
NAVAL FACILITIES ENGINEERING COMMAND
GUIDE PERFORMANCE WORK STATEMENT (GPWS)
FOR
TRANSPORTATION OPERATIONS AND MAINTENANCE SERVICES
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USER'S GUIDE
GUIDE PERFORMANCE WORK STATEMENT FOR
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I. INTRODUCTION

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

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

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

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

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

B. Function Definition

1. For purposes of this GPWS, the operations and maintenance functions are defined to include all labor, management, supervision, tools, materials, and equipment required to perform TOM services. The operations function includes dispatching services, scheduled and unscheduled taxi and bus services, construction and weight handling equipment operation, fuel control and dispensing, street sweeping, and other miscellaneous operating services. The maintenance function includes preventive maintenance; all types of general maintenance and repair services, such as body and fender repair, tire maintenance, and painting and marking; and other miscellaneous services such as on-site (field) service, tow truck service, etc.

2. Although the operations and maintenance functions may be contracted for separately, this is generally not recommended since they are so closely related. Poor performance by one Contractor could adversely affect the performance of the other. Contracting separately for subfunctions, such as body and fender repair, may be considered.

C. Responsibilities

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

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

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

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

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

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

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

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

c. Functional Manager/Customer. The Functional Manager is the technical representative of the team who is most familiar with the function to be contracted. Early in the tailoring process, the Transportation Director and

other transportation personnel must determine the total scope of the services required, develop detailed inventories of the equipment to be maintained, collect historical information on work quantities, and identify the specific needs of the activity which may differ from this GPWS. Customer representatives should also be contacted, if appropriate, since they should be able to identify their specific transportation needs or concerns.

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

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

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

3. Customer and functional manager representatives, the Transportation Division Director, the Engineering Division Director, and the Facilities Management Engineering Director should review the tailored specification. Consult appropriate EFD instructions to determine if EFD and/or TEMC review/approval is required prior to solicitation.

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

A. Development of the GPWS. In developing this GPWS, a functional analysis as described in NAVFAC MO-327 was performed to identify each of the major subfunctions for TOM services. Each of these subfunctions was carefully reviewed to determine which could realistically be contracted and are shown in Table 1. Once a final list was developed, each subfunction was further subdivided to develop basic work requirements and standards of performance. Once all of the basic work requirements were identified for each subfunction, a Performance Requirements Summary (PRS) Table was developed and the requirements were expressed in narrative form.

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

1. This GPWS contains Sections B (Supplies or Services and Prices/Costs), C (Description/Specification/Statement of Work), and J (List of Attachments) only; these sections contain information specific to the technical services required. Sections D through I and K through M contain contract clauses and

provisions related to administrative and contractual requirements; generally, these sections will be the same in the majority of NAVFAC contracts, so their inclusion in each GPWS would be unnecessary duplication.

TABLE 1
TRANSPORTATION SUB-FUNCTIONS

<u>OPERATIONS</u>	<u>MAINTENANCE</u>
Records and Reports	Records and Reports
Operator Testing and Licensing	General Maintenance Requirements
Dispatching Service	Maintenance/Repair Priorities
Taxi Service	Allowable Downtime Requirements
Scheduled	Excessive Repairs
Unscheduled	Major Repairs
Bus Service	Transient Equipment
Scheduled Shuttle Bus Service	Maintenance and Repair Procedures
Scheduled School Bus Service	Transmittal of Work
Unscheduled Bus Service	General Repair
Weight/Material Handling Equipment	Preventive Maintenance
Operation of Construction Equipment	Interim Maintenance
Medium/Heavy Trucking Service	Field Service
Sweeping Service*	Service Calls
Railway Operation	New Vehicle Service
Tank Pump Truck Services	Specific Maintenance/Repair Requirements
Scheduled Fuel Delivery Services	Body and Fender Repairs
Operation of CESE Fueling Facility	Corrosion Prevention
Vehicle Washing and Polishing	Battery Maintenance
Snow and Ice Removal Service	Tire Maintenance
Disaster Recovery Plan Support	Glass
Nonfixed Requirements	Keys
	Transfer/Installation, Special Equipment
	Painting and Marking
	Inspection and Load Test Certification

* Sweeping service is also covered in the GPWS for Surfaced Areas Maintenance.

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

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

4. Technical Specification

a. Section C, which describes the services to be provided, should be a performance specification to the maximum extent possible. Defining the Contractor's responsibilities in terms of methods or procedures should be avoided since we hope to purchase not only the Contractor's labor, but also his/her expertise in the services to be provided and the management of those services. A performance specification minimizes the use of words describing how

the work should be performed; it describes work outputs as explicitly as possible while allowing the Contractor latitude in managing personnel and choosing work accomplishment methods.

b. The specification must provide enough information to clearly and precisely define the number and quality of each of the services to be provided, as well as the scope or limit of each. This is accomplished in the GPWS by specifying, in addition to the desired outputs, schedules of accomplishment and/or specific time limitations in which all services must be completed; listing mandatory operating procedures or steps the Contractor must follow for some services; and providing historical data on the magnitude of services provided under previous contracts or by in-house forces. While such information only slightly restricts the Contractor's latitude in managing the workforce, it ensures all bidders/offerors clearly understand the magnitude of effort required to provide the scope of work defined. This will result in more accurate and realistic bids/offers, make payment deductions for unsatisfactorily performed or non-performed work easier to calculate, and reduce the number of contract administration problems.

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

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

A. Getting Started

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

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

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

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

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

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

2. Firm Fixed-Price Contract Requirements. Firm fixed-price contract requirements are either fixed in scope (time, location, frequency, quantity, etc. are known or can be accurately estimated), or adequate historical data is available to allow a reasonable estimate to be made. Because the scope of work is known, the Contractor agrees to perform a given requirement for a definitive price. The Contractor performs the work as scheduled, and invoices are submitted for the services provided during a given period of time, usually one month.

a. Examples. Firm fixed-price contract requirements in this GPWS include operations such as dispatching service, taxi and bus service, and weight handling equipment service; and maintenance services such as general repair, preventive maintenance, field service, and service calls. The scope of each of these services is clearly defined in Sections C and J of this GPWS. Firm fixed-price contract requirements added by the user must also have clearly defined scopes.

b. Firm Fixed-Price Contract Line Items. The firm fixed-price contract line items may be displayed in one of three ways in Section B. The user should discuss the benefits of each with the contract specialist or EFD 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. In this case, the contract must also contain a Schedule of Deductions in Section J that 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 in Section E.

(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 that has already been performed. This can be a problem for services that 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 contract line item. Payment for this type of work is calculated by multiplying the unit price times the number of units performed. Because each Government order for indefinite quantity work is paid for separately, each task order must be inspected and accepted as being satisfactorily completed before payment can be made. Two distinct categories of indefinite quantity work are included in this GPWS:

a. Unit Priced Tasks. Bid prices for unit priced tasks include all labor, material, and equipment for performing a given quantity of work, such as per dispatch hour for unscheduled bus service. The unit prices bid are multiplied by estimated quantities of units to be ordered during the contract term, but only for the purpose of bid evaluation; payment is made only for work as ordered and 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 repairs to equipment, 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. Bear in mind, work of this type must be accomplished in less than 32 labor hours unless a Davis-Bacon Act Wage Determination and related provisions are included in the contract.

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

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

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

c. Section C must clearly indicate the scope of work for the base period since the workload can vary significantly from month to month.

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

C. Technical Specifications

1. The technical specifications, Section C, are the single most important part of the PWS. The user should modify the paragraphs to accommodate the site-specific requirements of the activity.

2. The maintenance portion of the technical specifications is based upon the Contractor managing the overall maintenance effort so that specified downtime standards are not exceeded. The Contractor tracks actual downtime during each month, and payment deductions are assessed if allowable downtime standards are exceeded. Related contract provisions that must be included in contract Section E are discussed in paragraph III.F of this User's Guide.

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 firm 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. 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.

2. The Contractor must provide the completed schedule 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 and the length of the initial contract term when tailoring the schedule provided as Attachment J-E1. Corresponding changes must be made to the PRS table in Attachment J-C2.

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

F. Deductions for Excessive Downtime. NAVFAC has authorized the use of the following "DEDUCTIONS FOR EXCESSIVE DOWNTIME" provision in TOM services contracts. This clause would normally follow the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" clause in Section E. It should be noted that some individual alpha codes might not contain a sufficient number of units to realistically maintain a 10% allowable downtime. In those instances, combining different alpha codes into a single grouping for purposes of calculating excessive downtime is recommended.

DEDUCTIONS FOR EXCESSIVE DOWNTIME. In addition to the rights described in the other provisions of this contract, when the Contractor fails to meet the allowable downtime requirements specified in paragraph C.8.a(2), the Government will reduce the amount of the Contractor's invoice in accordance with the provisions of this clause. Such deductions will be made at the rates set forth in Attachment J-E3 during any month in which actual alpha group downtime exceeds the corresponding allowable alpha group downtime, or in which the actual individual unit downtime for any vehicle/equipment exceeds the allowable individual unit downtime.

(a) The following definitions and procedures apply:

(1) Downtime. Downtime is that period of time during the Government's regular working hours that a unit of equipment is removed from service for maintenance. For the purpose of computing downtime, regular working hours is defined as eight hours per day, !INSERT TIME! to !INSERT TIME! and !INSERT TIME! to !INSERT TIME!, Mondays through Fridays, except federal holidays.

(i) Downtime for priority "1" units shall commence immediately if equipment is reported being down or received into the shop during regular working hours, and after one hour if reported down or received into the shop during other than regular working hours. Downtime for priority "2" units shall commence two hours after being reported down or received into the shop during regular working hours, and after four hours if reported down or received into the shop during other than regular working hours. Downtime for priority "3" units shall commence two working days after equipment is reported being down or received into the shop. Downtime will terminate when a unit is returned for service to the Government.

(ii) Any time period that a unit is returned to the Contractor to perform rework shall **be included** in the downtime computation.

(iii) Any time period that equipment is under the control of the Government's QAE shall **not be included** in the downtime computation. If the Government elects to have work performed by other than the Contractor, any downtime associated with such performance shall **not be included** in the downtime computation.

(2) Alpha Group Hours of Availability. The total hours of availability per month for any given alpha group equals the total number of units in the group times the number of regular working hours per month.

(3) Allowable Downtime

(i) Allowable Alpha Group Downtime. Ten percent of the available hours per month, as defined above, for each alpha group code.

(ii) Allowable Individual Unit Downtime. Allowable hours per shop repair order as specified in Attachment J-E3.

(4) Actual Downtime

(i) Actual Alpha Group Downtime. The total of actual individual unit downtimes for all shop repair orders for all units in an alpha group, **less** any excess individual unit downtime.

(ii) Actual Individual Unit Downtime. The actual downtime per shop repair order.

(5) Excess Downtime

(i) Excess Alpha Group Downtime. Actual alpha group downtime that exceeds the allowable alpha group downtime for a given month.

(ii) Excess Individual Unit Downtime. Actual individual unit downtime that exceeds the allowable individual unit downtime.

(b) Alpha group hours of availability, actual alpha group and actual individual unit downtime, excess alpha group and excess individual unit downtime, and the amount of any payment

deductions associated with excessive downtime, will be computed by the Contractor monthly using the forms and instructions provided in Attachment J-G1, Invoicing Instructions.

(c) Illustrative Example. The following example is provided to illustrate the method of computing alpha group hours of availability, actual alpha group and actual individual unit downtime, excess alpha group and excess individual unit downtime, and the amount of any payment deductions associated with any excess downtime. For purposes of this example, assume:

- . 20 units in the alpha group
- . 20 work days in the month
- . A standard hourly rate of \$5.00 per hour and allowable individual unit downtime of 24 hours from Attachment J-E3

(1) SHOP REPAIR ORDER	(2) USN NUMBER	(3) ALLOWABLE INDIVIDUAL UNIT DOWNTIME	(4) ACTUAL INDIVIDUAL UNIT DOWNTIME	(5) EXCESS INDIVIDUAL UNIT DOWNTIME	(6) ACTUAL ALPHA GROUP DOWNTIME
1	94-01332	0	18	18	0
2	94-46209	0	5	5	0
3	94-02779	8	10	2	8
4	94-21612	16	20	4	16
5	94-02779	20	10	0	10
6	94-34997	24	16	0	16
7	94-17942	24	20	0	20
8	94-61542	24	22	0	22
9	94-21612	24	30	6	24
10	94-52719	24	28	4	24
11	94-42224	24	30	6	24
12	94-17942	24	39	15	24
13	94-37279	24	24	0	24
14	94-46209	24	22	<u>0</u>	<u>22</u>
				60	234

NOTE 1: Allowable individual unit downtimes in column (3) were taken from Attachment J-E3. In this example, the first five shop repair orders were issued to the Contractor during the previous month, but were not completed. Therefore, part or all of the allowable individual unit downtime for these five units was used during the previous month.

NOTE 2: Actual individual unit downtimes for the month in column (4) were taken from shop repair orders.

NOTE 3: Excess individual unit downtime in column (5) applies when actual individual unit downtime exceeds the allowable individual unit downtime for any given shop repair order.

(1) The alpha group hours of availability for this particular example month equal 3200 hours. This is computed by multiplying 20 units x 20 days x 8 regular working hours per day.

(2) The allowable alpha group downtime for this particular example month equals 320 hours. This is computed by multiplying the alpha group hours of availability (3200) x the allowable alpha group downtime percentage (10%).

(3) The total excess individual unit downtime for the example month is 60 hours.

(4) The excess alpha group downtime for the example month is 0 hours (the actual alpha group downtime of 234 hours is less than the allowable alpha group downtime of 320 hours).

(5) The amount to be deducted from the Contractor's invoice for the example month would be:

(i) \$300.00 for excess individual unit downtime (60 hours x \$5.00 per hour)

(ii) \$0.00 for excess alpha group downtime (0 hours x \$5.00 per hour)

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

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

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

B. Award Fee Provisions. Award fee provisions can be included in a TOM services contract to motivate the Contractor to provide an increased level of service, and improve responsiveness and attention to detail. These provisions are included by inserting NAVFAC 5252.216-9315, "AWARD FEE" in the contract. An award fee determination plan is developed which specifies the maximum award fee amount the Contractor may earn, the process that will be used to periodically evaluate the Contractor's performance and make related award fee determinations, and the performance criteria the Contractor's performance will be measured against. Award fee contracts require additional expense and administrative effort. The size and complexity of the procurement, the Government resources available to monitor and evaluate performance, and the expected benefit must be considered.

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

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

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

C. Task Orders Designating the Use of On-Hand Materials. The PWS should address certain issues and requirements relative to the changeover from in-house to contracted performance of services. Add the following "TASK ORDERS DESIGNATING THE USE OF ON-HAND MATERIALS" paragraph to Section C. This paragraph tells the Contractor to expect task orders for indefinite quantity work for which some or all required materials are already on hand. 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 that shall be used only for the task order specifically designated. The Government will provide the Contractor a detailed scope of work developed according to the procedures specified in the "GENERAL REQUIREMENTS AND PROCEDURES FOR INDEFINITE QUANTITY WORK" paragraph, Section C, for each proposed task order that includes unit priced labor. The Contractor shall review the Government's scope of work and provide proposed unit prices for the specified equipment and materials not available in the inventory; indicate specific areas of disagreement with the proposed scope of work; and submit proposed scope changes per the aforementioned paragraph. Reviewed work scopes shall be returned to the Contracting Officer within

!INSERT! calendar days after receipt for backlogged urgent task orders, and within !INSERT! calendar days after receipt of backlogged routine task orders. Completion dates for each backlogged task order shall be negotiated."

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

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

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

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

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

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

END OF USER'S GUIDE

GUIDE PERFORMANCE WORK STATEMENT
FOR
TRANSPORTATION OPERATIONS AND MAINTENANCE SERVICES

PART I - THE SCHEDULE

SECTION B: SUPPLIES OR SERVICES AND PRICES/COSTS

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PART I - THE SCHEDULE

SECTION B: SUPPLIES OR SERVICES AND PRICES/COSTS

B.1 CONTRACT LINE ITEMS AND CONTRACT SUBLINE ITEMS

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

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

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

ALTERNATE I

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

ALTERNATE II

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

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

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

*****!

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

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

!*****!

NOTE TO SPECIFICATION WRITER: The numbering system for contract line items shall follow the method prescribed by PD2. Since a single price for the performance of all firm fixed-price requirements is specified, a Schedule of Deductions is also provided in Section J. See paragraph III.B.2.b of the User's Guide.

*****!

B.4 SCHEDULES

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

!*****!

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 appropriate wage rates (Davis-Bacon Act and Service Contract Act) are identified when. See paragraph III.B.3 of the User's Guide for additional information.

*****!

<u>Item</u>	<u>Supplies/Services</u>	<u>Estimated</u>	<u>*</u>	<u>Quantity</u>	<u>Unit</u>	<u>Unit Price</u>	<u>Amount</u>
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SCHEDULE OF INDEFINITE QUANTITY WORK - UNIT PRICED TASKS

(Subject to Service Contract Act Wages)

0002	Performance of indefinite quantity unit priced tasks for the BASE PERIOD (!INSERT DATE! to !INSERT DATE!) in accordance with the Performance Work Statement contained in Section C. The quantities listed below are realistic estimates provided solely for the purpose of bid evaluation and are not hereby purchased.						\$_____
0002AA	Unscheduled Bus Service per paragraph C.7.d(3)	!NUMBER!		DH		\$_____	\$_____
0002AB	Unscheduled Airfield Sweeping per paragraph C.7.h	!NUMBER!		ACRE		\$_____	\$_____
0002AC	Motor Vehicle Operation for Nonfixed Requirements per paragraph C.7.p	!NUMBER!		DH		\$_____	\$_____

!ETC!

SCHEDULE OF INDEFINITE QUANTITY WORK - UNIT PRICED LABOR

(Subject to Service Contract Act Wages)

0003	Performance of indefinite quantity unit priced labor for the BASE PERIOD (!INSERT DATE! to !INSERT DATE!) to perform specific maintenance, repair, and alteration work that cannot be identified in sufficient detail to be included in the firm fixed-price or indefinite quantity unit priced tasks portion of the contract. The quantity listed is a realistic estimate provided solely for the purpose of bid evaluation and is not hereby purchased.	!NUMBER!		FRH		\$_____	\$_____
------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------	--	-----	--	---------	---------

<u>Item</u>	<u>Supplies/Services</u>	<u>Estimated</u>	<u>*</u>	<u>Unit Price</u>	<u>Amount</u>
		<u>Quantity</u>	<u>Unit</u>		

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

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

(FBR)

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

Estimated Cost for Equipment = $\$!VALUE!$

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

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

<u>Item</u>	<u>Supplies/Services</u>	<u>Estimated</u>	<u>*</u>	<u>Unit</u>	<u>Unit Price</u>	<u>Amount</u>
		<u>Quantity</u>				

SCHEDULE OF INDEFINITE QUANTITY WORK - UNIT PRICED TASKS

(Subject to Service Contract Act Wages)

0007	Performance of indefinite quantity unit priced tasks for the FIRST OPTION PERIOD (!INSERT DATE! to !INSERT DATE!) in accordance with the Performance Work Statement contained in Section C. The quantities listed below are realistic estimates provided solely for the purpose of bid evaluation and are not hereby purchased.					\$_____
0007AA	Unscheduled Bus Service per paragraph C.7.d(3)	!NUMBER!		DH		\$_____ \$_____
0007AB	Unscheduled Airfield Sweeping per paragraph C.7.h	!NUMBER!		ACRE		\$_____ \$_____
0007AC	Motor Vehicle Operation for Nonfixed Requirements per paragraph C.7.p	!NUMBER!		DH		\$_____ \$_____

!ETC!

SCHEDULE OF INDEFINITE QUANTITY WORK - UNIT PRICED LABOR

(Subject to Service Contract Act Wages)

0008	Performance of indefinite quantity unit priced labor for the FIRST OPTION PERIOD (!INSERT DATE! to !INSERT DATE!) to perform specific maintenance, repair, and alteration work that cannot be identified in sufficient detail to be included in the firm fixed-price or indefinite quantity unit priced tasks portion of the contract. The quantity listed is a realistic estimate provided solely for the purpose of bid evaluation and is not hereby purchased.	!NUMBER!		FRH		\$_____ \$_____
------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------	--	-----	--	-----------------

<u>Item</u>	<u>Supplies/Services</u>	<u>Estimated</u>	<u>*</u>	<u>Unit Price</u>	<u>Amount</u>
		<u>Quantity</u>	<u>Unit</u>		

0009 Price for materials in the FIRST OPTION PERIOD (!INSERT DATE! to !INSERT DATE!) to support unit priced labor. Price will be calculated by multiplying the bidder's fixed burden rate (FBR) and the Government's estimated cost for materials shown below, and adding the result to the estimated amount.

$$\$!VALUE! + (\$!VALUE! \times \underline{\hspace{1cm}}\%) = \$\underline{\hspace{1cm}}$$

(FBR)

0010 Government's estimated cost for equipment in the FIRST OPTION PERIOD (!INSERT DATE! to !INSERT DATE!) to support unit priced labor.

$$\text{Estimated Cost for Equipment} = \$\underline{!VALUE!}$$

TOTAL PRICE FOR FIRST OPTION PERIOD \$\underline{\hspace{1cm}}
 (Contract Line Items 0006 - 0010)

- * DH - Dispatch Hour Unit Price (see paragraph C.3.e)
- FBR - Fixed Burden Rate (see paragraph C.3.i)
- FRH - Flat Rate Hour Unit Price (see paragraph C.3.j)

END OF SECTION B

PART I - THE SCHEDULE

SECTION C: DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

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PART I - THE SCHEDULE

SECTION C: DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

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

C.1 GENERAL INTENTION. The intention of this solicitation is to obtain services for the management, operation, maintenance, and repair of transportation equipment at !INSERT NAME OF ACTIVITY! by means of a combination firm fixed-price and indefinite quantity type contract.

!*****
NOTE TO SPECIFICATION WRITER: The GENERAL REQUIREMENTS paragraph provides a general description of the services required by the contract.
*****!

