete, or if the unit is considered beyond economical repair, the malfunctioning appliance/equipment shall be removed from the family housing unit and replaced with a clean, properly operating unit meeting the foregoing requirements. If not beyond economical repair, the removed item shall be repaired, cleaned, and

returned to the appliance pool/Government warehouse within six Contractor working days after removal for use in another unit. Appliances and equipment shall be considered beyond economical repair when the total direct cost for repair parts (cost of parts under warranty excluded) exceeds the following:

<u>ITEM</u>	<u>DIRECT COST</u>
Refrigerator	!INSERT \$ VALUE!
Range	!INSERT \$ VALUE!
Dishwasher	!INSERT \$ VALUE!
Oven	!INSERT \$ VALUE!
Garbage Disposal	!INSERT \$ VALUE!

The Contracting Officer shall determine whether appliances and equipment shall be repaired or replaced, and if repaired, the extent of such repairs. The Contractor shall provide a detailed list of required repair parts and prices when requested.

a.(OPTIONAL) Appliance and Equipment Requirements

!*****
 NOTE TO SPECIFICATION WRITER: Tailor the following to indicate specific items that will be Government furnished, storage requirements, etc.
 *****!

(1) Government Furnished Appliances and Equipment. The Government will provide (from the Government warehouse indicated in Attachment J-C1) the Contractor with a pool of ranges, refrigerators, and dishwashers in sufficient numbers to meet projected needs. The Contractor shall maintain this pool of appliances in the Government furnished facility in Building !INSERT BUILDING NUMBER!.

!*****
 NOTE TO SPECIFICATION WRITER: Delete the following paragraph if all appliances and equipment will be Government furnished.
 *****!

(2) Contractor Furnished Appliances and Equipment. All replacement appliances (except for those listed above as being Government furnished) and equipment, and all required components, accessories, and repair parts shall be provided by the Contractor, shall meet or exceed the applicable requirements listed in Attachment J-C6, and shall match that being replaced in size, capacity, and color. Manufacturer's descriptive data shall be provided for proposed appliances and equipment to be used as replacements, including the name of the manufacturer, the model number, catalog cut, and other identifying data and information describing the performance, capacity, and rating which clearly illustrates that the proposed appliance or equipment item meets the applicable standards in Attachment J-C6. Such information will be provided as specified in the "CONTRACTOR FURNISHED ITEMS" paragraph, Section C. No Contractor furnished appliances or equipment may be installed without prior submission of manufacturer's data and written approval of the Contracting Officer. Once installed in a family housing unit, replacement appliances and equipment become the property of the Government, even if later removed from the unit.

b.(OPTIONAL) Appliance Service Calls. When repairs to appliances or equipment require, or are estimated to require, more than four hours to

complete, or if the unit is considered beyond economical repair, the malfunctioning appliance/equipment shall be removed from the family housing unit and replaced with a clean, properly operating unit meeting the foregoing requirements.

(1) If not beyond economical repair, the removed item shall be repaired, cleaned, and returned to the appliance pool/Government warehouse within six Contractor working days after removal for use in another unit.

(2) Appliances and equipment of the types furnished by the Government shall be replaced by the Contractor when ordered by the Contracting Officer. Appliances and equipment, both Government and Contractor furnished, shall be replaced when beyond economical repair. Appliances and equipment shall be considered beyond economical repair when the total direct cost for repair parts, excluding the cost of parts under warranty, exceeds the following:

<u>ITEM</u>	<u>DIRECT COST</u>
Refrigerator	!INSERT \$ VALUE!
Range	!INSERT \$ VALUE!
Dishwasher	!INSERT \$ VALUE!
Oven	!INSERT \$ VALUE!
Garbage Disposal	!INSERT \$ VALUE!

(a) When the Contractor believes a Government furnished appliance/equipment is beyond economical repair, a detailed list of required repair parts and prices shall be provided to the Contracting Officer, who shall determine whether the appliance will be repaired or replaced, and if repaired, the extent of such repairs. If replacement is directed, the item shall be provided by the Contractor from the appliance/equipment pool.

(b) The Contracting Officer will determine whether Contractor furnished appliances and equipment shall be repaired or replaced, and if repaired, the extent of such repairs. The Contractor shall provide a detailed list of required repair parts and prices when requested.

!*****
NOTE TO SPECIFICATION WRITER: If all appliances will be Government furnished, delete the words "including movements between the appliance pool, the Government's issue point, and family housing units" from the following paragraph.
*****!

c. Appliance Installation. The Contractor shall load, haul, and unload all appliances and equipment, including movements between the appliance pool, the Government's issue point, and family housing units. All appliances and equipment shall be properly stored, adequately protected, and carefully handled to prevent damage before, during, and after installation or removal. New appliances or equipment requiring assembly and/or additional equipment/parts for installation, such as electrical pigtailed, shall be provided by the Contractor. Existing facilities shall be modified so replacement units fit properly, but only with the prior approval of the Contracting Officer. The Contractor shall test newly installed appliances and equipment and ensure proper operation prior to releasing to the resident. Manufacturer's operating and maintenance instructions shall be left in a conspicuous location in the family housing unit.

In the event an appliance removed from a family housing unit is not clean due to any reason, it shall be cleaned by the Contractor before reinstallation.

d. Appliance Control. For each individual appliance or equipment item installed by the Contractor, the appropriate portion of the form shown in Attachment J-C15 shall be filled out, paying particular attention to the manufacturer's serial number. The form shall be forwarded to the Housing Office within two Government working days after installation. Also, each appliance or equipment item installed shall be marked by inconspicuously "U.S. GOVT-FH,N" by use of stencils, metal tags, or other means not easily removable.

!*****
NOTE TO SPECIFICATION WRITER: Consider the possibility of reducing PM inspections to once per year vice twice per year, or of having some inspections performed only during change of occupancy.
*****!

C.16 GENERAL REQUIREMENTS FOR HEATING, VENTILATION, AND AIR CONDITIONING EQUIPMENT. The Contractor shall maintain and repair heating, ventilation, and air conditioning (HVAC) equipment, and associated fuel oil and gas lines and equipment. Work shall include periodic inspections and preventive maintenance, and repair or replacement of component parts as required to maintain HVAC equipment operating in a safe condition, at design capacity. Freon is a Class I ozone depleting substance (ODS) and must be handled in compliance with the requirements of the Montreal Protocol and subsequent amendments as embodied in the Clean Air Act Amendments. All work shall comply with the applicable standards of the Air Conditioning Contractors of America. HVAC maintenance and repair work is included in the firm fixed-price portion of the contract as service call work or preventive maintenance inspections, unless repairs are performed in conjunction with change of occupancy maintenance or includes replacement of condensing units. Attachment J-C15 provides pertinent information on the systems to be maintained.

a. Preventive Maintenance (PM) Inspections. PM inspections include cleaning, adjusting, lubricating, and other services as specified in the following paragraphs and/or as specified by the equipment manufacturer. Air conditioning PM inspections shall be performed once on each air conditioning system during the period !INSERT DATE! to !INSERT DATE!. Heating PM inspections shall be performed once on each heating system during the period !INSERT DATE! to !INSERT DATE!. Smoke detectors and Carbon Monoxide (CO) detectors shall be inspected in conjunction with each of these inspections as specified in paragraph C.16.a(5)(s) and C.16.a(5)(t). All PM work is subject to service contract wage rates.

(1) Schedule. Within 15 calendar days after award of the contract the Contractor shall provide a schedule for the accomplishment of the required air conditioning and heating PM inspections. The schedule shall indicate, by family housing unit address, the week in which the inspection shall be performed. Once approved by the Contracting Officer, the Contractor shall strictly adhere to the schedule in order to facilitate the Government's inspection of the work. Proposed changes to the approved schedule must be submitted for the Contracting Officer's approval not later than Wednesday of the week prior to scheduled accomplishment.

(2) Reports. A "Preventive Maintenance Inspection Checklist" form, as shown in Attachment J-C16, shall be completed by the Contractor for **each** system

inspected and forwarded to the Government's work reception center within two Government working days after completion of the work on that system.

(3) Access. Access to the interior of family housing units is required to complete PM inspections. The Contractor shall make appointments with the residents as specified paragraph C.6.c(1).

!*****
NOTE TO SPECIFICATION WRITER: Since PM work is subject to Service Contract wage rates, repairs identified during PM inspections may be accomplished as part of the PM only if the work may be completed in less than 32 labor hours. See User's Guide paragraph III.B.4.
*****!

(4) Correction of deficiencies. When possible, equipment deficiencies detected during PM inspections shall be corrected prior to departing the job site. All deficiencies falling within the scope of a service call must be corrected within the time frames specified for either an urgent or routine service call, as appropriate. If the Contractor believes the cost of such repairs is beyond the scope of a service call, the procedures in paragraphs C.8.d(2) and C.8.d(3) shall apply.

!*****
NOTE TO SPECIFICATION WRITER: The user must tailor the following PM inspection guidelines to match the specific types of equipment/systems to be maintained by the Contractor. Corresponding changes must also be made to the PM checklist in Attachment J-C16.
*****!

(5) PM inspections shall be performed, as a minimum, in accordance with the following guidelines. Additional checks and tests shall also be performed as may be required to complete Attachment J-C16, and as required by the manufacturer of each particular system.

(a) Lubrication. Check for excessive bearing temperatures and inadequate lubrication of bearings and moving parts. Lubricate per manufacturer's instructions as to type lubricate and frequency.

(b) Rusted and Corroded Areas. Clean rusted and corroded areas to bare metal. Repaint previously painted areas with rust inhibitive primer and two finish coats that match the existing finish in accordance with paragraph C.12.i.

(c) Motors, Drive Assemblies and Fans. Check for and remove accumulations of dust, dirt, and grease. Make minor corrections or replace as necessary to correct deficiencies such as worn, loose, missing, or damaged connections; bent blades; worn or loose belts; unbalanced moving parts; misalignment, excessive noise and vibration, and play of shafts; and ineffective sound isolators. Record full load amps of each electric motor and compare with name plate rating.

(d) Wiring and Electrical Controls. Check for loose connections, charred, broken, or wet insulation; short circuits, loose or weak contact springs, worn or pitted contacts; defective operation; and other deficiencies. Check insulation for fire safe properties. Tighten loose connections and parts, replace electrical wiring having defective or broken insulation or where braid

is frayed more than six inches. Replace or adjust contact springs and clean contacts. Make other minor corrections for proper operation.

(e) Temperature Controls. Check for improper setting, loose connections, and worn, dirty, pitted, or misalignment of contacts. Inspect for defective operation by observing operation through a complete cycle. Check accuracy of thermostats by comparing with an accurate dry bulb type mercury thermometer. Adjust settings, tighten connections, clean contacts, and adjust alignment.

(f) Plenum Chambers, Air Ducts, Dampers, Registers, Grilles, Louvers and Insect and Bird Screens. Check for soot, dirt, dust, and other deposits; leaks, broken, loose or missing connections and parts; improper seasonal or operating settings of dampers; and inadequate air distribution in branch circuits. Remove all soot, dirt, dust, and other deposits. Tighten or replace connections and parts. Caulk around flashings and make weathertight. Adjust damper settings and make minor corrections/adjustments as required. Vacuum out all dirt and dust from air handling room and equipment.

(g) Air Filters. Quarterly replace in each family housing unit throw-away type filters with a new filter of the size and type recommended by the equipment manufacturer. One filter change shall be included as part of both the air conditioning and heating systems PM inspections. Two additional filter changes will be made during the periods of !INSERT DATE! through !INSERT DATE! and !INSERT DATE! through !INSERT DATE!, for a total of four filter changes per year in each family housing unit. Within two Government working days after completion of each of two additional filter changes, the Contractor shall provide the Contracting Officer with a written report indicating, by address, the date the filter was changed and including the resident's signature verifying work was performed.

(h) Thermal Insulation and Vapor Barriers. Check for worn, damaged, or missing insulation or vapor barrier; broken tie wires; or loose bands. Replace or rework to restore insulation properties. Seal all air duct leaks.

(i) Guard, Casing, Hanger, Supports, Platform, and Mounting Bolts. Check for loose, broken, or missing parts and connections; improper level; and ineffective sound isolators. Tighten loose connections and parts, adjust level, replace defective sound isolators, correct minor deficiencies, and make necessary adjustments. Remove any sand, dirt, or other debris accumulated on the concrete compressor pad.

(j) Piping. Check tubing and piping for leaks, corrosion, deformations, and other material defects. Check for any rubbing of piping or copper tubing that may cause damage. Defective or damaged pipe or fittings shall be replaced with compatible materials. Correct deficiencies and make necessary adjustments.

(k) Compressors. Check for dirt, dust, and leakage of oil or refrigerants. Check for loose connections, excessive noise and vibration, and incorrect suction and discharge pressure. Remove dirt, dust, and other accumulations. Tighten loose connections and parts. Make minor corrections and adjustments as necessary. Record date, outside temperature, suction and discharge pressure, and type and amount of refrigerant added on required checklist form.

(l) Air Cooled Condensers. Check for dust accumulation, leaks, excessive noise and vibration, loose, missing, or damaged parts. Tighten loose connections, correct minor deficiencies, and replace damaged or missing parts. Check for debris or other obstructions of air flow. Grass, weeds, or shrubbery within two feet of air cooled condenser shall be cut to ground level.

(m) Refrigerant, Driers, Strainers, Valves, and Accessories. Check for inadequate operation. Replace missing or worn parts and correct leaks and other defects. Make required corrections and adjustments as necessary. Check sight glass for moisture (if equipped). If moisture is indicated, install new dryer. If refrigerant system is opened to atmosphere, a new dryer shall be installed and the system evacuated before recharging. Adjust refrigerant charge as required.

(n) Cooling Coils. Check for obstructions to air flow, excessive frosting, defective operation of expansion valve or capillary tube and automatic temperature controls. Clean out dust, dirt, and other foreign matter, particularly between fins, using vacuum cleaner or brush; straighten out bent fins; remove obstructions for air flow. Make other necessary corrections and adjustments.

(o) Condensate Drip Pan and Drain Piping. Check cooling coil drip pan for sediment, damaged coating, rust, and leakage. Blow or flush out drip pan with air or water to assure that pipe is open. Leaking drip pans shall be repaired or replaced.

(p) Gas Fired Systems. The following items shall be performed to gas fired systems during heating PM inspections.

1 Burner. Clean dirt, rust, and other foreign matter from burner lead. Blow out parts with compressed air if necessary. Make certain that air adjustment devices can be tightened securely in position. Check all phases of programming and safety devices per burner manufacturer's instruction book.

2 Automatic Safety Pilot. Check for proper location and flame. Clean orifice and pilot supply line. Make certain that brackets are securely fastened and that thermocouple is in proper position and fastened securely. Conduct ASA pilot turndown test and simulated flame failure test per the appropriate American Standard Association technical specifications. Device shall be tagged to show date of inspection and name of inspector. Gas pilot lights shall remain lighted year round so as to prevent moisture collection in heaters.

3 Gas Control Valve. Check operation of the gas control valve through complete operation cycle. If necessary, disassemble valve per manufacturer's instructions and clean seat and disk with an approved solvent.

4 Pressure Regulators. Check burner gas pressure regulator and adjust for required pressure per burner manufacturer's specifications. Clean, correct, or replace as required. Record downstream gas pressure in inches of water.

(q) Oil Fired Systems. The following items shall be performed to oil fired systems during heating PM inspections.

1 Burner. Check per manufacturer's requirements. Remove nozzle and electrode assemblies from blast tube and clean or replace as necessary. Check position and spark gap of electrodes as per manufacturer's recommendations and adjust as necessary. Align motor, blower, and pump to prevent vibration. Check burner mounting and connection of blast tube to furnace. Adjust or rebuild to eliminate vibration and assure air-tight seal between blast tube and furnace front. Check operation including delayer ignition, if provided, and clean, correct, or replace as necessary. Make certain that pump, valves, and lines do not leak.

2 Oil Pressure. Check oil pressure to burner nozzle and record. Pressure must be within limits as specified by manufacturer. Adjust pressure regulating valve and fuel oil pump as necessary.

3 Stack Switch/Primary Control. Inspect bi-metal element/electronic eye and contacts and clean as necessary. Tighten loose connections. Check operation by simulating flame failure per manufacturer's instructions. Shutoff time shall conform to the requirements of Underwriter's Laboratories. Correct or replace as necessary.

4 Barometer Draft Control. Check operation and freedom of movement. Adjust or replace unit as necessary.

(r) Heat Pumps. In addition to those checks specified previously, the following items shall be performed to heat pumps during heating PM inspections.

1 Check for proper operation of strip heat controls and heat strips.

2 Check for proper operation of reversing valve and relays; de-icing controls, and check valves, strainer, and cap tube.

(s) Smoke Detectors. Check smoke detectors for proper operation in accordance with the manufacturer's instructions. Repair or replace components, or replace entire unit, to attain proper operation. Replace backup battery at each heating season PM inspection.

(t) Carbon Monoxide (CO) Detectors. Ensure CO detectors are plugged in; the alarm requires a continuous supply of electric power. Check for proper operation per manufacturer's instructions. If the CO alarm fails to test properly, or if the self-diagnostic test reveals a malfunction, replace the unit immediately. Vacuum alarm cover to remove accumulated dust at each heating and cooling season PM. Replace battery pack at each heating season PM.

!*****
NOTE TO SPECIFICATION WRITER: If gas or fuel is provided from a centrally located tank or by a commercial gas company, the following paragraph will need to be modified to specify for what portions of these systems the Contractor is responsible. For example, specify who is responsible for maintaining fuel oil pumping, storage, and distribution systems.
*****!

b. Gas and Fuel Oil Lines. The Contractor shall maintain gas and fuel oil lines from the storage tank outside the house to the connection to the

appliance, heater, or hot water heater, including the cut off valve and pressure regulator. Gas and fuel lines shall be free from leaks or other malfunctions.

c. Replacement of Condensing Units. The Contractor shall furnish and replace condensing units when ordered by the Contracting Officer under the indefinite quantity portion of the contract. When the Contractor responds to a service call and believes that a compressor is beyond economical repair, the Contractor shall notify the Government work reception center within two hours if during the Government's regular working hours, or notify a designated Government representative after regular working hours. A Government representative will inspect the unit and determine if the compressor is to be repaired or the condensing unit replaced. If replacement is ordered, installation must be completed per manufacturer's instructions and within !INSERT NUMBER! hours after receipt of the task order. One week after installation, the system shall be checked to ensure proper operation.

!*****
NOTE TO SPECIFICATION WRITER: Other miscellaneous services may be added by the user if desired. The scope (frequency, size, etc.) of each requirement must be specified. Avoid vague miscellaneous tasks such as "maintain lights on tennis courts" without explanation as to the size of the system (number of poles, lights, etc.) and extent of responsibilities.
*****!

C.17 MAINTENANCE OF MISCELLANEOUS EQUIPMENT AND STRUCTURES. The Contractor shall maintain and repair miscellaneous equipment and structures in accordance with the definitions, procedures, and standards specified in this section. Those items include school bus shelters, picnic tables, chain link and wooden fences, clothes lines and poles, and playground equipment. See Attachment J-C1 for additional information.

a. Bus Shelters and Picnic Tables. Damaged and deteriorated portions shall be repaired or replaced, including associated painting and touch-up painting. Complete painting of shelters and tables may be ordered as indefinite quantity work or performed by other means.

b. Chain Link Fence. All damaged, broken, bent, missing, or corroded parts shall be repaired or replaced. Loose post, fabric and strands shall be tightened and secured. Missing or loosened post caps shall be replaced and/or resecured. Gates shall be maintained in proper operating condition.

c. Wooden Fence. All damaged, broken, rotten, or deteriorated members of wood fencing, gates, and associated hardware shall be repaired or replaced. Repair may include removing, installing and securing picket or board type fencing, rails, posts, concrete footing, gates, latches, hinges, no-sag cable, and other associated hardware. Painting or staining shall be included in repair and replacement work.

d. Clothes Lines and Poles. Clothes lines, poles, concrete bases, supports, eye bolts, turnbuckles, and accessories shall be repaired or replaced as required. Replacement line shall be vinyl coated wire.

e. Playground Equipment. Playground equipment includes swing sets, see saws, merry-go-rounds, sliding boards, spiral slides, climbing timbers, sand boxes, and jungle gyms. Broken, missing, damaged, bent, or deteriorated portions of playground equipment shall be repaired or replaced, so that

equipment is safe and completely functional. Equipment that swings or rotates shall move freely without excess force. Sand boxes shall be filled with clean, white sand. Complete priming and painting of equipment may be ordered to eliminate corrosion and improve appearance. The playground surface will be kept intact, at the required depth, and free of all safety hazards such as broken glass and debris.

C.18 CUSTODIAL SERVICES. Complete custodial and related services shall be provided by the Contractor in vacant units when, for whatever reason, units were not cleaned prior to vacancy by the resident. Such services shall be ordered by the Contracting Officer under the indefinite quantity portion of the contract, normally in conjunction with change of occupancy maintenance, and shall include the work listed below. The word "clean" shall mean free of all dust, dirt, stains, marks, smears, and scuff marks; foreign matter including gum, tar, and grease; trash, mildew, molds or fungus; and standing liquids. Any items damaged by the Contractor during cleaning shall be repaired or replaced at no additional cost to the Government.

a. Trash and Debris. Trash and debris shall be removed from the family housing unit and disposed of off Government property.

b. Woodwork, Doors, Walls, and Ceilings. Fingerprints, pencil marks, crayon, dirt, dust, and stains shall be removed. Mild detergent will be used. Strong detergents containing bleaching agents, lye, abrasives, etc. shall not be used on walls or ceilings. Baseboards shall be cleaned free of all marks and dirt, including dirt and splash caused by cleaning of floors and other items.

c. Floors. Floor coverings shall be swept, mopped, and otherwise cleaned free of all dirt and marks using an acceptable method for each type of flooring. Waxed floors (except for wood flooring) shall be stripped and left free of wax, then dry buffed. Equipment, such as refrigerators, shall be carefully moved to permit complete cleaning of walls and floors, then replaced in original position. Wood floors shall be cleaned with an approved cleaner. No water shall be used on hardwood floors. Carpets shall be cleaned in accordance with manufacturer's instructions. After cleaning, carpets shall be free of streaks, stains, and spots and be bright with uniform color.

d. Bathrooms and Kitchen

(1) Refrigerators. Clean refrigerator thoroughly inside and out to remove all dirt and stains. Defrost and remove all ice from freezer compartment and ice trays. Wipe clean with warm water and detergent. Leave refrigerator in operation with door closed, dial setting on "1".

(2) Ranges, Cooktops, and Exhaust Ventilators. All grease, stains, and carbon shall be removed from the exterior porcelain and metal surfaces. Drip pans under burners shall be cleaned with detergent and scraped as necessary. Oven cleaner shall not be used to clean aluminum surfaces, self-cleaning ovens, and other surfaces that could be damaged. Burners shall be cleaned of all foreign residue, but elements shall not be immersed in water. Storage drawers shall be cleaned, both top and underside. Exhaust fans and filters shall be cleaned free of all dirt, dust, grease, etc.

(3) Dishwasher, Kitchen Sink, and Garbage Disposal. All stains, dirt, soap scum, and food particles shall be removed. Garbage disposals shall be left free of dirt and food particles.