C.2 GENERAL REQUIREMENTS. The Contractor shall furnish all labor, management, supervision, tools, materials, and equipment necessary to accomplish the management, operation, maintenance, and repair of transportation equipment in accordance with contract requirements.

a. Attachment J-C1 describes the inventory to be maintained. The number of items of equipment may vary as much as 5% without a contract modification. Fleet size shall be based upon the actual quantity of equipment in the fleet at a given time, and is not a cumulative total of the equipment maintained throughout the contract. Equipment leased to offset non-availability when the Contractor exceeds maximum allowable downtime standards shall not be considered additions to the fleet.

b. Each item of equipment pending removal from the fleet, and its designated replacement, shall be counted as a single unit for inventory purposes while the replacement unit is prepared for service (corrosion protection, equipment installation, marking, record establishment, etc.). Repairs to keep equipment safe and reliable while pending disposition will be required.

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

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

a. Civil Engineering Support Equipment (CESE). A budget term used by the Government that refers to equipment under the responsibility of the Naval Facilities Engineering Command. CESE includes automotive vehicles, construction, and railway equipment.

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

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

d. 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.

e. Dispatch Hour Unit Price. The unit price bid by the Contractor to provide one hour of equipment operation services. The unit price includes all direct and indirect costs associated with providing one qualified, properly licensed equipment operator for 60 minutes. Dispatch time begins at the actual departure time of the equipment from the dispatch area (to pick up load, passengers, etc.), and ends with the return of equipment to the dispatch area. The unit price shall include the Contractor's hourly operator wage, costs for any projected overtime, subsistence (meals, lodging, etc.), and other operator-related costs; all costs for equipment preparation, cleanup, and turn in; profit, field and home office overhead, clerical support, supervision, inspection, fees, taxes, licenses, permits, insurance, etc. In short, all costs associated with providing an hour of equipment operation services.

f. Downtime. The period of time during the Government's regular working hours that a unit of equipment is removed from service for maintenance.

g. 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.

h. Field Service. Scheduled and unscheduled field maintenance/repair service for equipment that, because of its design or immobility, cannot economically be delivered to the maintenance facility.

i. 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.

j. Flat Rate Hour Unit Price. The unit price bid by the Contractor to provide one flat rate hour of work-in-place. This unit price includes the Contractor's hourly mechanic wage adjusted to allow for the bidder's workforce productivity, and all costs for profit, tools, equipment, field and home office overhead, clerical support, supervision, inspection, fees, taxes, licenses, permits, insurance, etc. In short, all costs associated with providing a specific flat rate hour of effort.

k. Frequency of Service

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

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

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

(4) Semimonthly (SM). Services performed 24 times during each 12-month period of the contract at intervals of 14 to 16 calendar days.

(5) Daily (D7). Services performed once each day, seven days per week, including weekends and holidays.

l. Hazardous Material (HM). Any item designated by the U.S. Secretary of Transportation as posing a potential threat while being transported. Hazardous materials are listed in 40 CFR 261 of the Code of Federal Regulations, and incorporate hazardous substances and hazardous waste.

m. Installation/Repair of Specialized Equipment. Alteration of the basic vehicle (as delivered to the activity) to fulfill a special requirement, and any maintenance/repair required to keep such equipment operational. Examples would include, but not be limited to, installation and repair of light bars for security vehicles, installation and repair of bins inside an emergency/service vehicle, fabrication and permanent installation of special materials to support a load, etc.

n. Interim Maintenance. Correction of equipment deficiencies occurring between scheduled preventive maintenance inspections.

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

p. Material Handling Equipment (MHE). Self-propelled and conveyor equipment used in storage and materials handling operations in and around warehouses, shipyards, industrial plants, airfields, magazines, depots, docks, terminals, and on-board ships. Included are warehouse tractors, forklift trucks, rough terrain forklift trucks, platform trucks, pallet trucks, conveyors and conveyor systems, and straddle carrying trucks.

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

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

s. Rebuilt Components/Assemblies. Components, assemblies, or subassemblies of a unit of automotive or construction equipment that have been disassembled and reconstructed using new replacement or manufactured parts as necessary, and reassembled to produce a serviceable product whose service life expectancy is at least equal to the original component/assembly.

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 KO.

u. 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.

v. Special Markings. Any equipment marking that is of special significance to a particular user and is essential to identify its purpose.

w. Transient Equipment. CESE belonging to another Government activity visiting the base on official business or operating in the vicinity of the base and experiencing equipment problems requiring assistance, e.g., refueling at CESE fueling facility, towing service, or minor repairs.

x. Upholstery. Any covering on the interior of a vehicle including seats, headliners, padded dash, inner door panels, floor mats, carpet, arm rests, and storage area mats.

y. Weight Handling Equipment (WHE). Includes mobile or transportable truck, crawler, and railway mounted locomotive cranes normally used for lifting, moving, and placing heavy material or equipment. For purposes of this contract, WHE does not include portal, gantry, jib, and other facility type cranes.

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

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

!*****

NOTE TO SPECIFICATION WRITER: Government-furnished equipment may be divided into three main categories: (1) CESE and MHE used by the Contractor to provide the operation services required in the specification, (2) shop tools and shop equipment, and (3) CESE provided for the Contractor's administrative uses, such as picking up parts from suppliers, etc. The user must determine what equipment, if any, will be provided in each of these three categories, and modify the clauses below accordingly.

- (1) Depending on the specific services required in the contract, the capitalization needed by prospective bidders to provide CESE and MHE for operational requirements (such as runway sweeping, weight handling services, etc.) can be substantial. Since these costs will be reflected in the high cost of the contract, decisions on whether or not to provide operational equipment must be made only after a thorough economic analysis. The user should contact the activity's major claimant and Transportation Equipment Management Center for specific guidance. Any equipment provided should be listed in both Attachments J-C1 and J-C4. Indicate which items, if any, the Government will replace when beyond economical repair (equipment status code "E").
- (2) Generally, shop tools, shop equipment, and CESE for administrative uses should not be provided for the Contractor's use unless economically justified under a CA program study. Any items provided should be listed in Attachment J-C4, including identification numbers, age, location, size or capacity, and other appropriate identifying information.
- (3) Paragraph b. below would typically be used for a non-CA program solicitation in which the only Government-furnished equipment would be operational CESE. Paragraph b.(OPTION 1) would typically be used for a CA program solicitation in which all three types of Government-furnished equipment would be provided. Select the most appropriate paragraph, and modify as required to fit specific requirements.

*****!

!SELECT EITHER b., b.(OPTION 1), OR b.(OPTION 2)!

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

b.(OPTION 1) Government-Furnished Equipment. The Government will furnish or make available to the Contractor the CESE, MHE, shop tools, and shop equipment listed in Attachment J-C4.

b.(OPTION 2) Government-Furnished Equipment. The Government will not provide tools or equipment to the Contractor. The Contractor shall furnish all tools and equipment required for the performance of this contract.

!*****

NOTE TO SPECIFICATION WRITER: The user must determine if fuel will be provided for the Contractor's use in Government-furnished equipment, and whether fuel will be controlled and dispensed by the Government or the Contractor. Select the appropriate paragraph below, and tailor accordingly.

*****!

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

c. Government-Furnished Fuel. The Government will furnish gasoline and diesel fuel as required and at no cost for the Contractor to operate the CESE and MHE listed in Attachment J-C4. The Contractor shall implement stringent safeguards, controls, and security to prevent pilferage, theft, and abuse of Government-furnished fuels. The !INSERT Government OR Contractor! shall control and issue fuel at existing Government-owned dispensing stations. Specific requirements for the operation of fuel-dispensing stations are included in paragraph C.7.1.

c.(OPTIONAL) Government-Furnished Fuel. The Government will not provide fuel to the Contractor. The Contractor shall furnish all fuel required for the performance of this contract.

!*****
NOTE TO SPECIFICATION WRITER: Normally, material should not be provided to the Contractor unless economically justified under a CA program study, and then only on a one-time basis. Provide a detailed listing of the items to be provided in Attachment J-C5.
*****!

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

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

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

!*****
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, fuel, materials, and services to perform the requirements of this contract. The Contractor shall provide new or factory reconditioned parts and components. All replacement units, parts, components, and materials shall be compatible with the existing equipment on which it is to be used; shall be of equal or better quality than original equipment specifications; 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. If a dispute should arise concerning Contractor furnished items for completed work, the Contractor shall, when directed by the KO, remove, replace, or rework said items to comply with contract requirements. The resolution of formal disputes is addressed in the

"DISPUTES" clause, Section I. The Contractor shall obtain and maintain manufacturer's operating instructions and maintenance manuals on all new equipment they install. The documents shall become the property of the Government, and shall be turned over to the KO within five days after completion or termination of the contract.

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, warranty enforcement, 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, quality standards, and allowable downtimes. Verbal scheduling and status reports shall be provided when requested by the KO. The status of any item of work must be provided within !INSERT NUMBER! hours of the inquiry during the Contractor's regular working hours, and within !INSERT NUMBER! hours after regular working hours.

b. Allowable Work Hours. Except as may otherwise be specified, all work shall be performed during the Government's regular working hours. If the Contractor desires to carry on work on Saturday, Sunday, holidays, or outside the regular working hours, he/she must obtain the written approval of the KO.

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

d. Work Receipt. Work reception and dispatching service shall be provided during the hours specified in the OPERATIONS and MAINTENANCE paragraphs below. The Contractor shall provide a single local or toll-free telephone number for receipt of all service calls and requests for unscheduled services initiated by the Government after regular working hours, on weekends, and holidays.

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

!*****
NOTE TO SPECIFICATION WRITER: Government-furnished equipment will normally be used for all equipment operation functions at most activities. The user must add specific equipment requirements for each operations service for which adequate Government-furnished equipment will not be provided. For example, if the Government does not furnish buses, the user must either identify specific bus size/type requirements, or provide enough information on the maximum number of passengers to be carried so that the Contractor may determine the size/type

of bus required. Buses would also be required to meet appropriate NAVFAC P-300, local, state, and federal safety requirements.

*****!

C.7 OPERATIONS. The Contractor shall provide the equipment operation functions identified in this paragraph in accordance with the procedures and requirements specified herein. All operational requirements are included in the firm fixed-price portion of the contract unless specifically designated as indefinite quantity work.

!*****

NOTE TO SPECIFICATION WRITER: The user must add any qualifications, requirements, examinations, or certifications that are more stringent than those specified below. Note that NAVFAC P-300 states OF-346 and NAVFAC 11260/2 license forms shall not be issued to Contractor personnel. Choose either a. or a.(OPTIONAL), and then tailor as required.

*****!

a. Operator Testing and Licensing. Contractor personnel assigned to operate motor vehicles/equipment in the performance of this contract shall be certified as being fully qualified to operate the vehicles/equipment to which they are assigned. All operators shall be properly licensed in accordance with state and local motor vehicle laws. In addition, testing and licensing shall be performed in accordance with NAVFAC P-300 for CESE operators, and in accordance with NAVFAC P-307 for WHE operators. Documentation of all operator qualifications shall be maintained on file by the Contractor and provided to the KO when requested. Applicable licenses shall be in the possession of the operator during all periods of operation.

a.(OPTIONAL) Operator Testing and Licensing. The Contractor shall provide testing and licensing services for all Contractor and activity (military and civilian) personnel who will be operating CESE or WHE. Testing and licensing shall be performed in accordance with NAVFAC P-300 for CESE operators, and in accordance with NAVFAC P-307 for WHE operators.

(1) Activity Personnel. Testing and licensing of activity personnel is not required to operate motor vehicles 10,000 pounds gross vehicle weight (GVW) or less if the individual possesses a valid state license for the type and class of vehicle to be operated. Testing and licensing shall be required for activity operators of all other CESE and WHE. Historical data is provided in Attachment J-C8.

(2) Contractor Personnel. Contractor vehicle/equipment operators shall be properly licensed in accordance with state and local motor vehicle laws, and shall be tested and licensed per the NAVFAC publications stated above. Documentation of all operator qualifications shall be maintained on file by the Contractor and provided to the KO when requested. Applicable licenses shall be in the possession of the operator during all periods of operation.

(a) Transportation of Explosives and Hazardous Material. Operators engaged in transporting ammunition, explosives, or other dangerous/hazardous material shall be qualified in accordance with NAVSEA OP-2239, *Driver's Handbook, Ammunition, Explosives, and Dangerous Articles*, and NAVFAC P-300.

(b) Bus Drivers. The Contractor shall provide the KO evidence of a current (not more than three months old) physical examination for all proposed

bus drivers at least five working days prior to their assignment to drive. The evidence must show the proposed driver to be free from communicable diseases and physical defects which could interfere with safe bus operation, and shall meet any applicable statutory requirements for licensing and operation of the type of vehicle driven. Evidence of subsequent physical examinations shall be provided annually not less than five working days prior to the anniversary of the previous physical.

b. Dispatching Service. The Contractor shall provide dispatching service between the hours of !INSERT TIME! and !INSERT TIME!, Monday through Friday; and !INSERT TIME! and !INSERT TIME!, Saturday and Sunday, including holidays. The dispatcher shall ensure all vehicles/equipment checked out are clean, and in a safe and serviceable condition. Each vehicle dispatched shall be inspected by the operator in the presence of the dispatcher at both checkout and check-in, and all discrepancies noted on the inspection form (NAVFAC Form 9-11240/13). Equipment dispatch trip tickets (DD Form 1970, Motor Equipment Utilization Record) shall be issued, and an equipment dispatch log (NAVFAC Form 9-11240/2) used to record all vehicles dispatched off station and for all Class C pool vehicles. Dispatching of vehicles/equipment that are assigned on a continuing/recurring basis (Class A, B, or C) shall be dispatched in accordance with existing activity instructions. The Contractor shall ensure dispatchers are cognizant of the Government's fuel conservation program, assign vehicles most suitable to the job they are to perform, and consolidate trips whenever possible. See Attachment J-C8 for data on the number of dispatches historically performed.

!*****
NOTE TO SPECIFICATION WRITER: Tailor the following example, or delete if taxi service will not be required.
*****!

c. Taxi Service. Logs (one for scheduled service, one for unscheduled service) of the date/time of the scheduled service or unscheduled request, pickup time and location, and destination for each taxi service performed. Pickup shall be provided within !INSERT NUMBER! minutes of the scheduled service or unscheduled request.

(1) Scheduled Taxi Service. Taxi service shall be provided on a regularly scheduled basis. Specific pickup times will be provided by the KO prior to contract start.

(a) Guard Mail Pickup and Delivery. The guard mail courier shall be picked up in the AM of each regular working day at building 12, transported to building 96, and returned to building 12.

(b) Timekeeper. The timekeeper shall be picked up every Thursday PM at building 108, transported to building 96, and returned to building 108.

(2) Unscheduled Taxi Service. The Contractor shall provide unscheduled radio-dispatched taxi service in response to requests from authorized users. A taxi call shall consist of at least one and up to !INSERT NUMBER! passengers per call. Taxi service shall be available from !INSERT TIME! to !INSERT TIME! Monday through Friday, including !OR EXCLUDING! holidays, and from !INSERT TIME! to !INSERT TIME! on Saturday and Sunday. Taxi service shall also be used to shuttle authorized users to established bus routes, and for small parcel

delivery. See Attachment J-C8 for the number of unscheduled taxi calls historically required.

d. Bus Service

(1) Scheduled Shuttle Bus Service. The Contractor shall provide scheduled shuttle bus service for use by military personnel, federal employees, and DoD Contractor personnel conducting official defense business. Off-duty military personnel/federal employees and their dependents, Reserve/National Guard members, and retirees may ride on a space-available basis. Required bus schedules and pickup points are described in Attachment J-C9. Buses shall not depart designated stops earlier than the scheduled departure time or later than !INSERT NUMBER! minutes after the scheduled departure time. Shuttle bus schedules are subject to periodic change; however, the basic routes and frequencies shall remain similar to that shown in Attachment J-C9. Any increase or decrease in cost associated with route, stop, or departure time changes shall be subject to negotiation under the "CHANGES - FIXED-PRICE" clause, Section I.

(2) Scheduled School Bus Service. The Contractor shall provide scheduled school bus service in accordance with the schedules and routes specified in Attachment J-C9, Monday through Friday for approximately !INSERT NUMBER! school days per year beginning on or about !INSERT DATE!. Buses shall not depart the designated stops earlier than scheduled departure time or later than !INSERT NUMBER! minutes after the scheduled departure time. No service shall be required on school holidays, regularly scheduled school vacations, or when schools are closed due to inclement weather. School make-up class days shall be considered normal school days. The Government will give the Contractor three days advance notice to provide bus service on school make-up days, and change pickup or delivery points. Any increase or decrease in cost associated with route, stop, or departure time changes shall be subject to negotiation under the clause entitled "CHANGES - FIXED-PRICE" in Section I.

(a) Inclement Weather. The Contractor shall operate buses during snow and ice conditions unless schools are not open on such days. The School District has the sole authority to cancel any bus run during inclement weather. The Contractor shall monitor school closings and contact schools for this information. Should schools close early due to inclement weather, including snow or ice conditions, the Contractor shall insure students are picked up within one hour after the decision has been announced that schools will close.

(b) Handicapped Students. Bus operators shall ensure safe transport, welfare, and good conduct of handicapped students. As required or when requested, operators shall fasten and unfasten applicable restraining devices, and physically assist students on and off the bus at pickup points and at the school. Operators shall not leave students unattended.

(3) Unscheduled Bus Service. Unscheduled bus service is included in the indefinite quantity portion of the contract. Such services are normally required during regular working days, but may also be required during weekends or holidays. Services are frequently required after regular working hours. Historical data on the approximate total number of miles and waiting hours per year is provided in Attachment J-C8.

(a) Task orders will be provided to the Contractor at least !INSERT NUMBER! working days or !INSERT NUMBER! hours in advance of the required services, and shall specify the estimated number of dispatch hours and

passengers, required departure time and location, destination, and estimated departure time from destination for return trip.

(b) Buses shall leave specified locations on time or no later than !INSERT NUMBER! minutes after the specified departure time.

e. Weight and Material Handling Equipment Service. The Contractor shall provide experienced, qualified operators and riggers for the weight handling equipment (WHE) and material handling equipment (MHE) described in Attachment J-C1. This service shall be provided within !INSERT NUMBER! hours of notification by the KO. See Attachment J-C8 for historical data. Operators shall comply with the following standards:

(1) NAVFAC P-300, *Management of Civil Engineering Support Equipment*

(2) NAVFAC P-307, *Management of Weight Handling Equipment*

(3) 29 CFR Part 1910, *Occupational Safety and Health Standards*

(4) OPNAVINST 5100.23, *Naval Occupational Safety and Health (NAVOSH) Program Manual*

f. Operation of Construction Equipment. The Contractor shall provide construction equipment service as requested by the KO within !INSERT NUMBER! hours of notification. Construction equipment, as defined in NAVFAC P-300, means all mechanical equipment used in the construction, alteration, or repair of buildings, bridges, roads, or other kinds of real property. It includes pile drivers, power shovels and cranes with special attachments, road rollers, tractors, scrapers, plows, street sweepers, etc. Operators shall meet the applicable standards stated in paragraph C.7.e. See Attachment J-C8 for historical data.

g. Medium/Heavy Trucking Service. The Contractor shall provide medium/heavy trucking in support of the activity and tenant commands, and includes, but is not limited to, operation of tractors, semi trailers, trailers, truck/trailer combinations, trucks with dolly converters, and straight trucks in excess of 10,000 pounds GVW. The Contractor shall respond within !INSERT NUMBER! hours notice for such service during regular working hours and within !INSERT NUMBER! hours notice after regular working hours. See Attachment J-C8 for historical data.

(1) The Contractor shall transport heavy construction equipment and overweight/oversized loads, and obtain the necessary permits for the movement of such loads on public highways.

(2) Vehicles used for transporting hazardous materials and other dangerous articles shall be marked and operated per NAVSEA OP-2239, *Driver's Handbook, Ammunition, Explosives and Dangerous Articles*, and the rules and regulations prescribed by the Federal Motor Carrier Safety Regulations, U.S. Department of Transportation, Federal Highway Administration, Bureau of Motor Carrier Safety.

h. Sweeping Service. The Contractor shall sweep runway, taxiway, apron, road, street, parking, open storage, and other surfaced areas in accordance with the following provisions. Sweepers shall be emptied as needed for proper operation at the on-base area designated by the KO, which is located within

!INSERT DISTANCE! of the airfield. All scrap metal collected during magnetic sweeping operations shall be containerized and delivered by the Contractor to the Defense Reutilization and Marketing Officer (DRMO) on the base.

(1) Airfield Pavement. Sweeping services shall be provided as scheduled (see Attachment J-C10) and when ordered, regardless of weather conditions, except during periods in which the severity of weather precludes aircraft operations. Magnetic and nonmagnetic sweeping shall be performed simultaneously each time services are provided. The sweeping operation shall be patterned so as to sweep all portions of the designated areas at speeds that shall not exceed those specified in Attachment J-C10. All sand, soil, aggregates, grass, metals, and other foreign matter shall be removed by the sweeping operation, including materials from aircraft tie-down points (pad-eyes). No dust spread shall result from sweeping operations. The Contractor shall advise the KO of any unusual deterioration of pavement surfaces or of the development of "fish-pond" depressions in surfaces which cause difficulties in wet weather sweeping. Indefinite quantity work shall begin within !INSERT NUMBER! hours after receipt of a task order, and shall be prosecuted to completion without interruption once begun.

(a) Special Requirements

1 Sweeper operators shall attend a !INSERT NUMBER!-hour training course provided by the Government on radio communications and airfield operation procedures prior to their assignment to sweeping duties. Sweeper operators shall maintain radio contact with the !INSERT OFFICE NAME! continuously during sweeping operations. Radios shall be used for official business only.

2 The Contractor shall notify the !INSERT OFFICE NAME! at least !INSERT NUMBER! hours prior to sweeping in the vicinity of arresting gear equipment, and within !INSERT NUMBER! hours after completion of sweeping in these areas to allow for derigging and rerigging of arresting gear cables by the Government.

!*****
NOTE TO SPECIFICATION WRITER: If the Government will provide sweepers, refer to the equipment listed in Attachment J-C4, and modify the following paragraph accordingly.
*****!

(b) Equipment Requirements

1 Sweepers. The Contractor shall provide sweepers specifically designed for sweeping airfield pavements. Sweepers shall be capable of sweeping without creating dust spread, and of operating during and after periods of precipitation. The number and size of sweepers shall be sufficient to meet the scheduled sweeping requirements specified in Attachment J-C10 and respond to unscheduled sweeping requirements.