(4) Countertops. Bathroom walls, commode, bathtub, shower unit, basin, medicine cabinet, and all other fixtures shall be cleaned with a cleaning agent that contains a disinfectant. Faucets and control knobs shall be cleaned and polished. Walls, tile, and basin surfaces, faucets, and control knobs shall be free of all dirt, soap scum, mildew, lime deposits, and stains. Shower doors and tracks shall be wiped clean. Grout and caulk shall be uniform and free of stains and mildew.

(5) Bathrooms and Fixtures. Bathroom walls, commode, bathtub, basin, and medicine cabinet shall be cleaned with a cleaning agent that contains a disinfectant. Faucets and control knobs shall be wiped clean and polished. Wall and basin surfaces shall be free of all dirt, mildew, lime deposits, and stains. Shower doors and tracks shall be wiped clean.

e. Dusting. Radiators, cabinets, partitions, trim, ledges, wainscots, chair rails, air conditioners, lamp shades, window shades, blinds, pipes, window and door frames, baseboards, and all other horizontal surfaces shall be dusted and or washed clean and free of dust, dirt, and streaks. Blinds shall be removed and reinstalled if necessary to clean completely.

f. Glass. The interior and exterior of **all** glass surfaces, including mirrors, shall be cleaned. Glass in windows, storm windows, doors, partitions, interior and exterior walls, and transoms are included. Cleaning of windows shall include window frames, screens, and sliding window tracks. Cleaning solution(s) used shall not stain, deface, or affect adjoining framing, paint work or varnish. All cleaned glass shall be clean, free of lint, water marks, films, and streaks.

g. Light Fixture Covers and Bulbs. Interior and exterior surfaces of light fixture covers, including those for fluorescent light fixtures, shall be cleaned. Light fixtures shall be clean, free of dirt, streaks, debris, bugs, smears, and abrasive marks. All burned out bulbs and flickering fluorescent tubes shall be replaced with bulbs/tubes of the same wattage.

h. Cabinets, Drawers, and Closet Shelves. Cabinets, drawers, and closet shelves shall be cleaned of all dirt, dust, and personal articles. All shelf paper and adhesive residue shall be removed.

i. Vents and Exhaust Fans. Interior and exterior of heating, air conditioning, ventilation duct vents, louvers, and exhaust fans shall be cleaned free of foreign particles, debris, dust, and streaks so as to allow an unobstructed flow of air.

j. Garbage Cans. All Government owned garbage cans shall be emptied and thoroughly washed to remove all dirt and residue, then washed with detergent containing an approved disinfectant.

k. Outside Areas. All carports, garages, storage spaces, walks, driveways, patios, and other outside areas shall be cleaned free of all trash and dirt. Oil and grease shall be removed from concrete and masonry surfaces. Handprints and marks on outside walls shall be removed. Any brackets, hanging hooks, nails, racks, or similar attachments installed by the resident shall be removed and the surface restored to its original condition. Eaves and open ceilings shall be cleaned of dirt, insect and bird nests, and webs.

!*****
NOTE TO SPECIFICATION WRITER: The intent of the following paragraph is to provide grounds maintenance services on a routine basis (if needed) at change of occupancy maintenance, and on an as needed basis at vacant units. The user will need to modify this paragraph slightly if services are required only during the change of occupancy maintenance period.
*****!

C.19 GROUNDS MAINTENANCE SERVICES. Grounds maintenance services shall be provided at vacant units when ordered by the Contracting Officer under the indefinite quantity portion of the contract; work must be completed within the time frames specified in Attachment J-C13. When performed in conjunction with change of occupancy maintenance, **no** additional time will be added to period established in the "CHANGE OF OCCUPANCY MAINTENANCE" paragraph, Section C. Grounds maintenance services shall include the following.

a. General Requirements. Services shall be provided over an area extending !INSERT NUMBER! feet from the family housing unit or half way between adjacent units, which ever is less. In multi-unit structures, the services shall correspond to a point which separates one unit from another. The Contractor shall dispose of all debris resulting from grounds maintenance services off of Government property.

b. Mowing. Trash, paper, limbs, pine cones, leaves, or other debris shall be removed from the lawn prior to mowing. Grass shall be cut to a height of !INSERT! inches. After cutting, grass shall have a uniform height throughout, free of grass clippings in windrows or on walks, drives, concrete pads, or on any adjacent paved or otherwise finished surface. Grassed areas close or adjacent to buildings, hydrants, manholes, fences, trees, hedges, and shrubs are included.

c. Trimming. Trimming within the mowed area shall be accomplished on the same day the area is mowed. Trimmings shall include the cutting back of grass until even with the edges of all obstructions such as foundations, hydrants, manholes, fences, trees, hedges, shrubs, poles, and guy wires. After trimming, there shall be no evidence of clippings on any paved or otherwise finished surface.

d. Edging. Edging within the mowed area shall be accomplished on the same day the area is mowed. The edges of all paved surfaces, including curbs, walks, driveways, concrete pads, and any other paved surface shall be edged so that there is no vegetation closer than ½-inch to the pavement or area. Edging shall be accomplished in a manner such that it is free of scalping, rutting, bruising, and uneven and rough cutting. After edging there shall be no evidence of cuttings or other debris.

e. Plant and Shrub Pruning. Pruning shall be accomplished so as to evenly form and balance the shrub, bush, or plant in order to shape it according to its natural growth habits, and to remove growth in front of windows and over entrance ways or walks. "Box" or "circular" shaping is not acceptable, except for hedges, which shall be pruned to maintain their established shape and appearance. Dead, damaged, or diseased wood shall be removed, as shall vines, tree sprouts, or any other extraneous vegetative growth from under or on the shrubbery.

!*****
NOTE TO SPECIFICATION WRITER: If the Self-Help Program will be operated by the Government, delete the following paragraph, CLINs 0004 and 0005 (Section B), and Attachment J-C17. If the Self-Help Program will be Contractor-operated, delete paragraph C.7.g and include the following paragraph. Insert required information concerning store location, hours of operation, and inventory reconciliation. See User's Guide paragraph III.C.6 for additional information.
*****!

C.20 SELF-HELP PROGRAM. The Contractor is responsible for the development and implementation of a Self-Help Program to assist residents in performing routine, recurring maintenance tasks. This program, which includes loaner equipment and consumable items, shall be provided at no cost to residents. The Government will designate an area in !INSERT BUILDING NUMBER/LOCATION! to be used as the Self-Help Store, which will be open !INSERT HOURS OF OPERATION! Monday through Friday and !INSERT HOURS OF OPERATION! on Saturday, excluding holidays. Adequate Contractor personnel will be available during these hours to assist residents in selecting items/equipment, loading/unloading vehicle, etc.

a. General Requirements. The Contractor shall provide all forms and records necessary to administer the Self-Help Program. Written instructions for proper application, installation, or use of consumable items/loaner equipment shall be prepared by the Contractor and furnished to residents at the time of issue. A valid Self-Help card, provided by the Family Housing Office, must be presented prior to issue of any item from the Self-Help Store. The Contractor shall be responsible for inventory tracking, e.g., availability and issues (by resident), and for evaluating the need to modify quantities or add new consumables/equipment. All inventory shall be stored in a safe, secure manner providing easy identification and access. Inventory records shall be reconciled with stock records at least !INSERT FREQUENCY - WEEKLY, BIMONTHLY, MONTHLY, SEMIANNUALLY, ETC.! with the !INSERT QAE, FSCM, FAMILY HOUSING REPRESENTATIVE, OR CONTRACTING OFFICER!.

b. Consumables

(1) Within 15 calendar days after award of the contract, the Contractor shall furnish stockage levels and prices for every consumable item listed in Attachment J-C17, to the Contracting Officer for approval. Each price quoted shall be the lowest available in the community and will remain in effect for the entire contract period. If the Government disagrees with any price quoted, the price used will be based on the lowest quote from at least three different commercial vendors. The Government retains the right to obtain additional quotes in questionable situations, and the lowest price obtained will be used.

(2) The Contractor shall comply with the minimum inventory levels and maximum issue amounts stated in Attachment J-C17. Any items subject to shelf life constraints will be issued on a first-in/first-out basis. Consumables not issued in the original container or package shall be clearly labeled and provided with installation instructions/safety precautions, as applicable. The Contractor shall invoice monthly for the quantities issued, using the prices approved by the Contracting Officer.

c. Loaner Equipment

(1) The Contractor shall provide the loaner equipment shown in Attachment J-C17 and instruct residents on associated return conditions and

timeframes at the time of issue. A log shall be maintained by the Contractor showing date of issue, address/telephone number of resident, date equipment to be returned, and signature space for issue and return. The Contractor shall verify the satisfactory condition of all equipment when returned, e.g., no damage and cleanliness. The Contractor shall be responsible for reclaiming overdue equipment. Residents may be contacted by phone or in writing, and further issues may be withheld or restricted until overdue equipment is returned.

(2) Repairs and preventive maintenance to ensure safe, operating condition, are the responsibility of the Contractor. Any unsafe or inoperable equipment shall not be included when accounting for the minimum inventory requirements specified in Attachment J-C17. All equipment shall be free of excessive corrosion, cracked handles, frayed insulation, etc. Any equipment which is no longer serviceable or is beyond economical repair, shall be replaced by the Contractor.

d. Optional Items/Services. The Contractor **may** provide the following supplies/services for resident purchase:

- . Key cutting service for lost keys
- . HVAC air filters for residents who desire to change air filters on a more frequent basis
- . Solution for Carpet Shampooers

e. Use of Self-Help Store. Residents shall be encouraged to use the Self-Help Store; the Contractor **cannot** force its use. Simply because a resident can perform particular maintenance/repair functions via self-help does not alleviate or minimize the responsibility of the Contractor to perform such functions when directed by the Contracting Officer.

!*****
NOTE TO SPECIFICATION WRITER: The following paragraph includes miscellaneous administrative requirements that should be included in all NAVFAC facilities support service contracts.
*****!

C.21 GENERAL ADMINISTRATIVE REQUIREMENTS

a. Directives. Applicable Department of Defense (DOD), Secretary of the Navy (SECNAV), Chief of Naval Operations (OPNAV), and other directives, instructions, and regulations are listed in Attachment J-C18.

b. Station Regulations

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

(2) The Contractor shall participate actively in the activity energy conservation program. The Contractor shall comply with the base energy conservation program and shall become familiar with !INSERT ACTIVITY ENERGY CONSERVATION INSTRUCTION NUMBER!. The Contractor superintendent shall represent the Contractor's interests at all meetings of the activity's Energy

Conservation and Resource Management Committee. Use of high energy consuming tools or equipment shall be approved by the Contracting Officer.

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 Contracting Officer. All environmental protection matters shall be coordinated with the Contracting Officer. 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 a regulatory agency assesses a monetary fine against the Government for violations caused by Contractor negligence, the Contractor shall reimburse the Government for the amount of that fine and all other costs. The Contractor shall also clean up any oil spills which result from the Contractor's operations. The Contractor shall comply with the instructions of the cognizant Navy Medical Department with respect to avoidance of conditions which create a nuisance or which may be hazardous to the health of military or civilian personnel.

e. Disposal. !SELECT ONE OF THE FOLLOWING OPTIONS! !OPTION 1! Debris, rubbish, hazardous waste and nonusable material resulting from the work under this contract shall be disposed of by the Contractor at his expense off Government property. Hazardous wastes must be disposed of in accordance with the Resource Conservation and Recovery Act and all other applicable federal, state and local laws and regulations. !OPTION 2! Debris, rubbish and nonusable material resulting from the work under this contract may be disposed of on Government property at !INDICATE LOCATION! at the direction of the Contracting Officer 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 Contracting Officer to discuss and develop mutual understandings relative to administration of the Safety Program.

(2) The Contractor's work space may be inspected periodically for OSHA and Navy violations. Abatement of violations will be the responsibility of the Contractor and/or the Government as determined by the Contracting Officer. 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 Contracting Officer, 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 Contracting Officer within 24 hours of their occurrence.

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

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

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

h. Identification of Contractor Employees

(1) The Contractor shall provide to the Contracting Officer 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 Contracting Officer to be contrary to the public interest or inconsistent with the best interests of National Security.

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

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

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

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

k. Insurance. Within fifteen (15) days after the award of this contract, the Contractor shall furnish the Contracting Officer 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 thirty days written notice to the Contracting Officer by the insurance company prior to cancellation or material change in policy coverage. Other requirements and information are contained in the aforementioned INSURANCE clause.

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

l. Contractor's Daily Report. The Contractor shall submit a completed NAVFAC Form 01440-1(3-92), *COMBINED CONTRACTOR PRODUCTION REPORT AND CONTRACTOR QUALITY CONTROL REPORT*, to the KO on a daily basis for all work covered by Davis-Bacon wage rates.

!*****
NOTE TO SPECIFICATION WRITER: Include the following paragraph in all negotiated source selection procurements.
*****!

C.22 REQUEST FOR PROPOSAL. This solicitation is a request for a proposal to meet all solicitation requirements and perform the work as specified. Section M specifies the proposal requirements. For the schedules in Section B, Offerors shall enter unit prices and amounts for the contract line items and sub-line items; provide direct and indirect labor, material/equipment, and other cost

information; and indicate proposed numbers of direct labor full time equivalent (FTE) employees.

a. Total Price Computation. In the event there is a difference between a unit price and the extended total, the unit price will be held to be the intended proposed amount and the total recomputed accordingly. If the Offeror provides a total amount for a contract line item, but fails to enter the unit price, the amount divided by the specified quantity will be held to be the intended unit price.

b. Cost/FTE Data. Cost and FTE information shall be based on and must be consistent with the attached service contract wage determination, and the number of FTEs and other information provided in the technical proposal. Inconsistencies between the price and technical proposals may be grounds for determining that the proposal is rated unacceptable.

c. Changes in Cost/FTE Data. Any changes made to cost and FTE information as a result of negotiations between the Government and the Offeror shall be fully explained and justified. The proposal may be construed as unacceptable if changes made by the Offeror are not fully justified.

d. Definitions. Cost and FTE information shall be based on the following definitions:

(1) **Full-Time Equivalent**. A Full-Time Equivalent (FTE) is the planned user of 2080 straight time paid hours in a twelve month contract period (to include authorized vacation, sick leave or other authorized paid time off). For example, in the case of full-time employees, one FTE is comparable to "one employee". Two part-time employees, each working 1040 straight time paid hours per twelve month contract period (including paid time off), equals one FTE. In the event an employee is cross utilized, partial FTEs will be shown for each employee classified and/or service area involved.

(2) **Direct Labor**. Direct labor includes all labor expended which directly contributes to the accomplishment of a given maintenance, repair, alteration, operation or other work requirements required in the contract. Direct labor does not include indirect or overhead labor required to support the accomplishment of contract requirements. Examples of indirect and overhead labor not included in direct labor include labor required to maintain and repair Government and Contractor furnished equipment and facilities; supervision; planning and estimating; materials ordering, handling and storage; clerical and administrative; work reception and control; employee training (unless required in the Specific Requirements of the contract); and similar indirect/overhead labor.

(3) **Direct Labor Cost**. The estimated number of direct labor FTEs required to accomplish the specified task or service, multiplied by the appropriate hourly rate, multiplied by 2080 hours. Appropriate hourly rates shall include hourly wage rates paid to employees **plus** employer paid fringe benefits such as vacation and holiday pay, health and welfare cost, pension cost, federal and state unemployment insurance, matching social security, workman's compensation insurance, etc.

(4) **Direct Material and Equipment**. Materials, supplies, equipment, repair, parts, etc., applied to, incorporated in, and/or consumed during the

operation, and that which is needed to support the effort of the work item, such as, pickup trucks, ladders, pencils and paper, common tools, specialized tools or equipment. Direct materials also include pre-expended bin materials if directly consumed or used during a work requirement.

(5) **Direct Material and Equipment Cost.** The estimated cost of all the direct material and equipment which will be required to accomplish the specified tasks or services required in the contract.

(6) **Indirect Cost.** Includes all costs except those for direct labor and direct material and equipment.

(7) **Indirect Material and Equipment Cost.** The estimated cost of all the indirect material and equipment which will be required to support the specified tasks or services required in the contract, such as portable office, supervisor transportation, etc.,.

(8) **Indirect and Overhead Labor.** Includes the cost (including fringe benefits) of all on-site indirect and overhead personnel proposed in the technical proposal. Examples of indirect and overhead labor include labor required to maintain and repair Government furnished equipment and facilities for Contractor usage and Contractor furnished equipment and facilities; supervision; planning and estimating; materials ordering; handling and storage; clerical and administrative; work reception and control; employee training; and similar indirect/overhead labor.

(9) **Home Office Overhead.** Includes all indirect and overhead costs associated with support from the home office. Examples of home office overhead include home office engineering services, insurance, home office payroll services, profit, G & A, etc.

(10) **All Other Indirect Costs.** Includes all indirect costs not specifically identified previously.

END OF SECTION C

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

SECTION J: LIST OF ATTACHMENTS

!*****
NOTE TO SPECIFICATION WRITER: The numbering system used below is designed so that the number of the Attachment refers back to the Section that it supports. Attachment J-C1 supports Section C and is the first Attachment referenced in that Section.
*****!

TABLE OF CONTENTS

<u>ATTACHMENT</u> <u>NUMBER</u>	<u>TITLE</u>
J-1	Department of Labor Wage Determination(s)
J-2	Subcontracting Plan for Small Business and Small Disadvantaged Business
J-C1	Inventory of Family Housing Units and Related Facilities
J-C2	Performance Requirements Summary Table
J-C3	Government-Furnished Facilities
J-C4	Government-Furnished Equipment
J-C5	Government-Furnished Material
J-C6	Contractor Furnished Items
J-C7	Customer Service Training
J-C8	List of Required Records and Reports
J-C9	Historical Data
J-C10	Service Call Work Authorization Form
J-C11	Resident Maintenance Responsibilities
J-C12	Resident Evaluation of Service Call Work
J-C13	Minimum and Maximum Quantities and Completion Times
J-C14	Change of Occupancy Work Authorization Form
J-C15	Inventory of Appliances and Equipment
J-C16	Preventive Maintenance Inspection Checklist
J-C17	Self-Help Store Consumables/Loaner Equipment
J-C18	List of Directives
J-E1	Schedule of Deductions
J-E2	Statistically Extrapolated Surveillance Techniques
J-E3	List of Engineered Performance Standards Handbooks
J-E4	CPAR Form - Services, Information Technology, and Operations Support
J-G1	Sample Invoice
J-M1	Offeror's Experience/Past Performance Form
J-M2	Offeror's Small Business Subcontracting Effort
J-M3	Offeror's Methods and Understanding Form
J-M4	Offeror's Resources Form

ATTACHMENT J-1

DEPARTMENT OF LABOR WAGE DETERMINATION(S)

!*****
NOTE TO SPECIFICATION WRITER: Choose one of the following.
*****!

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

OR

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

OR

Attached is Davis-Bacon Act Wage Determination !INSERT NUMBER!. A Service Contract Act Wage Determination has been requested from the Department of Labor and will be incorporated by amendment upon receipt. These determinations specify the minimum wages and fringe benefits to be paid under this contract.

ATTACHMENT J-2

SUBCONTRACTING PLAN FOR SMALL BUSINESS AND SMALL DISADVANTAGED BUSINESS

!*****
NOTE TO SPECIFICATION WRITER: Include this attachment if negotiated procedures are used **and** the solicitation is not a small business set-aside.
*****!

CONTRACTOR _____
ADDRESS _____
SOLICITATION NO. _____
TITLE/LOCATION _____
DATE _____

The following, together with any attachments, is submitted as a Subcontracting Plan to satisfy the requirements of Federal Acquisition Regulations SUBPART 19.7. The following goals are proposed for the total contract. This contract [] does, [] does not contain option periods.

- 1. a. Total Contract \$_____ 100%
- b. Total Subcontracted \$_____ ____% of 1.a

2. The following dollars and percentage goals are applicable.

a. **LB** - Total planned subcontracting dollars under this contract will go to subcontractors who are large business concerns:

\$_____ ____% of 1.b

b. **SB** - Total planned subcontracting dollars under this contract will go to subcontractors who are small business concerns and contracts awarded under the Javits Wagner O'Day Act Contracts (JWOD) to National Industries for the Severely Handicapped (NISH) and to National Industries for the Blind (NIB):

\$_____ ____% of 1.b

c. **WOSB** - Total planned subcontracting dollars under this contract will go to subcontractors who are women-owned small business concerns (included in 2.b above as a subset). Attach supporting rationale for goals less than 5%:

\$_____ ____% of 1.b

d. **SDB** - Total planned subcontracting dollars under this contract will go to subcontractors who are SB concerns owned and controlled by socially and economically disadvantaged individuals (included in 2.b above as a subset). Attach supporting rationale for goals less than 5%:

\$_____ ____% of 1.b

e. **HBCUMI** - Total planned subcontracting dollars under this contract will go to historically black colleges and universities or minority institutions (included in 2.b and 2.d above as a subset) as identified in FAR 26:

\$ _____ % of 1.b

3. The following principal products and/or services will be subcontracted under this contract.

a. Products/services planned for subcontracting to LB concerns:

b. Products/services planned for subcontracting to SB concerns:

c. Products/services planned for subcontracting to WOSB concerns:

d. Products/services planned for subcontracting to SDB concerns:

e. Products/services planned for subcontracting to HBCUMI concerns:

(ATTACH ADDITIONAL PAGES IF MORE SPACE IS REQUIRED)

4. The following method was used to develop the above subcontracting goals (i.e., statement explaining how the products and services areas to be subcontracted were established, how the areas to be subcontracted to SB and SDB concerns were determined, and how the capabilities of SB and SDB concerns were ascertained.

5. Source lists used in making the determinations in 4 above are as follows:

6. Indirect and overhead costs [] have, [] have not been included in the goals specified in 1 and 2 above. If "have" has been checked, explain the method used in determining the proportionate share of indirect and overhead costs to be allocated as subcontracts to SB concerns and SDB concerns and the products and services planned.

7. The following employee will administer the subcontracting program:

NAME _____
ADDRESS _____
TELEPHONE NO. _____ FAX NO. _____
TITLE _____

This individual's specific duties, as they relate to the firm's subcontracting program, are general overall responsibilities for this company's Small Business Program. The administrator is responsible for the development, preparation and execution of individual subcontracting plans, and for monitoring performance relative to contractual subcontracting requirements contained in this plan, including, but not limited to:

- a. Developing and maintaining bidders lists of SB and SDB concerns from all possible sources.
- b. Ensuring that procurement packages are structured to permit SB and SDB concerns to participate to the maximum extent possible.
- c. Assuring inclusion of SB and SDB concerns in all solicitations for products or services which they are capable of providing.
- d. Reviewing solicitations to remove statements, clauses, etc., which may tend to restrict or prohibit SB and SDB participation.
- e. Ensuring periodic rotation of potential subcontractors on bidders lists.
- f. Ensuring that the bid proposal review board documents its reasons for not selecting low bids submitted by SB and SDB concerns.
- g. Ensuring the establishment and maintenance of records of solicitations and subcontract award activity.
- h. Attending or arranging for attendance of company counselors at Business Opportunity Workshops, Minority Business Enterprise Seminars, Trade Fairs, etc.

i. Conducting or arranging for the motivational training for purchasing personnel pursuant to the intent of P.L. 95-507.

j. Monitoring attainment of proposed goals.

k. Preparing and submitting required periodic subcontracting reports.

l. Coordinating contractor's activities during the conducting of compliance reviews by Federal agencies.

m. Coordinating the conduct of contractor's activities involving its small and small disadvantaged business subcontracting program.

n. Additions to (or deletions from) the duties specified above are as follows:

8. The following efforts will be taken to assure that SB, SDB, NISH/NIB, WOSB, and HBCUMI concerns will have an equitable opportunity to compete for subcontracts.

a. Outreach efforts will be made by identifying:

- Contacts with minority and small business trade associations.
- Contacts with business development organizations.
- Attendance at small and minority business procurement conference and trade fairs.

b. Sources will be requested from SBA's PASS System. List other automated systems to be used.

c. The following internal efforts will be made to guide and encourage buyers:

- Workshops, seminars and training programs will be conducted.
- Activities will be monitored to evaluate compliance with this subcontracting plan.
- Arrange interviews with SDB/WOSB contractors, NISH/NIB workshops and HBCUMI.

d. Small and SDB concern source lists, guides and other data identifying SB, SDB, and WOSB concerns will be maintained and utilized by buyers in soliciting subcontracts.

e. Additions to, or deletions from, the above listed efforts are as follows:

9. The Offeror agrees that the clause entitled "UTILIZATION OF SMALL BUSINESS CONCERNS AND SMALL BUSINESS CONCERNS OWNED AND CONTROLLED BY SOCIALLY AND ECONOMICALLY DISADVANTAGED BUSINESS CONCERNS" will be included in all subcontracts which offer further subcontracting opportunities, and all subcontractors, except SB concerns, who receive subcontracts in excess of \$500,000 (\$1,000,000 for Construction) will be required to adopt and comply with subcontracting plan similar to this one. Such plans will be reviewed by comparing them with the provisions of P.L. 95-507 and assuring that all minimum requirements of an acceptable subcontracting plan have been satisfied. The acceptability of percentage goals shall be determined on a case-by-case basis depending on the supplies/services involved, the availability of potential small and small disadvantaged subcontractors, and prior experience. Once approved and implemented, plans will be monitored through the submission of periodic reports, and/or, as time and availability of funds permit, periodic visits to subcontracting program progress.

10. The Offeror agrees to submit such periodic reports and cooperate in any studies or surveys as may be required by the contracting agency or the Small Business Administration in order to determine the extent of compliance by the Offeror with the subcontracting plan and with clause entitled "Utilization of Small Business Concerns and Small Disadvantaged Business Concerns" contained in the contract. As required by P.L. 95-507, Section 211, the contractor shall submit the original and copy of "Subcontracting Report for Individual Contracts", SF 294, and "Summary Subcontract Report", SF 295, in accordance with the SF294/SF295 Distribution List provided by awarding contract agency. Regardless of the effective date of this contract, the reports shall be submitted for the entire life of the contract on the following dates:

<u>INFORMATION AS OF:</u>	<u>MAIL BY:</u>	<u>DUE:</u>
March 31	April 25	April 30
September 30	October 25	October 30

The Report shall be sent to the address indicated on the attached SF294/SF295 Distribution List.

11. The Offeror agrees to maintain at least the following types of records to document compliance with this subcontracting plan:

- a. Source lists, guides and other data identifying SB, SDB, and WOSB concerns.
- b. Organizations contacted to locate SB, SDB, and WOSB concerns.
- c. On a contract-by-contract basis, records on all subcontract solicitations over \$100,000, indicating for each solicitation (1) whether SB concerns were solicited, and if not, why not; (2) whether SDB concerns were solicited, and if not, why not; and (3) whether WOSB concerns were solicited, and if not, why not, and (4) reasons for the failure of solicited SB, SDB, and WOSB concerns to receive the subcontract award.
- d. Records to support other outreach efforts, e.g., contacts with Minority and Small Business Trade Associations, business development organizations, and

attendance at small and small disadvantaged business procurement conferences and trade fairs.

12. Plan Submitted by:

SIGNED _____ DATE _____
PRINTED NAME _____
TITLE _____

13. Plan reviewed by:

SIGNED _____
PROCURING CONTRACTING OFFICER DATE

14. Plan approved by:

SIGNED _____
SMALL BUSINESS SPECIALIST DATE

Copy to:
Small Business Specialist
SBA PCR

SF294/SF295 DISTRIBUTION

!*****
 NOTE TO SPECIFICATION WRITER: Tailor the example form below as required.
 *****!

AGENCY	SF294	SF295
Commander Attn: Code 00J NAVFACENCOM 200 Stovall Street Alexandria, VA 22332-2300	None	Copy
Commanding Officer Attn: Code 09J, Small Business Office SOUTHNAVFACENCOM P.O. Box 190010 North Charleston SC 29419-9010 FAX: (843)820-7438	Copy	Original
Commanding Officer Attn: 0231 SOUTHNAVFACENCOM P.O. Box 190010 North Charleston SC 29419-9010	<input type="checkbox"/> Copy <input type="checkbox"/> Original <input type="checkbox"/> None	<input type="checkbox"/> Copy <input type="checkbox"/> None
Resident Officer in Charge of Construction Attn:	<input type="checkbox"/> Copy <input type="checkbox"/> Original <input type="checkbox"/> None	<input type="checkbox"/> Copy <input type="checkbox"/> None
Small Business Administration Commercial Market Representative NOTE: If correct address unknown, call SBA Headquarters at (202)205-6476.	None	Copy

**OPTION PERIOD
SUBCONTRACTING GOALS**

	<u>BASE PERIOD</u>	<u>FIRST OPTION PERIOD</u>	<u>SECOND OPTION PERIOD</u>
1. Total Contract	₺ _____	₺ _____	₺ _____
2. Total Subcontracted	₺ _____	₺ _____	₺ _____
(% of Line 1)	% _____	% _____	% _____
3. To LB	₺ _____	₺ _____	₺ _____
(% of Line 2)	% _____	% _____	% _____
4. To SB & NISH/NIB	₺ _____	₺ _____	₺ _____
(% of Line 2)	% _____	% _____	% _____
5. To WOSB	₺ _____	₺ _____	₺ _____
(% of Line 2)	% _____	% _____	% _____
6. To SDB	₺ _____	₺ _____	₺ _____
(% of Line 2)	% _____	% _____	% _____
7. To HBCUMI	₺ _____	₺ _____	₺ _____
(% of Line 2)	% _____	% _____	% _____

ATTACHMENT J-C1

INVENTORY OF FAMILY HOUSING UNITS AND RELATED FACILITIES

The family housing units to be maintained by the Contractor include the following dwelling units with the general features shown in the chart below:

FAMILY HOUSING FEATURES

<u>FEATURE OF HOUSE</u>	<u>KEY TO NOTES *</u>	<u>HOUSE STYLE</u>		
		<u>TOWNHOUSE</u>	<u>CAPEHART</u>	<u>CAT "B" UNITS</u>
Year Built		1975	1962	1974
# Stories		2	1	1
# Bedrooms/Unit		2,3,4	2,3,4	4
# Units/Building		4,6,8	1,2	1
Floors	1	K,R	C,R	W
Ceiling and Interior				
Walls	1	G	G	G
Exterior Walls	1	L,P,V	B	B
Roofs	2	A,B	B	A,B
Screen Doors &				
Window Screens	1	Q	M	M
Kitchen Cabinets	1	I,W	W	W
Porches	1	V,T	H,W	H,W
Framing	1	W	W,B	W,B
Carport	2	Y,W	Y,W	Y,W
Exterior Trim	1	W	W	W
Central A/C	2	Y	Y	Y
Kitchen Range	1	F	E	E
Water Heater	1	F	E	E
Dishwasher	2	Y	Y	Y
Refrigerator	2	Y	Y	Y
Garbage Disposal	2	Y	Y	Y
Exhaust Fan	3	B,R	B,R	B,R
Range Hood	2	Y	Y	Y
Limiting Thermostat	2	Y	Y	Y
Type of Heater	2	G	E,H	H
Smoke Detectors	2	Y/2	Y/2	Y/3
Carbon Monoxide Detectors	2	Y/2	Y/1	Y/1
Doors and Windows	1	J	J	J
Clothes-Line Poles	2	Y	Y	Y
Photo Cells	2	N	N	Y
Wind Turbine Roof	2	N	N	Y
# Telephone Jacks		1	2	2
Ventilation Fans	2	N	Y	N
Ceiling Fans	2	N	N	Y/2

* Refer to Page J-C1-2

NOTES ON HOUSE STYLE

KEY 1		KEY 2	
<u>CODE</u>	<u>MEANING</u>	<u>CODE</u>	<u>MEANING</u>
A	Asbestos	A	Asphalt Shingles
B	Block, Concrete	B	Built-up
C	Ceramic	C	Carport
E	Electric	D	Rolled Fabric Window Shades
F	Gas Fired	E	Electric Heat Strip
G	Gypsum Wallboard	G	Gas Fired, Forced Air
H	Screened & Roofed	H	Reverse Heat Pumps
I	Particle Board	L	Fiberglass
J	Metal Windows and Wood Doors	N	No/None
K	Carpet, Upper Level	P	Partial
L	Vinyl Siding	R	Runner
M	Aluminum Window Screens	S	Asbestos Shingles
N	Wood Screen Doors	V	Vinyl Siding
O	Aluminum Over Wood	W	Wood
P	Plaster	Y	Yes/Number
Q	Aluminum Storm Doors and Aluminum Window Screens		
R	Resilient (linoleum or tile)		
T	Patio		
V	Wood Balcony		
W	Wood		
		KEY 3	
		<u>CODE</u>	<u>MEANING</u>
		A	Attic
		B	Bathrooms
		N	No/None
		R	Range Hoods

SUMMARY OF FAMILY HOUSING TYPES

CAPEHART UNITS			
<u>TYPE UNIT</u>	<u>NUMBER OF BEDROOMS</u>	<u>NO. OF UNITS</u>	<u>GROSS SQ FT PER UNIT</u>
A-A	2	50	1030
A-B	3	180	1127
O-A	3	135	1309
A-BC	3	24	1127
AB-C	3	24	1319
OA-B	3	30	1309
O-C	3	46	1454
OC-D	3	16	1454
O-CD	3	15	1467
O-D	3	30	1467
A-C	4	20	1319
O-AB	4	30	1242
O-B	4	20	1242
O-E	4	20	1460
O-F	4	18	1448
O-G	4	8	1759
O-H	4	1	1935
O-J	4	<u>1</u>	2256
TOTAL NO. OF CAPEHART UNITS		668	

TOWNHOUSE UNITS			
	<u>NUMBER OF BEDROOMS</u>	<u>NO. OF UNITS</u>	<u>GROSS SQ FT PER UNIT</u>
	2	100	1114
	3	100	1587
	4	<u>100</u>	1659
TOTAL NO. OF TOWNHOUSE UNITS		300	

CATEGORY "B" UNITS			
<u>TYPE UNIT</u>	<u>NUMBER OF BEDROOMS</u>	<u>NO. OF UNITS</u>	<u>GROSS SQ FT PER UNIT</u>
B-Single	4	<u>4</u>	2215
TOTAL NO. OF CATEGORY "B" UNITS		4	
GRAND TOTAL NO. OF FAMILY HOUSING UNITS		<u>972</u>	

MISCELLANEOUS EQUIPMENT AND STRUCTURES

	<u>QUANTITY</u>	<u>LOCATION</u>
School Bus Shelters	4 EACH	See attached drawings
Chain Link Fence (48")	750 LF	See attached drawings
Chain Link Fence (72")	1250 LF	See attached drawings
Picnic Tables	6 EACH	Pleasant Park recreation area. See attached drawings.

Playground equipment includes approximately 26 pieces of equipment located in three separate playground areas, as indicated on the attached drawings.

!*****
NOTE TO SPECIFICATION WRITER: The user must carefully consider whether or not to include sketches or drawings in the specification. Reference is made to drawings several times in the technical specifications, and their use is recommended. As a minimum, an area map indicating the relative locations of the different family housing areas, appliance pickup location(s), Government furnished facilities, and miscellaneous structures and equipment (such as fences and playgrounds) should be included. If possible, drawings should be reduced to the same physical size sheets as the specifications in order to reduce printing and handling problems, and costs. The user should carefully review drawings to ensure they are accurate and readable.
*****!

ATTACHMENT J-C2

PERFORMANCE REQUIREMENTS SUMMARY TABLE

!*****
NOTE TO SPECIFICATION WRITER: A PRS table is included in this attachment as required by the NAVFAC P-68, *Contracting Manual*. See paragraph III.E of the User's Guide for additional information.
*****!

The purpose of this attachment is to:

- a. List the contract requirements and work requirements considered most critical to satisfactory contract performance (See PRS Column 1).
- b. Summarize the standards of performance in the specification for each specified work requirement (See PRS Column 2).
- c. Provide maximum allowable defect rates (MADRs) for each work requirement (See PRS Column 3). The MADR is the defect rate in a population of services which, when exceeded, indicates the Contractor's quality control is unsatisfactory. The MADR does not represent a threshold for payment deductions. Deductions are taken for all defects (with appropriate credit for rework) regardless of whether the MADR was exceeded.
- d. Specify the percentage (weight) of contract requirement attributable to each listed work requirement (See PRS Column 4).

!*****
NOTE TO SPECIFICATION WRITER: The percentages in the WEIGHT column are used in conjunction with the Schedule of Deductions to calculate payment deductions for partially performed work. Sample payment deduction calculations are shown in each of the sample quality assurance plans in the Quality Assurance Guide of this GPWS. The user should verify that the percentages shown are representative of the activity's requirements, and modify as required. The MADRs shown are suggested rates only.
*****!

PERFORMANCE REQUIREMENTS SUMMARY TABLE

WORK REQUIREMENTS (Column 1)	STANDARDS OF PERFORMANCE (Column 2)	MAX ALLOW DEFECT RATE (Column 3)	WEIGHT (Column 4)
1. CONTRACT REQUIREMENT: EMERGENCY SERVICE CALLS			
A. Timely Response	At job site within 30 minutes with proper tools/equipment [Paragraph C.8.d(1)]	2%	35% Item 1, Schedule of Deductions
B. Timely Completion	Completed within requirements for urgent or routine call, if appropriate [Paragraph C.8.d(1)]	2%	10% Item 1, Schedule of Deductions
C. Quality of Work *	Emergency condition arrested, repairs completed in conformance with quality standards, Section C	2%	45% Item 1, Schedule of Deductions
D. Proper Procedures	Properly classified after regular hours, complete work authorization and return within one working day (paragraph C.8)	2%	10% Item 1, Schedule of Deductions
2. CONTRACT REQUIREMENT: URGENT SERVICE CALLS			
A. Timely Response	At job site within four hours if received 7:00 AM to 4:00 PM, otherwise by noon next calendar day, with proper tools/equipment [Paragraph C.8.d(1)]	3%	20% Item 2, Schedule of Deductions
B. Timely Completion	Prosecuted to completion and completed within !INSERT! hours; if appliance call, repaired unit returned within six working days [Paragraph C.8.d(1), C.15.b]	3%	10% Item 2, Schedule of Deductions
C. Quality of Work *	Repairs completed in conformance with quality standards, Section C	3%	60% Item 2, Schedule of Deductions
D. Proper Procedures	Properly classified after regular hours; complete work authorization and return within one working day; provide appliance form within two days, if appropriate (paragraph C.8, C.15)	3%	10% Item 2, Schedule of Deductions

WORK REQUIREMENTS (Column 1)	STANDARDS OF PERFORMANCE (Column 2)	MAX ALLOW DEFECT RATE (Column 3)	WEIGHT (Column 4)
------------------------------------	---	--	----------------------

3. CONTRACT REQUIREMENT: ROUTINE SERVICE CALLS

A. Timely Completion	Work completed within !INSERT! days; if appliance call, repaired unit returned within six working days [Paragraph C.8.d(1), C.15.b]	5%	15% Item 3, Schedule of Deductions
B. Quality of Work *	Repairs completed in conformance with quality standards, Section C	5%	75% Item 3, Schedule of Deductions
C. Proper Procedures	Properly classified after regular hours; complete work authorization and return within one working day; provide appliance form within two days, if appropriate (paragraph C.8, C.15)	5%	10% Item 3, Schedule of Deductions

4. CONTRACT REQUIREMENT: PM, HVAC EQUIPMENT

A. Timely Completion	Work completed by date specified in approved PM schedule [Paragraph C.16.a(1)]	5%	15% of unit prices, CLIN 0002 or 0003
B. Quality of Work *	All check points completed, equipment deficiencies corrected in conformance with quality standards, Section C	5%	70% of unit prices, CLIN 0002 or 0003
C. Proper PM Checklist	PM checklist completed and and returned within two working days (paragraph C.16)	5%	15% of unit prices, CLIN 0002 or 0003

5. CONTRACT REQUIREMENT: SELF-HELP PROGRAM

A. Proper Management	Store open during specified hours, properly staffed and operated (paragraph C.20)	3%	50% of unit price, CLIN 0004
B. Consumable Items	Minimum inventory available for issue (paragraph C.20)	3%	20% of unit price, CLIN 0004
C. Loaner Equipment	Minimum inventory available for issue; properly maintained, repaired, or replaced (paragraph C.20)	3%	20% of unit price, CLIN 0004

<u>WORK REQUIREMENTS</u> <u>(Column 1)</u>	<u>STANDARDS OF PERFORMANCE</u> <u>(Column 2)</u>	<u>MAX ALLOW DEFECT RATE</u> <u>(Column 3)</u>	<u>WEIGHT</u> <u>(Column 4)</u>
D. Documentation	Forms and user instructions prepared, equipment issue log properly maintained, proper inventory tracking (paragraph C.20)	3%	10% of unit price, CLIN 0004

6. CONTRACT REQUIREMENT: BACKLOGGED SERVICE CALLS

A. Timely Completion	Work completed within !INSERT NUMBER! days (Paragraph C.8.g)	10%	15% of unit price, CLIN 0006
B. Quality of Work *	Repairs completed in conformance with quality standards, Section C	10%	75% of unit price, CLIN 0006
C. Proper Procedures	Complete work authorization and return within one working day; provide appliance form within two days, if appropriate (paragraph C.8, C.15)	10%	10% of unit price, CLIN 0006

7. CONTRACT REQUIREMENT: INDEFINITE QUANTITY WORK
(DURING CHANGE OF OCCUPANCY MAINTENANCE PERIOD)

A. Timely Completion	Work completed within established change of occupancy maintenance period (Paragraph C.10.c)	2%	20% of unit prices, Contract Line Items 0007-0046
B. Quality of Work *	All identified requirements completed in conformance with quality standards, Section C	2%	80% of unit prices, Contract Line Items 0007-0046

8. CONTRACT REQUIREMENT: INDEFINITE QUANTITY WORK
(OTHER THAN DURING CHANGE OF OCCUPANCY)

A. Timely Completion	Work completed within time period specified in task order (Attachment J-C11)	5%	10% of unit prices, Contract Line Items 0010-0021, 0025-0046
----------------------	--	----	---

WORK REQUIREMENTS (Column 1)	STANDARDS OF PERFORMANCE (Column 2)	MAX ALLOW DEFECT RATE (Column 3)	WEIGHT (Column 4)
B. Quality of Work *	All work requirements completed in conformance with quality standards, Section C	5%	90% of unit prices, Contract Line Items 0010-0021, 0025-0046

* NOTE - UNSATISFACTORY PERFORMANCE OF THIS WORK WILL RESULT IN AN UNSATISFACTORY RATING FOR THE ENTIRE CONTRACT REQUIREMENT.

ATTACHMENT J-C3

GOVERNMENT-FURNISHED FACILITIES

!*****

NOTE TO SPECIFICATION WRITER: List all facilities to be provided to the Contractor. Provide descriptive characteristics and simple drawings of each facility showing Contractor areas, areas retained for use by the Government, etc. 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</u> <u>NUMBER/LOCATION</u>	<u>SQUARE</u> <u>FEET</u>	<u>DESCRIPTION</u>	
5/Naval Station	5,000	Office Space (2)	600 SF
		Lounge Area (1)	350 SF
		Rest Rooms (2)	400 SF
		Vehicle Maintenance Shop (1)	3,500 SF
		Hallways, stairs, etc.	<u>150 SF</u>
		TOTAL =	5,000 SF
114/Naval Station	2,000	Storage (3)	600 SF
		Rest Rooms (2)	200 SF
		Office Space (3)	<u>1,300 SF</u>
		TOTAL =	2,000 SF
212/Naval Station	250	Flammable Storage Locker	
65/Naval Station Annex	19,000	Material Storage Warehouse	
North of Bldg 3/ Naval Station	20,000	Equipment Storage Area	
		!ETC!	

ATTACHMENT J-C4

GOVERNMENT-FURNISHED EQUIPMENT

!*****
NOTE TO SPECIFICATION WRITER: The specification writer must determine and list what equipment, if any, will be provided to the Contractor. Provide descriptive characteristics including manufacturer, model type, capacity, age, location, etc. Include any specific maintenance requirements beyond the general guidelines specified in NAVFAC clause 5252.245-9300, Section I. Delete this attachment if no Government furnished equipment will be provided.
*****!

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

<u>ITEM</u>	<u>QUANTITY</u>	<u>MODEL NO.</u>	<u>BRAND NAME</u>	<u>APPROXIMATE AGE IN YEARS</u>	<u>LOCATION</u>
10-inch Grinder	2 EA	011702	Schaver	15	Bldg 5
Work Bench	2 EA	N/A	N/A	Unknown	Bldg 5
Work Bench, Wood	5 EA	N/A	N/A	Unknown	Bldg 5
Air Lift	1 EA	DL-0234	Dover	11	Bldg 5
Air Compressor	1 EA	10-T03015	Dresser	6	Bldg 5
Tire Machine, Air	1 EA	384736	Coats	11	Bldg 5

!ETC!

ATTACHMENT J-C5

GOVERNMENT-FURNISHED MATERIAL

!*****
NOTE TO SPECIFICATION WRITER: The specification writer must determine and list what materials, if any, will be provided to the Contractor. Provide descriptive characteristics including generic name, federal or commercial specifications (if applicable), and quantities of issue. Delete the entire attachment if no Government furnished material will be provided.
*****!

The material listed in this attachment will be furnished to the Contractor, as specified in the "GOVERNMENT FURNISHED PROPERTY, MATERIALS AND SERVICES" paragraph, Section C.

<u>DESCRIPTION</u>	<u>QUANTITY</u>
9" x 9" Vinyl Tile Flooring (FS SS-T-312, Brown)	2650 SF
Medicine Cabinets	250 EA
Galvanized Steel Water Pipe:	
1-inch	672 LF
2-inch	420 LF

!ETC!

ATTACHMENT J-C6

CONTRACTOR FURNISHED ITEMS

!*****
NOTE TO SPECIFICATION WRITER: This attachment identifies the specific type and quality of materials and equipment the Contractor is responsible for providing. Quality standards may be specified using Federal or other standards and specifications. These standards and specifications are available from the Construction Criteria Base (CCB) and other technical information systems. The following list is an example of the types of information that should be displayed in this attachment. Make sure standards and specifications are still in effect and latest editions are specified. Add or delete items as required.
*****!