2 Radios. The Government will make available and install a two-way radio on each of the Contractor's sweepers. In the event sweepers must be removed from Government property, the Contractor shall notify the KO at least !INSERT TIME! in advance so radios may be removed. The Government shall furnish radio maintenance and repair. Radio malfunctions shall be reported to the KO.

(c) Property Damage. The Contractor is liable for Government property damaged during sweeping operations, and shall reimburse the Government for the actual cost of repairs.

!*****
NOTE TO SPECIFICATION WRITER: Unscheduled road and street sweeping may be included by adding an appropriate contract line item to Section B and modifying the following paragraph, similar to that for unscheduled airfield sweeping services above.
*****!

(2) Roads, Streets, Parking Areas, and Open Storage Areas. Scheduled sweeping services for roads, streets, parking areas, and open storage areas shall be provided at the locations and frequencies specified in Attachment J-C10. Within !INSERT NUMBER! calendar days after award of the contract, the Contractor shall provide a schedule for the KO's approval which indicates the proposed dates for the accomplishment of all scheduled sweeping services for the term of the contract. Once approved by the KO, the sweeping schedule shall be strictly followed to facilitate the Government's inspection of the work. All sand, soil, aggregates, grass, metals, and other foreign matter shall be removed utilizing equipment especially designed for this purpose. Sweeping shall be completed on each parking and open storage area on the same day commenced.

i. Railway Operation. The Contractor shall provide rail facility operation. Railroad trackage, including the connection with the main line and all trackage within the Naval Station, consists of approximately !INSERT NUMBER! miles. Locomotive operations may include picking up cars from off-station, bringing on-station, breaking up trains, and switching and spotting cars to be unloaded. This service shall be provided within !INSERT NUMBER! hours of notification by the KO. See Attachment J-C8 for historical data.

(1) Operating Personnel. Contractor personnel shall have experience in operating diesel locomotives of the size and capability furnished by the Government, coordinating driving and braking forces, and the application of necessary safety precautions.

(2) Data Requirements. The Contractor shall maintain records of all railway operations, including verification of car numbers, car movements, car position, and train operating reports.

j. Tank Pump Truck Services. The Contractor shall clean the pits, drains, septic tanks, and grease traps listed in Attachment J-C11. Within !INSERT NUMBER! calendar days after award of the contract, the Contractor shall provide a schedule for the KO's approval which indicates the proposed dates for the accomplishment of all scheduled tank pump truck services for the term of the contract. Once approved by the KO, this schedule shall be strictly followed to facilitate the Government's inspection of the work. All pits, drains, and septic tanks shall be free of foreign objects and excessive material that may interfere with their proper function. Grease traps shall be cleaned of grease, lint, fibers, hair, and obstructions, and shall be disinfected. The Contractor shall check for and replace missing baffles in grease traps and reset all baffles in the correct position prior to replacing cover.

k. Scheduled Fuel Delivery Services. The Contractor shall provide scheduled gasoline, diesel fuel, and heating oil delivery service to various sites on base in accordance with the schedule set forth in Attachment J-C12.

Within !INSERT NUMBER! calendar days after award of the contract, the Contractor shall provide a schedule for the KO's approval which indicates the proposed dates for the accomplishment of all scheduled fuel delivery services for the term of the contract. Once approved by the KO, this schedule shall be strictly followed to facilitate the Government's inspection of the work. The Government will furnish all fuels. Tanks shall be topped off during each delivery. All appropriate safety procedures for the handling and delivery of fuel shall be strictly adhered to.

l. Operation of CESE Fueling Facility. The Contractor shall operate the Government-furnished fuel dispensing facility (gas station) listed in Attachment J-C3 to provide fuel, lubricating oil, air, and water to all activity and tenant activity equipment. Hours of operation shall be !INSERT TIME! to !INSERT TIME! regular working days. Operation of the facility and fuel accountability shall be in strict compliance with the appropriate activity instructions listed in Attachment J-C6.

m. Vehicle Washing and Polishing

(1) The Contractor shall operate and maintain the Government-furnished vehicle washing facility listed in Attachment J-C3 during regular working hours. This facility shall be made available to all users of activity and tenant activity vehicles/equipment. The Contractor shall ensure detergents, wax materials, and associated supplies are available at all times; the facility is maintained in a clean, safe condition; and equipment is always operational.

(2) The Contractor shall wash and polish (wax) vehicles and equipment at the frequencies specified below. A proposed schedule shall be submitted to the KO for approval within 30 days after award of the contract. Washing and polishing includes the removal of all road grime and foreign material; cleaning/vacuuming of upholstery, dash, ashtrays, and other interior surfaces; and cleaning of all glass surfaces, both inside and out.

(a) The vehicles assigned to the activity Commanding Officer and Executive Officer shall be washed every weekend and polished every other weekend.

(b) The !INSERT NUMBER! vehicles designated for use by very important personnel (VIP) shall be washed, polished, and ready for use at all times.

(c) All the other vehicles listed in Attachment J-C1 shall be washed and polished at the completion of each scheduled preventive maintenance inspection, before the vehicle is returned to the user.

n. Snow and Ice Removal Service

(1) The Contractor shall provide snow and ice removal service when directed by the KO. Service includes sweeping, plowing, blowing, truck loading, and sand/chemical spreading. The Contractor shall ensure qualified snow removal equipment operators are available to maintain runways, taxiways, parking areas, and roads required for operations, safety, and fire protection access. In the event of an impending storm, the KO will notify the Contractor to take the following preparatory action:

(a) Ensure all snow removal equipment is ready for operation, and required preventive maintenance has been performed.

(b) Place operators and necessary maintenance personnel on 24-hour alert.

(2) When directed to proceed with snow and ice removal by written authorization from the KO, the Contractor shall proceed without delay in accordance with priorities established by the activity snow removal plan, Attachment J-C13. Prior to use, the KO will approve all chemicals.

o. Disaster Recovery Plan Support. The Contractor shall provide personnel and equipment in support of recovery from natural and manmade disasters, and as participants in disaster recovery exercises. Attachment J-C14 contains excerpts from the activity's Disaster Recovery Operating Plan which specify the quantity of personnel and equipment the Contractor shall provide during exercises, which are normally conducted !INSERT NUMBER! times per year. The Contractor shall be compensated for response to actual disasters in accordance with the "CHANGES - FIXED-PRICE" clause, Section I.

p. Nonfixed Requirements. The Contractor shall provide vehicle/equipment operations for requirements not previously identified upon receipt of a task order from the KO under the indefinite quantity portion of the contract.

!*****
NOTE TO SPECIFICATION WRITER: If all vehicles listed in Attachment J-C1 are GSA Fleet vehicles, use paragraph C.8 below; if there are no GSA Fleet vehicles, use paragraph C.8(OPTIONAL). Use a combination of both paragraphs if the inventory includes both GSA and non-GSA Fleet vehicles, and indicate in Attachment J-C1 which vehicles are leased.
*****!

C.8 MAINTENANCE. The vehicles listed in Attachment J-C1 are leased by the Government from the General Services Administration (GSA). A commercial Fleet Services card will be issued for each vehicle and shall be used by the Contractor for the purchase of fuel and minor maintenance and repair services. The Contractor shall ensure preventive maintenance is performed at intervals specified by GSA Fleet Maintenance Control Centers (MCCs) and by approved service providers only. Unscheduled repairs exceeding \$100 must be authorized by the MCC. The Contractor shall coordinate and schedule required maintenance and repair, including vehicle pickup from user, transport of vehicle to and from the service provider, and return of vehicle to user. The Contractor shall complete and submit motor vehicle use/mileage reports and GSA fuel issue reports as specified in the *GSA Fleet Users Guide*.

C.8(OPTIONAL) MAINTENANCE. The Contractor shall maintain and repair the equipment listed in Attachment J-C1 in accordance with manufacturer's maintenance service manuals, applicable portions of NAVFAC P-300, and the requirements specified herein, whichever is more stringent. Work includes, but is not limited to, inspections, routine maintenance and repair, calibrations, load tests, overhaul, and bodywork. All maintenance and repair is included in the firm fixed-price portion of the contract unless specifically designated as indefinite quantity work. Historical data is provided in Attachment J-C8.

a. General Requirements

!*****
NOTE TO SPECIFICATION WRITER: The purpose of the following paragraph is to establish a system so more important items of equipment (e.g., ambulances, fire trucks, etc.,) will receive a higher priority for maintenance and repair. The user must tailor example time limits shown in the paragraphs below based on the types of equipment in the fleet and their importance.
*****!

(1) The Contractor shall perform maintenance and repair in accordance with the timeframes established in the following priorities. Attachment J-C1 indicates the priority assigned to each piece of equipment in the fleet. The Government may change the priorities of up to 10% of the equipment without a contract modification.

(a) Priority "1". Generally, priority "1" equipment includes emergency vehicles (ambulances, fire trucks, police sedans and pickups), utility boom bucket trucks, and automobiles assigned to Commanding Officers and their staffs. Equipment in this category must have work started immediately after being reported down or received in the shop during regular working hours, and within one hour after regular working hours. In the event equipment will be down more than 24 continuous hours, the Contractor shall notify the KO of the reason for the delay, action being taken to shorten the delay, and the estimated day and hour equipment will be returned to service. Excluding such delays, the Contractor shall work uninterrupted until maintenance/repair is complete.

(b) Priority "2". Generally, priority "2" equipment includes designated buses, automobiles assigned to base tenant activity staffs, emergency service vehicles, cranes, and MHE. Equipment in this category must have work started within two hours after being reported down or received in the shop during regular working hours, and within four hours after regular working hours. In the event equipment will be down more than 48 continuous hours, the Contractor shall notify the KO of the reason for the delay, action being taken to shorten the delay, and the estimated day and hour equipment will be returned to service. Excluding such delays, the Contractor shall work uninterrupted until maintenance/repair is complete.

(c) Priority "3". Equipment in this category must have work started within two working days after being reported down or received in the shop.

(d) Other Priorities. The KO may request the Contractor to work specific items of equipment on a higher priority basis than assigned when deemed necessary to meet urgent requirements. Such requests will not be made more frequently than !INSERT NUMBER! times per month.

(2) Allowable Downtime Requirements. The Contractor shall manage the overall maintenance effort so equipment downtime does not exceed the allowable downtime standards specified below. In the event actual downtime exceeds the allowable downtime standards during any given month, the Contractor's invoice will be reduced using the procedures provided in the "DEDUCTIONS FOR EXCESSIVE DOWNTIME" clause, Section E.

(a) Downtime. Downtime is defined as that period of time during the Government's regular working hours a unit of equipment is removed from service for maintenance. For the purpose of computing downtime, regular working hours is defined as eight hours per day, !INSERT TIME! to !INSERT TIME! and

!INSERT TIME! to !INSERT TIME!, Mondays through Fridays, except federal holidays.

!*****
NOTE TO SPECIFICATION WRITER: Times stated in the following paragraph must be the same as those specified in paragraph C.8.a(1).
*****!

1 Downtime for priority "1" units shall commence immediately when equipment is reported down or received in the shop during regular working hours; otherwise, after one hour. Downtime for priority "2" units shall commence two hours after being reported down or received in the shop during regular working hours; otherwise, after four hours. Downtime for priority "3" units shall commence two working days after equipment is reported down or received in the shop. Downtime will terminate when a unit is returned to service.

2 Any time period a unit is returned to the Contractor for rework shall **be included** in the downtime computation.

3 Any time period equipment is under the control of the Government shall **not be included** in the downtime computation. If the Government elects to have work performed by other than the Contractor, any downtime associated with such performance shall **not be included** in the downtime computation.

4 When computing downtime, fractions of hours shall be rounded (less than 30 minutes = 0, 30 minutes or more = one hour).

(b) Alpha Group Hours of Availability. The total hours of availability per month for any given alpha group equals the total number of units in the group times the number of regular working hours per month.

(c) Allowable Downtime

1 Downtime hours per shop repair order shall not exceed the allowable individual unit downtime specified in Attachment J-E3.

2 Downtime hours per individual alpha group shall not exceed 10% of the total available hours per individual alpha group per month (invoice period).

(d) Temporary Suspensions. In cases where the Contractor experiences a delay in receipt of necessary repair/replacement parts and/or components (hereafter referred to as material) which will cause the individual unit downtime of a particular unit to exceed the allowable, the Contractor may petition the KO for a temporary suspension of downtime accumulation for that unit. Any such request shall be submitted to the KO in writing, and accompanied by documentation of the delay. As a minimum, such documentation shall include a copy of a purchase order showing the date the material was ordered and the expected delivery date, and information demonstrating that the lack of required material is beyond the Contractor's control. Downtime suspensions will not be approved if, in the KO's opinion, the material in question should have been stocked in adequate quantities to meet expected demand, or was not ordered enough in advance to allow for adequate vendor lead times; or if the shipping method used to transport the material is the cause of or contributes to the

delay. If granted, suspension of downtime assessments will only cover the period from the date/time the Contractor's written request was provided to the KO to the date/time the material is received. The Contractor shall notify the KO immediately upon receipt of the material, and provide written documentation showing date and time of receipt.

(3) Excessive Repairs. Due to the limited availability of replacement vehicles/equipment, the one-time repair limits set forth in Appendix F of NAVFAC P-300 **do not apply**. The Contractor shall be responsible for all repairs, regardless of the cost of the repair or age of the equipment. Any equipment that exceeds NAVFAC P-300 life expectancies shall be maintained as if it were in its last year of life expectancy. For example, an eight-year old equipment category code 0313 pickup truck shall receive the same level of maintenance as a six-year old pickup truck.

(4) Major Repairs. The Contractor shall perform major repairs under the indefinite quantity, unit priced labor portion of the contract when the estimated labor and material to complete the work exceed !INSERT NUMBER! hours and \$!INSERT AMOUNT! respectively. Major repairs include, but are not limited to, overhauls, complete paintings, rebuilds, rehabilitations; replacement of major components, assemblies, and subassemblies; machining, welding, and specialized adjustments such as front end aligning and frame straightening. All major repairs shall be performed in accordance with manufacturer maintenance service manuals and NAVFAC P-300, whichever is more stringent. Historical data is provided in Attachment J-C8. As the need arises, the KO will provide the Contractor with the scope of work by issuing a request for proposal (RFP). 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.

(a) 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, 2) the number of hours set forth to perform each task, and 3) the projected quantity and costs of materials and equipment to perform the required scope of work. This proposal will be analyzed and compared to the Government's estimate of hours and costs. Proposals shall be returned to the KO within !INSERT! calendar days after receipt for proposed task orders.

1 Labor Requirements. Chilton Labor Guide, Mitchell Mechanical Parts/Labor Estimating Guide, or similar estimating sources shall be used for determining the number of flat rate hours required to complete the scope of work.

2 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 flat rate hour unit price bid.

3 Equipment Requirements. Requirements for equipment shall include identification of the type, size, capacities, and number of units.

(b) 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.

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

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

2 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.i) to determine the total burdened material cost for the job.

3 Establishing Total Equipment Costs. The cost of rental equipment shall be based on the lowest price available (bare equipment cost) considering availability and time constraints of the job. 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.

(d) 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. Task order completion times will be specified on each task order.

(5) Transient Equipment. The Contractor shall provide assistance when transient equipment experiences minor mechanical difficulties or is in need of refueling, towing, or road service. Repairs to transient equipment require not more than \$!INSERT! (direct labor and material). Examples of such repairs include tire repairs, boosting batteries, minor tune-ups; and replacement of water hoses, headlight and tail light bulbs, etc. Repairs estimated to cost more than \$!INSERT! may be ordered under the indefinite quantity, unit priced labor portion of the contract, or performed by means other than this contract. See Attachment J-C8 for historical data.

b. Maintenance and Repair Procedures

(1) General. The Contractor shall:

(a) Prepare Shop Repair Orders (SROs) in accordance with NAVFAC P-300 for all work performed. Maintain commercial SROs for any work covered by warranties and recalls.

(b) Maintain CESE and MHE record files in accordance with NAVFAC P-300, NAVFAC P-307, and NAVSUP Publication 538.

(c) Process safety and other manufacturers' recalls, and repair work on equipment covered by warranties, in accordance with the provisions of NAVFAC P-300 and NAVSUP Publication 538.

(d) Maintain a status board listing all vehicles down for repairs or preventive maintenance, including the following information:

- Vehicle Navy ID Number
- Date in shop
- Priority status
- Current maintenance status (waiting inspection, waiting maintenance, work in progress, down for parts)
- Estimated completion date (ECD)

(2) Transmittal of Work

(a) The Contractor shall operate a work reception center during regular working hours to receive all requests for vehicle and equipment maintenance, including service calls. The following information shall be recorded for each work request received:

- Date and time request received
- Identification of equipment
- Location of equipment
- Brief description of service(s) requested
- Contact point for Contractor
- If a service call, date and time service truck or wrecker departed dispatch area, and time of arrival at vehicle location
- Disposition of vehicle (repaired on site or towed in)
- Deferred work item(s)
- Date and time work completed by Contractor

(b) When work has been completed on a piece of equipment, the SRO, work request, and keys shall be provided to the QAE for possible inspection. Should the QAE identify nonperformed or unsatisfactory work, the Contractor shall initiate a new SRO clearly marked with the notation "REWORK OF SRO #!INSERT ORIGINAL NUMBER! and listing all identified discrepancies. The Contractor will release the vehicle back to the customer only after satisfactory inspection by the Government, including any rework required.

(3) General Repair. The Contractor shall perform repairs generated from preventive maintenance, interim maintenance, field service, service calls, and other sources as specified herein. Attachment J-C8 contains information on the number of repair actions historically required. The Contractor shall notify

the KO when repairs are complete. Government inspection will be conducted prior to vehicle/equipment release.

(4) Preventive Maintenance. Preventive maintenance (PM) inspections, including safety and reliability inspections for automotive vehicles, shall be scheduled and performed on each item of equipment listed in Attachment J-C1 in accordance with the requirements of NAVFAC P-300, except as modified herein. A list of the previous week's completed PMs shall be turned over to the KO by !INSERT! AM each Monday morning.

(a) PM Scheduling. The Contractor shall continue the existing PM inspection schedule for the first two calendar months of the contract term. A detailed PM inspection schedule shall be submitted for the KO's approval not later than 30 calendar days after the contract start date. This schedule shall indicate, for each piece of equipment listed in Attachment J-C1, the proposed date that PM inspections will be performed for the entire term of the contract.

(b) PM Notification. The Contractor shall notify equipment users of impending PM inspections using the existing system and the following procedures. Suggested modifications and improvements may be submitted to the KO for consideration and approval.

1 On the 20th of each month or the first working day thereafter, the Contractor shall forward to the KO a list by user activity of scheduled inspection dates for each vehicle due PM during the following month. Upon receipt of this schedule, user activities may contact the Contractor up to two working days prior to the scheduled PM date to request a different vehicle turn-in date if the original date conflicts with urgent work requirements. If requested, the Contractor will reschedule the vehicle turn-in date up to five working days before or five working days after the original scheduled PM date.

2 Two working days prior to the scheduled due date, the Contractor shall contact the user activity by telephone to remind them of the PM inspection date. A record of telephone notifications shall be maintained, including vehicle United States Navy (USN) number, user activity, name of person notified, telephone number, scheduled PM date, and date contacted. If the user activity does not turn in their vehicle on the scheduled PM date, the Contractor shall deliver the telephone notification record for that vehicle to the KO within two working days. The Contractor will not be penalized when this occurs, but must start PM as soon as the vehicle is turned in.

3 Vehicle users have historically been delinquent in turning in vehicles for PM inspection due to continuous operational commitments to meet mission requirements. The Contractor shall consider in the bid price that a closely managed and ambitious PM notification and turn-in program is necessary to perform on or close to schedule. PM shall be performed up to 14 calendar days prior to the scheduled PM date if the vehicle is in the shop for any other reason.

4 PM inspections and any related repair work shall be completed within three working days after the vehicle is received, except when the criteria for Priority 1 or 2 vehicles apply.

5 The KO shall be notified immediately of any changes to the PM Schedule requested by users.

(c) Safety Inspections. Safety inspections shall be performed on all motor vehicles in conjunction with reliability inspections in accordance with NAVFAC P-300. The Motor Vehicle Safety Inspection Checklist form (Attachment J-C15) shall be completed and attached to the SRO for each inspection. At a minimum, vehicles must comply with the safety requirements established by the state of !INSERT STATE NAME!. Any safety defect found during this inspection shall be corrected prior to returning the vehicle/equipment to operational status.

(d) Reliability Inspections. Reliability inspections shall be performed in accordance with frequencies and procedures set forth in NAVFAC P-300. The Motor Vehicle Reliability Inspection Checklist form in Attachment J-C16 shall be completed and attached to the record copy of each SRO. Corrective adjustments and repairs found as a result of these inspections shall be made to the extent recommended by the manufacturer and to maintain/return vehicles to a reliable operational status.

(e) The Contractor shall notify the KO when each PM is complete. The Contractor will be informed if the vehicle/equipment may be released to the user, or Government inspection will be conducted prior to release.

(5) Interim Maintenance. When equipment deficiencies are reported by the operator between scheduled PM inspections, the equipment shall be inspected and repaired. Unreported deficiencies observed by the inspector, Government representative, shop mechanic, or field mechanic during unscheduled maintenance that affect safety, reliability, or could cause damage to vehicle/equipment, shall be corrected prior to release.

(6) Field Service. The Contractor shall provide scheduled and unscheduled field maintenance/repair service for equipment that, because of its design or immobility, cannot economically be delivered to the maintenance facility. Examples of this equipment are emergency generators, WHE, fuel dispensing pumps, etc.

(a) Ground Power. Emergency generators, motor-driven fire pumping equipment, and fuel dispensing pumps require field service and shop repairs. The Contractor shall perform all maintenance, PM inspections, overhauls, and repairs of these systems and accessories, including engines, generators, fuel tanks, pumps, transfer switches, fuel transfer pumps, and control panels (includes automatic transfer switch panels). Equipment comprising these systems is listed in Attachment J-C1. PM, operation, and performance output shall comply with the standards of all applicable publications and instructions in Attachment J-C6. Response time for repair work, after notification by the KO, shall be a minimum of !15! minutes during regular working hours and !one! hour after regular working hours. This type of notification will only be given during hurricanes, electrical storms, and numerous other weather conditions where normal shore power is interrupted.

(b) Contractor Maintenance. On a weekly basis, the Contractor shall startup equipment and conduct a two-hour performance run. The Government will provide motor fuel only, which shall be delivered by the Contractor to each ground power equipment site. The Contractor shall maintain proper levels of coolants, oils, lubricants, fuel, etc.

(c) Response Time. For all other field serviceable equipment, response time shall be !INSERT! hours during regular working hours and !INSERT! hours after regular working hours.

(7) Service Calls. The Contractor shall provide towing and call-in road service in support of transient equipment and equipment listed in Attachment J-C1 within a !INSERT! mile radius of the activity. Historical data on the number of service calls received, both during and after regular working hours, is included in Attachment J-C8. Service calls shall be received and responded to 24 hours per day, 365 days per year.

(a) Response Requirements. The Contractor shall respond to service calls received during regular working hours within !INSERT! minutes, and within !INSERT! minutes for calls received after regular working hours. Response shall be computed from time of receipt of call until the service truck or wrecker arrives at the vehicle location.

(b) Road Service. Road service shall include the performance of minor repairs and adjustments, repairing and changing tires, boosting and replacing batteries, and other services as required to return equipment to an operational status. Equipment that cannot be repaired in the field shall be towed into the shop.

(c) Tow Truck Service. Tow truck service shall consist of removing improperly parked equipment (including non-Government vehicles) and towing in disabled equipment.

(8) New Vehicle Service. The Contractor shall perform specific services on all new and reassigned used vehicles added to the fleet. Service for new vehicles includes preparation of history jacket, property record information sheet, PM record, and initial new service shop repair order; performance of an initial safety inspection; cleaning of windows; installation of parts/equipment shipped with vehicle; application of corrosion preventive compounds, if not applied by the manufacturer; servicing all fluid levels and tire pressures; and applying appropriate vehicle markings as required. Service for reassigned used vehicles includes an oil change, lube, tune-up, reliability inspection, and repair of any deficiencies noted during the required inspections. Attachment J-C8 contains historical data on the number of new vehicle services performed. The Contractor shall notify the KO when service is complete. Government inspection will be conducted prior to vehicle release.

c. Specific Maintenance and Repair Requirements. Historical data for specific maintenance and repair requirements is contained in Attachment J-C8.

(1) Body and Fender Repairs. The Contractor shall perform all body and fender repairs resulting from normal use and wear, adverse environmental conditions, accidents, and operator abuse/negligence. Equipment shall be maintained in accordance with the vehicle appearance standards specified in Attachment J-C16. Body and fender repairs that are performed requiring in excess of !six! flat rate hours will be ordered under the indefinite quantity portion of the contract.

(2) Corrosion Prevention. The Contractor shall treat and maintain vehicles and equipment with a KO approved corrosion preventive compound. New vehicles and equipment shall carry a lifetime warranty against corrosion.

(3) Battery Maintenance. Battery maintenance, repair and replacement shall be performed as required. Batteries and charging systems shall be serviced when necessary during interim breakdowns and at regular scheduled maintenance intervals. A battery that is weak or does not meet manufacturer's specifications shall be replaced with a new battery of the proper size, voltage and amp hour rating. Defective batteries shall not be boosted off and released back in operation.

(4) Tire Maintenance. The Contractor shall perform tire maintenance, tire balancing, repair, or replacement as applicable. Only matched tires of the same size, ply rating and type shall be installed on equipment. Tire maintenance shall be in accordance with Rubber Manufacturers Association (RMA) publications and NAVFAC P-300.

(5) Glass. Glass that is cracked, chipped, scratched, clouded, broken, loose, or missing shall be replaced or repaired. The amount of damage allowed before replacement is required shall be in accordance with !INSERT STATE! Department of Transportation regulations.

(6) Keys. The Contractor shall provide key cutting services, including making spare keys and replacement of lost, damaged and broken keys.

(7) Transfer/Installation of Special Equipment. The Contractor shall install or transfer special equipment or components from one piece of equipment to another. Examples include transfer of equipment bodies to new chassis, transfer/installation of hydraulic tailgates or emergency warning devices, installation of special bumpers and hitches, and transfer/installation of two-way radio equipment.

(8) Painting and Marking. All CESE and MHE shall be painted and marked in accordance with NAVFAC P-300. Additional special marking shall be in accordance with the local activity instructions. If painting incidental to repair exceeds 50% of the equipment surface, the entire equipment surface shall be painted.

(9) Inspection and Load Test Certification of WHE and MHE. Inspection, testing, and certification of all WHE/MHE shall be performed at least annually in accordance with NAVFAC P-300, NAVFAC P-307, and the equipment manufacturer's regulations and manuals. The Contractor shall certify overall structural, mechanical, and electrical components have been maintained in a safe, serviceable condition and are functioning properly, and equipment is capable of safely lifting and moving rated loads. A copy of the certification shall be posted on the equipment in full view of the operator. In addition, inspection, testing, and certification shall be performed after an adjustment, repair, replacement, or alteration/modification of a load bearing or load controlling part of a component that upon failure could cause dropping, uncontrolled shifting, or movement of the load. The Contractor shall perform repairs found necessary as a result of any inspection/test. The Contractor shall provide a schedule for testing the equipment listed in Attachment J-C1. All tests shall be performed in the presence of the Government QAE. Names of Contractor personnel performing load testing certification shall be submitted to the KO within 30 days from contract start. The latest inspection and testing records shall be filed in the equipment's history file, and a copy provided to the KO within !two! working days. Submittals shall contain a current copy of the load test certificate; the Contractor shall update this certificate as personnel change or certificates become outdated.

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

C.9 GENERAL ADMINISTRATIVE REQUIREMENTS

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

b. Station Regulations

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

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

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

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

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

Government property at !INDICATE LOCATION! at the direction of the KO or off Government property at the option of the Contractor. In either case, the Contractor must dispose of all hazardous waste in accordance with the Resource Conservation and Recovery Act and its associated state and local regulations.

f. Safety Requirements and Reports

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

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

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

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

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

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

h. Identification of Contractor Employees

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

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

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

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

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

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

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

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

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

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

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

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

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

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

(e) Other as required by State Law

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

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

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

END OF SECTION C

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

SECTION J: LIST OF ATTACHMENTS

!*****
NOTE TO SPECIFICATION WRITER: The 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. The user should include additional attachments as required.
*****!

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ATTACHMENT J-1

DEPARTMENT OF LABOR WAGE DETERMINATION

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

ATTACHMENT J-C1

FLEET INVENTORY

ALPHA CODE	EC	USN NO.	DESCRIPTION	MANUFACTURER	YR	ODOMETER	LOCATION	PRIORITY
						MILES	ASSIGNMENT/ CLASS	
B	0063	91-05787	Bus, 36-60 Passenger	Ford	86	95913	Pool/C	3
B	0063	91-06194	Bus, 36-60 Passenger	International	89	15482	Pool/C	3
A	0104	92-22904	Sedan, Compact 4D	Ford	87	49186	COD/B	2
A	0104	92-23216	Sedan, Compact 4D	Plymouth	90	13771	PW Admin/B	3
A	0104	92-24096	Sedan, Compact 4D	Dodge	93	6512	Security/B	1
A	0104	92-24097	Sedan, Compact 4D	Plymouth	93	26391	Security/B	1
A	0104	92-24574	Sedan, Compact 4D	Plymouth	94	3526	Commander/A	1
A	0104	92-24575	Sedan, Compact 4D	Plymouth	94	3355	Pool/C	3
A	0104	92-24576	Sedan, Compact 4D	Plymouth	94	4200	Commodore/A	1
A	0104	92-24577	Sedan, Compact 4D	Plymouth	94	4200	Pool/C	2
A	0104	92-24578	Sedan, Compact 4D	Plymouth	94	2126	Pool/C	2
A	0104	92-24579	Sedan, Compact 4D	Plymouth	94	2481	Pool/C	3
E	0210	93-19708	Station Wagon, Compact	Chevrolet	91	18619	Housing/B	3
E	0210	93-22155	Station Wagon, Compact	Plymouth	94	3000	Pool/C	3
G	0313	94-12037	Truck, ½-Ton, Pickup	Ford	89	7937	Contractor/B	2
G	0313	94-16291	Truck, ½-Ton, Pickup	Chevrolet	82	76356	Operations/B	3
G	0313	94-16292	Truck, ½-Ton, Pickup	Dodge	78	74704	Safety/B	2
G	0313	94-16293	Truck, ½-Ton, Pickup	Ford	78	99722	Operations/B	3
G	0313	94-24167	Truck, ½-Ton, Pickup	Ford	83	27490	PW Maintenance/B	2
G	0313	94-24168	Truck, ½-Ton, Pickup	Chevrolet	82	102770	Operations/B	3
G	0313	94-93721	Truck, ½-Ton, Pickup	Ford	82	13413	Contractor/B	3
G	0316	94-16294	Truck, ½-Ton, 4x4	Chevrolet	78	90049	VT-23/B	2
G	0316	94-20482	Truck, ½-Ton, 4x4	Dodge	93	27618	NALF/B	3
G	0316	94-89348	Truck, ½-Ton, 4x4	Dodge	81	79889	Pool/C	3
G	0319	94-10992	Truck, Pickup Compact	Ford	88	79231	Pool/C	3
G	0319	94-10993	Truck, Pickup Compact	Ford	88	41620	Pool/C	3

!ETC!

ATTACHMENT J-C2

PERFORMANCE REQUIREMENTS SUMMARY (PRS) TABLE

The purpose of this attachment is to:

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

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

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

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

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

WORK REQUIREMENTS (Column 1)	STANDARDS OF PERFORMANCE (Column 2)	MAX ALLOW DEFECT RATE (Column 3)	WEIGHT (Column 4)
1. CONTRACT REQUIREMENT: RECORDS AND REPORTS			
A. Timeliness	Submitted within established time frames (Attachment J-C7)	5%	20% Item 1, Schedule of Deductions
B. Quality Work*	Contain required input, accurate, and complete (Paragraph C.6.e)	3%	80% Item 1, Schedule of Deductions
2. CONTRACT REQUIREMENT: DISPATCHING SERVICE (Paragraph C.7.b)			
A. Quality Work*	Dispatch service provided during specified time periods	5%	65% Item 2.a, Schedule of Deductions
B. Checkout Inspection	Vehicle inspected in operator's presence and discrepancies noted on inspection form	5%	5% Item 2.a, Schedule of Deductions
C. Check-In Inspection	Vehicle inspected in operator's presence and discrepancies noted on inspection form	5%	5% Item 2.a, Schedule of Deductions
D. Documentation	Trip tickets issued and dispatcher's log completed as required	5%	10% Item 2.a, Schedule of Deductions
E. Make Appropriate Assignments	Dispatcher assigned suitable vehicles and consolidates trips	5%	15% Item 2.a, Schedule of Deductions
3. CONTRACT REQUIREMENT: TAXI SERVICE (Paragraph C.7.c)			
A. Quality Work*	Provide taxi service as specified	5%	75% Item 2.b, Schedule of Deductions
B. Timeliness	Provide pickup within !INSERT NUMBER! minutes of scheduled service or unscheduled request	5%	15% Item 2.b, Schedule of Deductions
C. Documentation	Maintain logs of date/time of scheduled service or unscheduled request, pickup time and location, and destination	5%	10% Item 2.b, Schedule of Deductions

WORK REQUIREMENTS (Column 1)	STANDARDS OF PERFORMANCE (Column 2)	MAX ALLOW DEFECT RATE (Column 3)	WEIGHT (Column 4)
4. CONTRACT REQUIREMENT: SCHEDULED SHUTTLE AND SCHOOL BUS SERVICES [Paragraphs C.7.d(1) and C.7.d(2)]			
A. Quality Work	Shuttle and school buses operating as specified	5%	50% Item 2.c, Schedule of Deductions
B. Timeliness	Buses do not depart stops earlier than scheduled departure time, or later than !INSERT NUMBER! minutes for shuttle buses and !INSERT NUMBER! minutes for school buses after scheduled departure time	5%	30% Item 2.c, Schedule of Deductions
C. Equipment in Good Condition	Buses are clean and in safe operating condition, and heat/air conditioning is working	2%	20% Item 2.c, Schedule of Deductions
5. CONTRACT REQUIREMENT: WEIGHT/MATERIAL HANDLING EQUIPMENT, OPERATION OF CONSTRUCTION EQUIPMENT, AND MEDIUM/HEAVY TRUCKING SERVICE (Paragraphs C.7.e, C.7.f, and C.7.g)			
A. Quality Work*	Services provided as specified, operators qualified (WHE, MHE, and construction equipment), necessary permits obtained (medium/heavy trucking)	3%	75% Item 2.d, 2.e, or 2.f; Schedule of Deductions
B. Timeliness	Services provided within !INSERT NUMBER! hours of request (weight/material handling and construction equipment), Contractor responds within !INSERT NUMBER! hours notice during and !INSERT NUMBER! hours notice after regular working hours (trucking)	3%	25% Item 2.d, 2.e, or 2.f, Schedule of Deductions
6. CONTRACT REQUIREMENT: SCHEDULED SWEEPING SERVICE (Paragraph C.7.h)			
A. Quality Work*	Removal and proper disposal of all foreign material, correct equipment used, special requirements met	5%	85% Item 2.g, Schedule of Deductions
B. Timeliness	Service provided as scheduled	5%	15% Item 2.g, Schedule of Deductions

WORK REQUIREMENTS (Column 1)	STANDARDS OF PERFORMANCE (Column 2)	MAX ALLOW DEFECT RATE (Column 3)	WEIGHT (Column 4)
7. CONTRACT REQUIREMENT: RAILWAY OPERATION (Paragraph C.7.i)			
A. Quality Work*	Service provided as specified	5%	80% Item 2.h, Schedule of Deductions
B. Timeliness	Service provided within !INSERT NUMBER! hours of request	5%	20% Item 2.h, Schedule of Deductions
8. CONTRACT REQUIREMENT: TANK PUMP TRUCK SERVICES (Paragraph C.7.j)			
A. Quality Work*	All foreign objects/excessive material removed from pits, drains, and septic tanks; grease traps cleaned, disinfected, and baffles replaced or reset as required	5%	85% Item 2.i, Schedule of Deductions
B. Timeliness	Service provided in accordance with Contractor's approved schedule	5%	15% Item 2.i, Schedule of Deductions
9. CONTRACT REQUIREMENT: SCHEDULED FUEL DELIVERY SERVICES (Paragraph C.7.k)			
A. Quality Work*	Tanks are topped off, appropriate safety procedures adhered to	5%	75% Item 2.j, Schedule of Deductions
B. Timeliness	Service provided in accordance with Contractor's approved schedule	3%	25% Item 2.j, Schedule of Deductions
10. CONTRACT REQUIREMENT: OPERATION OF CESE FUELING FACILITY (Paragraph C.7.l)			
A. Proper Operation*	Facility open during specified hours	5%	60% Item 2.k, Schedule of Deductions
B. Availability of Supplies	Fuel, lubricating oil, air, and water are available during operating hours	5%	30% Item 2.k, Schedule of Deductions
C. Professional Service	Attendants are accommodating and helpful	5%	10% Item 2.k, Schedule of Deductions

WORK REQUIREMENTS (Column 1)	STANDARDS OF PERFORMANCE (Column 2)	MAX ALLOW DEFECT RATE (Column 3)	WEIGHT (Column 4)
11. CONTRACT REQUIREMENT: VEHICLE WASHING AND POLISHING (Paragraph C.7.m)			
A. Proper Operation of Facility	Available to all authorized users during regular working hours, supplies always furnished, facility clean and safe, equipment always operational	0%	25% Item 2.1, Schedule of Deductions
B. Quality Service	Washing, polishing, cleaning, and vacuuming performed as specified	5%	60% Item 2.1, Schedule of Deductions
C. Timeliness	Washed/polished when required	5%	15% Item 2.1, Schedule of Deductions
12. CONTRACT REQUIREMENT: SNOW AND ICE REMOVAL SERVICE (Paragraph C.7.n)			
A. Quality Work*	Service provided in accordance with established priorities, chemicals approved prior to use, equipment operators qualified, preparatory action taken in the event of an impending storm	5%	90% Item 2.m, Schedule of Deductions
B. Timeliness	Service provide without delay when directed by the KO	5%	10% Item 2.m, Schedule of Deductions
13. CONTRACT REQUIREMENT: DISASTER RECOVERY EXERCISES (Paragraph C.7.o)			
A. Equipment*	Correct equipment provided as specified in Disaster Recovery Operating Plan	0%	70% Item 2.n, Schedule of Deductions
B. Participation	Personnel involved in exercise as required	0%	30% Item 2.n, Schedule of Deductions
14. CONTRACT REQUIREMENT: REPAIRS			
A. Quality Work*	Repairs performed per NAVFAC P-300, manufacturer's maintenance service manuals, or Section C, whichever is more stringent [Paragraphs C.8.a(5), C.8.b(3), and C.8.c(1) through C.8.c(8)]	3%	70% Item 3.a, 3.b, or 3.g; Schedule of Deductions

WORK REQUIREMENTS (Column 1)	STANDARDS OF PERFORMANCE (Column 2)	MAX ALLOW DEFECT RATE (Column 3)	WEIGHT (Column 4)
B. Timely Completion	Allowable downtime not exceeded [Paragraph C.8.a(2)]	3%	20% Item 3.a, 3.b, or 3.g; Schedule of Deductions
C. Timely Response	Repairs begun in accordance with assigned priorities [Paragraph C.8.a(1)]	3%	10% Item 3.a, 3.b, or 3.g; Schedule of Deductions
15. CONTRACT REQUIREMENT: PREVENTIVE MAINTENANCE [Paragraph C.8.b(4)]			
A. Quality Work*	All checkpoints completed, deficiencies corrected using accepted quality standards	3%	70% Item 3.c, Schedule of Deductions
B. Timely Completion	Work completed by date scheduled	5%	15% Item 3.c, Schedule of Deductions
C. Documentation	Safety/Reliability Checklists completed and attached to SRO	5%	15% Item 3.c, Schedule of Deductions
16. CONTRACT REQUIREMENT: FIELD SERVICE [Paragraph C.8.b(6)]			
A. Immobile Equipment Routinely Serviced*	Maintenance/repair meets applicable publications and instructions, performance runs conducted and fluid levels checked	3%	80% Item 3.d, Schedule of Deductions
B. Timeliness	Response within !15! minutes during regular working hours and !one! hour after regular working hours for ground power, response within !INSERT! hours during regular working hours and !INSERT! hours after regular working hours for all other field serviceable equipment	3%	20% Item 3.d, Schedule of Deductions
17. CONTRACT REQUIREMENT: SERVICE CALLS [Paragraph C.8.b(7)]			
A. Quality Work*	Transient equipment is either repaired in the field or towed in to the shop	3%	80% Item 3.e, Schedule of Deductions

WORK REQUIREMENTS (Column 1)	STANDARDS OF PERFORMANCE (Column 2)	MAX ALLOW DEFECT RATE (Column 3)	WEIGHT (Column 4)
B. Timeliness	Response within !INSERT! minutes during regular working and !INSERT! minutes after regular working hours	3%	20% Item 3.e, Schedule of Deductions

18. CONTRACT REQUIREMENT: NEW VEHICLE SERVICE [Paragraph C.8.b(8)]

A. Documentation	Forms, records, and other documents prepared or completed as required	5%	40% Item 3.f, Schedule of Deductions
B. Quality Work*	Required services performed for new and reassigned used vehicles	5%	60% Item 3.f, Schedule of Deductions

19. CONTRACT REQUIREMENT: INSPECTION AND LOAD TEST CERTIFICATION [Paragraph C.8.c(9)]

A. Quality Work*	Inspection and testing performed per applicable instructions and manufacturer's manuals; certification posted on equipment, copy provided to KO and placed in history file; repairs identified/performed	3%	90% Item 3.h, Schedule of Deductions
B. Timeliness	Work performed in accordance with Contractor's schedule	3%	10% Item 3.h, Schedule of Deductions

20. CONTRACT REQUIREMENT: INDEFINITE QUANTITY WORK [Paragraphs C.7.d(3), C.7.h(1), C.7.p, C.8.a(4)]

A. Timely Completion	Work completed within time period specified in task order	5%	20% of Unit Prices, Contract Line Items 0002 - 0003
B. Quality Work*	All work completed in conformance with quality standards	5%	80% of Unit Prices, Contract Line Items 0002 - 0003

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

ATTACHMENT J-C3

GOVERNMENT-FURNISHED FACILITIES

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

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

1. Maintenance Facility. Located in building number !INSERT!. Consists of approximately !INSERT! square feet of work space, !INSERT! square feet of office space, and !INSERT! square feet of storage space. Locker room, toilet, and wash room space is also included. Attached drawing number !INSERT! shows the general layout of the facility and the location of fixed shop tools and equipment. There is some large equipment that may not physically fit into the service bays of the maintenance facility, including !INSERT TYPE OF EQUIPMENT, FOR EXAMPLE, CRANES AND REFUELERS!. Maintenance and repair services for this equipment shall be performed off base, if required, at no additional cost to the Government. See attached drawing number !INSERT!.

2. Operations Facility. Located in building number !INSERT!. Consists of approximately !INSERT! square feet of office space and !INSERT! square feet of fenced vehicle/equipment parking area. See attached drawing number !INSERT!.

3. Fuel Dispensing Facility. Located in building number !INSERT!. Consists of approximately !INSERT! square feet of office space; !INSERT! square feet of operating/maneuvering space; and associated gasoline dispensing pumps, diesel fuel dispensing pumps, and water and compressed air outlets. See attached drawing number !INSERT!.

4. Wash Facility. Located adjacent to building number !INSERT!. Consists of a steam cleaner, oil/water separator, and wash rack.

ATTACHMENT J-C4

GOVERNMENT-FURNISHED EQUIPMENT

!*****
 NOTE TO SPECIFICATION WRITER: List all equipment that will be provided to the Contractor. Provide descriptive characteristics including manufacturer, model type, age, location, etc.
 *****!

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

<u>QUANTITY</u> <u>(EACH)</u>	<u>SHOP/OFFICE</u> <u>EQUIPMENT DESCRIPTION</u>	<u>BUILDING/LOCATION</u>
2	Steel Work Bench	5
5	Wooden Work Bench	5
2	Dover Air Lift	5
1	Dresser Air Compressor	5
1	Coats Tire Machine, Air	5
1	Ingersol Rand Air Compressor	98
1	Quincy Air Compressor	16
1	Peerless Air Compressor	5
1	Hammond Grinder, Floor Model	5
1	Hertner Charger, Electric Forklifts	5
10	Wall Locker	5
1	Wood Stand Up Desk	5
1	Bolt Bin, Rotary Type	5
1	Bolt Bin	5
1	Oasis Drinking Fountain	16
6	Window A/C Unit	16
1	Coat Rack	16
3	Metal Book Shelves	16
1	3' x 8' Table	16
1	2½' x 4' Table	16
1	Key Machine	16
36	8-Shelf Parts Bin	5
2	Credenza	16
6	Metal Desk	16
8	Chair	16

!ETC!