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

a. Commercial Item Description (CID)

A-A-341	Pigment, Aluminum, Powder and Paste
A-A-1419	Filter Element, Air Conditioning (Viscous-Impingement and Dry Types, Replaceable)
A-A-1558	Paint, Stencil
A-A-1800	Varnish, Oil: Spar
A-A-2011	Refrigerators, Mechanical, Household (Electric, Self-Contained)
A-A-2335	Sealer, Surface (Varnish Type, Wood & Cork Floors)
A-A-2336	Primer, Coating (Alkyd, Exterior Wood, White and Tints)
A-A-2955	Heater, Water, Gas-Fired, Residential
A-A-2994	Primer Coating, Interior, for Walls and Wood
A-A-3054	Paint: Heat Resisting
A-A-3067	Paint: Alkyd, Exterior, Low VOC
A-A-3120	Paint: For Swimming Pools
A-A-50557	Primer, Waterborne, Acrylic or Modified Acrylic, for Metal Surfaces
A-A-50570	Paint, Waterborne, Acrylic or Modified Acrylic, Semigloss, for Metal Surfaces
A-A-50574	Enamel, Odorless, Alkyd, Interior, Semigloss, White and Tints

!ETC!

b. Federal Specifications

MMM-A-110	Adhesive, Asphalt, Cut-Back Type (for Asphalt and Vinyl Asbestos Tiles)
SS-S-210	Sealing Compound, Preformed Plastic, for Expansion Joints and Pipe Joints
TT-C-542	Coating, Polyurethane, Oil-Free, Moisture Curing
TT-C-555	Coating, Textured (for Interior and Exterior Masonry Surfaces)
TT-E-487	Enamel, Floor and Deck
TT-E-489	Enamel, Alkyd, Gloss, Low VOC Content
TT-E-506	Enamel, Alkyd, Gloss, Tints and White (for Interior Use)
TT-P-19	Paint, Latex (Acrylic Emulsion, Exterior Wood & Masonry)
TT-P-28	Paint, Aluminum, Heat Resisting (1200°F)
TT-P-29	Paint, Latex
TT-P-38	Paint, Aluminum, Ready-Mixed
TT-P-645	Primer, Paint, Zinc-Molybdate, Alkyd Type
TT-S-711	Stain, Oil Type, Wood, Interior
WW-P-541	Plumbing Fixtures (General Specification)

!ETC!

c. Federal Standards (Fed Std)

Fed-Std-595	Colors Used in Government Procurement
-------------	---------------------------------------

!ETC!

d. Other Standards

ASTM-C564	Rubber Gaskets for Cast Iron Soil Pipe and Fittings
ASTM-C669	Metal Sash, Glazing Compounds for Back Bedding and Face Glazing of
ASTM-F1066	Tile, Floor: Asphalt, Rubber, Vinyl, and Vinyl-Asbestos
ASTM-F1700	Solid Vinyl Floor Tile
BHMA-A156.2	Locks and Latches, American National standards for

BHMA-A156.16 Hardware, Auxiliary, Standard for

BHMA-A156.5 Locks, Auxiliary, and Associated Products, American National Standards for

!ETC!

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

<u>CERTIFICATES OF COMPLIANCE</u>	<u>MANUFACTURER'S DESCRIPTIONS</u>	<u>PRODUCT SAMPLES</u>
Paints (see paragraph C.12)	Sealants and caulking	Resilient floor tile
Sealants and caulking	Floor tile adhesive	Vinyl sheet flooring
Smoke detectors	Garbage disposals	Blinds
Floor tile adhesive	Range hoods	Carpet
Vinyl wall base	Water heaters	
Resilient floor tile	Ceiling fans	
Vinyl sheet flooring	Refrigerators	
Asbestos removal	Ranges (electric and gas)	
Carbon Monoxide (CO) detectors	Dishwashing machines	

ATTACHMENT J-C7

CUSTOMER SERVICE TRAINING

!*****
NOTE TO SPECIFICATION WRITER: The following is provided as an example of the areas to be addressed during the Contractor's Customer Service Training. The purpose of the training is to ensure each Contractor employee understands that the Navy's commitment to quality family housing demands attention to customer service.
*****!

Courses submitted for Contracting Officer approval should approximate the following in content:

- A. INTRODUCTION TO CUSTOMER SERVICE
 - 1. Importance and definition
 - 2. Impact of good and bad customer service
- B. THE FIRST IMPRESSION
 - 1. Components of the first impression
 - 2. Behaviors and attitudes contributing to positive customer service
 - 3. Shaping internal and external customer expectations
- C. THE CUSTOMER SERVICE MODEL
 - 1. Identifying your customer
 - 2. Defining customer expectations
 - 3. Negotiating realistic expectations
 - 4. Making good on promises
 - 5. Getting customer feedback
 - 6. Using feedback to improve service delivery
- D. TEN DIMENSIONS OF CUSTOMER SERVICE
 - 1. Learn definitions of:
 - a. Reliability
 - b. Responsiveness
 - c. Competence
 - d. Access
 - e. Courtesy
 - f. Communication
 - g. Creditability
 - h. Security
 - i. Understanding/Knowing customers
 - j. Tangibles
 - 2. Applying each definition to customer concerns
- E. HANDLING DIFFICULT CUSTOMERS
 - 1. Characteristics of difficult people
 - 2. Effective communication with difficult people
 - 3. Coping skills
- F. CULTURAL DIVERSITY
 - 1. Foster awareness/sensitivity to cultural attitudes/behaviors different than your own

ATTACHMENT J-C8

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>REFERENCES</u>	<u>RECORD/REPORT TITLE</u>	<u>WHEN SUBMITTED</u>	<u>EXAMPLE ATTACHED</u>
1. Paragraph C.6.d(2)(c)	Customer Service Training Record	N/A	No
2. Paragraph C.6.e(1)	Facility History File	Within five days of contract completion	No
3. Paragraph C.6.e(2)	Cost Accounting Report	With monthly invoice	Yes
4. Paragraph C.8.e(2)	Service Call Work Authorization Form	Within one day after service call completion	Attach J-C10
5. Paragraph C.15.d	Appliance/Equipment Inventory Form	Within two days after installation	Attach J-C15
6. Paragraph C.16.a(2)	Preventive Maintenance Inspection Checklist	Within two days after PM completion	Attach J-C16
7. Paragraph C.?	Equipment Warranty Information	???	No

!ETC!

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. 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 family housing assets to be maintained under this contract. It is not considered sufficiently accurate for bidding purposes by itself, but is included to indicate the types, approximate order of magnitude, and seasonal trends in the workload.

1. SERVICE CALL WORK

NUMBER OF SERVICE CALLS PER MONTH

	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>
Emergency												
1997	28	27	21	18	21	17	20	20	19	18	25	19
1998	35	23	18	22	20	21	22	21	11	21	31	21
Urgent												
1997	398	360	318	421	429	536	522	497	343	382	301	318
1998	419	372	296	381	417	555	543	515	360	421	272	276
Routine												
1997	972	1046	987	978	1011	1089	1112	1098	1127	1007	998	972
1998	998	1011	972	977	1064	1139	1136	1142	1185	1066	967	956
TOTALS:												
1997	1398	1433	1326	1417	1461	1642	1654	1615	1489	1407	1324	1309
1998	1452	1406	1286	1380	1501	1715	1701	1678	1556	1508	1270	1253

DAVIS-BACON SERVICE CALLS

Approximate percentage of service calls subject to Davis-Bacon wage rates during the specified years:

<u>1997</u>	<u>1998</u>
2%	3%

PERCENTAGE OF CALLS RECEIVED AFTER REGULAR HOURS

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

	<u>1997</u>	<u>1998</u>
Emergency	59%	57%
Urgent	47%	43%
Routine	17%	21%

ACTUAL HOURS REQUIRED FOR COMPLETION

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

	<u>1997</u>	<u>1998</u>
0 - 4 Hours	93.47%	94.63%
4 - 8 Hours	4.20%	3.98%
8 - 16 Hours	1.33%	0.79%
Over 16 Hours	1.00%	0.60%

!*****
 NOTE TO SPECIFICATION WRITER: Include in the following list the number of appliances, equipment, and other "high cost" items historically replaced under the service call provisions of the contract. This information should be readily available from the activity's records. "High cost" items could include, for example, all items replaced with a unit cost for materials of more than \$30. The following list is provided for illustration only, and must be tailored by the user.
 *****!

APPLIANCE/EQUIPMENT/OTHER REPLACEMENTS

The number of items replaced under the service call provisions of the contract. These replacements are included in the "NUMBER OF SERVICE CALLS PER MONTH" information on page J-C9-1.

<u>ITEM</u>	<u>NUMBER REPLACED</u>	
	<u>1997</u>	<u>1998</u>
Water Heater Replacements	25	32
Garbage Disposal Replacements	37	34
Range Replacements	6	4
Refrigerator Replacements	15	14
Range Hood Replacements	2	4
Dishwasher Replacements	19	26
Carbon Monoxide (CO) Detector Replacements	7	9
Ceiling Fan Replacements	1	0
Thermostat Replacements	3	3
Faucet Replacements	45	39

<u>ITEM</u>	<u>NUMBER REPLACED</u>	
	<u>1997</u>	<u>1998</u>
Medicine Cabinet Replacements	16	22
Toilet Replacements	12	14
Interior Door Replacements	37	42
Exterior Wood Door Replacements	17	16
Exterior Metal Door Replacements	3	3

2. INDEFINITE QUANTITY WORK UNIT PRICED LABOR

The number of jobs by craft using unit priced labor during the specified years.

<u>TRADES</u>	<u>NUMBER OF JOBS ¹</u>	
	<u>1997</u>	<u>1998</u>
Composite Skilled Trade	48	57
Unskilled Laborer	64	76
Painter	27	31
Equipment Operator	16	19

NOTE: ¹ Craft involvement only. Not total jobs.

<u>JOB SIZE</u>					
<u>(UNIT PRICE LABOR HOURS)</u>	<u>(17-31)</u>	<u>(32-80)</u>	<u>(81-120)</u>	<u>(121-160)</u>	<u>TOTAL</u>
FY-97 (Number of jobs)	_____	_____	_____	_____	_____
FY-98 (Number of jobs)	_____	_____	_____	_____	_____

3. CHANGE OF OCCUPANCY MAINTENANCE WORK

HISTORICAL PERCENTAGE OF OCCUPANCY CHANGES BY MONTH

Based on the average number of occupancy changes per month during the years 1997 and 1998:

JAN	5.3%	APR	8.0%	JUL	15.1%	OCT	6.3%
FEB	4.8%	MAY	9.6%	AUG	12.1%	NOV	5.7%
MAR	5.5%	JUN	15.3%	SEP	6.7%	DEC	5.6%

HISTORICAL NUMBER OF SHORT NOTICE CHANGE OF OCCUPANCIES

The number of occupancy changes for which the Change of Occupancy Work Authorization Form was provided less than 10 calendar days in advance of the scheduled final termination inspection.

	<u>1997</u>	<u>1998</u>
Less than 10 but more than five calendar days notice	10	11
Less than five but more than one calendar days notice	5	7
Less than one calendar day notice	2	1

HISTORICAL NUMBER OF EARLY MOVE-INS

The number of early move-ins, as discussed in paragraph C.10.d, Section C:

<u>1997</u>	<u>1998</u>
7	12

INDEFINITE QUANTITY WORK

The number of times indefinite quantity work items were ordered to be performed during the change of occupancy maintenance period, as discussed in paragraph C.10.b, Section C:

INDEFINITE QUANTITY ITEMS <u>UNIT PRICED TASKS</u>	NUMBER TIMES ORDERED <u>1997</u>	<u>1998</u>
Interior Painting (Complete)	382	436
Partial Interior Painting	54	40
Replace Floor Tile	31	36
Replace Vinyl Sheet Flooring	8	18
Refinish Hardwood Flooring	2	2
Replace Blinds	222	245
Replace Countertops	18	18
Custodial Services	8	3
Grounds Maintenance	12	5
Unit Priced Labor	8	12

!*****
 NOTE TO SPECIFICATION WRITER: The scope of work for change of occupancy maintenance is defined in Section C as all "work requirements required to make vacant family housing units ready for the next resident". This scope of work may be more precisely defined by providing information on the types and quantities of work historically performed during the change of occupancy period. The following is a suggested format (NOT a complete list) into which the user must insert the appropriate quantities. If quantities are not available, it will still be helpful to list the types of work typically performed.
 *****!

CHANGE OF OCCUPANCY WORKLOAD DATA

The quantities presented below are based on an estimate of !INSERT NUMBER FROM SCHEDULE OF INDEFINITE QUANTITY WORK! changes of occupancy per year using historical records. Should the actual number of changes of occupancy ordered be more or less than !INSERT SAME NUMBER!, the quantities identified below will be proportionately more or less:

	<u>UNITS</u>	QUANTITY <u>REPAIRED</u> <u>REPLACED</u>
A/C Heating System	EA	N/A
Air Diffusers	EA	
Banister/Handrail	EA	
Blinds	EA	N/A

	UNITS	QUANTITY	
		REPAIRED	REPLACED
Broken Glass	EA		
Cabinet Catches	EA		
Cabinet Doors/Partitions	EA		
Cabinet Hinges	EA		
Carbon Monoxide (CO) Detectors	EA		
Carpet	SY		
Carport	EA		N/A
Ceiling Fans	EA		
Ceramic Tile	EA/SF		
Closet Doors	EA		
Clotheslines	EA		
Clothesline Poles	EA		
Commode	EA		
Commode Seat	EA		
Commode Bowl	EA		
Cove Base/Baseboard	LF		
Countertops	EA		N/A
Dishwasher	EA		
Racks	EA		
Sprayer	EA		
Gasket	EA		
Controls	EA		
Doors	N/A	N/A	N/A
Closet Doors	EA		
Interior Doors	EA		
Exterior Doors	EA		
Louvered Doors	EA		
Sliding Glass Doors	EA		
Storm Doors	EA		
Screen Doors	EA		
Door Closures	EA		
Door Knobs	EA		
Door Locks	EA		
Door Stops	EA		
Doorbell/Doorbell Button/Cover	EA		
Drawer Tracks	EA		
Drawers	EA		
Dryer Vent/Cover	EA		
Exhaust Fan	EA		
Exhaust Fan Filter	EA		
Exterior Walls	EA		N/A
Faucet	EA		
Fluorescent Light Fixture	EA		
Fluorescent Fixture Cover	EA		
Garbage Disposal	EA		
Grout/Caulk	EA		
House Numbers	EA		
Light Fixture (non-fluorescent)	EA		
Light Fixture Shade (non-fluorescent)	EA		
Light Switch	EA		
Light in Shower	EA		
Mailbox	EA		
Mailslot	EA		

	UNITS	QUANTITY	
		REPAIRED	REPLACED
Medicine Cabinet	EA		
Panel under Sink	EA		
Patch Wall	EA		
Patch Ceiling	EA		
Range	EA		
Burner	EA		
Drippan	EA		
Oven	EA		
Gasket	EA		
Pilot Lights	EA		
Range Hood	EA		
Range Hood Fan	EA		
Receptacle	EA		
Receptacle Cover	EA		
Refrigerator	EA		
Liners	EA		
Racks	EA		
Jam	EA		
Bar	EA		
Gasket	EA		
Crisper Cover	EA		
Roofing Shingles	SF		
Rotted Wood	SF		
Rubber Threshold	EA		
Porches	EA		N/A
Screens	EA		
Shower	EA		N/A
Shower Doors	EA		
Shower Light	EA		
Sink	N/A	N/A	N/A
Bathroom	EA		
Drain	EA		
Drain Plug	EA		
Faucet	EA		
Kitchen	EA		
Smoke Detector	EA		
Stairs	EA		N/A
Thermostat	EA		N/A
Touch-Up Paint	EA		N/A
Bathrooms	EA		N/A
Kitchen	EA		N/A
Bedrooms	EA		N/A
Den	EA		N/A
Utility Room	EA		N/A
Doors	EA		N/A
Towel Rack/Soap Dish/Toothbrush Holder/Tissue Roller	EA		
Traverse Rod	EA		
Tub	EA		N/A
Drain	EA		
Drain Plug	EA		
Valve Set	EA		
Curtain Rod	EA		
Vinyl Floor Tile	SF		

	<u>UNITS</u>	<u>QUANTITY</u>	
		<u>REPAIRED</u>	<u>REPLACED</u>
Vinyl Sheet Flooring	SF		
Vinyl Wall Closures	EA		
Water Heater	EA		
Water Heater Jacket	EA		
Weatherstripping	EA		
Window Shades	EA		
Window	N/A	N/A	N/A
Frame	EA		N/A
Glass	EA		
Locks	EA		
Wood Floor	SF		

EA - Each
LF - Linear Feet
SF - Square Feet
SY - Square Yard

ATTACHMENT J-C10

SERVICE CALL WORK AUTHORIZATION FORM

!*****

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

*****!

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

FAMILY HOUSING SERVICE CALL WORK AUTHORIZATION

(COMPLETED BY WORK RECEPTIONIST)

WORK AUTHORIZATION NUMBER _____ CALL CLASSIFICATION:
DATE/TIME RECEIVED _____ EMERGENCY
RECEIVED BY _____ URGENT
REPORTED BY _____ ROUTINE
ADDRESS _____ PHONE _____
DESCRIPTION OF PROBLEM OR WORK REQUESTED _____
APPOINTMENT DESIRED: YES NO
SPECIAL INSTRUCTIONS _____

(COMPLETED BY CONTRACTOR)

APPOINTMENT MADE (Date/Time) _____ OCCUPANT HOME: YES NO
WORK PERFORMED _____
MATERIALS USED _____
DATE/TIME WORK COMMENCED _____ DATE/TIME WORK COMPLETED _____
LABOR HOURS USED _____ SIGNATURE OF CRAFTSMAN _____

(COMPLETED BY HOUSING OCCUPANT)

HAS CONTRACTOR PROVIDED A "SERVICE EVALUATION FORM"?: YES NO
PLEASE COMPLETE AND RETURN THIS FORM TO THE HOUSING OFFICE
REMARKS _____
RESIDENT'S NAME _____ PHONE _____
(Please Print)
RESIDENT'S SIGNATURE _____ DATE _____

ATTACHMENT J-C11

RESIDENT MAINTENANCE RESPONSIBILITIES

!*****
NOTE TO SPECIFICATION WRITER: Tailor the following list to meet activity requirements.
*****!

Residents are responsible for those routine housekeeping and other tasks which are normally performed by homeowners or tenants in private housing. Upon vacating, residents are expected to turn over the quarters, Government equipment and appliances, and immediate surroundings in a clean and orderly condition. The following tasks are generally performed by residents.

- a. Cleaning interior surfaces of windows and those exterior surfaces accessible from the ground or which may be accomplished in a safe manner.
- b. Cleaning carports, garages, storage spaces, porches, steps, walks, and driveways, including snow removal.
- c. Cleaning interior walls, woodwork, and other surfaces.
- d. Cleaning furniture and floors.
- e. Cleaning light fixtures, shades, curtains, drapes and carpets.
- f. Cleaning stoves, refrigerators, ovens, exhaust fans, sinks, tubs, plumbing fixtures, washing machines, dryers, and other household equipment.
- g. Furnishing and replacing blown electric light bulbs, except as noted in the "GENERAL REQUIREMENTS FOR ELECTRICAL WORK" paragraph, Section C.
- h. Caring for assigned grounds, including cutting, trimming, and watering the lawn, shrubs, and plantings.

ATTACHMENT J-C12

RESIDENT EVALUATION OF SERVICE CALL WORK

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

The attached RESIDENT EVALUATION OF SERVICE CALL WORK form will be used to document the level of customer service provided by the Contractor as specified in the "GENERAL REQUIREMENTS AND PROCEDURES FOR SERVICE CALL WORK" paragraph, Section C.

RESIDENT EVALUATION OF SERVICE CALL WORK

ADDRESS _____

DATE OF CALL _____ NATURE OF CALL _____

	<u>YES</u>	<u>NEEDS IMPROVEMENT</u>	<u>NO</u>
WAS APPOINTMENT MADE?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WAS RESPONSE TIMELY?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WAS WORK DONE PROPERLY AND COMPLETED TO YOUR SATISFACTION?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WAS WORK COMPLETED WHEN PROMISED?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WAS WORKER COMPETENT, FRIENDLY, COURTEOUS, AND POLITE?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WAS SITE LEFT CLEAN AND ORDERLY?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

RESIDENT'S COMMENTS _____

RESIDENT'S NAME (Please Print) _____ PHONE _____

RESIDENT'S SIGNATURE _____ DATE _____

(For Housing Use Only)

DATE RECEIVED _____ CONTRACTOR NOTIFIED _____

ACTION TAKEN _____

ATTACHMENT J-C13

MINIMUM AND MAXIMUM QUANTITIES AND COMPLETION TIMES

!*****
 NOTE TO SPECIFICATION WRITER: The sample completion requirements and other information shown must be tailored by the user. Remember that rapid completion requirements are costly, and in many instances, unnecessary. Attach a DD Form 1155 and other forms (if any) which will be used to order indefinite quantity work.
 *****!

1. The following table indicates the minimum and maximum quantity of each line item number the Government will order per task order, and the number of working days in which the Contractor must complete the work. As specified in paragraph C.9.b, certain items (those indicated by "*") will be ordered under the indefinite quantity portion of the contract only when the quantity equals or exceeds the quantity specified in the "MINIMUM" column.

ITEM NO.	SUPPLIES/SERVICES	MINIMUM QUANTITY	MAXIMUM QUANTITY	WORKING DAYS FOR COMPLETION
0007/0022	Change of Occupancy, Townhouse	1	1	(Note 1)
0008/0023	Change of Occupancy, Capehart	1	1	(Note 1)
0009/0024	Change of Occupancy, Category B	1	1	(Note 1)
0010/0025	Replace Asbestos Containing Floor Tile and Mastic	*20	2,000	10 (Note 2)
0011/0026	Replace Floor Tile	*20	2,000	10 (Note 2)
0012/0027	Replace Vinyl Sheet Flooring	*2	40	10 (Note 2)
0013/0028	Refinish Hardwood Flooring	50	1,200	10 (Note 2)
0014	Replace Blinds, 36¼" X 60"	1	15	5 (Note 2)
0015	Replace Blinds, 45¼" X 60"	1	12	5 (Note 2)
0016	Replace Blinds, 55¼" X 60"	1	6	5 (Note 2)
0017/0029	Countertop Replacement	5	30	10 (Note 2)
0018	Replace 3-Ton Condensing Unit	1	2	2
0019	Custodial Services	1	3	3 (Note 2)
0020	Grounds Maintenance Services	1	3	3 (Note 2)
0030	Interior Paint, Townhouse	1	1	10 (Note 2)
0031	Interior Paint, Capehart	1	1	10 (Note 2)
0032	Interior Paint, Category B	1	1	10 (Note 2)
0033	Partial Interior Paint, Occupied Quarters	1	800	10
0034	Partial Interior Painting, Vacant Quarters	1	800	8 (Note 2)

Note 1 - Completion requirements for change of occupancy maintenance are specified in paragraph C.10.c.

Note 2 - Not applicable if ordered to be performed during the change of occupancy maintenance period. See paragraph C.10.c.

2. Indefinite quantity work will be ordered on a DD Form 1155 (see attached example) in accordance with the "PROCEDURES FOR ISSUING ORDERS" clause Section G.

ATTACHMENT J-C14

CHANGE OF OCCUPANCY WORK AUTHORIZATION FORM

!*****
NOTE TO SPECIFICATION WRITER: The following is one possible change of occupancy work authorization form the activity may want to consider using. Another possible form would list all potential work items by trade and room, such as by Kitchen Plumbing, Kitchen Electrical, Kitchen Hardware, Refrigerator, Dishwasher, etc; Entrance Hall Electrical, Entrance Hall Hardware, etc; Bedroom Electrical, Bedroom Hardware; etc. The advantage of such a form over the alphabetical listing shown is that it is easier to indicate exactly where the needed repairs are located. It also makes the family housing representative's pre-termination inspection easier since the form serves as a checklist of all items to be inspected. The user should design a form in whatever format best suits the activity's needs. Be sure the items listed on the form correlate with the change of occupancy historical data in Attachment J-C8.
*****!

The attached form will be used in conjunction with DD Form 1155 to order change of occupancy maintenance services, as specified in the "CHANGE OF OCCUPANCY MAINTENANCE" paragraph, Section C.

CHANGE OF OCCUPANCY WORK AUTHORIZATION

Pre-Termination Inspection Date: _____

Projected Final Termination Inspection Date/Time: _____

Number of Work Days Allowed: _____

Actual Final Termination Inspection Date/Time: _____

Contractor Representative Present at Final Termination Inspection: _____

Change of Occupancy Period Begins Date/Time: _____

Actual Completion of Work Date/Time: _____

Address: _____

Task Order: _____ COM No. _____ Date: _____

PART A - MAINTENANCE AND REPAIR TO BE ACCOMPLISHED BY CONTRACTOR

ITEM

NO.	DESCRIPTION	REPAIR	REPLACE
1.	A/C Heating System		N/A
2.	Air Diffusers		
3.	Banister/Handrail		
4.	Bathroom Faucets		
5.	Bathroom Sink		
6.	Blinds		N/A
7.	Broken Glass		
8.	Cabinet Catches		
9.	Cabinet Doors/Partitions		
10.	Cabinet Hinges		
11.	Carbon Monoxide Detectors		
12.	Carpet SY		
13.	Carport		N/A
14.	Ceiling Fans		
15.	Ceramic Tile		
16.	Closet Doors		
17.	Clotheslines/Poles		
18.	Commode/Commode Seat		
19.	Cove Base/Baseboard		
20.	Countertops		N/A
21.	Dishwasher		
22.	A.Racks B.Sprayer C.Gasket D.Controls		
23.	Doors		
24.	Doorbell/Doorbell Button/Cover		
25.	Door Knobs		
26.	Door Locks/Door Closures		
27.	Door Stops		
28.	Drain		
29.	Drain Plug		
30.	Drawer Tracks/Drawers		
31.	Dryer Vent/Cover		

ITEM

NO.	DESCRIPTION	REPAIR	REPLACE
32.	Exhaust Fan/Exhaust Fan Filter		
33.	Exterior Walls		N/A
34.	Faucet		
35.	Fluorescent Light/Fluorescent Cover		
36.	Garbage Disposal		
37.	Grout/Caulk		
38.	Kitchen Sink		
39.	House Numbers		
40.	Light Fixture/Shade		
41.	Light Switch		
42.	Mailbox/Mailslot		
43.	Medicine Cabinet		
44.	Panel under Sink		
45.	Patch Wall/Ceiling		
46.	Range		
47.	A.Burner B.Drippan C.Oven D.Gasket E.Pilot Lights		
48.	Range Hood		
49.	Range Fan		
50.	Receptacle/Receptacle Cover		
51.	Refrigerator		
52.	A.Liners B.Racks C.Jam D.Bar E.Gasket F.Crisper Cover		
53.	Roofing		
54.	Rotted Wood		
55.	Porches		N/A
56.	Screens		
57.	Shower		N/A
58.	Shower Doors		
59.	Shower Light		
60.	Smoke Detector		
61.	Stairs		
62.	Thermostat		
63.	Tile Floor SF		
64.	Touch-Up Paint		
65.	A.Bathrooms B.Kitchen C.Bedrooms D.Den E.Utility Room G.Doors		
66.	Towel Rack/Soap Dish/Toothbrush Holder/Tissue Roller		
67.	Traverse Rod		
68.	Tub		N/A
69.	A.Valve Set B.Drain C.Drain Plug D.Curtain Rod		
70.	Vinyl Floor Tile SF		
71.	Vinyl Sheet Flooring SF		
72.	Vinyl Wall Covering		
73.	Water Heater		
74.	Water Heater Jacket		
75.	Weatherstripping/Rubber Threshold		
76.	Window Glass		
77.	Window Screens		
78.	Window Shades		
79.	Window/Window Locks		
80.	Wood Floor SF		

ATTACHMENT J-C15

INVENTORY OF APPLIANCES AND EQUIPMENT

Appliance and equipment inventories in this attachment were extracted from activity records and are considered accurate as of the stated inventory dates. These inventories are subject to change due to possible equipment/appliance replacements prior to the contract start date. This information is provided only to indicate the types and approximate quantities of each manufacturer's equipment/appliances to be maintained.

TYPE OF EQUIPMENT: ELECTRIC/GAS RANGES (30-inch)
 INVENTORY DATE - OCTOBER 1999

FISCAL YEAR	BRAND NAME					TYPE*	TOTAL
<u>INSTALLED</u>	<u>SUN RAY</u>	<u>ROPER</u>	<u>GE</u>	<u>TAPPEN</u>	<u>CROWN</u>		
1999	20					E	20
1998	8	14				E	22
1997	10					E	10
1996	2	2		9		E	13
1995	1	11				E	12
1994	4	54				E	58
1993	162	3				E	165
1992	126	28				E	154
1991	6	202		5		E	213
1990			4			E	4
1989	1					E	1
1988	—	—	—	—	<u>300</u>	G	<u>300</u>
TOTAL	340	314	4	14	300		972

* E - Electric
 G - Gas

TYPE OF EQUIPMENT: REFRIGERATORS
INVENTORY DATE - OCTOBER 1999

FISCAL YEAR INSTALLED	BRAND NAME					TOTAL
	<u>GE</u>	<u>HOT POINT</u>	<u>WHIRLPOOL</u>	<u>PHILCO</u>	<u>GIBSON</u>	
1999					11	11
1998					110	110
1997					32	32
1996	20	1	5			26
1995	23			1	10	34
1994				29	6	35
1993	64		1	16	10	91
1992	57					57
1991	190					190
1989			4			4
1988		1	35			36
1987		1	14			15
1986	300					300
1985	—	<u>7</u>	<u>24</u>	—	—	<u>31</u>
TOTAL	654	10	83	46	179	972

TYPE OF EQUIPMENT: ELECTRIC DISHWASHERS
INVENTORY DATE - OCTOBER 1999

FISCAL YEAR INSTALLED	BRAND NAME				TOTAL
	<u>WHIRLPOOL</u>	<u>WESTINGHOUSE</u>	<u>KENMORE</u>	<u>GE</u>	
1999		518			518
1998	10		9		19
1997	3		7		10
1996	7		10		17
1995			23		23
1994			23		23
1993			10	4	14
1992	11		300		311
1991			5		5
1990			11		11
1989	<u>15</u>	—	<u>6</u>	—	<u>21</u>
TOTAL	46	518	404	4	972

TYPE OF EQUIPMENT: WATER HEATERS
INVENTORY DATE - OCTOBER 1999

FISCAL YEAR INSTALLED	QUANTITY	SIZE (GAL)	TYPE
1999	60	52	Electric
1998	300	40	Gas
1997	89	52	Electric
1996	72	52	Electric
1995	58	52	Electric
1994	75	52	Electric
1993	75	52	Electric
1992	42	52	Electric
1991	4	80	Electric
1990	26	52	Electric
1989	14	52	Electric
1988	0	52	Electric
1987 and older	<u>157</u>	52	Electric
TOTAL	972		

!*****
NOTE TO SPECIFICATION WRITER: Add similar inventory data on other types of HVAC systems found in your family housing units.
*****!

TYPE OF EQUIPMENT: HEAT PUMPS
INVENTORY DATE - OCTOBER 1999

FISCAL YEAR INSTALLED	SIZE (TONS)	BRAND NAME						TOTAL
		RHEEM	GE	RUUD	LUXAIR	CARRIER	DUNHAM BUSH	
1999	3			2				2
1998	3	2		3				5
1997	3			3	7			10
1996	3	13	5	1	1	90		110
1995	3	12	33	17				62
1994	3	19	200	3				222
1993	3	64		1				65
1992	3½			4				4
1991	3	75						75
1990	3	93						93
1989	5					10		10
1988	3	14						14
1987	2½	—	—	—	—	—	<u>300</u>	<u>300</u>
TOTAL		292	238	34	8	100	300	972

NOTES: Replacement compressors in Dunham Bush units will be 3-ton capacity vice original 2½-ton capacity.

APPLIANCE/EQUIPMENT INVENTORY FORM

ADDRESS

<p>RANGE:</p> <p>Brand _____</p> <p>Size _____</p> <p>Model # _____</p> <p>Serial # _____</p> <p>Date Installed _____</p>	<p>REFRIGERATOR:</p> <p>Brand _____</p> <p>Size _____</p> <p>Model # _____</p> <p>Serial # _____</p> <p>Date Installed _____</p>
<p>DISHWASHER:</p> <p>Brand _____</p> <p>Size _____</p> <p>Model # _____</p> <p>Serial # _____</p> <p>Date Installed _____</p>	<p>WATER HEATER:</p> <p>Brand _____</p> <p>Size _____</p> <p>Model # _____</p> <p>Serial # _____</p> <p>Date Installed _____</p>
<p>GARBAGE DISPOSAL:</p> <p>Brand _____</p> <p>Size _____</p> <p>Model # _____</p> <p>Serial # _____</p> <p>Date Installed _____</p>	<p>RANGE HOOD:</p> <p>Brand _____</p> <p>Size _____</p> <p>Model # _____</p> <p>Serial # _____</p> <p>Date Installed _____</p>

Resident's Signature/Date

Contractor's Signature/Date

ATTACHMENT J-C16

PREVENTIVE MAINTENANCE INSPECTION CHECKLIST

!*****
 NOTE TO SPECIFICATION WRITER: Modify the following sample checklist as required
 to match the technical specifications and types of equipment to be inspected.
 *****!

Address _____

Resident's Name _____

1. Lubrication Equipment Oiled: Fan Shaft yes___ no___ sealed bearings___
 Fan Motor yes___ no___ sealed bearings___
 Condenser Fan Motor yes___ no___ sealed bearings___

2. Electrical Loads (record after 30 minutes of operation) Air Handling Unit Motors ___ Amps
 Condenser Fan Motor ___ Amps
 Compressor Motor ___ Amps
 Running Volts at Compressor ___ Amps

3. Air Filters Changed: yes___ no___ Cleaned: yes___ no___

4. Belts In good condition? yes___ no___
 Belt tension can be depressed approximately ___ inches
 (set at 3/4" depression or as recommended by manufacturer)

5. Areas Cleaned Air Handling Room yes___ no___
 Air Handling Unit yes___ no___
 Compressor/Condenser Unit Frame yes___ no___
 Condensate Drip Line Flushed Out yes___ no___
 Condensate Drip Pan yes___ no___
 Condenser Coil yes___ no___
 Evaporator Coil yes___ no___

6. Insulation
 Duct vapor barrier and insulation in good condition without wet or torn spots? yes___ no___
 Duct air leaks? yes___ no___
 House insulation installed properly and lying flat to ceiling without voids? yes___ no___
 Attic air vent open? yes___ no___
 Dust vapor barrier satisfactory? yes___ no___

7. Electrical Wiring Insulation good? yes___ no___
 Does any wiring need replacing? yes___ no___

8. Temperature Controls Operating satisfactorily? yes___ no___

9. Refrigerant Data Does sight glass indicate moisture (if equipped)? yes___ no___
 Is sight glass bubbling? yes___ no___
 Outside Air Temperature ___ °F
 Compressor Discharge Pressure ___ psi
 Compressor Suction Pressure ___ psi
 Refrigerant Added (if needed) ___ lbs

10. Gas Furnace

Pilot light shutoff test satisfactory?	yes___	no___
Main burner operating satisfactorily with blue flame?	yes___	no___
Solenoids and controls operating satisfactorily?	yes___	no___
Main burner clean and burning at all outlets?	yes___	no___
Any odor of gas in or around utility room?	yes___	no___
Igniter operating properly?	yes___	no___
Gas pressure on house side of regulator	_____	in of H ₂ O

11. Oil Furnace

Any oil leaks?	yes___	no___
Is burner working satisfactorily without flashbacks?	yes___	no___
Does stack switch stop oil flow & burner operation on simulated flame failure?	yes___	no___
Is oil tank cap locked?	yes___	no___
Does oil tank have water in it?	yes___	no___
Oil Pressure to Burner	_____	psi
Combustion (should be above 10 for all)	_____	%CO ₂

12. Heat Pumps

Strip heaters operating satisfactorily?	yes___	no___
Strip heaters free of dust and lint?	yes___	no___
Strip heater relay operating satisfactorily?	yes___	no___
Reversing valve and relay operating satisfactorily?	yes___	no___
De-ice control operating satisfactorily?	yes___	no___
Check valve, strainer, and cap tube working satisfactorily?	yes___	no___
Strip Heaters	_____	Amps

13. Smoke Detectors

Check unit for proper operation.	yes___	no___
Replace batteries (during heating PM).	yes___	no___
Repair/replace wiring if necessary.	yes___	no___
Remove cover and vacuum interior.	yes___	no___

14. Carbon Monoxide (CO) Detectors

Ensure unit is plugged in.	yes___	no___
Check detector for proper operation.	yes___	no___
Replace unit if necessary.	yes___	no___
Replace battery pack (during heating PM).	yes___	no___
Vacuum alarm cover to remove accumulated dust.	yes___	no___

15. Summary of Repairs Made

Date/Time Repairs Completed _____

Nature of Problems/Repairs _____

Brief Description of Materials/Parts Used _____

16. Other Deficiencies Noted or Comments on Condition of Unit _____

Craftsman's Signature/Date _____

Resident's Signature/Date * _____

* Resident's signature only means that some work has been performed, and does not necessarily indicate work has been performed satisfactorily.

ATTACHMENT J-C17

SELF-HELP STORE CONSUMABLES/LOANER EQUIPMENT

The following items shall be made available for resident issue as specified in the "SELF-HELP PROGRAM" paragraph, Section C.

!*****
NOTE TO SPECIFICATION WRITER: Listed below are examples of the consumable items that would typically be available in a self-help store. Add or delete items, as required, and modify the minimum inventory and maximum issue quantities based on site-specific requirements.
*****!

A. Consumable Items. The quantities of consumable items on hand in the self-help store shall not fall below the minimum inventory levels specified below.

<u>ITEM</u>	<u>MINIMUM INVENTORY</u>	<u>MAXIMUM ISSUE</u>
Fiberglass Screen, 24-in	200 feet	20 feet
Fiberglass Screen, 36-in	200 feet	20 feet
Sink Strainer	20 each	1 each
Showerhead	20 each	1 each
Cabinet Door/Drawer Pull	50 each	2 each
Tub Stopper	50 each	1 each
Sink Stopper	50 each	1 each
Peep Hole	10 each	1 each
Plunger	25 each	1 each
Garbage Can (With Lid)	20 each	1 each
Clothesline	25 each	1 each
Faucet Aerator, Kitchen	20 each	1 each
Faucet Aerator, Bath	20 each	1 each
Faucet Washers	20 each type	2 each
Light Switch Cover, Single	10 each	1 each
Light Switch Cover, Double	10 each	1 each
Receptacle Cover Plate	10 each	1 each
Toilet Seats	10 each type	1 each
Door Stops	20 each	1 each

!ETC!

!*****
 NOTE TO SPECIFICATION WRITER: Listed below are examples of loaner equipment that would typically be available in a self-help store. Add or delete items, as required, and modify the quantities and timeframes based on site-specific requirements.
 *****!

B. Loaner Equipment. The quantity of loaner equipment issued or available for issue shall never fall below the quantity on hand specified below.

<u>ITEM</u>	<u>QUANTITY ON HAND</u> <u>(EACH)</u>	<u>LOAN PERIOD</u> <u>(DAYS)</u>
Buffer, Floor	18	3
Lawn Edger, Manual	30	3
Extension Cord, 100-ft	25	3
Garden Hoe	20	7
Post Hole Digger	4	2
Garden Hose	20	7
Step Ladder	3	7
Power Mower, Gas	30	3
Hedge Clippers, Manual	10	3
Pole Pruner	3	3
Garden Rake	30	3
Wheel Barrow	5	3
Pruning Saw	3	3
Shampooer, Carpet	10	5
Shovel, Round Point	10	7
Shovel, Square Point	10	7
Spreader, Hand	5	3
Spreader, Lawn	10	3
Sprinkler, Lawn	10	7
Weedeater, Gas-powered	20	3
Squeegee, With Extension	5	3
Wet/Dry Vacuum	5	3
Push Broom	5	7

!ETC!

ATTACHMENT J-C18

LIST OF DIRECTIVES

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

EM 385-1-1, *Safety and Health Requirements Manual*, is available from the
following website - http://www.ccb.org/pdf/06/16/028/EM3851_1.PDF

NAVFAC P-930, *Navy Family Housing*, may be obtained from the following website -
<http://www.housing.navy.mil/p930>

The instructions below are available from the following website -
<http://neds.nebt.daps.mil>

OPNAV 5090.1, *Environmental and Natural Resources Program Manual*
OPNAV 5530.14, *Navy Physical Security*

!ETC!

ATTACHMENT J-E1

SCHEDULE OF DEDUCTIONS

<u>ITEM</u>	<u>CONTRACT REQUIREMENT</u>	<u>UNIT</u>	<u>QUANTITY</u>	<u>UNIT PRICE</u>	<u>TOTAL PRICE</u>
1.	Emergency Service Calls (Paragraph C.8)	MONTH	12	\$_____	\$_____
2.	Urgent Service Calls (Paragraph C.8)	MONTH	12	\$_____	\$_____
3.	Routine Service Calls (Paragraph C.8)	MONTH	12	\$_____	\$_____
TOTAL (Must equal amount bid for CLIN 0001)					\$_____

STATISTICALLY EXTRAPOLATED SURVEILLANCE TECHNIQUES

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

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

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

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

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

EXAMPLE PAYMENT DEDUCTION CALCULATION WHEN RSED IS USED

<u>ROUTINE SERVICE CALLS</u>	<u>WORK REQUIREMENTS</u>		
	<u>TIMELY COMPLETION</u>	<u>QUALITY WORK</u>	<u>COMPLETE FORM</u>
a. Price for work requirement	\$ 1,050.00	\$ 5,250.00	\$ 700.00
b. Number service calls during billing period	<u>100</u>	<u>100</u>	<u>100</u>
c. Price per service call (a/b)	\$ <u>10.50</u>	\$ <u>52.50</u>	\$ <u>7.00</u>
d. Number of calls sampled (as desired by Gov't)	<u>69</u>	<u>69</u>	<u>69</u>
e. Observed unsatisfactory calls in sample	<u>6</u>	<u>5</u>	<u>4</u>
f. Observed Defect Rate (e/d)	<u>8.70%</u>	<u>7.25%</u>	<u>5.80%</u>
g. Adjustment Factor *	<u>1.31%</u>	<u>1.24%</u>	<u>1.09%</u>
h. Defect Rate (f-g)	<u>7.39%</u>	<u>6.01%</u>	<u>4.71%</u>
i. Number of extrapolated service calls (b x h) (round down to whole number)	<u>7</u>	<u>6</u>	<u>4</u>
j. Observed unsatisfactory calls outside sample	<u>2</u>	<u>1</u>	<u>2</u>
k. Calls satisfactorily reworked by Contractor (at the Government's option)	<u>N/A</u>	<u>3</u>	<u>2</u>
l. Calls reworked by Gov't or others	<u>N/A</u>	<u>0</u>	<u>0</u>
m. Total number of calls to be deducted at Schedule of Deductions Price (i - k - l)	<u>7</u>	<u>3</u>	<u>2</u>
n. Extrapolated Deductions (c x m)	\$ <u>73.50</u>	\$ <u>157.50</u>	\$ <u>14.00</u>
o. Deductions for cost of Gov't rework	\$ <u>0</u>	\$ <u>0</u>	\$ <u>0</u>
p. Liquidated Damages for Contractor rework [10% x c x (e + j - l)] **	\$ <u>8.40</u>	\$ <u>31.50</u>	\$ <u>4.20</u>
q. Liquidated Damages for Government rework (20% x o) **	\$ <u>0</u>	\$ <u>0</u>	\$ <u>0</u>
r. Total payment deductions (n + o + p + q)	\$ <u>81.90</u>	\$ <u>189.00</u>	\$ <u>18.20</u>

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

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

TABLE OF SAMPLE SIZES FOR NORMAL SAMPLING LEVELS

Sample sizes shown below are for the indicated monthly population.

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

POPULATION RANGE - SAMPLE SIZE

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

POPULATION RANGE - SAMPLE SIZE

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

TABLE OF SAMPLE SIZES FOR MINIMUM SAMPLING LEVELS

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

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

TABLE OF ADJUSTMENT FACTORS FOR RANDOM SAMPLING

FOR ODR OVER % - THRU %	ADJUSTMENT FACTOR %	FOR ODR OVER % - THRU %	ADJUSTMENT FACTOR %
0.00-0.25	0.25	17.0-18.0	1.76
0.25-0.30	0.25	18.0-19.0	1.80
0.30-0.40	0.29	19.0-20.0	1.84
0.40-0.50	0.32	20.0-21.0	1.87
0.50-0.60	0.35	21.0-22.0	1.90
0.60-0.70	0.38	22.0-23.0	1.93
0.70-0.80	0.41	23.0-24.0	1.96
0.80-0.90	0.43	24.0-25.0	1.99
0.90-1.00	0.46	25.0-26.0	2.01
1.00-2.00	0.64	26.0-27.0	2.04
2.00-3.00	0.78	27.0-28.0	2.06
3.00-4.00	0.90	28.0-29.0	2.08
4.00-5.00	1.00	29.0-30.0	2.10
5.00-6.00	1.09	30.0-31.0	2.12
6.00-7.00	1.17	31.0-32.0	2.14
7.00-8.00	1.24	32.0-33.0	2.16
8.00-9.00	1.31	33.0-34.0	2.17
9.00-10.0	1.38	34.0-35.0	2.19
10.0-11.0	1.44	35.0-36.0	2.20
11.0-12.0	1.49	36.0-37.0	2.22
12.0-13.0	1.54	37.0-38.0	2.23
13.0-14.0	1.59	38.0-39.0	2.24
14.0-15.0	1.64	39.0-40.0	2.25
15.0-16.0	1.68	40.0-41.0	2.26
16.0-17.0	1.72	41.0-42.0	2.26

ATTACHMENT J-E3

LIST OF ENGINEERED PERFORMANCE STANDARDS HANDBOOKS

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

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

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

Commander
Pacific Division, Naval Facilities Engineering Command
Building 258 Makalapa
Pearl Harbor, HI 96860-7300
Phone: (808)474-5418

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

Commanding Officer
Southern Division, Naval Facilities Engineering Command
Attn: Code 1611
2155 Eagle Drive
P.O. Box 190010
North Charleston, SC 29419-9010
Phone: (843)820-7064

ATTACHMENT J-E4

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) - (Source Selection Sensitive Information)(See FA R 3.104)										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															
7777777777777777															
16.PROGRAM TITLE AND PHASE OF ACQUISITION (If applicable)															
17.CONTRACT EFFORT DESCRIPTION (Highlight key components, technologies and requirements; key milestone events and major modifications to contract during this period.)															
			CURRENT RATING												
18.EVALUATE THE FOLLOWING AREAS		PAST Rating	Unsatisfactory	Marginal	Satisfactory	Very Good	Exceptional	N/A							
a.QUALITY OF PRODUCT OR SERVICE															
b.SCHEDULE															
c.COST CONTROL															
d.BUSINESS RELATIONS															
e.MANAGEMENT OF KEY PERSONNEL*															
f.OTHER AREAS															
(1)															
(2)															
FOR OFFICIAL USE ONLY (When filled In)															

* Not applicable to Operations Support

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

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

ATTACHMENT J-G1

SAMPLE INVOICE

!*****
NOTE TO SPECIFICATION WRITER: A sample invoice format may be included in an
Attachment to Section G. A well thought out invoice format simplifies
verification of the amount billed and the calculation of payment deductions.
*****!