CESE/MHE

Some items of equipment will be replaced by the Government, as indicated below, when they are beyond economical repair due to normal wear and tear. Replacements are subject to availability; however, nonavailability will not relieve the Contractor of responsibility to fully perform the requirements of the contract. Additional information on Government-furnished CESE/MHE is provided in Attachment J-C1.

<u>USN</u> <u>NUMBER</u>	<u>EQUIPMENT</u>	<u>GOVERNMENT-FURNISHED</u> <u>REPLACEMENT</u>
94-12037	Ford Pickup, ½-Ton	No
94-93721	Ford Pickup, ½-Ton	No
45-23684	Case Tracked Front End Loader	Yes

!ETC!

ATTACHMENT J-C5

GOVERNMENT-FURNISHED MATERIAL

!*****

NOTE TO SPECIFICATION WRITER: List what material will be provided to the Contractor, including generic name, federal or commercial specification (if applicable), and quantity 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>
Motor Oil	2000 Gallons
Belts, various sizes	350 Each
Hoses, various sizes	225 Each

!ETC!

ATTACHMENT J-C6

PUBLICATIONS

!*****
NOTE TO SPECIFICATION WRITER: Add appropriate local activity or other instructions as needed. For example, if the Contractor is to operate the activity's fueling facility as specified in paragraph C.7.1, add local procedures for the facility's operation to the list below.
*****!

DoD Directive 4500.36; *Management, Acquisition, and Use of Motor Vehicles*, may be obtained from the following website - <http://web7.whs.osd.mil/corres.htm>

Office of the Chief of Naval Operations (OPNAV) instructions listed below may be downloaded from <http://neds.nebt.daps.mil/>

OPNAVINST 5100.23, *Navy Occupational Safety and Health (NAVOSH) Program Manual*
OPNAVINST 5102.1, *Mishap Investigation and Reporting*

The following NAVFAC Publications and Maintenance and Operations Manuals (MOs) may be obtained from http://www.efdlant.navfac.navy.mil/lantops_15/home.htm

NAVFAC P-300, *Management of Civil Engineering Support Equipment*
NAVFAC P-307, *Management of Weight Handling Equipment*
NAVFAC MO-322, *Inspection of Shore Facilities*
NAVFAC MO-403, *Navy Driver's Handbook*

Estimating Guides:

Motor Crash Estimating Guides
Chilton Labor Guide
Mitchell Mechanical Parts/Labor Estimating Guide

ATTACHMENT J-C7

RECORDS AND REPORTS

!*****
NOTE TO SPECIFICATION WRITER: The format, frequency, and specific data to be recorded and reported by the Contractor should be tailored by the user to obtain the pertinent information for the equipment and services provided, enable the Government to periodically monitor the Contractor's operations, and permit preparation of required reports by the activity. Keep in mind numerous reports and high frequency requirements cost more. Reports should be minimized and formats designed to consolidate and provide the necessary information with minimum effort. Attach example forms, report formats, etc., so the Contractor will understand the level of effort required in preparation.
*****!

1. The Contractor shall maintain CESE and MHE record files in accordance with NAVFAC P-300 and NAVFAC P-307. Such records include, but are not limited to, the following:

- a. Labor/material expenditures by equipment code (EC), USN number, and job order number
- b. Downtime hours by EC and USN number
- c. Individual vehicle/equipment history jackets
- d. DD Form 1342, DoD Property Record (Government-furnished equipment)
- e. Accident damage repair estimates
- f. Vehicle/equipment misuse/abuse records
- g. Vehicle repair status
- h. Preventive maintenance inspection schedule and record of accomplishment
- i. Annual safety and reliability inspection checklists

2. The Contractor shall maintain records of all railway operations.

3. The following reports shall be prepared by the Contractor and submitted to the KO at the frequency specified:

- a. Quality control inspection reports (monthly)
- b. NAVFAC Form 9-11240/9, Activity Utilization Report
 - (1) Quarterly, by assignment
 - (2) Quarterly, by activity
 - (3) Annually, cumulative by activity and assignment

c. Weekly downtime report for all vehicles/equipment by USN number and description, to include date down, status, downtime hours to date, and estimated date of return to service

d. Monthly report of scheduled vehicle/equipment preventive maintenance inspections not completed

e. Monthly (cumulative) fuel consumption report (miles/hours per gallon) by equipment identification number

f. Vehicle/equipment misuse/abuse reports (as they occur)

g. Estimate of accident damage to vehicle/equipment (as it occurs)

h. Report of fuel issued by EC, USN number, job order number, and quantity (monthly)

i. Report of miles/hours operated by EC, USN number and job order number (monthly)

j. Report of labor/material expenditures by EC, USN number and job order number (monthly)

k. Report of downtime hours by EC and USN number (monthly)

l. GSA Fleet vehicles - Motor Vehicle Use/Mileage Report and GSA Fuel Issue Report (monthly)

Submission Requirements

- Daily - at the start of the following workday
- Weekly - at the start of the following Monday
- Monthly - with the monthly invoice

ATTACHMENT J-C8

HISTORICAL DATA

!*****
 NOTE TO SPECIFICATION WRITER: This attachment includes sample formats for displaying historical data. Accurate and complete historical data is essential in the development of realistic Contractor bids. If complete information is not available, projections should be made based on the data that is available, and some system established to capture required historical information for future contracts.
 *****!

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

<u>PARAGRAPH</u>	<u>FUNCTION</u>	<u>NUMBER OF OCCURRENCES</u>	
		<u>1999</u>	<u>2000</u>
C.7.a(1)	Operator's licenses issued	!INSERT!	!INSERT!
C.7.b	Dispatch services	!INSERT!	!INSERT!
C.7.c(2)	Unscheduled taxi dispatches	!INSERT!	!INSERT!
C.7.d(3)	Unscheduled bus services	!INSERT!	!INSERT!
C.7.e	Weight and material handling equipment dispatches	!INSERT!	!INSERT!
C.7.f	Construction equipment dispatches	!INSERT!	!INSERT!
C.7.g	Medium/heavy trucking dispatches	!INSERT!	!INSERT!
C.7.g(1)	Overweight/oversized load dispatches	!INSERT!	!INSERT!
C.7.i	Railroad operation dispatches	!INSERT!	!INSERT!
C.8.a(4)	Major repairs	!INSERT!	!INSERT!
C.8.a(5)	Transient equipment repairs	!INSERT!	!INSERT!
C.8.b(3)	General repair resulting from		
	• Preventive maintenance inspections	!INSERT!	!INSERT!
	• Interim maintenance	!INSERT!	!INSERT!
	• Field service	!INSERT!	!INSERT!
	• Service calls	!INSERT!	!INSERT!
	• New vehicle service	!INSERT!	!INSERT!

<u>PARAGRAPH</u>	<u>FUNCTION</u>	<u>NUMBER OF OCCURRENCES</u>	
		<u>1999</u>	<u>2000</u>
C.8.b(7)	Service calls		
	• During regular working hours	! INSERT!	! INSERT!
	• After regular working hours	! INSERT!	! INSERT!
	• Road service	! INSERT!	! INSERT!
	• Tow truck service	! INSERT!	! INSERT!
C.8.b(8)	New vehicle service	! INSERT!	! INSERT!
C.8.c	Specific maintenance/repair requirements		
	• Body and fender repairs (including associated painting and marking)	! INSERT!	! INSERT!
	• Corrosion prevention ¹	! INSERT!	! INSERT!
	• Battery maintenance ²	! INSERT!	! INSERT!
	• Tire replacements ²	! INSERT!	! INSERT!
	• Tire repairs ²	! INSERT!	! INSERT!
	• Glass replacements ²	! INSERT!	! INSERT!
	• Glass repairs ²	! INSERT!	! INSERT!
	• Key services	! INSERT!	! INSERT!
	• Transfer/installation of special equipment ¹	! INSERT!	! INSERT!
	• Painting and marking (not associated with body and fender repair above)	! INSERT!	! INSERT!
	• Special inspection, test, and calibration	! INSERT!	! INSERT!

¹ Includes those occurrences performed as part of new vehicle servicing.

² Also included in "General repair resulting from" above.

ATTACHMENT J-C9

SCHEDULED BUS SERVICES

!*****
NOTE TO SPECIFICATION WRITER: The schedules provided below are for illustration only, and must be tailored by the user. Include drawings in this attachment that show bus stop locations. If the Contractor is required to follow a specified route between stops, also indicate route.
*****!

1. The Contractor shall provide scheduled shuttle bus service over routes A and C as specified below and in paragraph C.7.d(1).

ROUTE A: Forty-passenger bus, air conditioned; services provided Monday through Friday, 5 days per week over the route indicated on the attached drawing.

<u>STOP NUMBER</u>	<u>DEPARTURE TIMES</u>
1	6:30 AM
	7:30 AM
	8:30 AM
	3:30 PM
	4:30 PM
2	6:40 AM
	7:40 AM
	8:40 AM
	9:40 AM
	3:40 PM
3	4:40 PM
	7:05 AM
	8:05 AM
	9:05 AM
	4:05 PM
4	5:05 PM
	7:20 AM
	8:20 AM
	9:20 AM
	4:20 PM
	5:20 PM

ROUTE C: Fifteen-passenger bus, air-conditioned; services provided on Saturdays, Sundays, and holidays over the route indicated on the attached drawing.

<u>STOP NUMBER</u>	<u>DEPARTURE TIMES</u>
1	8:00 AM
	11:00 AM
	4:00 PM
2	8:10 AM
	11:10 AM
	4:10 PM
3	8:20 AM
	11:20 AM
	4:20 PM

2. The Contractor shall provide scheduled school bus service over route B as specified below and in paragraph C.7.d(2).

ROUTE B: Twenty-passenger bus, air conditioned, services over the route indicated on the attached drawing.

<u>STOP NUMBER</u>	<u>DEPARTURE TIMES</u>
1	7:00 AM
2	7:05 AM
3	7:10 AM
4	7:20 AM
5	7:35 AM
5	3:15 PM
4	3:30 PM
3	3:40 PM
2	3:45 PM
1	3:50 PM

ATTACHMENT J-C10

SWEeper SERVICES REQUIREMENTS

The Contractor shall provide sweeping services as specified in paragraph C.7.h.

AIRFIELD PAVEMENT SWEEPING SCHEDULE

<u>AREA/FREQUENCY/SPEED</u>	<u>SUNDAY</u>	<u>MONDAY</u>	<u>TUESDAY</u>	<u>WEDNESDAY</u>	<u>THURSDAY</u>	<u>FRIDAY</u>	<u>SATURDAY</u>
Area A ¹ (100 Acres), once weekly, maximum speed of 15 mph	6:00 AM to 2:00 PM						
Area B ¹ (60 Acres); twice weekly, Sun and Wed, during hours specified; maximum speed of 15 mph	6:00 AM to 2:00 PM			12:00 PM to 6:00 AM			
Area C ¹ (50 Acres); once daily, 6 days per week, during hours specified; maximum speed of 15 mph	6:00 AM to 2:00 PM	12:00 PM to 6:00 AM					
Area D ¹ (70 Acres); once daily, 6 days per week, during hours specified; maximum speed of 15 mph	6:00 AM to 2:00 PM	6:00 AM to 3:00 PM	6:00 AM to 3:00 PM	6:00 AM to 3:00 PM	6:00 AM to 3:00 PM	6:00 AM to 3:00 PM	

¹ Refer to airfield sweeping drawing number 5119204

**ROAD, STREET, PARKING AREA, AND OPEN
STORAGE AREA SWEEPING SCHEDULE**

<u>AREA</u>	<u>FREQUENCY</u>	<u>APPROXIMATE NUMBER OF UNITS PER OCCURRENCE</u>	<u>UNIT OF MEASURE</u>
Roads/Streets (non-magnetic)			
Main Street (VIP route), 30' wide x 5 miles	Monthly	88,000	SY
First Street, 30' wide x 2 miles	Quarterly	35,200	SY
Second Street, 24' wide x 1.5 miles	Quarterly	21,120	SY
"A" Street, 24' wide x 2 miles	Quarterly	28,160	SY
Parking Areas (non-magnetic)			
at Bldg 100 (HQ)	Monthly	5,000	SY
at Bldg 101 (NAS)	Quarterly	8,000	SY
at Bldg 102 (CPO)	Quarterly	6,000	SY
at Bldg 103 (Chapel)	Monthly	3,000	SY
Open Storage Areas (non-magnetic)			
at Bldg 104 (Warehouse)	Quarterly	20,000	SY
Road/Streets (magnetic)			
First Street, from DRMO to railroad	Quarterly	5,640	SY
Open Storage Area			
DRMO scrap yard area	Quarterly	5,000	SY

ATTACHMENT J-C11

PITS, DRAINS, AND GREASE TRAP WASTE LOCATIONS AND SCHEDULES

!*****
 NOTE TO SPECIFICATION WRITER: The user must tailor the following example.
 *****!

The Contractor shall clean the pits, drains, septic tanks, and grease traps listed below, as specified in paragraph C.7.j, Section C. The pumping and cleaning frequencies shown below are based on normal operations. The KO as a result of unusually heavy rainfall may temporarily increase frequencies, and the Contractor may otherwise vary frequencies with the prior approval of the KO.

<u>EQUIPMENT ITEM</u>	<u>BLDG NO.</u>	<u>SPECIALIZED OPERATIONAL REQUIREMENTS</u>	<u>SPECIALIZED MAINTENANCE REQUIREMENTS</u>
Collection pits, separators and traps	760	Two sump pump pits and six floor drains cleaned monthly	Periodic inspection of separators and traps required; grates and covers shall be maintained as required
	2714	Sand trap cleaned monthly	
	2713	Four floor drains and one trap NW corner of building cleaned monthly	
	2715	Sand trap cleaned monthly	
	3783	Sand trap cleaned monthly	
	Grid EE-38	Grease/sand trap cleaned quarterly	
	2766	Grease trap cleaned monthly	
	1771	Grease trap cleaned monthly	
	3766	Grease trap cleaned monthly	
	2742	Four grease traps cleaned monthly	
Fuel Farm		Six pits shall remain free of standing water	

EQUIPMENT ITEM	BLDG NO.	SPECIALIZED OPERATIONAL REQUIREMENTS	SPECIALIZED MAINTENANCE REQUIREMENTS
Dumpster cleaning station	Grid EE-38	Area must be cleaned after each day's use	Drainage and cleanliness of this area must be maintained as required
	3791	One pit shall remain free of standing water	
	3741	Sand trap at VT-23 wash rack cleaned monthly	
	3757	Sand trap at VT-21 wash wash rack cleaned monthly	

ATTACHMENT J-C12

FUEL DELIVERY SCHEDULE

The Contractor shall operate fuel delivery vehicles/equipment as specified in paragraph C.7.k to meet the routes and schedules set forth below.

<u>LOCATION</u>	<u>FREQUENCY</u>
Gasoline	
Building 12, underground tank	Monthly
Building 624, two underground tanks	Semimonthly
Diesel Fuel	
Building 624, two underground tanks	Semimonthly
Building 650, underground tank	Monthly
Heating Oil	
Building 1741, underground tank	Monthly, October - April
Building 1742, underground tank	Semimonthly, October - April
20 on-base housing units, Iowa Drive and Tailhook Lane, above ground storage tanks at each unit	Monthly, October - April

ATTACHMENT J-C13

SNOW REMOVAL PLAN

!*****
NOTE TO SPECIFICATION WRITER: Attach the activity snow removal plan.
*****!

ATTACHMENT J-C14

DISASTER RECOVERY PLAN

!*****
NOTE TO SPECIFICATION WRITER: This attachment must include a summary of the personnel, equipment, and other resources the Contractor is required to provide during disaster recovery exercises. If the activity's Disaster Recovery Operating Plan or other appropriate instruction is sufficiently detailed, excerpts from the plan may simply be attached. In any case, the Contractor's responsibilities must be clearly defined.
*****!

This attachment summarizes the personnel, equipment, and other requirements the Contractor shall provide in support of activity disaster recovery exercises specified in paragraph C.7.o. Exercises shall be conducted in accordance with the activity's Disaster Recovery Operating Plan. This plan will be available for review at !INSERT LOCATION! during the contract solicitation period, and a copy furnished by the Government after contract award.

ATTACHMENT J-C15

MOTOR VEHICLE SAFETY INSPECTION CHECKLIST

Equipment Code _____
 USN Number _____
 Make/Year _____

Date Inspection Due _____
 Accumulated Mileage _____

CHECKLIST ITEM	SAT	UNSAT
BRAKES		
Test to determine if brakes are functioning properly.		
Check brake pedal free travel as required.		
Remove a front wheel (alternate sides each safety inspection); inspect brake drum or rotor for wear or cracking; inspect linings or pads for excessive wear; check wheel cylinders for leaks and evidence of deterioration. Remove opposite rear wheel and repeat the process.		
Check fluid level and all hydraulic brake lines for leaks.		
On air brake systems, inspect air brake accessories and all air lines and air tanks for leaks and deterioration; check air brake instruments, control air valves, trailer hose, and glad hands.		
LIGHTS		
Check all lights, signals, and reflectors.		
Check condition of trailer jumper cable.		
Check headlights for proper alignment.		
INSTRUMENTS, CONTROLS, WARNING DEVICES		
Check instruments, gages, mirrors, switches, controls, and warning devices for proper functioning and damage.		
EXHAUST SYSTEM		
Check muffler, exhaust and tailpipes, and all connections for leaks.		
STEERING SYSTEM		
Check steering devices and linkage for wear and damage.		
SEAT BELTS		
Check all safety belts for wear and proper mounting.		
FIFTH WHEEL AND TRAILER		
Check trailer kingpin for wear and damage. Check tow bars, tongue sockets, and safety chains.		
TIRES		
Check all tires for damage and excessive wear. Remove and replace tires on front wheels of buses, trucks, or truck tractors when the tires in use have less than 4/32-inch of tread at any point on a major tread groove. Tires shall be replaced when any tread groove pattern measures less than 2/32-inch.		
WINDSHIELD WIPERS, GLASS AND DEFROSTERS		
Check wipers, glass, and defrosters for proper operation, wear, damage, and deterioration.		
OTHER ITEMS		
Check all other components required by the state in which the vehicle is operated.		
EXHAUST EMISSION		
Check exhaust emission for compliance with local restrictions.		
EXHAUST EMISSION CONTROLS TAMPERING CHECK		
Check for the presence of, or damage to, the catalytic converter, fuel filler inlet restraint, exhaust gas recirculation valve, air pump, air pump drive belt, and other pollution control devices, which are readily visible. Check also for plugged or disconnected vacuum lines.		
INSPECTOR SIGNATURE/DATE		

INTERIOR

OPERATIONAL CHECKS	SAT	UNSAT	FUNCTIONAL CHECKS	SAT	UNSAT
Seat Adjusters			Door Seals and Weather Stripping		
Windows					
Door Handles			Booting and Bushing of Wall Penetrations		
Doors and Locks					
Gear Shift			Floor Boards and Mats		
Power Takeoff					
Sun Visors			Arm Rests		
Heater/Defrost/AC					
Ignition Switch			Dash Pad		
Glove Box					
Spotlights			Head Liner		

EXTERIOR

OPERATIONAL CHECKS	SAT	UNSAT	FUNCTIONAL CHECKS	SAT	UNSAT
Door Handles and Locks			Radiator, Reservoir, Hoses, Clamps, Cap		
Hood Latches and Hinges					
Windshield Washer			Air Filter, Oil, and Gas		
Heater Control Valve					
Power Steering Pump/Reservoir			Running Boards and Steps		
Water Pump					
Alternator			Heater Hoses and Clamps		
Voltage Regulator					
Fuel Pump			Bumpers		
Carburetor and Choke			Antennae		
Distributor			Tail Gate and Trunk		
Fan and Fan Clutch			Gas Cap		
Starter			Body Panels		
Air Compressor			Grill		
Smog Pump			Water Leaks		
Clutch			Belts		
Engine (Tune-Up)			PCV Valve		

INSPECTOR SIGNATURE/DATE

ATTACHMENT J-C16

MOTOR VEHICLE RELIABILITY INSPECTION CHECKLIST

Equipment Code _____
 USN Number _____
 Make/Year _____

Date Inspection Due _____
 Accumulated Mileage _____

FUNCTIONAL CHECK OF ENGINE COMPARTMENT	SAT	UNSAT
Crankcase Breather		
Spark Plugs		
Wiring		
Battery, Terminal		
Cables and Hold Down or Box		
Vapor Canister		
Oil Filter Cap and Dipstick		
Transmission and Mounting		
Body to Frame and Mounting		
Gas Tank and Mounting		
Heat and Dirt Shields		
Universal Joints		
Drive Shaft		
Frame		
Clutch Linkage and Spring		
Speedometer Cable		
Oil Pan		
ROAD CHECK		
INSPECTOR SIGNATURE/DATE		

ATTACHMENT J-C17

VEHICLE APPEARANCE STANDARDS

The Government recognizes a vehicle subject to ordinary use and the passage of time will show wear and deterioration, and will not remain in its original condition. The Contractor shall, nonetheless, ensure vehicle appearance at least adheres to the acceptable levels of wear and tear as defined herein. All body and fender defects that could create a safety hazard (loose seats, door handles, and latches; holes in floor boards or cargo beds; etc.) shall be repaired regardless of equipment age or mileage.

LEVEL I - EQUIPMENT LESS THAN 1 YEAR OLD OR LESS THAN 12,000 MILES. Interior and exterior appearances are to be maintained in like-new condition for all passenger-carrying vehicles regardless of vehicle size. Additionally, VIP and executive vehicles shall always be maintained in like-new condition regardless of age or mileage. Minor scuffing, scratches, abrasions, and indenting of cargo area surfaces is acceptable for special use and cargo equipment. The removal of paint down to bare metal, punctures of sheet metal, dents in excess of ¼ inch deep and 3 inches in diameter, broken weld joints, missing pieces or panels, or discoloration of more than 10% of the cargo surface area, shall be corrected even though such wear and deterioration is common and ordinary in the use of the equipment. Mouldings, door seals, and chrome shall be replaced or repaired when damaged. Upholstery and carpeting shall be thoroughly cleaned and repaired as necessary.