ATTACHMENT J-M

!*****
NOTE TO SPECIFICATION WRITER: Attachments J-M1 through J-M4 are representative of the many possible questions that may be included as part of the Source Selection Plan for negotiated procurements. These questions may not apply to every source selection and must be tailored to meet the unique requirements of each solicitation. It is recommended the questions/criteria be kept as simple as possible. Delete this attachment if sealed bid procedures will be used.
*****!

ATTACHMENT J-M1

OFFEROR'S EXPERIENCE/PAST PERFORMANCE FORM

1. List below your experience, either as a contractor or subcontractor (identify which), with management of military family housing maintenance services.

Contract Title and Number _____
Location _____ Dollar Amount \$ _____ Number of Units _____

POINTS OF CONTACT:

CONTRACTING OFFICER		PROGRAM (TECHNICAL) MANAGER	
Name _____		Name _____	
Title _____		Title _____	
Phone _____		Phone _____	

Briefly describe your experience in the following areas for the above contract:

1. Service Calls

2. Preventive Maintenance

3. Indefinite Quantity Work

4. Change of Occupancy Maintenance

5. Self-Help Program

(Use additional pages if required and attach to this form.)

2. List corporate-level employees to be involved in this contract who had experience on the above contracts. For each, discuss their involvement and the benefits they will contribute in the performance of this contract.

3. Describe your experience with combination fixed-price (recurring), indefinite quantity contracts.

(Use additional pages if required and attach to this form.)

ATTACHMENT J-M2

OFFEROR'S SMALL BUSINESS SUBCONTRACTING EFFORT

Pursuant to FAR SUBPART 19.2, Policies, it is the policy of the United States to provide maximum practicable opportunity to small businesses, woman-owned small businesses, small disadvantaged businesses and historically black colleges and universities, or minority institutions to participate in Federal contract work at all levels. Further, it is the Naval Facilities Engineering Command's objective to award at least 40% prime awards and 60% subcontracting awards to Small Businesses in all categories. Pursuant to DFARS SUBPART 215.6, Source Selection, the extent of participation of such firms in performing the contract shall be addressed in source selections in terms of the total acquisition. All Offeror's, both large and small businesses, past subcontracting performance and proposed subcontracting will be evaluated against the above objective.

1. Past Subcontracting Performance. The Offeror's performance will be evaluated based on demonstrated achievements in using small, small disadvantaged, and women-owned small businesses in previous contracts.

a. Provide a list of the recent relevant projects showing the percentage of work subcontracted, in terms of the total project dollar value, to large, small, small disadvantaged, and women-owned small businesses. Indicate a point of contact with the contracting authority.

b. Address any awards received for outstanding support to small, small disadvantaged, and women-owned small businesses. Indicate when the awards were received.

c. Describe those outreach initiatives performed to identify small, small disadvantaged, and women owned small business, i.e., such as advertising in local news and trade magazines, participating in trade fairs and mentor protégé agreements.

d. For large businesses, provide the most recently submitted SF 294s, "Subcontracting Report for Individual Contracts", or any other documentation showing compliance with the utilization of small, small disadvantaged, and women-owned small businesses. Copies of the 294s will not be counted in the total page count where there is a page count restriction.

2. Proposed Subcontracting. For each size classification listed below, indicate what major categories of work they are anticipated to perform. Indicate the names of concerns anticipated to be performing work, if known. Indicate the estimated percentage value of the total value of the contract, including all options, they are anticipated to perform. Include the prime and any individual joint venture members. NOTE: Firms demonstrating firm commitments to small, small disadvantaged, and women-owned small businesses subcontractors will receive a higher rating.

- (1) Large Businesses
- (2) Small Businesses (including NISH)
- (3) Small Disadvantaged Businesses
- (4) Women-Owned Small Businesses

(5) Historically Black Colleges and Minority Institutions

NOTICE TO LARGE BUSINESSES. If at time of award, the winning concern is considered to be a Large Business, no work will commence prior to having the Contracting Officer approve a subcontracting plan in the format provided as Attachment J-2. The subcontracting plan will reflect the actual contract award amount or maximum value, including all options. The plan is to be consistent with that submitted in response to the above evaluation, including a listing of any specifically named subcontractors. Fifteen day after award will be provided for this purpose. See FAR Clause 52.219-9, "SMALL BUSINESS AND SMALL DISADVANTAGED BUSINESS SUBCONTRACTING PLAN", for further guidance. Small Disadvantaged Business and Woman-Owned Small Business goals of less than 5% will require written rationale demonstrating why a 5% goal is not achievable.

Electronic copies of the Subcontracting Plan format can be found on the Internet at <http://www.efdsouth.navfac.navy.mil> under "Business Opportunities/Available Documents", or you may contact the Small Business Office of the Southern Division Naval Facilities Engineering Command at (843)820-5935 or via E-mail at penningerkp@efdsouth.navfac.navy.mil.

ATTACHMENT J-M3

OFFEROR'S METHODS AND UNDERSTANDING FORM

A. SERVICE CALLS

1. What will the staffing be, in FTEs, for this major service area? Show the types of tradespeople to be employed and describe their level of skill. Explain the rationale used to determine the number and types of FTEs.

2. Describe the equipment that will be dedicated to this functional area. How will it be acquired, maintained, and stored/parked?

(Use additional pages if required and attach to this form.)

3. Describe the proposed method of managing this functional area. Explain how service call work will be received, assigned to an employee, scheduled, etc. Include your procedure for providing the on-site project manager/supervisor with the status of after-hours service calls to comply with paragraph C.6.a of the solicitation.

4. Specifically describe how you will handle service call accomplishment when the resident is not home. Do not simply refer to the specification.

(Use additional pages if required and attach to this form.)

5. Describe how you will respond to emergency service calls after normal working hours.

(Use additional pages if required and attach to this form.)

B. PREVENTIVE MAINTENANCE (PM)

1. Briefly explain how you will accomplish semi-annual HVAC PMs. Include such information as how the work will be scheduled, and how you intend to advise the resident and gain access to the family housing unit.

2. What will the staffing be, in FTEs, for this service? Describe the types of skills these employees will have and demonstrate how this capability can accomplish the work within the specified time frames.

(Use additional pages if required and attach to this form.)

3. Show how you will be able to accomplish this work and not adversely impact other fixed-price work or indefinite quantity work.

(Use additional pages if required and attach to this form.)

C. INDEFINITE QUANTITY WORK

1. Given the quantities shown in the Schedule (Section B), describe the proposed staffing in FTEs. Show trades and skill levels. Explain the rationale used to establish the number and types of FTEs.

2. Show the planned sources of labor for this work. Demonstrate how the proposed staffing will accomplish the work without adversely impacting fixed-price work.

(Use additional pages if required and attach to this form.)

D. SELF-HELP PROGRAM

1. What will the dedicated staffing be, in FTEs, for this major service area? Show the types of tradespeople to be employed and describe their level of skill. Explain the rationale used to determine the number and types of FTEs.

2. Specifically describe how you propose to maintain and issue the required annual inventory of materials, including record keeping.

(Use additional pages if required and attach to this form.)

3. Describe the system/method you will employ for maintaining the required inventory of operable equipment. Include record keeping, maintenance, and how you will reclaim overdue equipment from residents.

(Use additional pages if required and attach to this form.)

E. CONTRACT SUPPORT (MATERIALS/EQUIPMENT)

1. Describe the types and typical quantities of material, supplies, and equipment you intend to have on-hand for this contract. Include how it will be acquired, possible sources, and proposed storage locations.

2. To assure materials, supplies, and equipment will be available to accomplish all work within the specified quality and work accomplishment standards, state how you propose to quickly acquire needed items without resorting to last minute procurement.

(Use additional pages if required and attach to this form.)

F. QUALITY CONTROL PLAN

1. Describe your quality control system, ensuring all contract requirements are addressed. Indicate which services will be inspected on either a scheduled or unscheduled basis. Specify how inspections will be conducted.

(Use additional pages if required and attach to this form.)

2. Provide the name, qualifications, and duties of the individual responsible for performing quality control inspections, and the extent of his/her authority.

3. Discuss documentation of inspection results and corrective action. Describe your procedures for updating and revising your quality control plan during contract performance.

(Use additional pages if required and attach to this form.)

ATTACHMENT J-M4

OFFEROR'S RESOURCES FORM

A. **CORPORATE FINANCIAL RESOURCES**. List the corporate financial resources available to support the requirements of this contract.

BANKS/FINANCIAL INSTITUTIONS

ASSETS

B. **KEY PERSONNEL (ON-SITE)**. Attach job/position descriptions for each person shown below.

NAME

TITLE

QUALIFICATIONS

(Use additional pages if required and attach to this form.)

C. **FIELD ORGANIZATION**. Provide an organizational chart showing lines of authority, subfunctions, and any subcontractor interfaces.

(Use additional pages if required and attach to this form.)

END OF SECTION J

QUALITY ASSURANCE GUIDE

GUIDE PERFORMANCE WORK STATEMENT FOR

MAINTENANCE OF MILITARY FAMILY HOUSING

QUALITY ASSURANCE GUIDE
GUIDE PERFORMANCE WORK STATEMENT FOR
MAINTENANCE OF MILITARY FAMILY HOUSING

TABLE OF CONTENTS

	PAGE NO.
I. INTRODUCTION	QA-1
A. Overview	QA-1
B. QAE Training	QA-1
C. QAE Staffing	QA-2
II. QUALITY ASSURANCE PLAN DEVELOPMENT	QA-2
A. Functional Considerations	QA-2
B. Selection of Methods of Surveillance	QA-4
C. Performance Requirements Summary	QA-6
III. SAMPLE QUALITY ASSURANCE PLANS	QA-6
#1 Emergency Service Calls	QA-8
#2 Urgent Service Calls	QA-12
#3 Routine Service Calls	QA-17
#4 Preventive Maintenance (PM) of HVAC Equipment	QA-23
#5 Self-Help Program	QA-27
#6 Backlogged Service Calls	QA-33
#7 Change of Occupancy Maintenance	QA-37
#8 Indefinite Quantity Work	QA-41
IV. CONTRACTOR'S OVERALL PERFORMANCE EVALUATION	QA-44
A. Monthly Payment Deduction Form	QA-44
B. Analysis of Results	QA-44
C. Contract Discrepancy Report (CDR)	QA-44
D. Recommended Deductions	QA-44
V. CONTRACTOR SUBMISSIONS	QA-44

QUALITY ASSURANCE GUIDE
GUIDE PERFORMANCE WORK STATEMENT FOR
MAINTENANCE OF MILITARY FAMILY HOUSING

I. INTRODUCTION. Quality assurance (QA) is a program undertaken by the Government to provide some measure of the quality of goods and services purchased from a Contractor. To accomplish this, the Government (in this case, the naval shore activity contracting for housing maintenance services) 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 housing maintenance services and provides sample QA Plans. These sample plans must be tailored concurrently with the tailoring of the GPWS to develop a unique QA program that fits the needs of the activity. The Guide is divided into four parts:

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

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

3. The *SAMPLE QA 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 with the tailored PWS.

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

5. *CONTRACTOR SUBMISSIONS* provides a sample checklist of required submittals the Contractor must provide at specific times during the contract.

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

1. NAVFACENCOM Policy Memoranda #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 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, develop a local training program. The EFD (Code 16) should be contacted for QAE training scheduling or assistance. Additional training may also be required to ensure appropriate technical

expertise is acquired to inspect maintenance and repair to HVAC systems, appliances, etc.

2. In addition to being intimately familiar with the requirements of the housing maintenance specification, QAEs must also contact the activity's Family Housing Office and familiarize themselves with the procedures which will be used to order work, how the QAE will be notified when work has been completed and is ready for inspection, how customer complaints will be handled, etc.

C. QAE Staffing. Obviously, the most well developed QA program will not be effective if QAE staffing is inadequate. Ideally, staffing should be based on a pre-determined number of contract inspections (QA plans) and related work requirements rather than on the availability of QAEs. Once adequate QA plans have been developed, the user should perform a staffing analysis to determine the required QAE staffing, 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; time to perform any nonsurveillance duties, i.e. training, safety meetings, preparing contract modifications, making award fee determinations, etc. NAVFAC EFDs have experience in conducting QAE staffing analyses and should be contacted if assistance is needed.

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

A. Functional Considerations. Family housing maintenance monitoring poses several unique requirements for the QAE as discussed below.

1. Resident Not Home. The User's Guide (paragraph III.C.2) discusses the problem of residents not being home when the Contractor arrives to perform work. QAEs can expect the same problem when attempting to inspect service calls, PM inspections, or other contract requirements. If it is important that a particular service be inspected, such as would be the case with a randomly selected service call or a service requiring 100% inspection, the QAE may need to make one or more return visits and/or make an appointment with the resident to inspect the work. If planned sampling is the method of surveillance, it may be easier for the QAE to simply select another item to inspect. Each individual QA plan should provide guidance on actions to be taken if residents are not home.

2. Organization. NAVFAC P-318, *Organization and Functions for Public Works Departments* and NAVFAC P-68 discuss the responsibilities of the organizations and individuals responsible for the day-to-day administration of facilities support contracts. As noted in these publications, all QAEs, including those involved in the inspection of housing maintenance services, should organizationally report to the FSCM, or other individual in the activity's contract administration organization. QAEs should not be included in the Family Housing organization.

3. Inspection of Change of Occupancy Maintenance

a. Although this GPWS assumes each and every change of occupancy maintenance will be inspected by the QAE, some users may want to consider other alternatives. Since Family Housing representatives will conduct a detailed "make ready" inspection of each change of occupancy anyway, surveillance by the QAE could possibly be reduced to a planned or random (without extrapolated deductions) sample. All deficiencies (customer complaints) found during Housing's "make ready" inspection could then be validated by the QAE, who would then order and inspect any rework accomplished by the Contractor. To avoid the appearance of the potential for fraud with this system, the Housing Representative or other specific individual who orders the change of occupancy maintenance work must not be allowed to conduct the make ready inspection.

b. The method of dealing with rework required for change of occupancy maintenance deficiencies needs to be carefully coordinated between the Family Housing Office and the FSCM. Of primary concern is allowance of adequate time after work inspection for rework to be accomplished by the Contractor before the new residents begin to move in. Although rework may be performed at the Government's option, if so ordered, the Contractor is entitled to a reasonable amount of time to reperform the work. Requiring the Contractor to reperform after the unit is reoccupied inevitably creates problems for everyone (the new resident, the QAE, and Family Housing) and could void the Government's option of requiring rework.

4. Customer Complaint Program. A properly established and administered customer complaint program can be of great benefit to the QAE in identifying poorly performed work and reducing the number of multiple service calls ordered to correct the same problem. The method of making housing residents aware of the contract's requirements and how to call in complaints, and the internal procedures used to receive, record, respond to, and track customer complaints, needs to be carefully coordinated between Family Housing and the FSCM prior to contract award. Each service call received by Housing should be screened to ensure it is not a repeat call for a repair previously completed by the Contractor which is still under warranty. Such calls are complaints, even if not identified as such by the resident, and should be passed to the QAE for validation and rework if appropriate. A Customer Complaint form, similar to that contained in Appendix H-3 of NAVFAC MO-327, should be used to record actions taken on each complaint received. For some complaints, the resident may simply be told to call back if the Contractor has not satisfactorily completed the work by a given date, but most complaints will require an on site validation visit by the QAE. Adequate QAE time must be made available to validate complaints or residents will soon perceive that complaining is a "waste of time". Payment deductions may be made only on those complaints which are validated by the QAE.

5. Rework. As specified in the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" clause, Section E, the Government may require the Contractor to reperform work that has been identified as being poorly performed or not performed, provided a reasonable amount of time is allowed for the rework to be completed. The following should be considered.

a. The QAE will be too busy performing surveillance during most of the day to stop and call the Contractor every time a deficiency is found or a complaint is received. Therefore, the Contractor should be notified of customer

complaints and discrepancies found by the QAE only at the end of the working day, unless the deficiency could affect the health, safety, or comfort of the residents and cannot wait until the next scheduled work day for correction. The easiest way to make the Contractor aware of all noted deficiencies in writing, as required by the "CONSEQUENCES" clause, is to provide copies of completed EVALUATION WORK SHEETS daily. The Contractor may be asked to sign and return each form as documentation that work sheets were received. However, the QAE should not spend time "chasing down" the Contractor's representative to get work sheets signed.

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

c. Invoice payment deductions should always be made when a documented deficiency is not satisfactorily reworked. Liquidated damages should be deducted for all documented deficiencies, whether or not rework is accomplished. Ten percent and 20% are the factors used to calculate liquidated damages for Contractor and in-house work forces respectively in this QA Guide.

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

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

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

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

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

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

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

c. Preventive Maintenance Inspections. If the population is both large enough and homogeneous, random sampling may also be appropriate for the surveillance of preventive maintenance inspections. The key here is that different items of equipment, such as smoke detectors and oil furnaces or heat pumps and oil furnaces, should not be included in the same population if extrapolated deductions is being considered. Mixing different equipment types is not a problem if random sampling without extrapolated deductions is used. The sample QA plan for preventive maintenance inspections (QA Plan #4) does not include random sampling as the method of surveillance.

d. Self-Help Program. Self-Help Store operation is best suited to random sampling if the store will be open on a full-time basis (a minimum of five days per week, eight hours per day). However, if the store will be open on a part-time basis only, planned sampling would be more appropriate. The quantity of work for any given month is based on the number of 30-minute operating periods in which the store must operate. The population can be considered homogeneous since each 30-minute operating period contains the same work requirements (management, inventory maintenance, documentation). Sample QA Plan #5 includes forms for both methods of calculating deductions (with and without extrapolation).

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 a subjective rationale and the sample size is arbitrarily determined. Planned sampling is useful when population sizes are not large enough or homogeneous enough to make random sampling practical. Planned sampling is recommended for the inspection of urgent service calls, preventive maintenance, and backlogged service calls included in this GPWS.

4. Unscheduled Inspections. This method involves impromptu inspections of contract requirements. It should never be used as the primary method of surveillance, but can be used to supplement other methods, particularly in problem areas.

5. Validated Customer Complaints. This method is very appropriate as a supportive method of surveillance for housing maintenance services. See paragraph II.A.4 of this QA Guide.

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

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

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

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

- QA Plan #1 - Emergency Service Calls
- QA Plan #2 - Urgent Service Calls
- QA Plan #3 - Routine Service Calls
- QA Plan #4 - Preventive Maintenance (PM) of HVAC Equipment
- QA Plan #5 - Self-Help Program
- QA Plan #6 - Backlogged Service Calls
- QA Plan #7 - Change of Occupancy Maintenance
- QA Plan #8 - 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 Contractor is to operate the work reception desk during regular working hours, the user may want to add a separate QA plan to monitor performance of this important function.

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 samples of all evaluation work sheets, summary

reports, and other forms which will be used for documenting Contractor performance. Sample selection, evaluation, 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 30 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 of Work | Emergency condition arrested, work completed in conformance with quality standards, Section C |
| d. Proper Procedures | Properly classified after regular hours; completed work authorization and returned within one working day (Paragraph C.8) |

2. Primary Method of Surveillance. One hundred percent inspection

3. Maximum Allowable Defect Rate (MADR)

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

4. Quantity of Work. Average by month:

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

5. Level of Surveillance. Not Applicable

6. Sample Size. Not Applicable

7. Sampling Procedures. The Family Housing Office will forward a copy of each emergency service call work authorization form to the QAE when issued to the Contractor; all calls will be inspected.

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

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

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

a. The defect rate will be calculated as follows:

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

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

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

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. CPAR form *Services, Information Technology, and Operations Support* shall be used for evaluation and reporting, and is completed/submitted electronically. This form, and instructions for completing, are available via <http://www.nslcptsmh.navsea.navy.mil/cparsdoc.htm>.

SAMPLE

**MONTHLY PAYMENT DEDUCTION FORM
EMERGENCY SERVICE CALLS**

CONTRACT NUMBER _____

SUMMARY FOR THE PERIOD <u>1 AUG 99 - 31 AUG 99</u>	<u>TIMELY RESPONSE</u>	<u>TIMELY COMPLETION</u>	<u>QUALITY OF WORK</u>	<u>PROPER PROCEDURES</u>
A. Relative Value of Services (weight from PRS)	<u>35%</u>	<u>10%</u>	<u>45%</u>	<u>10%</u>
B. Cost of Services (Schedule of Deductions Item 1 x A ÷ 100)	<u>\$ 1085.00</u>	<u>\$ 310.00</u>	<u>\$ 1395.00</u>	<u>\$ 1310.00</u>
C. Actual Number of Calls Completed	<u>31</u>	<u>31</u>	<u>31</u>	<u>31</u>
D. Cost per Call (B ÷ C)	<u>\$ 35.00</u>	<u>\$ 10.00</u>	<u>\$ 45.00</u>	<u>\$ 10.00</u>
E. Number of Unsatisfactory Calls	<u>4</u>	<u>4</u>	<u>4</u>	<u>4</u>
F. Defect Rate (E ÷ C x 100)	<u>12.9%</u>	<u>12.9%</u>	<u>12.9%</u>	<u>12.9%</u>
G. Cost of Unsatisfactory Performed Work (D x E)	<u>\$ 140.00</u>	<u>\$ 40.00</u>	<u>\$ 180.00</u>	<u>\$ 40.00</u>
H. Deduct for Liquidated Damages (G x .1)	<u>\$ 14.00</u>	<u>\$ 4.00</u>	<u>\$ 18.00</u>	<u>\$ 4.00</u>
I. Number of Calls Reworked	<u>N/A</u>	<u>N/A</u>	<u>1</u>	<u>1</u>
J. Payment for Rework (D x I)	<u>N/A</u>	<u>N/A</u>	<u>\$ 45.00</u>	<u>\$ 10.00</u>
K. Other Adjustments (" - " indicates a deduction)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
L. Total Deductions (G + H - J + K)	<u>\$ 154.00</u>	<u>\$ 44.00</u>	<u>\$ 153.00</u>	<u>\$ 34.00</u>
TOTAL PAYMENT DEDUCTIONS			=	<u>\$ 385.00</u>

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #2
URGENT SERVICE CALLS

1. Contract Requirement. Urgent Service Calls

<u>Work Requirements</u>	<u>Standards of Performance</u>
a. Timely Response	At job site within four hours if received 7:00 AM to 4:00 PM, otherwise by noon next calendar day with proper tools/equipment [Paragraph C.8.d(1)(b)]
b. Timely Completion	Prosecuted to completion and completed within !INSERT! hours; if appliance call, repaired unit returned within six working days [Paragraphs C.8.d(1)(b) and C.15.b]
c. Quality of Work	Repairs completed in conformance with quality standards, Section C
d. Proper Procedures	Properly classified after regular hours; completed work authorization and returned within one working day; provided appliance form within two days, if appropriate (Paragraphs C.8 and C.15)

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

3. Maximum Allowable Defect Rate (MADR)

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

4. Quantity of Work. Average by month:

JAN	125	APR	190	JUL	198	OCT	162
FEB	202	MAY	205	AUG	214	NOV	189
MAR	175	JUN	216	SEP	199	DEC	192

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

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

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

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

8. Evaluation Procedures. As soon as possible after the selected call has been completed, the QAE will make an on-site visit and evaluate each of the work requirements listed in paragraph 1 as either satisfactory (S) or unsatisfactory (U) on the attached EVALUATION WORK SHEET. A brief description of any noted defects will be provided and rework information will be recorded, if appropriate. In most all instances when the quality of work is considered unsatisfactory, timely completion will also be considered unsatisfactory. Visiting the site as soon as possible after completion of the work is very important so that the work is "fresh" and relatively easy to inspect. If the resident is not home when the visit is made, the door of the unit will be tagged asking the resident to call the QAE within 24 hours for an appointment to inspect the work. If the resident does not call, make another visit and, if appropriate, tag the door again. If the resident still does not respond, give the Contractor the benefit of the doubt and assume the quality of work was satisfactorily performed. Evaluate response, completion, and proper procedures based on completed work authorization and service call log information. Provide copies of all negative EVALUATION WORK SHEETS to the Contractor. **NOTE:** In the event any urgent service call is not completed by the end of the evaluation period, the entire call (all work requirements) will be rated unsatisfactory. Should the call be completed in a following month, the QAE will ensure all work was performed in a satisfactory manner. This may only involve a call to the requestor. Payment for such calls may be made in addition to the regular monthly payment, minus the value for timely completion.

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

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

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

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

a. The defect rate will be calculated as follows:

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

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

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

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

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

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. CPAR form *Services, Information Technology, and Operations Support* shall be used for evaluation and reporting, and is completed/submitted electronically. This form, and instructions for completing, are available via <http://www.nslcptsmh.navsea.navy.mil/cparsdoc.htm>.

SAMPLE

**MONTHLY PAYMENT DEDUCTION FORM
URGENT SERVICE CALLS**

CONTRACT NUMBER _____

SUMMARY FOR THE PERIOD <u>1 AUG 99 - 31 AUG 99</u>	<u>TIMELY RESPONSE</u>	<u>TIMELY COMPLETION</u>	<u>QUALITY OF WORK</u>	<u>PROPER PROCEDURES</u>
A. Relative Value of Services (weight from PRS)	<u>20%</u>	<u>10%</u>	<u>60%</u>	<u>10%</u>
B. Cost of Services (Schedule of Deductions Item 2 x A ÷ 100)	<u>\$ 4896.00</u>	<u>\$ 2448.00</u>	<u>\$14688.00</u>	<u>\$ 2448.00</u>
C. Actual Number of Calls Completed	<u>272</u>	<u>272</u>	<u>272</u>	<u>272</u>
D. Cost per Call (B ÷ C)	<u>\$ 18.00</u>	<u>\$ 9.00</u>	<u>\$ 54.00</u>	<u>\$ 9.00</u>
E. Sample Size (SS)	<u>91</u>	<u>91</u>	<u>91</u>	<u>91</u>
F. Number of Sampled Unsatisfactory Calls	<u>7</u>	<u>5</u>	<u>4</u>	<u>2</u>
G. Defect Rate (F ÷ E x 100)	<u>7.7%</u>	<u>5.5%</u>	<u>4.4%</u>	<u>2.2%</u>
H. Validated Customer Complaints (# Unsatisfactory)	<u>4</u>	<u>0</u>	<u>7</u>	<u>0</u>
I. Unscheduled Inspections (# Unsatisfactory)	<u>4</u>	<u>1</u>	<u>0</u>	<u>0</u>
J. Cost of Unsatisfactory Performed Work [(F + H + I) x D]	<u>\$ 270.00</u>	<u>\$ 54.00</u>	<u>\$ 594.00</u>	<u>\$ 18.00</u>
K. Deduct for Liquidated Damages (J x .1)	<u>\$ 27.00</u>	<u>\$ 5.40</u>	<u>\$ 59.40</u>	<u>\$ 1.80</u>
L. Number of Calls Reworked				
(1) Sampled Calls	<u>N/A</u>	<u>N/A</u>	<u>4</u>	<u>0</u>
(2) Customer Complaints	<u>N/A</u>	<u>N/A</u>	<u>6</u>	<u>0</u>
(3) Unscheduled Inspections	<u>N/A</u>	<u>N/A</u>	<u>0</u>	<u>0</u>
M. Payment for Rework [L(1) + L(2) + L(3)] x D	<u>N/A</u>	<u>N/A</u>	<u>\$ 540.00</u>	<u>\$ 0</u>
N. Other Adjustments (" - " indicates a deduction)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
O. Total Deductions (J + K - M + N)	<u>\$ 297.00</u>	<u>\$ 59.40</u>	<u>\$ 113.40</u>	<u>\$ 19.80</u>

TOTAL PAYMENT DEDUCTIONS = \$ 498.60

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #3
ROUTINE SERVICE CALLS

1. Contract Requirement. Routine Service Calls

<u>Work Requirements</u>	<u>Standards of Performance</u>
a. Timely Completion	Work completed within !INSERT NUMBER! days; if appliance call, repaired unit returned within six working days [Paragraphs C.8.d(1)(c) and C.15.b]
b. Quality of Work	Repairs completed in conformance with quality standards, Section C
c. Proper Procedures	Properly classified after regular hours; completed work authorization and returned within one working day; provide appliance form within two days, if appropriate (Paragraphs C.8 and C.15)

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

3. Maximum Allowable Defect Rate (MADR)

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

4. Quantity of Work. Average by month:

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

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

6. Sample Size. The quantity of work on which the sample size is based must be large enough to ensure it will be larger than the actual number of calls received during the month. Therefore, at the beginning of each month, take the expected quantity of work for that month from paragraph 4 above and add 10% to arrive at the estimated maximum number of calls. For example, the November sample size would be based on a maximum estimated number of 1,067 calls (967 + 100). Now go to the SS table for the current level of surveillance and find the appropriate sample size for the expected quantity of 1,067. If at normal surveillance this would be 180.

7. Sampling Procedures. Using a random number table or other method, generate random numbers (180 in the previous example) which fall between one and the

estimated maximum number of calls (1,067) and put into sequential order. The Family Housing Office will forward a copy of the service call work authorization form to the QAE as routine service calls are issued to the Contractor. These forms will be numbered sequentially by the QAE upon receipt. When a form number corresponds to one of the random numbers generated, the QAE will inspect that call upon completion by the Contractor.

8. Evaluation Procedure. As soon as possible after the selected call has been completed, the QAE will make an on-site visit and evaluate each of the work requirements listed in paragraph 1 as either satisfactory (S) or unsatisfactory (U) on the attached EVALUATION WORK SHEET. A brief description of any noted defects will be provided and rework information will be recorded, if appropriate. In most all instances when the quality of work is considered unsatisfactory, timely completion will also be considered unsatisfactory. Visiting the site as soon as possible after completion of the work is very important so that the work is "fresh" and relatively easy to inspect. Each call selected must be evaluated to maintain the validity of the random sample. If a resident is not home when the visit is made, the door of the unit will be tagged asking the resident to call the QAE within 24 hours for an appointment to inspect the work. If the resident does not call, make another visit and, if appropriate, tag the door again. If the resident still does not respond, give the Contractor the benefit of the doubt and assume the quality of work is satisfactory. Evaluate timeliness and proper procedures based on completed work authorization and service call log information. Provide copies of all negative inspection reports to the Contractor. **NOTE:** In the event a selected routine service call is not completed by the end of the evaluation period, the entire call (all work requirements) will be rated unsatisfactory. Should the call be completed in a following month, the QAE will ensure all work was performed in a satisfactory manner. This may only involve a call to the requestor. Payment for such calls may be made in addition to the regular monthly payment, minus the value for timely completion.

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

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

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

9. Analysis of Results. At the end of the month, an adjustment in the sample size originally selected may be required by re-entering the sample size table with the actual number of routine calls completed that month. Select the appropriate sample size and check that at least that many calls were inspected during the month. In some cases, additional random numbers will need to be selected and the corresponding calls inspected by the QAE. Selecting the additional random numbers can be accomplished most easily by computer program.

After any additional calls are inspected, the QAE will summarize the results of the month's inspections; calculate DRs, compare to MADRs, and recommend the level of surveillance be modified accordingly; calculate recommended payment deductions for each work requirement; and assess the Contractor's overall performance.

- a. The defect rate will be calculated as follows:

DR = Observed Defect Rate (ODR) - Adjustment Factor

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

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

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

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

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

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. CPAR form *Services, Information Technology, and Operations Support* shall be used for evaluation and reporting, and is completed/submitted electronically. This form, and instructions for completing, are available via <http://www.nslcptsmh.navsea.navy.mil/cparsdoc.htm>.

SAMPLE

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

CONTRACT NUMBER _____

SUMMARY FOR THE PERIOD <u>1 AUG 99 - 31 AUG 99</u>	TIMELY COMPLETION	QUALITY OF WORK	PROPER PROCEDURES
A. Weight from PRS	<u>15%</u>	<u>75%</u>	<u>10%</u>
B. Cost of Services (Schedule of Deductions Item 3 x A ÷ 100)	<u>\$ 10500.00</u>	<u>\$ 52500.00</u>	<u>\$ 7000.00</u>
C. Actual Number of Calls Completed	<u>1000</u>	<u>1000</u>	<u>1000</u>
D. Cost per Call (B ÷ C)	<u>\$ 10.50</u>	<u>\$ 52.50</u>	<u>\$ 7.00</u>
E. Sample Size (SS)	<u>178</u>	<u>178</u>	<u>178</u>
F. No. of Sampled Unsatisfactory Calls	<u>12</u>	<u>10</u>	<u>10</u>
G. Observed Defect Rate (F ÷ E x 100)	<u>6.74%</u>	<u>5.62%</u>	<u>5.62%</u>
H. Adjustment Factor (from table)	<u>1.17%</u>	<u>1.09%</u>	<u>1.09%</u>
I. Defect Rate (G - H)	<u>5.57%</u>	<u>4.53%</u>	<u>4.53%</u>
J. Validated Customer Complaints (# Unsatisfactory)	<u>4</u>	<u>4</u>	<u>4</u>
K. Unscheduled Inspections (# Unsatisfactory)	<u>5</u>	<u>2</u>	<u>2</u>
L. Cost of Unsatisfactory Performed Work [(F + J + K) x D]	<u>\$ 220.50</u>	<u>\$ 840.00</u>	<u>\$ 112.00</u>
M. Deduct for Liquidated Damages (L x .1)	<u>\$ 22.05</u>	<u>\$ 84.00</u>	<u>\$ 11.20</u>
N. Number of Calls Reworked			
(1) Sampled Calls	<u>N/A</u>	<u>6</u>	<u>6</u>
(2) Customer Complaints	<u>N/A</u>	<u>4</u>	<u>4</u>
(3) Unscheduled Inspections	<u>N/A</u>	<u>2</u>	<u>0</u>
O. Payment for Rework [N(1) + N(2) + N(3)] x D	<u>N/A</u>	<u>\$ 630.00</u>	<u>\$ 70.00</u>
P. Other Adjustments (" - " indicates a deduction)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
Q. Total Deductions (L + M - O + P)	<u>\$ 242.55</u>	<u>\$ 294.00</u>	<u>\$ 53.20</u>

TOTAL PAYMENT DEDUCTIONS = \$ 589.75

AUTHORIZED SIGNATURE/DATE

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

CONTRACT NUMBER _____

SUMMARY FOR THE PERIOD <u>1 AUG 99 - 31 AUG 99</u>	TIMELY COMPLETION	QUALITY OF WORK	PROPER PROCEDURES
A. Weight from PRS	<u>15%</u>	<u>75%</u>	<u>10%</u>
B. Cost of Services (Schedule of Deductions Item 3 x A ÷ 100)	<u>\$ 10500.00</u>	<u>\$ 52500.00</u>	<u>\$ 7000.00</u>
C. Actual Number of Calls Completed	<u>1000</u>	<u>1000</u>	<u>1000</u>
D. Cost per Call (B ÷ C)	<u>\$ 10.50</u>	<u>\$ 52.50</u>	<u>\$ 7.00</u>
E. Sample Size (SS)	<u>178</u>	<u>178</u>	<u>178</u>
F. No. of Sampled Unsatisfactory Calls	<u>12</u>	<u>10</u>	<u>10</u>
G. Observed Defect Rate (F ÷ E x 100)	<u>6.74%</u>	<u>5.62%</u>	<u>5.62%</u>
H. Adjustment Factor (from table)	<u>1.17%</u>	<u>1.09%</u>	<u>1.09%</u>
I. Defect Rate (G - H)	<u>5.57%</u>	<u>4.53%</u>	<u>4.53%</u>
J. Extrapolated Defects [(C x I) ÷ 100] (round down to whole number)	<u>55</u>	<u>45</u>	<u>45</u>
K. Cost of Unsatisfactory Performed Work (J x D)	<u>\$ 577.50</u>	<u>\$ 2362.50</u>	<u>\$ 315.00</u>
L. Validated Customer Complaints (# Unsatisfactory)	<u>2</u>	<u>4</u>	<u>0</u>
M. Unscheduled Inspections (# Unsatisfactory)	<u>5</u>	<u>2</u>	<u>2</u>
N. Deduct for Liquidated Damages [(F + L + M) x D x .1]	<u>\$ 19.95</u>	<u>\$ 84.00</u>	<u>\$ 8.40</u>
O. Number of Calls Reworked			
(1) Sampled Calls	<u>N/A</u>	<u>6</u>	<u>6</u>
(2) Customer Complaints	<u>N/A</u>	<u>4</u>	<u>0</u>
(3) Unscheduled Inspections	<u>N/A</u>	<u>2</u>	<u>0</u>
P. Payment for Rework [O(1) + O(2) + O(3)] x D	<u>N/A</u>	<u>\$ 630.00</u>	<u>\$ 42.00</u>
Q. Other Adjustments (" - " indicates a deduction)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
R. Total Deductions (K + N - P + Q)	<u>\$ 597.45</u>	<u>\$ 1816.50</u>	<u>\$ 281.40</u>

TOTAL PAYMENT DEDUCTIONS = \$ 2695.35

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #4
PREVENTIVE MAINTENANCE OF HVAC EQUIPMENT

1. Contract Requirement. Preventive Maintenance (PM) of HVAC Equipment

Work Requirements

Standards of Performance

- | | |
|------------------------|---|
| a. Timely Completion | Work completed by date specified in approved PM schedule [Paragraph C.16.a(1)] |
| b. Quality of Work | All check points completed, deficiencies corrected in conformance with quality standards, Section C |
| c. Proper PM checklist | PM checklist completed and returned within two working days (Paragraph C.16) |

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

3. Maximum Allowable Defect Rate (MADR)

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

4. Quantity of Work. One cooling system PM inspection !INSERT DATE! to !INSERT DATE! and one heating system PM inspection !INSERT DATE! to !INSERT DATE! will be provided annually in each of the !INSERT NUMBER! housing units. The quantity of work per month will equal the number of PM inspections scheduled by the Contractor.

5. Level of Surveillance. The normal level of surveillance will be used during the first month of each PM cycle. Go to minimum surveillance in the second month if the DR for quality of work is less than or equal to the MADR.

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

- Minimum - 10% of the PMs completed
- Normal - 25% of the PMs completed

7. Sampling Procedures. As completed PM inspection checklist forms are completed and turned in by the Contractor, the QAE will arbitrarily select every fourth form for inspection if at normal surveillance, and every tenth form if at minimum surveillance.

8. Evaluation Procedures. As soon as possible after the PM 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 the quality of work is considered unsatisfactory, timely completion will also be considered unsatisfactory. Visiting the site as soon as possible after completion of the work is very important so that the work is

"fresh" and relatively easy to inspect. If the resident is not home when the visit is made, the door of the unit will be tagged asking the resident to call the QAE within 24 hours for an appointment to inspect the work. If the resident does not call, make another visit and, if appropriate, tag the door again. If the resident still does not respond, give the Contractor the benefit of the doubt and assume the quality of work was satisfactorily performed. Evaluate response, completion, and proper procedures based on completed inspection checklists and service call log information. Provide copies of all negative inspection reports to the Contractor.

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

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

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

a. The defect rate will be calculated as follows:

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

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

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

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

c. Recommended payment deductions 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. This form, and instructions for completing, are available via <http://www.nslcptsmh.navsea.navy.mil/cparsdoc.htm>.

SAMPLE

**MONTHLY PAYMENT DEDUCTION FORM
PREVENTIVE MAINTENANCE OF HVAC EQUIPMENT**

CONTRACT NUMBER _____

SUMMARY FOR THE PERIOD <u>1 AUG 99 - 31 AUG 99</u>	<u>TIMELY COMPLETION</u>	<u>QUALITY OF WORK</u>	<u>PROPER PM CHECKLIST</u>
A. Relative Value of Services from PRS	<u>15%</u>	<u>70%</u>	<u>15%</u>
B. Cost per PM Inspection (CLIN 0002 x A ÷ 100)	<u>\$ 7.50</u>	<u>\$ 35.00</u>	<u>\$ 7.50</u>
C. Actual Number of PMs completed	<u>485</u>	<u>485</u>	<u>485</u>
D. Sample Size (SS)	<u>122</u>	<u>122</u>	<u>122</u>
E. Number of Sampled Unsatisfactory PMs	<u>6</u>	<u>6</u>	<u>2</u>
F. Defect Rate (E ÷ D x 100)	<u>4.9%</u>	<u>4.9%</u>	<u>1.6%</u>
G. Unscheduled Inspections (# Unsatisfactory)	<u>1</u>	<u>1</u>	<u>5</u>
H. Cost of Unsatisfactorily Performed Work [(E + G) x B]	<u>\$ 52.50</u>	<u>\$ 245.00</u>	<u>\$ 52.50</u>
I. Deduct for Liquidated Damages (H x .1)	<u>\$ 5.25</u>	<u>\$ 24.50</u>	<u>\$ 5.25</u>
J. Number of PMs Reworked			
(1) Sampled PMs	<u>N/A</u>	<u>6</u>	<u>0</u>
(2) Unscheduled Inspections	<u>N/A</u>	<u>1</u>	<u>0</u>
K. Payment for Rework [J(1) + J(2)] x B	<u>N/A</u>	<u>\$ 245.00</u>	<u>\$ 0</u>
L. Other Adjustments (" - " indicates a deduction)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
M. Total Deductions (H + I - K + L)	<u>\$ 57.75</u>	<u>\$ 24.50</u>	<u>\$ 57.75</u>

TOTAL PAYMENT DEDUCTIONS = \$ 140.00

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #5
SELF-HELP PROGRAM

1. Contract Requirement. Manage Self-Help Program

Work Requirements

Standards of Performance

- | | |
|----------------------|---|
| a. Proper Management | Store open during specified hours, properly staffed and operated (Paragraph C.20) |
| b. Consumable Items | Minimum inventory available for issue (Paragraph C.20) |
| c. Loaner Equipment | Minimum inventory available for issue; properly maintained, repaired, or replaced (Paragraph C.20) |
| d. Documentation | Forms and user instructions prepared, equipment issue log properly maintained, proper inventory tracking (Paragraph C.20) |

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

3. Maximum Allowable Defect Rate (MADR)

- | | |
|----------------------|----|
| a. Proper Management | 3% |
| b. Consumable Items | 3% |
| c. Loaner Equipment | 3% |
| d. Documentation | 3% |

4. Quantity of Work. The quantity of work will be based on the number of thirty-minute periods in which the Self-Help Store must operate during the month, which will vary based on the actual number of working days. To determine the number of operating periods for any given month, multiply the daily operating hours times the number of working days and multiply this number by 2. The following example is based on Self-Help Store operation during a month with 20 working days, open eight hours per day, Tuesday through Saturday:

$$\begin{aligned} \text{Daily Operating Hrs} \times \# \text{ of Working Days} \times 2 &= (8)(20)(2) \\ &= 320 \text{ operating periods} \end{aligned}$$

5. Level of Surveillance. The normal level of surveillance will be used initially for the contract. Go to or retain minimum surveillance if the DRs for both consumable item and loaner equipment inventories are less than or equal to their MADRs. If at minimum surveillance the DR for consumable item or loaner equipment inventory exceeds the MADR, return to normal surveillance during the next evaluation period.

6. Sample Size. Obtain the sample size for the evaluation period based on the current level of surveillance and the quantity of work. For example, sample sizes for the quantity of work in paragraph 4 above (320 operating periods) would be:

Normal Level of Surveillance: 129
Minimum Level of Surveillance: 55*

* 16 operating periods per day x 260 working days per year = 4160 operating periods for a 12-month contract term. Sample size from table is 660; sample size for evaluation period is $660 \div 12 = 55$

7. Sampling Procedures. Prior to the beginning of the evaluation period, the QAE will generate the appropriate number of samples based on the current level of surveillance. For the previous example, 129 random numbers between 1 and 320 will be chosen using a random number table or other method. To determine the specific 30-minute operating period to which the randomly selected numbers correspond, a number matrix may be used which assigns a specific number to each 30-minute operating period in the evaluation period. The random number selected will be compared to the numbers on this matrix to determine the specific operating periods to inspect. As the time and date of each operating period is taken from the matrix, it will be recorded on the QAE's inspection schedule for the evaluation period.

8. Evaluation Procedures. The QAE will visit the Self-Help Store during each of the selected operating periods and evaluate the work requirements listed in paragraph 1 as either satisfactory (S) or (U) on the attached EVALUATION WORK SHEET. A brief description of any noted defects or actions taken will be recorded, if appropriate. Copies of EVALUATION WORK SHEETS will be provided to the Contractor at the end of each working day. Determine that the required number of qualified store operators are immediately available for customer service, the equipment on hand is operable and available for issue, the minimum quantity of consumable items is available for issue, and user instructions are provided (if required). Verify consumables and equipment are issued with a valid Self-Help card, inventory is stored in a safe manner, shelf-life items have not expired, and consumables are properly labeled if not in the original container. Review issue records/logs.

a. Customer Complaints. The QAE will record and attempt to validate each customer complaint received on the standard customer complaint form. Many will be difficult or impossible to validate, but should still be recorded/reviewed to determine if trends or patterns of complaints concerning the lack of specific items, repeated inability to check-out equipment, etc. Only complaints validated by the QAE are subject to invoice deductions. (NOTE: This does not apply if using RSED procedures.)

b. Unscheduled Inspections. Unscheduled inspections may be conducted at any time, and should be documented on a separate EVALUATION WORK SHEET from that used for random sampling.

c. Rework. Rework will not normally be allowed and is not practical for Self-Help Store operation, as the discrepancy usually cannot be reperformed within the 30-minute period.