LEVEL II - EQUIPMENT FROM 1 TO 4 YEARS OLD, OR BETWEEN 12,000 AND 48,000 MILES

Passenger Vehicles. Paint and chrome are subject to minor scratches and fading; chrome may blister, and paint may chalk or become pitted. The Contractor shall touch up all minor scratches and pitting paint when base metal is exposed or shows signs of rust. Upholstery and carpeting may fade or become soiled; professionally clean when necessary. Tears, rips, or snags shall be repaired or replaced such that the appearance remains uniform and consistent in color, size, material, and method of installation with the original.

Other Vehicles. The driver and passenger areas of station wagons, vans, and other vehicles containing cargo areas, shall be maintained in accordance with the Level II standards for passenger vehicles. Cargo areas and exteriors shall be maintained as follows: Scratches, abrasions, and indentations of the cargo area are acceptable. The removal of paint down to bare metal, punctures of sheet metal, rust, dents in excess of ¼ inch deep and 2 inches in diameter, broken weld joints, missing pieces or panels, or discoloration of more than 15% of the cargo surface area shall be corrected by the Contractor, even though such wear and deterioration are common and ordinary in the use of the vehicle. Vehicle areas used for both passenger and cargo shall be maintained based upon the predominant use of the spaces. For example, vans, which are generally used as passenger only vehicles shall be, maintained in accordance with the Level II standards for passenger vehicles.

LEVEL III - EQUIPMENT MORE THAN 4 YEARS OLD OR OVER 48,000 MILES. Interior and exterior appearances of vehicles are to be maintained at a minimum level of quality consistent with the customer's use of the vehicle.

Exterior. At a minimum, the Contractor shall maintain all vehicle exteriors free of dents in excess of ¼ inch deep by 2 inches in diameter, and paint damage

caused by either accident or corrosion that exposes bare metal. Damaged or missing chrome, trim parts, or decorations shall be repaired or replaced. Cargo portions of vehicles shall be maintained free of punctures, dents in excess of ½ inch deep and 3 inches in diameter, broken weld joints, missing pieces or panels, or discoloration of more than 25% of the cargo surface area. Paint repair shall include removal of loose paint, removal of rust down to sound metal, and application of both a prime and finish paint coating.

Interior. Passenger portions of vehicle interiors shall be maintained by the Contractor at a minimum level as follows: headliners, carpets, and upholstery shall be clean, free of tears in excess of 1 inch in length, and free of defects such as deformation, loose springs, collapsed cushions, or severely frayed or damaged fabrics.

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.	Records and Reports (paragraph C.6.e)	MONTH	12	\$_____	\$_____
2.	Equipment Operations				
	a. Dispatching Service (paragraph C.7.b)	MONTH	12	\$_____	\$_____
	b. Taxi Service (paragraph C.7.c)				
	(1) Scheduled Services	EACH	!INSERT!	\$_____	\$_____
	(2) Unscheduled Services	MONTH	12	\$_____	\$_____
	c. Bus Service (paragraph C.7.d)				
	(1) Scheduled Shuttle Services	EACH	!INSERT!	\$_____	\$_____
	(2) Scheduled School Services	EACH	!INSERT!	\$_____	\$_____
	d. Weight/Material Handling Equipment Service (paragraph C.7.e)	MONTH	12	\$_____	\$_____
	e. Operation of Construction Equipment (paragraph C.7.f)	MONTH	12	\$_____	\$_____
	f. Medium/Heavy Trucking Service (paragraph C.7.g)	MONTH	12	\$_____	\$_____
	g. Sweeping Service (paragraph C.7.h)				
	(1) Airfield Pavement	ACRE	!INSERT!	\$_____	\$_____
	(2) Roads and Other Areas	SY	!INSERT!	\$_____	\$_____
	h. Railway Operation (paragraph C.7.i)	MONTH	12	\$_____	\$_____
	i. Tank Pump Truck Services (paragraph C.7.j)	EACH	!INSERT!	\$_____	\$_____
	j. Scheduled Fuel Delivery Services (paragraph C.7.k)	EACH	!INSERT!	\$_____	\$_____
	k. Operation of CESE Fueling Facility (paragraph C.7.l)	MONTH	12	\$_____	\$_____

<u>ITEM</u>	<u>CONTRACT REQUIREMENT</u>	<u>UNIT</u>	<u>QUANTITY</u>	<u>UNIT PRICE</u>	<u>TOTAL PRICE</u>
1.	Vehicle Washing and Polishing (paragraph C.7.m)	MONTH	12	\$_____	\$_____
m.	Snow and Ice Removal Service (paragraph C.7.n)	MONTH	7	\$_____	\$_____
n.	Disaster Recovery Exercises (paragraph C.7.o)	EACH	!INSERT!	\$_____	\$_____
3.	Equipment Maintenance				
a.	Transient Equipment [paragraph C.8.a(5)]	MONTH	12	\$_____	\$_____
b.	General Repair [paragraph C.8.b(3)]	MONTH	12	\$_____	\$_____
c.	Preventive Maintenance [paragraph C.8.b(4)]	MONTH	12	\$_____	\$_____
d.	Field Service [paragraph C.8.b(6)]	MONTH	12	\$_____	\$_____
e.	Service Calls [paragraph C.8.b(7)]	MONTH	12	\$_____	\$_____
f.	New Vehicle Service [paragraph C.8.b(8)]	MONTH	12	\$_____	\$_____
g.	Specific Maintenance and Repair [paragraphs C.8.c.(1) through C.8.c(8)]	MONTH	12	\$_____	\$_____
h.	Inspection and Load Test Certification [paragraph C.8.c(9)]	MONTH	12	\$_____	\$_____

TOTAL = \$_____

(Must equal amount

bid for contract

line item 0001)

ATTACHMENT J-E2

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 that 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>SERVICE CALLS</u>	WORK REQUIREMENTS		
	<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)	\$ 10.50	\$ 52.50	\$ 7.00
D. Number of calls sampled (as desired by Government)	<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 Government/others	<u>N/A</u>	<u>0</u>	<u>0</u>
M. Total number of calls to be deducted at Schedule of Deductions Price (I - K - L)	<u>7</u>	<u>3</u>	<u>2</u>
N. Extrapolated Deductions (C x M)	\$ 73.50	\$ 157.50	\$ 14.00
O. Deductions for cost of Government rework	\$ 0	\$ 0	\$ 0
P. Liquidated Damages for Contractor rework [10% x C x (E + J - L)] **	\$ 8.40	\$ 31.50	\$ 4.20
Q. Liquidated Damages for Government rework (20% x O) **	\$ 0	\$ 0	\$ 0
R. Total payment deductions (N + O + P + Q)	\$ 81.90	\$ 189.00	\$ 18.20

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

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

TABLE OF SAMPLE SIZES FOR NORMAL SAMPLING LEVELS

Sample sizes shown below are for the indicated monthly population.

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

POPULATION RANGE - SAMPLE SIZE

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

POPULATION RANGE - SAMPLE SIZE

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

TABLE OF SAMPLE SIZES FOR MINIMUM SAMPLING LEVELS

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

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

TABLE OF ADJUSTMENT FACTORS FOR RANDOM SAMPLING

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

ATTACHMENT J-E3

REPLACEMENT FLAT RATE COST PER HOUR

!*****
 NOTE TO SPECIFICATION WRITER: Hourly rates are determined by taking a local survey to obtain an average hourly rental cost per Alpha Group. In the following example, the average local daily rental rate for sedans is \$40.00 per day, or \$5.00 per hour (eight hours per working day).
 *****!

<u>ALPHA GROUP</u>	<u>DESCRIPTION</u>	<u>HOURLY RATE</u>	<u>ALLOWABLE INDIVIDUAL UNIT DOWNTIME</u>
A	Sedans	\$ 5.00	24
B	Bus, 37 Passengers and Under	\$ 8.00	24
E	Station Wagon	\$ 6.00	24
F	Ambulances	\$ 12.00	24
G	Truck, ½ Ton Pickup	\$ 6.00	24
H	Panels, Carryalls, Truck, ¼-¾ Ton	\$ 6.00	24
I	Truck and Truck Tractor, 1 Ton	\$ 7.00	24
J	Truck and Truck Tractor, 1½-2 Ton	\$ 8.00	24
M	Truck and Truck Tractor, 5-10 Ton	\$ 9.00	24
O	Trucks, Special Purpose or Design	\$ 8.00	24
P	Trailers	\$ 7.00	24
R	Material Handling Equipment (MHE)	\$ 25.00	24
S	Construction Equipment (Utilization Reporting Required)	\$ 25.00	40
T	Construction Equipment (Utilization Reporting Not Required)	\$ 12.00	40
U	Grounds Maintenance Equipment	\$ 14.00	40
X	Fire Fighting Equipment	\$ 40.00	32
Y	Weight Handling Equipment	\$ 50.00	40
Z	Miscellaneous Transportation Equipment	\$ 50.00	40

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

* Not applicable to Operations Support

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

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

ATTACHMENT J-G1

INVOICING INSTRUCTIONS

!*****
NOTE TO SPECIFICATION WRITER: Forms similar to those in this attachment must be included to provide the Contractor specific guidance on calculating payment deductions relative to excessive downtime. See paragraph III.F of the User's Guide.
*****!

Invoices shall be submitted monthly as specified in the "SUBMISSION OF INVOICES" clause, Section G. The following forms shall be completed by the Contractor and submitted with the monthly invoice:

- INVOICING FORM (page J-G1-2).
- ALPHA GROUP SUMMARY WORKSHEET (page J-G1-5). Alpha Group Summary Worksheets shall be completed for each alpha group listed in Attachment J-E3.
- EXCESS DOWNTIME DEDUCTIONS WORKSHEET (page J-G1-6)

INVOICING FORM

COMPANY LETTERHEAD AND ADDRESS

Date _____

To: Contracting Officer
!INSERT ADDRESS TO WHICH INVOICE SUBMITTED!

Invoice for the Period _____ through _____

Contract Number _____

Title _____

FIRM FIXED-PRICE (CONTRACT LINE ITEM NUMBER 0001)

Firm Fixed-Price Amount	= \$ _____
Deductions for Excess Downtime (from EXCESS DOWNTIME DEDUCTIONS WORKSHEET)	= \$ _____
Total Firm Fixed-Price Due	= \$ _____

INDEFINITE QUANTITY (CONTRACT LINE ITEM NUMBERS 0002 - 0005)

<u>TASK</u> <u>ORDER NUMBER</u>	<u>AMOUNT DUE</u>
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
Total Indefinite Quantity Due	= \$ _____
TOTAL AMOUNT OF INVOICE	= \$ _____

I CERTIFY THE ABOVE IS A TRUE INVOICE
AND PAYMENT HAS NOT BEEN RECEIVED.

SIGNATURE
(Company Official Name and Title)

INSTRUCTIONS FOR COMPLETING
ALPHA GROUP SUMMARY AND EXCESS DOWNTIME DEDUCTIONS WORKSHEETS

1. GENERAL INSTRUCTIONS

a. All times shall be rounded off to the nearest hour. Times of less than 30 minutes shall be rounded down to the hour. Time of 30 minutes or more shall be rounded up to the next highest hour.

b. The total number of units in any given alpha group shall be based on the number of units in that group at the beginning of the month. No adjustments shall be made based on acquisitions, disposals, or replacements during the month.

2. ALPHA GROUP SUMMARY WORKSHEET

Column 1: List all shop repair orders open at any point during the month, including those issued but not completed in previous months.

Column 2: Enter from shop repair order.

Column 3: Enter number of hours specified in Attachment J-E3, less any actual individual unit downtime hours accumulated during the previous month.

Column 4: Enter actual individual unit downtime for the month (from shop repair order).

Column 5: Subtract column 3 from column 4. If greater than zero, enter the result. If less than zero, enter zero.

Column 6: Subtract column 5 from column 4 and enter the result.

3. EXCESS DOWNTIME DEDUCTIONS WORKSHEET

Column B: Enter the number of units in the alpha group at the beginning of the month.

Column C: Enter the number of working days in the month times eight hours times column B (# working days x 8 x column B).

Column D: Enter 10% of column C.

Column E: Enter the total actual alpha group downtime (column 6) from the appropriate ALPHA GROUP SUMMARY WORKSHEET.

Column F: Subtract column D from column E. If greater than zero, enter the result. If less than zero, enter zero.

Column G: Enter the appropriate hourly rate from Attachment J-E3.

Column H: Multiply column F times column G and enter the result.

Column I: Enter the total excess individual unit downtime (column 5) from the appropriate ALPHA GROUP SUMMARY WORKSHEET.

Column J: Multiply column I times column G and enter the result.

Column K: Enter the sum of column H and column J.

EXCESS DOWNTIME DEDUCTIONS WORKSHEET

MONTH/YEAR _____

NUMBER OF WORKDAYS _____

(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
ALPHA GROUP	TOTAL # OF UNITS	GROUP HOURS OF AVAILABILITY	ALLOWABLE GROUP DOWNTIME	ACTUAL GROUP DOWNTIME	EXCESS GROUP DOWNTIME	HOURLY RATE	DEDUCTION FOR EXCESS GROUP DOWNTIME	EXCESS INDIVIDUAL UNIT DOWNTIME	DEDUCTION FOR EXCESS INDIV. UNIT DOWNTIME	TOTAL PAYMENT DEDUCTIONS
A	_____	_____	_____	_____	_____	\$ _____	\$ _____	_____	\$ _____	\$ _____
B	_____	_____	_____	_____	_____	\$ _____	\$ _____	_____	\$ _____	\$ _____
E	_____	_____	_____	_____	_____	\$ _____	\$ _____	_____	\$ _____	\$ _____
F	_____	_____	_____	_____	_____	\$ _____	\$ _____	_____	\$ _____	\$ _____
G	_____	_____	_____	_____	_____	\$ _____	\$ _____	_____	\$ _____	\$ _____
H	_____	_____	_____	_____	_____	\$ _____	\$ _____	_____	\$ _____	\$ _____
I	_____	_____	_____	_____	_____	\$ _____	\$ _____	_____	\$ _____	\$ _____
J	_____	_____	_____	_____	_____	\$ _____	\$ _____	_____	\$ _____	\$ _____
M	_____	_____	_____	_____	_____	\$ _____	\$ _____	_____	\$ _____	\$ _____
O	_____	_____	_____	_____	_____	\$ _____	\$ _____	_____	\$ _____	\$ _____
P	_____	_____	_____	_____	_____	\$ _____	\$ _____	_____	\$ _____	\$ _____
R	_____	_____	_____	_____	_____	\$ _____	\$ _____	_____	\$ _____	\$ _____
S	_____	_____	_____	_____	_____	\$ _____	\$ _____	_____	\$ _____	\$ _____
X	_____	_____	_____	_____	_____	\$ _____	\$ _____	_____	\$ _____	\$ _____
Y	_____	_____	_____	_____	_____	\$ _____	\$ _____	_____	\$ _____	\$ _____
						TOTALS	\$ _____		\$ _____	\$ _____

END OF SECTION J

QUALITY ASSURANCE GUIDE

GUIDE PERFORMANCE WORK STATEMENT FOR

TRANSPORTATION OPERATIONS AND MAINTENANCE SERVICES

QUALITY ASSURANCE GUIDE
GUIDE PERFORMANCE WORK STATEMENT FOR
TRANSPORTATION OPERATIONS AND MAINTENANCE SERVICES

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QUALITY ASSURANCE GUIDE
GUIDE PERFORMANCE WORK STATEMENT FOR
TRANSPORTATION OPERATIONS AND MAINTENANCE SERVICES

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 transportation operations and maintenance (TOM) 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 TOM 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. *QUALITY ASSURANCE PLAN DEVELOPMENT* discusses special considerations that affect the way in which TOM services may be monitored and suggests specific evaluation methods for each service included in this GPWS.

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

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

B. QAE Training. Personnel tasked with monitoring the performance of the TOM services Contractor must be experienced in equipment operations and maintenance and adequately trained in QA methods and procedures in order to effectively implement the activity's QA program.

1. NAVFACENCOM Policy Memorandum #00-04 of 14 January 2000 states any individual who performs facilities support contract QAE duties on NAVFAC-awarded contracts must attend the QAE training course provided by each of the NAVFAC geographical Engineering Field Divisions (EFDs) (or equivalent) within six months of their assignment. If this training has not been received, the activity should take steps to have the QAE(s) attend the next available course, and in the meantime, should develop a local training program. The EFD (Base Operations Support) should be contacted for QAE training scheduling or assistance. Additional training may also be required to ensure appropriate technical expertise is available to inspect or certify weight handling equipment (WHE) and/or specialized equipment.

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

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

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

A. Functional Considerations. Monitoring of TOM services poses some unique requirements for the QAE as discussed below.

1. Magnitude of Work. Unless the scope of the contract is very small (e.g., less than 250 pieces of equipment), it is unlikely that one QAE can monitor Contractor performance. Therefore, since the closest observer of the Contractor's work is the vehicle user, the concept of recording and validating complaints is recommended to increase surveillance coverage.

2. Deductions. The QAE is responsible for calculating recommended payment deductions.

a. Schedule of Deductions. Deductions apply for documented deficiencies only, i.e., unsatisfactory performance or nonperformance of contract requirements.

b. Standard Deductions. Standard deductions should be used as the main methodology for ensuring Contractor performance in the maintenance area. Although there are no QA Plans with the exception of "Records and Reports" for tracking downtime, the QAE should be aware of this requirement. The Contractor has the responsibility for recording downtime, calculating deductions for excess downtime, and submission of this information with the monthly invoice. The QAE must ensure the accuracy of this information for verification of the invoice.

3. Rework. As specified in the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" clause in Section E, the Government may require the Contractor to reperform unsatisfactory or nonperformed work provided a

reasonable amount of time is allowed for completion. The user should consider the following issues:

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

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

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

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. Service users must be informed of the services they are to receive and provided a copy of the specification. The internal procedures used to report, document, respond to, and track customer complaints must be carefully coordinated between users and the FSCM and QAE. A Customer Complaint Record similar to that contained in Appendix H-3 of NAVFAC MO-327 should be used to record actions taken on each complaint received. Adequate QAE time must be made available to validate complaints or service users will soon perceive that "complaining" is a waste of time. Payment deductions may be made only on those complaints validated by the QAE.

B. Selection of Methods of Surveillance. Chapter 4 of NAVFAC MO-327 provides a general discussion of the five methods of surveillance and the factors that influence which method(s) should be used. These factors include population size; the importance, characteristics, and location of the service; and the availability of QAE resources. TOM 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 that are considered very important, have relatively small monthly populations, or are included in the indefinite quantity portion of the contract. This type of surveillance is recommended for records and reports, unscheduled sweeping service, snow and ice removal service, major and general repairs, new vehicle service, and inspection/load test certification.

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 generally not recommended for TOM services because of the lack of a large homogeneous population.

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 dispatching service, taxi service, scheduled bus service, scheduled sweeping service, tank pump truck services, preventive maintenance, and field service.

4. Validated Customer Complaints. Customer complaints is the second key surveillance method recommended since it is the user who is closest to the end product. Complaints are documented and passed to the Contractor in accordance with rework procedures, unless the item is not subject to rework such as a late bus or a taxi pick up that was not made. The QAE will personally validate work that has been reported as deficient and not corrected within the allowable time period. Customer complaint records must be maintained whether or not corrected by the Contractor. Validated customer complaints is recommended for the inspection of unscheduled bus service, weight/material handling equipment, operation of construction equipment, medium/heavy trucking service, railway operation, scheduled fuel delivery services, operation of CESE fueling facility, vehicle washing and polishing, transient equipment repair, specific maintenance and repair, and service calls.

5. Unscheduled Inspections. This method involves impromptu inspections of contract requirements. It should never be used as the primary method of surveillance, but can be used to supplement other methods, particularly in problem areas.

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

1. MADRs are defect rates above which the Contractor's quality control is considered unsatisfactory for any particular work requirement, and are a reflection of the requirement's importance. For example, the MADR for inspection and load test certification should be smaller than the MADR for vehicle washing and polishing since the former is more critical than the latter. 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, the user must tailor these.

2. Weights reflect the value of each work requirement as a percentage of the price of the contract requirement with which it is associated, and convey

the relative importance the activity places on a particular work requirement. Careful consideration must be given when choosing these percentages since they will be used in making payment deductions. Values for 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 20 sample QA plans provided in this GPWS. They are:

- QA Plan #1 - Records and Reports
- QA Plan #2 - Dispatching Service
- QA Plan #3 - Taxi Service
- QA Plan #4 - Scheduled Shuttle and School Bus Services
- QA Plan #5 - Weight/Material Handling Equipment, Operation of Construction Equipment, and Medium/Heavy Trucking Service
- QA Plan #6 - Scheduled Sweeping Service
- QA Plan #7 - Railway Operation
- QA Plan #8 - Tank Pump Truck Services
- QA Plan #9 - Scheduled Fuel Delivery Services
- QA Plan #10 - Operation of CESE Fueling Facility
- QA Plan #11 - Vehicle Washing and Polishing
- QA Plan #12 - Snow and Ice Removal Service
- QA Plan #13 - Disaster Recovery Exercises
- QA Plan #14 - Repairs
- QA Plan #15 - Preventive Maintenance
- QA Plan #16 - Field Service
- QA Plan #17 - Service Calls
- QA Plan #18 - New Vehicle Service
- QA Plan #19 - Inspection and Load Test Certification
- QA Plan #20 - Indefinite Quantity Work

A. Each sample QA plan must be tailored to reflect changes made by the user to Section C of the GPWS and the PRS Table, and changes in methods of surveillance, evaluation work sheets, etc. For example, if the activity is located in an area that receives a large amount of snow, planned sampling would be more appropriate than 100% inspection for snow and ice removal services.

B. Tailored QA plans should be self-contained documents written in sufficient detail to preclude extensive reference to other documents or manuals. Tailored plans should contain all evaluation work sheets, payment deduction forms, summary reports, and other forms which will be used for documenting Contractor performance. Sample selection, evaluation procedures, analysis of results, and other procedures should be as detailed as possible.