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

- a. The defect rate will be calculated as follows:

$$DR = \text{Observed Defect Rate (ODR)} - \text{Adjustment Factor}$$
$$\text{ODR} = \frac{\text{Number of Sampled Unsatisfactory Operating Periods}}{\text{Sample Size}}$$

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

(1) If the DRs for both consumable item and loaner equipment inventories are less than or equal to their MADRs, the QAE should recommend minimum surveillance for the coming evaluation period. If the DR for consumable item or loaner equipment inventory is greater than the MADR, normal surveillance should be used for the coming evaluation period.

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

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

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. CPAR form *Services, Information Technology, and Operations Support* shall be used for evaluation and reporting, and is completed/submitted electronically. This form, and instructions for completing, are available via <http://www.nslcptsmh.navsea.navy.mil/cparsdoc.htm>.

MONTHLY PAYMENT DEDUCTION FORM - SELF-HELP PROGRAM
(RANDOM SAMPLING WITHOUT EXTRAPOLATED DEDUCTIONS)

CONTRACT NUMBER _____

SUMMARY FOR THE PERIOD 1 AUG 99 - 31 AUG 99	PROPER MANAGEMENT	CONSUMABLE ITEMS	LOANER EQUIPMENT	DOCUMENTATION
A. Relative Value of Services (weight from PRS)	50%	20%	20%	10%
B. Cost of Services (CLIN 0004 x A ÷ 100)	\$ 6000.00	\$ 2400.00	\$ 2400.00	\$ 1200.00
C. Operating Periods	320	320	320	320
D. Price/Operating Period (B ÷ C)	\$ 18.75	\$ 7.50	\$ 7.50	\$ 3.75
E. Sample Size (SS)	129	129	129	129
F. Number of Sampled Unsatisfactory Operating Periods	10	12	10	10
G. ODR (F ÷ E x 100)	7.75%	9.30%	7.75%	7.75%
H. Adjustment Factor (from table)	1.24%	1.38%	1.24%	1.24%
I. Defect Rate (G - H)	6.51%	7.92%	6.51%	6.51%
J. Validated Customer Complaints (# Unsatisfactory)	0	0	0	0
K. Unscheduled Inspections (# Unsatisfactory)	1	0	0	1
L. Cost of Unsatisfactory Performed Work [(F + J + K) x D]	\$ 206.25	\$ 90.00	\$ 75.00	\$ 41.25
M. Deduct for Liquidated Damages (L x .1)	\$ 20.63	\$ 9.00	\$ 7.50	\$ 4.13
N. Number of Calls Reworked				
(1) Sampled Calls	0	N/A	N/A	0
(2) Customer Complaints	0	N/A	N/A	0
(3) Unscheduled Inspections	0	N/A	N/A	0
O. Payment for Rework [N(1) + N(2) + N(3)] x D	\$ 0	N/A	N/A	\$ 0
P. Other Adjustments ("-" indicates a deduction)	\$ 0	\$ 0	\$ 0	\$ 0
Q. Total Deductions (L + M - O + P)	\$ 226.88	\$ 99.00	\$ 82.50	\$ 45.38

TOTAL PAYMENT DEDUCTIONS = \$ 453.76

AUTHORIZED SIGNATURE/DATE

SAMPLE
MONTHLY PAYMENT DEDUCTION FORM - SELF-HELP PROGRAM
(RANDOM SAMPLING WITH EXTRAPOLATED DEDUCTIONS)

CONTRACT NUMBER _____

SUMMARY FOR THE PERIOD <u>1 AUG 99 - 31 AUG 99</u>	<u>PROPER MANAGEMENT</u>	<u>CONSUMABLE ITEMS</u>	<u>LOANER EQUIPMENT</u>	<u>DOCUMENTATION</u>
A. Relative Value of Services (weight from PRS)	<u>50%</u>	<u>20%</u>	<u>20%</u>	<u>10%</u>
B. Cost of Services (CLIN 0004 x A + 100)	<u>\$ 6000.00</u>	<u>\$ 2400.00</u>	<u>\$ 2400.00</u>	<u>\$ 1200.00</u>
C. Operating Periods	<u>320</u>	<u>320</u>	<u>320</u>	<u>320</u>
D. Price/Operating Period (B ÷ C)	<u>\$ 18.75</u>	<u>\$ 7.50</u>	<u>\$ 7.50</u>	<u>\$ 3.75</u>
E. Sample Size (SS)	<u>129</u>	<u>129</u>	<u>129</u>	<u>129</u>
F. Number of Sampled Unsatisfactory Operating Periods	<u>10</u>	<u>12</u>	<u>10</u>	<u>10</u>
G. ODR (F ÷ E x 100)	<u>7.75%</u>	<u>9.30%</u>	<u>7.75%</u>	<u>7.75%</u>
H. Adjustment Factor (from table)	<u>1.24%</u>	<u>1.38%</u>	<u>1.24%</u>	<u>1.24%</u>
I. Defect Rate (G - H)	<u>6.51%</u>	<u>7.92%</u>	<u>6.51%</u>	<u>6.51%</u>
J. Extrapolated Number of Defects [(C x I) ÷ 100] (round down)	<u>20</u>	<u>25</u>	<u>20</u>	<u>20</u>
K. Cost of Unsatisfactory Performed Work (J x D)	<u>\$ 375.00</u>	<u>\$ 187.50</u>	<u>\$ 150.00</u>	<u>\$ 75.00</u>
L. Validated Customer Complaints (# Unsatisfactory)	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
M. Unscheduled Inspections (# Unsatisfactory)	<u>1</u>	<u>0</u>	<u>0</u>	<u>1</u>
N. Deduct for Liquidated Damages [(F + L + M) x D x .1]	<u>\$ 20.63</u>	<u>\$ 9.00</u>	<u>\$ 7.50</u>	<u>\$ 4.13</u>
O. Number of Calls Reworked				
(1) Sampled Calls	<u>0</u>	<u>N/A</u>	<u>N/A</u>	<u>0</u>
(2) Customer Complaints	<u>0</u>	<u>N/A</u>	<u>N/A</u>	<u>0</u>
(3) Unscheduled Inspections	<u>0</u>	<u>N/A</u>	<u>N/A</u>	<u>0</u>
P. Payment for Rework [O(1) + O(2) + O(3)] x D	<u>\$ 0</u>	<u>N/A</u>	<u>N/A</u>	<u>\$ 0</u>
Q. Other Adjustments ("-" = deduct)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
R. Total Deductions (K + N - P + Q)	<u>\$ 395.63</u>	<u>\$ 196.50</u>	<u>\$ 157.50</u>	<u>\$ 79.13</u>
TOTAL PAYMENT DEDUCTIONS =				<u>\$ 828.76</u>

 AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #6
BACKLOGGED SERVICE CALLS

1. Contract Requirement. Backlogged Service Calls

Work Requirements

Standards of Performance

- | | |
|----------------------|---|
| a. Timely Completion | Work completed within !INSERT NUMBER! working days (Paragraph C.8.g) |
| b. Quality of Work | Repairs completed in conformance with quality standards, Section C |
| c. Proper Procedures | Completed work authorization and returned within one working day; provided appliance form within two days, if appropriate (Paragraphs C.8 and C.15) |

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

3. Maximum Allowable Defect Rate (MADR)

- | | |
|----------------------|-----|
| a. Timely Completion | 10% |
| b. Quality of Work | 10% |
| c. Proper Procedures | 10% |

4. Quantity of Work. Will vary, depending on the Contractor's approved schedule of work, until all backlogged calls are completed.

5. Level of Surveillance. The normal level of surveillance will be used initially for the contract. Go to minimum surveillance if the DR for quality of work is less than or equal to the MADR during the first month.

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

- Minimum - 10% of the PMS completed
Normal - 25% of the PMS completed

7. Sampling Procedures. As completed backlogged service call work authorizations forms are turned in by the Contractor, the QAE will arbitrarily select every fourth call (if at normal surveillance) for inspection. Choose every tenth call if at minimum surveillance.

8. Evaluation Procedure. 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 the quality of work is considered unsatisfactory, timely completion will also be considered unsatisfactory. Visiting the site as soon as possible after completion of the work is very important so that the work is "fresh" and relatively easy to inspect. If the resident is not home when the visit is made, the door of the unit will be tagged asking the resident to call

the QAE within 24 hours for an appointment to inspect the work. If the resident does not call, select another call for inspection.

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

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

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

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

a. The defect rate will be calculated as follows:

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

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

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

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

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

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. CPAR form *Services, Information Technology, and Operations Support* shall be used for evaluation and reporting, and is completed/submitted electronically. This form, and instructions for completing, are available via <http://www.nslcptsmh.navsea.navy.mil/cparsdoc.htm>.

SAMPLE

**MONTHLY PAYMENT DEDUCTION FORM
BACKLOGGED SERVICE CALLS**

CONTRACT NUMBER _____

SUMMARY FOR THE PERIOD <u>1 AUG 99 - 31 AUG 99</u>	<u>TIMELY COMPLETION</u>	<u>QUALITY OF WORK</u>	<u>PROPER PROCEDURES</u>
A. Relative Value of Services (weight from PRS)	_____ 15%	_____ 75%	_____ 10%
B. Cost per Call (CLIN 0006 x A ÷ 100)	\$ _____ 10.50	\$ _____ 52.50	\$ _____ 7.00
C. Actual Number of Calls Completed	_____ 100	_____ 100	_____ 100
D. Sample Size (SS)	_____ 10	_____ 10	_____ 10
E. Number of Sampled Unsatisfactory Calls	_____ 0	_____ 0	_____ 1
F. Defect Rate (E ÷ D x 100)	_____ 0%	_____ 0%	_____ 10%
G. Validated Customer Complaints (# Unsatisfactory)	_____ 1	_____ 1	_____ 0
H. Unscheduled Inspections (# Unsatisfactory)	_____ 0	_____ 0	_____ 0
I. Cost of Unsatisfactorily Performed Work [(E + G + H) x B]	\$ _____ 10.50	\$ _____ 52.50	\$ _____ 7.00
J. Deduct for Liquidated Damages (I x .1)	\$ _____ 1.05	\$ _____ 5.25	\$ _____ .70
K. Number of Calls Reworked			
(1) Sampled Calls	_____ N/A	_____ 0	_____ 0
(2) Customer Complaints	_____ N/A	_____ 1	_____ 0
(3) Unscheduled Inspections	_____ N/A	_____ 0	_____ 0
L. Payment for Rework [K(1) + K(2) + K(3)] x B	_____ N/A	\$ _____ 52.50	\$ _____ 0
M. Other Adjustments (" - " indicates a deduction)	\$ _____ 0	\$ _____ 0	\$ _____ 0
N. Total Deductions (I + J - L + M)	\$ _____ 11.55	\$ _____ 5.25	\$ _____ 7.70

TOTAL PAYMENT DEDUCTIONS = \$ _____ 24.50

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #7
CHANGE OF OCCUPANCY MAINTENANCE
(INDEFINITE QUANTITY WORK)

1. Contract Requirement. Change of Occupancy Maintenance (COM), including other indefinite quantity work items ordered during COM period.

<u>Work Requirements</u>	<u>Standards of Performance</u>
a. Timely Completion	Work completed within change of occupancy period (Paragraph C.10.c)
b. Quality of Work	All identified requirements completed in conformance with quality standards, Section C

2. Primary Method of Surveillance. One hundred percent inspection

3. Maximum Allowable Defect Rate (MADR)

a. Timely Completion	2%
b. Quality of Work	2%

4. Quantity of Work. Estimate of 485 COMs per year. Historical average by month:

JAN	26	APR	39	JUL	73	OCT	30
FEB	23	MAY	47	AUG	59	NOV	28
MAR	27	JUN	74	SEP	32	DEC	27

5. Level of Surveillance. Not Applicable

6. Sample Size. Not Applicable

7. Sampling Procedures. Not Applicable

8. Evaluation Procedures. As soon as possible after notification by the Contractor that a COM is complete, and not later than the workday morning on which the work is scheduled to be completed, the QAE will make an on-site visit and evaluate the quality of work for each of the work items indicated on the COM work authorization form. The QAE will identify unsatisfactory or nonperformed work on the EVALUATION WORK SHEET and sign/date the COM work authorization form. An overall grade of satisfactory or unsatisfactory for quality of work and timely completion for the entire COM task order will be assigned as described below.

a. Timely inspection of the unit is important to allow the Contractor a reasonable opportunity to perform any nonperformed work or complete rework of unsatisfactory work before new residents arrive. Therefore, the QAE and Family Housing Representative will need to carefully coordinate make ready inspections.

b. Performance of nonperformed work or rework may delay assignment of the unit to the next resident. In that event, provide the following information on

the EVALUATION WORK SHEET: number of days the new resident was prevented from occupying the unit due to the Contractor's lack of satisfactory performance, type quarters, and the appropriate daily rate set forth in Section E of the contract. This information will be needed should the Contracting Officer elect to enforce COM liquidated damages.

c. When determining the overall grade for quality of work, the QAE must carefully consider the total scope of work required on the COM task order and subjectively judge whether it has been substantially completed by the Contractor. Generally, the QAE should assign an overall grade of 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. Any deficiency that prevents the move-in of new residents will automatically result in an overall grade of unsatisfactory. Single deficiencies which do not affect move in but would soon inconvenience the resident, such as an inoperable range or refrigerator, will also normally result in an overall grade of unsatisfactory. If the Contractor's nonperformance or unsatisfactory performance results in missing the COM completion date, or if the overall grade for quality of work is considered unsatisfactory, the overall grade for 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.

d. Calculate liquidated damages for each work requirement using the weights provided in the PRS Table, Section J. The total recommended payment deduction will include COM liquidated damages.

9. Analysis of Results. At the end of the month, the QAE will summarize the number of unsatisfactory overall grades for timely completion and quality of work for the entire COM task order, calculate DRs and recommended payment deductions, compare DRs to MADRS, and assess the Contractor's overall performance.

a. The defect rate will be calculated as follows:

$$\text{DR} = \frac{\text{Number of unsatisfactory overall grades}}{\text{Total number of COMs inspected}} \times 100$$

For example:

$$\begin{aligned} \text{Number of unsatisfactory overall grades for quality of work} &= 3 \\ \text{Number of COMs completed} &= 27 \end{aligned}$$

$$\text{DR for quality of work} = 3 \div 27 \times 100 = 11.1\%$$

b. If the DR for a work requirement is greater than the MADR, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

c. Recommended payment deductions, if any, will be subtracted from the COM invoice submitted by the Contractor and will be calculated on the attached EVALUATION WORK SHEET.

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. This form, and instructions for completing, are available via <http://www.nslcptsmh.navsea.navy.mil/cparsdoc.htm>.

QUALITY ASSURANCE PLAN #8
INDEFINITE QUANTITY WORK

1. Contract Requirement. Indefinite quantity work items, other than those performed in conjunction with change of occupancy maintenance.

Work Requirements

Standards of Performance

- | | |
|----------------------|--|
| a. Timely Completion | Work completed within time period specified in task order (Attachment J-C13) |
| b. Quality of Work | All work requirements completed in conformance with quality standards, Section C |

2. Primary Method of Surveillance. One hundred percent inspection

3. Maximum Allowable Defect Rate (MADR)

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

4. Quantity of Work. Estimate of 190 indefinite quantity work authorizations per year. Historical average by month:

JAN	10	APR	15	JUL	29	OCT	12
FEB	9	MAY	18	AUG	23	NOV	11
MAR	10	JUN	29	SEP	13	DEC	11

5. Level of Surveillance. Not Applicable

6. Sample Size. Not Applicable

7. Sampling Procedures. Not Applicable

8. Evaluation Procedures. As soon as possible after notification by the Contractor that indefinite quantity work is complete, and not later than the workday following scheduled work completion, the QAE will make an on-site visit and evaluate the quality of work for each completed work item indicated on the indefinite quantity task order. A brief but complete description of any noted defects will be recorded on the attached EVALUATION WORK SHEET for each unsatisfactory work item. Assign a grade of satisfactory or unsatisfactory for quality of work and timely completion for each completed work item.

a. Rework will normally be required. Record all appropriate rework information on the EVALUATION WORK SHEET.

b. When determining the quality of work grade to be assigned for each indefinite quantity work item, 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 a work item satisfactory if there has been no willful departure from the contract, there is no omission of essential work, and essentially 95% or more of the total work has been completed. If overall quality of work 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.

9. Analysis of Results. At the end of the month, the QAE will summarize the number of unsatisfactory grades for quality of work and timely completion, calculate DRs and recommended deductions, compare DRs to MADRs, and assess the Contractor's overall performance.

a. The defect rate will be calculated as follows:

$$\text{DR} = \frac{\text{Number of unsatisfactory grades}}{\text{Total number of work items inspected}} \times 100$$

For example:

$$\begin{aligned} \text{Number of unsatisfactory quality of work grades} &= 2 \\ \text{Number of work items completed} &= 23 \end{aligned}$$

$$\text{DR for quality of work} = 2 \div 23 \times 100 = 8.7\%$$

b. If the DR for a work requirement is greater than the MADR, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

c. Recommended payment deductions, if any, will be subtracted from each indefinite quantity task order invoiced by the Contractor and will be calculated on the attached EVALUATION WORK SHEET.

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. This form, and instructions for completing, are available via <http://www.nslcptsmh.navsea.navy.mil/cparsdoc.htm>.

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

A. Monthly Payment Deduction 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 Schedule of Deductions, the PRS table, and the QAE's completed EVALUATION WORK SHEETS are all used in calculating the total payment due for each contract requirement. The format for these forms should be tailored by the user. Other formats may be found in NAVFAC MO-327, and as mentioned previously, AQAS will perform and document basically the same calculations.

B. Analysis of Results. The end result of the monthly inspection process is the overall evaluation of the Contractor's performance for the services inspected. Such an evaluation provides a summary of the Contractor's performance to the Contracting Officer, FSCM, QAE, Housing 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 points out service areas which require greater QAE and Contractor QC emphasis during the coming evaluation period. Therefore, at the end of each month, the QAE should complete and forward for the FSCM's approval a MONTHLY SUMMARY REPORT, in a format similar to the sample shown in Table 1. Almost all the information required to complete this summary can be taken directly from the MONTHLY PAYMENT DEDUCTION FORM or EVALUATION WORK SHEET included in the sample QA Plans.

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

D. Recommended Payment Deductions. The QAE will recommend to the FSCM those payment deductions that should be made at the end of each month. All work documented as not in compliance with contract requirements (nonperformed or unsatisfactorily performed) is subject to payment deductions plus an administrative cost (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, the Contractor will usually be required to reperform the work. The appropriate liquidated damages percentage, either Contractor or in-house work force, will be used.

V. CONTRACTOR SUBMISSIONS. The QAE should prepare a list of Contractor submissions from the completed solicitation package. Required submissions should be listed chronologically by due date. The QAE should use this list to ensure that each submittal is turned in on schedule and is acceptable. A sample Contractor Submissions Work Sheet is included in Table 2.

TABLE 1

**SAMPLE MONTHLY SUMMARY REPORT
MAINTENANCE OF MILITARY FAMILY HOUSING**

CONTRACT NUMBER _____

	QUANTITY COMPLETED	MADR	DR	CDR Y/N	PAYMENT DEDUCTIONS	RATING S/U
QA Plan #1						
EMERGENCY SERVICE CALLS						
Timely Response (35%)		2%				
Timely Completion (10%)		2%				
Quality of Work (45%)		2%				
Proper Procedures (10%)		2%				
QA Plan #2						
URGENT SERVICE CALLS						
Timely Response (20%)		3%				
Timely Completion (10%)		3%				
Quality of Work (60%)		3%				
Proper Procedures (10%)		3%				
QA Plan #3						
ROUTINE SERVICE CALLS						
Timely Completion (15%)		5%				
Quality of Work (75%)		5%				
Proper Procedures (10%)		5%				
QA Plan #4						
PM HVAC EQUIPMENT						
Timely Completion (15%)		5%				
Quality of Work (70%)		5%				
Proper PM Checklist (15%)		5%				
QA Plan #5						
SELF-HELP PROGRAM						
Proper Management (50%)		3%				
Consumable Items (20%)		3%				
Loaner Equipment (20%)		3%				
Documentation (10%)		3%				
QA Plan #6						
BACKLOGGED SERVICE CALLS						
Timely Completion (15%)		10%				
Quality of Work (75%)		10%				
Proper Procedures (10%)		10%				
QA Plan #7						
CHANGE OF OCCUPANCY MAINTENANCE						
Timely Completion (20%)		2%				
Quality of Work (80%)		2%				
QA Plan #8						
INDEFINITE QUANTITY WORK						
Timely Completion (10%)		5%				
Quality of Work (90%)		5%				

CONTRACTOR'S OVERALL PERFORMANCE FOR THE MONTH: SAT UNSAT

Submitted By _____

QAE's SIGNATURE/DATE

Approved By _____

FSCM's SIGNATURE/DATE

TABLE 2

SAMPLE

CONTRACTOR SUBMISSIONS WORK SHEET

Sheet 1 of 2

CONTRACT NUMBER _____

<u>RECEIVED</u>	<u>WHEN</u>	<u>WHAT</u>	<u>REFERENCE SECTION/PARAGRAPH</u>
_____	With Bid/Offer	Bid Guarantee (if required)	I _____ L _____
_____	Prior to Award	Pre-Award Survey Data	M _____
_____	10 days after receiving forms	Performance and Payments Bonds (if required)	I _____ L _____
_____	10 days after start of contract or option period	Customer Service Training Plan	C.6.d(2)(a)
_____	15 days after award	Stockage Levels/Prices for Self-Help Consumable Items	C.20.b(1)
_____	15 days after award	Certificate of Insurance	C.21.k
_____	15 days after award	Contractor QC Plan	E _____
_____	15 days after award	Schedule of Deductions	E _____
_____	15 calendar days after award	Proposed Schedule for Preventive Maintenance Inspections	C.16.a(1)
_____	Prior to start	Pre-Performance Conference	F _____
_____	Prior to start	Passes and Badges	C.21.g
_____	Prior to start	Permits	C.21.j
_____	15 calendar days after award	Certificates of Compliance, Manufacturer's Descriptive Data, Product Samples	C.5.b
_____	2 working days after completion	Inventory of Appliances and Equipment (Installed)	C.15.d

<u>RECEIVED</u>	<u>WHEN</u>	<u>WHAT</u>	<u>REFERENCE SECTION/PARAGRAPH</u>
_____	2 working days after completion	Preventive Maintenance Inspection Checklist	C.16.a(2)
_____	Monthly	Payment Invoice	G_____
_____	5 days after termination	Contractor QC Files	E_____
_____	5 days after termination	Records and Reports	C.6.e

END OF QUALITY ASSURANCE GUIDE