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

QUALITY ASSURANCE PLAN #1
RECORDS AND REPORTS

1. Contract Requirement. Records and Reports

Work Requirements

Standards of Performance

- | | |
|-----------------|---------------------------------------------------------------------|
| a. Timeliness | Submitted within established time frames
(Attachment J-C7) |
| b. Quality Work | Contain required input, accurate, and complete
(Paragraph C.6.e) |

2. Primary Method of Surveillance. One hundred percent inspection

3. Maximum Allowable Defect Rate (MADR)

- | | |
|-----------------|----|
| a. Timeliness | 5% |
| b. Quality Work | 3% |

4. Quantity of Work. The quantity of work equals the total number of records and reports required to be submitted during the monthly evaluation period. See Attachment J-C7 for a listing of records and reports.

5. Level of Surveillance. Not Applicable

6. Sample Size. Not Applicable

7. Sampling Procedures. Not Applicable

8. Evaluation Procedures. The QAE will review each record and report after the required due date for accuracy, completeness, required input, and timely submission. A grade of satisfactory (S) or unsatisfactory (U) will be documented on the attached EVALUATION WORK SHEET. In most instances, when quality work is considered unsatisfactory, timeliness will also be considered unsatisfactory. A brief description of any noted defects will be provided and rework information will be recorded, if appropriate. Provide copies of all negative inspection reports to the Contractor.

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:

$$DR = \frac{\text{Number of Unsatisfactory Records and Reports}}{\text{Actual Number of Records and Reports Completed}} \times 100$$

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

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

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

SAMPLE

**MONTHLY PAYMENT DEDUCTION FORM
RECORDS AND REPORTS**

CONTRACT NUMBER _____

SUMMARY FOR THE PERIOD <u>1 MAY 01 - 31 MAY 01</u>	<u>TIMELINESS</u>	<u>QUALITY WORK</u>
A. Relative Value of Services (weight from PRS)	<u>20%</u>	<u>80%</u>
B. Cost of Services (Schedule of Deductions Item 1 x A ÷ 100)	\$ <u>120.00</u>	\$ <u>480.00</u>
C. Actual Number of Services	<u>125</u>	<u>125</u>
D. Cost per Service (B ÷ C)	\$ <u>.96</u>	\$ <u>3.84</u>
E. Number of Unsatisfactory Services	<u>12</u>	<u>14</u>
F. Defect Rate (E ÷ C x 100)	<u>9.6%</u>	<u>11.2%</u>
G. Cost of Unsatisfactorily Performed Work (D x E)	\$ <u>11.52</u>	\$ <u>53.76</u>
H. Deduct for Liquidated Damages (G x .1)	\$ <u>1.15</u>	\$ <u>5.38</u>
I. Number of Services Reworked	<u>N/A</u>	<u>4</u>
J. Payment for Rework (D x I)	<u>N/A</u>	\$ <u>15.36</u>
K. Other Adjustments (" + " indicates a deduction)	\$ <u>0</u>	\$ <u>0</u>
L. Total Deductions (G + H - J + K)	\$ <u>12.67</u>	\$ <u>43.78</u>

TOTAL PAYMENT DEDUCTIONS = \$ 56.45

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #2
DISPATCHING SERVICE

1. Contract Requirement. Dispatching Service (Paragraph C.7.b)

Work Requirements

Standards of Performance

- | | |
|---------------------------------|-------------------------------------------------------------------------------------|
| a. Quality Work | Dispatch service provided during specified time periods |
| b. Checkout Inspection | Vehicle inspected in operator's presence and discrepancies noted on inspection form |
| c. Check-In Inspection | Vehicle inspected in operator's presence and discrepancies noted on inspection form |
| d. Documentation | Trip tickets issued and dispatcher's log completed as required |
| e. Make Appropriate Assignments | Dispatcher assigns suitable vehicles and consolidates trips |

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

3. Maximum Allowable Defect Rate (MADR)

- | | |
|---------------------------------|----|
| a. Quality Work | 5% |
| b. Checkout Inspection | 5% |
| c. Check-In Inspection | 5% |
| d. Documentation | 5% |
| e. Make Appropriate Assignments | 5% |

4. Quantity of Work. The quantity of work equals the total number of dispatches made during the monthly evaluation period.

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

6. Sample Size

- Minimum - 10% of the dispatches
Normal - 25% of the dispatches

7. Sampling Procedures. Obtain the trip tickets from the previous week's dispatch log. Arbitrarily select every fourth dispatch for inspection if at normal surveillance, and every tenth dispatch if at minimum surveillance.

8. Evaluation Procedures. The QAE will make an on-site visit and compare the trip tickets selected to the dispatch log and inspection forms. Each work requirement listed in paragraph 1 will be graded as 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 instances when quality work is considered

unsatisfactory, all other work requirements will be considered unsatisfactory also. The QAE should discuss questionable grades with the FSCM prior to providing the Contractor with a copy of the EVALUATION WORK SHEET.

a. Customer Complaints. The QAE will investigate customer complaints as soon as possible after received. Site visits will normally be required for validation.

b. Unscheduled Inspections. Unscheduled inspections may be conducted on any trip ticket, but should be limited to those of particular importance. Unscheduled inspections should be documented on a separate EVALUATION WORK SHEET from that used for planned sampling.

c. Rework. Rework for documentation 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 made on the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections; calculate DRs, compare to 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:

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

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

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

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

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

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

SAMPLE

**MONTHLY PAYMENT DEDUCTION FORM
DISPATCHING SERVICE**

CONTRACT NUMBER _____

SUMMARY FOR THE PERIOD <u>1 MAY 01 - 31 MAY 01</u>	<u>QUALITY WORK</u>	<u>CHECKOUT INSP</u>	<u>CHECK-IN INSP</u>	<u>VEHICLE DOCUMENTS</u>	<u>APPROPRIATE ASSIGNMENTS</u>
A. Relative Value of Services (weight from PRS)	<u>65%</u>	<u>5%</u>	<u>5%</u>	<u>10%</u>	<u>15%</u>
B. Cost of Services (Schedule of Deductions Item 2.a x A ÷ 100)	<u>\$ 975.00</u>	<u>\$ 75.00</u>	<u>\$ 75.00</u>	<u>\$150.00</u>	<u>\$ 225.00</u>
C. Number of Dispatches Completed	<u>500</u>	<u>500</u>	<u>500</u>	<u>500</u>	<u>500</u>
D. Cost per Dispatch (B ÷ C)	<u>\$ 1.95</u>	<u>\$.15</u>	<u>\$.15</u>	<u>\$.30</u>	<u>\$.45</u>
E. Sample Size (Minimum)	<u>50</u>	<u>50</u>	<u>50</u>	<u>50</u>	<u>50</u>
F. Number of Sampled Unsatisfactory Dispatches	<u>4</u>	<u>4</u>	<u>4</u>	<u>6</u>	<u>6</u>
G. Defect Rate (F ÷ E x 100)	<u>8.0%</u>	<u>8.0%</u>	<u>8.0%</u>	<u>12.0%</u>	<u>12.0%</u>
H. Validated Customer Complaints (# Unsatisfactory)	<u>0</u>	<u>3</u>	<u>4</u>	<u>0</u>	<u>4</u>
I. Unscheduled Inspections (# Unsatisfactory)	<u>0</u>	<u>0</u>	<u>0</u>	<u>5</u>	<u>0</u>
J. Cost of Unsatisfactorily Performed Work [(F + H + I) x D]	<u>\$ 7.80</u>	<u>\$ 1.05</u>	<u>\$ 1.20</u>	<u>\$ 3.30</u>	<u>\$ 4.50</u>
K. Deduct for Liquidated Damages (J x .1)	<u>\$.78</u>	<u>\$.10</u>	<u>\$.12</u>	<u>\$.33</u>	<u>\$.45</u>
L. Number of Dispatches Reworked					
(1) Sampled Dispatches	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<u>6</u>	<u>N/A</u>
(2) Customer Complaints	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<u>0</u>	<u>N/A</u>
(3) Unscheduled Inspections	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<u>5</u>	<u>N/A</u>
M. Payment for Rework [L(1) + L(2) + L(3)] x D	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<u>\$ 3.30</u>	<u>N/A</u>
N. Other Adjustments (" + " indicates a deduction)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
O. Total Deductions (J + K - M + N)	<u>\$ 8.58</u>	<u>\$ 1.15</u>	<u>\$ 1.32</u>	<u>\$.33</u>	<u>\$ 4.95</u>

TOTAL PAYMENT DEDUCTIONS = \$ 16.33

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #3
TAXI SERVICE

1. Contract Requirement. Taxi Service (Paragraph C.7.c)

Work Requirements

Standards of Performance

- | | |
|------------------|-------------------------------------------------------------------------------------------------------------------|
| a. Quality Work | Provide taxi service as specified |
| b. Timeliness | Provide pickup within !INSERT! minutes of scheduled service or unscheduled request |
| c. Documentation | Maintain logs of date/time of scheduled service or unscheduled request, pickup time and location, and destination |

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

3. Maximum Allowable Defect Rate (MADR)

- | | |
|------------------|----|
| a. Quality Work | 5% |
| b. Timeliness | 5% |
| c. Documentation | 5% |

4. Quantity of Work. The quantity of work equals the number of taxi services scheduled during the monthly evaluation period, or the number of requests received from authorized users during the month.

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

6. Sample Size. The following samples sizes will be used for both scheduled and unscheduled taxi services:

- Minimum - 10% of the services
Normal - 25% of the services

7. Sampling Procedures. At the end of the month, the QAE will obtain both logbooks from the Contractor and inspect every fourth service if at normal surveillance, and every tenth service if at minimum surveillance.

8. Evaluation Procedures. The QAE will examine each entry chosen. Each work requirement in paragraph 1 will be graded as 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. A separate work sheet will be used for scheduled and unscheduled taxi services. Validated customer complaints will be used to evaluate the quality work and timeliness. In most all instances where quality work is considered unsatisfactory, timeliness will also be considered unsatisfactory.

a. Customer Complaints. The QAE will investigate customer complaints as soon as possible after received. Site visits will normally be required for validation.

b. Unscheduled Inspections. Conduct unscheduled inspections to follow up on problem scheduled services identified through planned sampling and customer complaints. Unscheduled inspections should be documented on a separate EVALUATION WORK SHEET from that used for planned sampling.

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:

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

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

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

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

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

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

SAMPLE

**MONTHLY PAYMENT DEDUCTION FORM
TAXI SERVICE**

CONTRACT NUMBER _____

SERVICE UNSCHEDULED TAXI SERVICE

SUMMARY FOR THE PERIOD <u>1 MAY 01 - 31 MAY 01</u>	<u>QUALITY WORK</u>	<u>TIMELINESS</u>	<u>DOCUMENTATION</u>
A. Relative Value of Services (weight from PRS)	<u>75%</u>	<u>15%</u>	<u>10%</u>
B. Cost of Services [Schedule of Deductions Item 2.b(2) x A ÷ 100]	<u>\$ 7500.00</u>	<u>\$ 1500.00</u>	<u>\$ 1000.00</u>
C. Number of Services Completed	<u>1000</u>	<u>1000</u>	<u>1000</u>
D. Cost per Service (B ÷ C)	<u>\$ 7.50</u>	<u>\$ 1.50</u>	<u>\$ 1.00</u>
E. Sample Size (Minimum)	<u>100</u>	<u>100</u>	<u>100</u>
F. Number of Sampled Unsatisfactory Services	<u>7</u>	<u>8</u>	<u>10</u>
G. Defect Rate (F ÷ E x 100)	<u>7.0%</u>	<u>8.0%</u>	<u>10.0%</u>
H. Validated Customer Complaints (# Unsatisfactory)	<u>0</u>	<u>4</u>	<u>0</u>
I. Unscheduled Inspections (# Unsatisfactory)	<u>3</u>	<u>0</u>	<u>4</u>
J. Cost of Unsatisfactorily Performed Work [(F + H + I) x D]	<u>\$ 75.00</u>	<u>\$ 18.00</u>	<u>\$ 14.00</u>
K. Deduct for Liquidated Damages (J x .1)	<u>\$ 7.50</u>	<u>\$ 1.80</u>	<u>\$ 1.40</u>
L. Number of Services Reworked			
(1) Sampled Services	<u>N/A</u>	<u>N/A</u>	<u>10</u>
(2) Customer Complaints	<u>N/A</u>	<u>N/A</u>	<u>0</u>
(3) Unscheduled Inspections	<u>N/A</u>	<u>N/A</u>	<u>4</u>
M. Payment for Rework [L(1) + L(2) + L(3)] x D	<u>N/A</u>	<u>N/A</u>	<u>\$ 14.00</u>
N. Other Adjustments (" + " indicates a deduction)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
O. Total Deductions (J + K - M + N)	<u>\$ 82.50</u>	<u>\$ 19.80</u>	<u>\$ 1.40</u>

TOTAL PAYMENT DEDUCTIONS = \$ 103.70

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #4
SCHEDULED SHUTTLE AND SCHOOL BUS SERVICES

1. Contract Requirement. Scheduled Shuttle and School Bus Services [Paragraphs C.7.d(1) and C.7.d(2)]

Work Requirements

Standards of Performance

- | | |
|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| a. Quality Work | Shuttle and school buses operating as specified |
| b. Timeliness | Buses do not depart stops earlier than scheduled departure time, or later than !INSERT NUMBER! minutes for shuttle buses and !INSERT NUMBER! minutes for school buses after scheduled departure time |
| c. Equipment in Good Condition | Buses are clean, in good safe operating condition, heat/air conditioning operating |

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

3. Maximum Allowable Defect Rate (MADR)

- | | |
|--------------------------------|----|
| a. Quality Work | 5% |
| b. Timeliness | 5% |
| c. Equipment in Good Condition | 2% |

4. Quantity of Work. The quantity of work will vary from month to month for shuttle bus service based on the number of working and nonworking days in the month, and for school bus service based on the number of school days in the month. Example calculations are shown below.

Shuttle Bus: 21 stops per day (route A) x 22 working days = 462
 9 stops per day (route C) x 9 nonworking days = 81
 Total Quantity of Work for Shuttle Bus Service = 543

School Bus: 10 stops per school day (route B) x 22 school days = 220

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 quality work and timeliness are less than or equal to their MADRs. If at minimum surveillance the DR for quality work or timeliness exceeds the MADR, return to normal surveillance.

6. Sample Size

	SHUTTLE BUS		
	<u>WORKING</u>	<u>NONWORKING</u>	<u>SCHOOL BUS</u>
Minimum	2 per day	1 per day	1 per day
Normal	5 per day	2 per day	3 per day

7. Sampling Procedures. At the beginning of the month, the QAE will develop schedules of shuttle and school bus stops to be observed during the evaluation

period. Inspection times will be chosen by arbitrarily picking convenient times that fit into the QAE's schedule.

8. Evaluation Procedures

a. Using an accurate watch set to official base time, the QAE will stand at a selected bus stop one minute before the scheduled departure time and remain until the bus departs. During this time, the QAE will also inspect the condition of the bus. Departure of the bus earlier than the scheduled departure time or later than the allowed minutes after the scheduled departure time is a defect. Evaluations will be recorded on the EVALUATION WORK SHEET. Record actual and scheduled arrival and departure times, and provide a brief description of any noted defects on the attached work sheet. An EVALUATION WORK SHEET for shuttle bus services is attached. Use separate work sheets for shuttle and school bus services.

b. Customer Complaints. The QAE will attempt to validate each customer complaint; however, this will likely be very difficult. Complaints of buses being off schedule should be followed up with unscheduled inspections of the route/stops in question to determine if there is a recurring problem with the Contractor meeting the schedule.

c. Unscheduled Inspections. Conduct unscheduled inspections to follow up on problem routes/stops identified through planned sampling and customer complaints. Also, periodically check to verify that license of bus drivers is current, and check the license of all new drivers prior to their assignment.

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:

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

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

(1) If the DR for quality work is less than or equal to the MADR, the QAE should recommend minimum surveillance for the coming evaluation period. If the DR for quality 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. Access instructions and logon procedures for the CPARS database can be obtained through the CPARS website at <http://cpars.navy.mil/>.

SAMPLE

**MONTHLY PAYMENT DEDUCTION FORM
SCHEDULED SHUTTLE AND SCHOOL BUS SERVICES**

CONTRACT NUMBER _____	SERVICE <u>SCHEDULED SHUTTLE BUS</u>		
SUMMARY FOR THE PERIOD <u>1 MAY 01 - 31 MAY 01</u>	QUALITY <u>WORK</u>	<u>TIMELINESS</u>	EQUIPMENT <u>CONDITION</u>
A. Relative Value of Services (weight from PRS)	<u>50%</u>	<u>30%</u>	<u>20%</u>
B. Cost per Service [Schedule of Deductions Item 2.c(1) x A ÷ 100]	\$ <u>9.25</u>	\$ <u>5.55</u>	\$ <u>3.70</u>
C. Number of Services Completed	<u>543</u>	<u>543</u>	<u>543</u>
D. Sample Size (Normal)	<u>128</u>	<u>128</u>	<u>128</u>
E. Number of Sampled Unsatisfactory Services	<u>8</u>	<u>9</u>	<u>11</u>
F. Defect Rate (E ÷ D x 100)	<u>6.3%</u>	<u>7.0%</u>	<u>8.6%</u>
G. Validated Customer Complaints (# Unsatisfactory)	<u>0</u>	<u>4</u>	<u>8</u>
H. Unscheduled Inspections (# Unsatisfactory)	<u>3</u>	<u>0</u>	<u>4</u>
I. Cost of Unsatisfactorily Performed Work [(E + G + H) x B]	\$ <u>101.75</u>	\$ <u>72.15</u>	\$ <u>85.10</u>
J. Deduct for Liquidated Damages (I x .1)	\$ <u>10.18</u>	\$ <u>7.22</u>	\$ <u>8.51</u>
K. Number of Services Reworked (1) Sampled Services	<u>N/A</u>	<u>N/A</u>	<u>6</u>
(2) Customer Complaints	<u>N/A</u>	<u>N/A</u>	<u>4</u>
(3) Unscheduled Inspections	<u>N/A</u>	<u>N/A</u>	<u>3</u>
L. Payment for Rework [K(1) + K(2) + K(3)] x B	<u>N/A</u>	<u>N/A</u>	\$ <u>48.10</u>
M. Other Adjustments (" + " indicates a deduction)	\$ <u>0</u>	\$ <u>0</u>	\$ <u>0</u>
N. Total Deductions (I + J - L + M)	\$ <u>111.93</u>	\$ <u>79.37</u>	\$ <u>45.51</u>

TOTAL PAYMENT DEDUCTIONS = \$ 236.81

 AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #5
WEIGHT/MATERIAL HANDLING EQUIPMENT, OPERATION OF
CONSTRUCTION EQUIPMENT, AND MEDIUM/HEAVY TRUCKING SERVICE

1. Contract Requirement. Weight/Material Handling Equipment, Operation of Construction Equipment, and Medium/Heavy Trucking Service (Paragraphs C.7.e, C.7.f, and C.7.g)

Work Requirements

Standards of Performance

- | | |
|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| a. Quality Work | Services provided as specified, operators qualified (WHE, MHE, and construction equipment), necessary permits obtained (medium/heavy trucking) |
| b. Timeliness | Services provided within !INSERT NUMBER! hours of request (weight/material handling and construction equipment), Contractor responds within !INSERT NUMBER! hours notice during and !INSERT NUMBER! hours after regular working hours (trucking) |

2. Primary Method of Surveillance. Validated customer complaints and unscheduled inspections.

3. Maximum Allowable Defect Rate (MADR)

- | | |
|-----------------|----|
| a. Quality Work | 3% |
| b. Timeliness | 3% |

4. Quantity of Work. The quantity of work equals the total number of dispatches during the monthly evaluation period.

5. Level of Surveillance. Not Applicable

6. Sample Size. Not Applicable

7. Sampling Procedures. Not Applicable

8. Evaluation Procedures. Document all complaints on a Customer Complaint Record (see attached). Validate complaint by comparison of call origin and response times provided by the complainant and those recorded on the dispatch record. Periodically and at irregular intervals, witness a call for weight/material handling equipment service and construction equipment operation. At this time, look through the Contractor's file to ascertain that the operator of the equipment has the proper certification. The level of performance will determine the frequency of unscheduled inspections. A separate EVALUATION WORK SHEET will be used to document inspections for weight/material handling equipment service, construction equipment operation, and medium/heavy trucking service.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's surveillance, calculate DRs and recommend 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:

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

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

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

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

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

SAMPLE

MONTHLY PAYMENT DEDUCTION FORM
 WEIGHT/MATERIAL HANDLING EQUIPMENT, OPERATION OF CONSTRUCTION
 EQUIPMENT, AND MEDIUM/HEAVY TRUCKING SERVICE

CONTRACT NUMBER _____ SERVICE WEIGHT/MATERIAL HANDLING EQUIPMENT

SUMMARY FOR THE PERIOD <u>1 MAY 01 - 31 MAY 01</u>	QUALITY WORK	TIMELINESS
A. Relative Value of Services (weight from PRS)	<u>75%</u>	<u>25%</u>
B. Cost of Services (Schedule of Deductions Item 2.d x A ÷ 100)	\$ <u>22500.00</u>	\$ <u>7500.00</u>
C. Number of Dispatches Completed	<u>150</u>	<u>150</u>
D. Cost per Dispatch (B ÷ C)	\$ <u>150.00</u>	\$ <u>50.00</u>
E. Number of Unsatisfactory Dispatches (Validated Customer Complaints + Unscheduled Inspections)	<u>8</u>	<u>10</u>
F. Defect Rate (E ÷ C x 100)	<u>5.3%</u>	<u>6.7%</u>
G. Cost of Unsatisfactorily Performed Work (D x E)	\$ <u>1200.00</u>	\$ <u>500.00</u>
H. Deduct for Liquidated Damages (G x .1)	\$ <u>120.00</u>	\$ <u>50.00</u>
I. Other Adjustments (" + " indicates a deduction)	\$ <u>0</u>	\$ <u>0</u>
J. Total Deductions (G + H + I)	\$ <u>1320.00</u>	\$ <u>550.00</u>

TOTAL PAYMENT DEDUCTIONS = \$ 1870.00

 AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #6
SCHEDULED SWEEPING SERVICE

1. Contract Requirement. Scheduled Sweeping Service (Paragraph C.7.h)

<u>Work Requirements</u>	<u>Standards of Performance</u>
a. Quality Work	Removal and proper disposal of all foreign material, correct equipment used, special requirements met
b. Timeliness	Service provided as scheduled

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

3. Maximum Allowable Defect Rate (MADR)

a. Quality Work	5%
b. Timeliness	5%

4. Quantity of Work. The quantity of work will vary from month to month, and will equal the number of sweepings scheduled to be completed during the month. The following example illustrates how the quantity of work (no. sweepings) would be calculated for the month of May 2001. Also shown is the quantity of sweeping (total acres, square yards) to be completed, which will be used at the end of the month to calculate payment deductions.

<u>Airfield Areas</u>	<u>No. Sweepings</u>	<u>Total Acres</u>
A (100 acres)	4	400
B (60 acres)	9	540
C (50 acres)	27	1350
D (70 acres)	<u>27</u>	<u>1890</u>
Total for evaluation period:	67	4180

<u>Roads</u>	<u>No. Sweepings</u>	<u>Square Yards</u>
Main Street (88000 SY)	1	88000
First Street* (35200 SY)	1	35200
Second Street*(21120 SY)	1	21200

<u>Parking Areas</u>	<u>No. Sweepings</u>	<u>Square Yards</u>
at Building 100 (5000 SY)	1	5000
at Building 101* (8000 SY)	1	8000
at Building 103 (3000 SY)	1	3000

<u>Open Storage Areas</u>	<u>No. Sweepings</u>	<u>Square Yards</u>
at Building 104*(20,000 SY)	1	20000

* Quarterly sweepings scheduled during this evaluation period.

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

6. Sample Size

Minimum - 10% of scheduled sweepings

Normal - 25% of scheduled sweepings

7. Sampling Procedures. Prior to the beginning of the month, the Contractor's approved schedule will be used to determine the specific sweeping services scheduled for accomplishment. The QAE will select the appropriate number of samples based on the level of surveillance to be used. Samples will be chosen on a rotating basis so that selection will be consistent from month to month, and all sweeping locations will periodically be included in the sample.

8. Evaluation Procedures. As soon as possible after the Contractor has completed each sweeping service, the QAE will make an on-site. Both of the work requirements listed above will be graded as either satisfactory (S) or unsatisfactory (U) on the attached EVALUATION WORK SHEET. Separate work sheets will be completed for sweeping of airfield pavement, roads, and other areas. A brief description of any noted defects will be provided and rework information will be recorded, if appropriate. The evaluation of quality work will be based on the concept of substantial completion. Generally, quality work will be judged substantially complete if there is no omission of critical work and essentially 95% or more of the total work has been completed with no rework being required. In most all instances, when quality work is considered unsatisfactory, timeliness will also be considered unsatisfactory. Annotate sweeper route maps if necessary to indicate the extent of unsatisfactory service. Discuss questionable grades with the FSCM prior to providing the Contractor with a copy of the EVALUATION WORK SHEET.

a. Customer Complaints. The QAE will investigate customer complaints as soon as possible after received. Site visits will normally be required for validation.

b. Unscheduled Inspections. Unscheduled inspections may be conducted at any location, but should be limited to those of particular importance, such as airfield pavement and areas where performance problems have been noted in the past. Unscheduled inspections should also be used for those areas that are continually missed. Unscheduled inspections should be documented on a separate EVALUATION WORK SHEET from that used for planned sampling.

c. Rework. Rework will normally be allowed, and must be completed by the Contractor within 24 hours of notification. Therefore, each sweeping evaluated as unsatisfactory must be reinspected by the QAE to see if the work was satisfactorily completed, and appropriate notations made on the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections; calculate DRs, compare to 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:

$$DR = \frac{\text{Number of Sampled Unsatisfactory Acres/SY}}{\text{Number of Acres/SY in Sample}} \times 100$$

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

(1) If the DR for quality work is less than or equal to the MADR, the QAE should recommend minimum surveillance for the coming evaluation period. If the DR for quality 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. Access instructions and logon procedures for the CPARS database can be obtained through the CPARS website at <http://cpars.navy.mil/>.

SAMPLE

**MONTHLY PAYMENT DEDUCTION FORM
SCHEDULED SWEEPING SERVICE**

CONTRACT NUMBER _____ SERVICE AIRFIELD PAVEMENT

SUMMARY FOR THE PERIOD <u>1 MAY 01 - 31 MAY 01</u>	QUALITY <u>WORK</u>	<u>TIMELINESS</u>
A. Relative Value of Services (weight from PRS)	<u>85%</u>	<u>15%</u>
B. Cost per Acre (Schedule of Deductions Item 2.g x A ÷ 100)	<u>\$ 4.25</u>	<u>\$.75</u>
C. Number of Acres Scheduled for Completion	<u>4180</u>	<u>4180</u>
D. Number of Acres in Sample	<u>1045</u>	<u>1045</u>
E. Number of Sampled Unsatisfactory Acres	<u>100</u>	<u>100</u>
F. Defect Rate (E ÷ D x 100)	<u>9.6%</u>	<u>9.6%</u>
G. Validated Customer Complaints (# Acres Unsatisfactory)	<u>0</u>	<u>0</u>
H. Unscheduled Inspections (# Acres Unsatisfactory)	<u>0</u>	<u>0</u>
I. Cost of Unsatisfactorily Performed Work [E + G + H) x B]	<u>\$ 425.00</u>	<u>\$ 75.00</u>
J. Deduct for Liquidated Damages (I x .1)	<u>\$ 42.50</u>	<u>\$ 7.50</u>
K. Number of Acres Reworked		
(1) Sampled Services	<u>0</u>	<u>N/A</u>
(2) Customer Complaints	<u>0</u>	<u>N/A</u>
(3) Unscheduled Inspections	<u>0</u>	<u>N/A</u>
L. Payment for Rework [K(1) + K(2) + K(3)] x B	<u>\$ 0</u>	<u>N/A</u>
M. Other Adjustments (" + " indicates a deduction)	<u>\$ 0</u>	<u>\$ 0</u>
N. Total Deductions (I + J - L + M)	<u>\$ 467.50</u>	<u>\$ 82.50</u>

TOTAL PAYMENT DEDUCTIONS = \$550.00

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #7
RAILWAY OPERATION

1. Contract Requirement. Railway Operation (Paragraph C.7.i)

Work Requirements

Standards of Performance

- | | |
|-----------------|----------------------------------------------------------|
| a. Quality Work | Service provided as specified in Paragraph C.7.i |
| b. Timeliness | Service provided within !INSERT NUMBER! hours of request |

2. Primary Method of Surveillance. Validated customer complaints and unscheduled inspections.

3. Maximum Allowable Defect Rate (MADR)

- | | |
|-----------------|----|
| a. Quality Work | 5% |
| b. Timeliness | 5% |

4. Quantity of Work. The quantity of work equals the total number of dispatches during the monthly evaluation period.

5. Level of Surveillance. Not Applicable

6. Sample Size. Not Applicable

7. Sampling Procedures. Not Applicable

8. Evaluation Procedures. Document all complaints on a Customer Complaint Record (see page QA-25). Validate complaint by comparison of call origin and response times provided by the complainant and those recorded on the dispatch record. Periodically and at irregular intervals, witness a call for railway operation. At this time, look through the Contractor's file to ascertain that the operator of the equipment has the proper certification. The level of performance will determine the frequency of unscheduled inspections. Evaluations will be recorded on the attached EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's surveillance, calculate DRs and recommend 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:

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

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

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

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

SAMPLE

**MONTHLY PAYMENT DEDUCTION FORM
RAILWAY OPERATION**

CONTRACT NUMBER _____

SUMMARY FOR THE PERIOD <u>1 MAY 01 - 31 MAY 01</u>	QUALITY <u>WORK</u>	<u>TIMELINESS</u>
A. Relative Value of Services (weight from PRS)	<u>80%</u>	<u>20%</u>
B. Cost of Services (Schedule of Deductions Item 2.h x A ÷ 100)	<u>\$ 24000.00</u>	<u>\$ 6000.00</u>
C. Number of Dispatches Completed	<u>150</u>	<u>150</u>
D. Cost per Dispatch (B ÷ C)	<u>\$ 160.00</u>	<u>\$ 40.00</u>
E. Number of Unsatisfactory Dispatches (Validated Customer Complaints + Unscheduled Inspections)	<u>8</u>	<u>10</u>
F. Defect Rate (E ÷ C x 100)	<u>5.3%</u>	<u>6.7%</u>
G. Cost of Unsatisfactorily Performed Work (D x E)	<u>\$ 1280.00</u>	<u>\$ 400.00</u>
H. Deduct for Liquidated Damages (G x .1)	<u>\$ 128.00</u>	<u>\$ 40.00</u>
I. Other Adjustments (" + " indicates a deduction)	<u>\$ 0</u>	<u>\$ 0</u>
J. Total Deductions (G + H + I)	<u>\$ 1408.00</u>	<u>\$ 440.00</u>

TOTAL PAYMENT DEDUCTIONS = \$ 1848.00

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #8
TANK PUMP TRUCK SERVICES

1. Contract Requirement. Tank Pump Truck Services (Paragraph C.7.j)

Work Requirements

Standards of Performance

- | | |
|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| a. Quality Work | All foreign objects/excessive material removed from pits, drains, and septic tanks; grease traps cleaned, disinfected, and baffles replaced or reset as required |
| b. Timeliness | Service provided in accordance with Contractor's approved schedule |

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

3. Maximum Allowable Defect Rate (MADR)

- | | |
|-----------------|----|
| a. Quality Work | 5% |
| b. Timeliness | 5% |

4. Quantity of Work. The quantity of work will vary from month to month, and will equal the number of tank pump truck services scheduled during the monthly evaluation period.

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

6. Sample Size

- Minimum - 10% of the dispatches
Normal - 25% of the dispatches

7. Sampling Procedures. Prior to the beginning of the month, the Contractor's approved schedule will be used to determine the specific tank pump truck services scheduled for accomplishment. The QAE will select the appropriate number of samples based on the level of surveillance to be used. Samples will be chosen on a rotating basis so that selection will be consistent from month to month, and all service locations will periodically be included in the sample.

8. Evaluation Procedures. As soon as possible after the Contractor has completed each tank pump truck service, the QAE will make an on-site visit. Both of the work requirements listed above will be graded 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 work is considered unsatisfactory, timeliness will also be considered unsatisfactory.

a. Customer Complaints. The QAE will investigate customer complaints as soon as possible after received. Site visits will normally be required for validation.

b. Unscheduled Inspections. Unscheduled inspections may be conducted at any location, but should be limited to those of particular importance, such as mission critical facilities, where performance problems have been noted in the past, or those that are continually omitted. Unscheduled inspections should be documented on a separate EVALUATION WORK SHEET from that used for planned sampling.

c. Rework. Rework will normally be allowed, and must be completed by the Contractor within 24 hours of notification. Therefore, each service evaluated as unsatisfactory must be reinspected by the QAE to see if the work was satisfactorily completed, and appropriate notations made on the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections; calculate DRs, compare to 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:

$$DR = \frac{\text{Number of Sampled Unsatisfactory Services}}{\text{Number of Services in Sample}} \times 100$$

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

(1) If the DR for quality work is less than or equal to the MADR, the QAE should recommend minimum surveillance for the coming evaluation period. If the DR for quality 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. Access instructions and logon procedures for the CPARS database can be obtained through the CPARS website at <http://cpars.navy.mil/>.

SAMPLE

**MONTHLY PAYMENT DEDUCTION FORM
TANK PUMP TRUCK SERVICES**

CONTRACT NUMBER _____

SUMMARY FOR THE PERIOD <u>1 MAY 01 - 31 MAY 01</u>	QUALITY <u>WORK</u>	<u>TIMELINESS</u>
A. Relative Value of Services (weight from PRS)	<u>85%</u>	<u>15%</u>
B. Cost per Service (Schedule of Deductions Item 2.i x A ÷ 100)	<u>\$ 34.00</u>	<u>\$ 6.00</u>
C. Number of Services Scheduled for Completion	<u>35</u>	<u>35</u>
D. Number of Services Sampled	<u>9</u>	<u>9</u>
E. Number of Sampled Unsatisfactory Services	<u>1</u>	<u>1</u>
F. Defect Rate (E ÷ D x 100)	<u>11.1%</u>	<u>11.1%</u>
G. Validated Customer Complaints (# Services Unsatisfactory)	<u>0</u>	<u>0</u>
H. Unscheduled Inspections (# Services Unsatisfactory)	<u>0</u>	<u>0</u>
I. Cost of Unsatisfactorily Performed Work [E + G + H) x B]	<u>\$ 34.00</u>	<u>\$ 6.00</u>
J. Deduct for Liquidated Damages (I x .1)	<u>\$ 3.40</u>	<u>\$.60</u>
K. Number of Services Reworked		
(1) Sampled Services	<u>1</u>	<u>N/A</u>
(2) Customer Complaints	<u>0</u>	<u>N/A</u>
(3) Unscheduled Inspections	<u>0</u>	<u>N/A</u>
L. Payment for Rework [K(1) + K(2) + K(3)] x B	<u>\$ 34.00</u>	<u>N/A</u>
M. Other Adjustments (" + " indicates a deduction)	<u>\$ 0</u>	<u>\$ 0</u>
N. Total Deductions (I + J - L + M)	<u>\$ 3.40</u>	<u>\$ 6.60</u>

TOTAL PAYMENT DEDUCTIONS = \$ 10.00

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #9
SCHEDULED FUEL DELIVERY SERVICES

1. Contract Requirement. Scheduled Fuel Delivery Services (Paragraph C.7.k)

Work Requirements

Standards of Performance

- | | |
|-----------------|--------------------------------------------------------------------|
| a. Quality Work | Tanks are topped off, appropriate safety procedures adhered to |
| b. Timeliness | Service provided in accordance with Contractor's approved schedule |

2. Primary Method of Surveillance. Validated customer complaints and unscheduled inspections.

3. Maximum Allowable Defect Rate (MADR)

- | | |
|-----------------|----|
| a. Quality Work | 5% |
| b. Timeliness | 3% |

4. Quantity of Work. The quantity of work will vary from month to month, and will equal the number of scheduled fuel deliveries during the monthly evaluation period.

5. Level of Surveillance. Not Applicable

6. Sample Size. Not Applicable

7. Sampling Procedures. Not Applicable

8. Evaluation Procedures. Document all complaints on a Customer Complaint Record (see page QA-25) and validate each. Unscheduled inspections will be performed when the Contractor's level of performance dictates. Evaluations will be recorded on the attached EVALUATION WORK SHEET, and rework will be allowed where appropriate.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's surveillance, calculate DRs and recommend 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:

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

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

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

- d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than

satisfactory. CPAR form *Services, Information Technology, and Operations Support* shall be used for evaluation and reporting, and is completed/submitted electronically. Access instructions and logon procedures for the CPARS database can be obtained through the CPARS website at <http://cpars.navy.mil/>.

SAMPLE

**MONTHLY PAYMENT DEDUCTION FORM
SCHEDULED FUEL DELIVERY SERVICES**

CONTRACT NUMBER _____

SUMMARY FOR THE PERIOD <u>1 MAY 01 - 31 MAY 01</u>	QUALITY <u>WORK</u>	<u>TIMELINESS</u>
A. Relative Value of Services (weight from PRS)	<u>75%</u>	<u>25%</u>
B. Cost per Service (Schedule of Deductions Item 2.j x A ÷ 100)	\$ <u>37.50</u>	\$ <u>12.50</u>
C. Number of Services Scheduled for Completion	<u>200</u>	<u>200</u>
D. Number of Unsatisfactory Services (Validated Customer Complaints + Unscheduled Inspections)	<u>8</u>	<u>10</u>
E. Defect Rate (D ÷ C x 100)	<u>4.0%</u>	<u>5.0%</u>
F. Cost of Unsatisfactorily Performed Work (D x B)	\$ <u>300.00</u>	\$ <u>125.00</u>
G. Deduct for Liquidated Damages (F x .1)	\$ <u>30.00</u>	\$ <u>12.50</u>
H. Number of Services Reworked	<u>4</u>	<u>N/A</u>
I. Payment for Rework (H x B)	\$ <u>150.00</u>	<u>N/A</u>
J. Other Adjustments (" + " indicates a deduction)	\$ <u>0</u>	\$ <u>0</u>
K. Total Deductions (F + G - I + L))	\$ <u>180.00</u>	\$ <u>137.50</u>

TOTAL PAYMENT DEDUCTIONS = \$ 317.50

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #10
OPERATION OF CESE FUELING FACILITY

1. Contract Requirement. Operation of CESE Fueling Facility (Paragraph C.7.1)

Work Requirements

Standards of Performance

- | | |
|-----------------------------|----------------------------------------------------------------------------|
| a. Proper Operation | Facility open during specified hours |
| b. Availability of Supplies | Fuel, lubricating oil, air, and water are available during operating hours |
| c. Professional Service | Attendants are accommodating and helpful |

2. Primary Method of Surveillance. Validated customer complaints and unscheduled inspections.

3. Maximum Allowable Defect Rate (MADR)

- | | |
|-----------------------------|----|
| a. Proper Operation | 5% |
| b. Availability of Supplies | 5% |
| c. Professional Service | 5% |

4. Quantity of Work. The quantity of work is equal to the number of hours the fueling facility is scheduled to operate during the monthly evaluation period. For example, if there are 22 regular working days during the month, and the facility is required to be open 10 hours per day, the quantity of work is equal to 220 (10 x 22).

5. Level of Surveillance. Not Applicable

6. Sample Size. Not Applicable

7. Sampling Procedures. Not Applicable

8. Evaluation Procedures. The QAE will interview both Contractor and complainant to validate all complaints documented on a Customer Complaint Record (see page QA-25). The level of performance will determine the frequency of unscheduled inspections. Evaluations will be recorded on the attached EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's surveillance, calculate DRs and recommend 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:

$$\text{DR} = \frac{\text{Number of Unsatisfactory Hours}}{\text{Hours Scheduled for Operation}} \times 100$$

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

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

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

SAMPLE

**MONTHLY PAYMENT DEDUCTION FORM
OPERATION OF CESE FUELING FACILITY**

CONTRACT NUMBER _____

SUMMARY FOR THE PERIOD <u>1 MAY 01 - 31 MAY 01</u>	<u>PROPER OPERATION</u>	<u>AVAILABILITY OF SUPPLIES</u>	<u>PROFESSIONAL SERVICE</u>
A. Relative Value of Services (weight from PRS)	<u>60%</u>	<u>30%</u>	<u>10%</u>
B. Cost of Services (Schedule of Deductions Item 2.k x A ÷ 100)	<u>\$ 3036.00</u>	<u>\$ 1518.00</u>	<u>\$ 506.00</u>
C. Number of Hours Scheduled for Operation	<u>220</u>	<u>220</u>	<u>220</u>
D. Cost per Hour (B ÷ C)	<u>\$ 13.80</u>	<u>\$ 6.90</u>	<u>\$ 2.30</u>
E. Number of Unsatisfactory Hours (Validated Customer Complaints + Unscheduled Inspections)	<u>8</u>	<u>10</u>	<u>6</u>
F. Defect Rate (E ÷ C x 100)	<u>3.6%</u>	<u>4.5%</u>	<u>2.7%</u>
G. Cost of Unsatisfactorily Performed Work (D x E)	<u>\$ 110.40</u>	<u>\$ 69.00</u>	<u>\$ 13.80</u>
H. Deduct for Liquidated Damages (G x .1)	<u>\$ 11.04</u>	<u>\$ 6.90</u>	<u>\$ 1.38</u>
I. Other Adjustments (" + " indicates a deduction)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
J. Total Deductions (G + H + I)	<u>\$ 121.44</u>	<u>\$ 75.90</u>	<u>\$ 15.18</u>
	TOTAL PAYMENT DEDUCTIONS =		<u>\$ 212.52</u>

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #11
VEHICLE WASHING AND POLISHING

1. Contract Requirement. Vehicle Washing and Polishing (Paragraph C.7.m)

Work Requirements

Standards of Performance

- | | |
|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| a. Proper Operation of Facility | Available to all authorized users during regular working hours, supplies always furnished, facility clean and safe, equipment always operational |
| b. Quality Service | Washing, polishing, cleaning, and vacuuming performed as specified |
| c. Timeliness | Washed/polished when required |

2. Primary Method of Surveillance. Planned sampling for proper operation of facility; validated customer complaints and unscheduled inspections for quality service and timeliness.

3. Maximum Allowable Defect Rate (MADR)

- | | |
|---------------------------------|----|
| a. Proper Operation of Facility | 0% |
| b. Quality Service | 5% |
| c. Timeliness | 5% |

4. Quantity of Work

a. Proper Operation of Facility. The quantity of work equals the number of regular working days during the monthly evaluation period.

b. Quality Service and Timeliness. The quantity of work equals the number of vehicles serviced during the monthly evaluation period.

5. Level of Surveillance. Not Applicable

6. Sample Size

a. Proper Operation of Facility. Sample size equals 5.

b. Quality Service and Timeliness. Not Applicable

7. Sampling Procedures

a. Proper Operation of Facility. Prior to the beginning of the month, the QAE will arbitrarily select five separate dates and times to drop by the vehicle washing facility. Different days of the week and times of the day will be selected from month to month.

b. Quality Service and Timeliness. Not Applicable

8. Evaluation Procedures

a. Proper Operation of Facility. The QAE will visit the vehicle washing facility on the selected date and at the selected time, and assign a grade of satisfactory (S) or unsatisfactory (U) on the attached EVALUATION WORK SHEET.

This evaluation will be based on the concept of substantial completion. Generally, this work requirement will be judged substantially complete if there is no omission of critical work and essentially 95% or more of the total work has been completed with no rework being required. The facility should be open; detergent, wax, and associated supplies should be available; the facility should be in a clean and safe condition; and all equipment should be operational. A brief description of any noted defects will be provided and rework information will be recorded, if appropriate. Discuss questionable grades with the FSCM prior to providing the Contractor with a copy of the EVALUATION WORK SHEET.

b. Quality Service and Timeliness. Document all complaints on a Customer Complaint Record (see QA-24), and examine the vehicle as soon as possible after the complaint is received. Unscheduled inspections will be conducted when the Contractor's level of performance dictates. Evaluations will be recorded on the attached EVALUATION WORK SHEET, and rework will be allowed where appropriate.

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

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

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

**EVALUATION WORK SHEET FOR PROPER OPERATION OF FACILITY
QA PLAN #11**

CONTRACT NUMBER _____

DATE	TIME	EVALUATION (SAT/UNSAT)	REWORK ORDERED DATE/TIME	REWORK COMPLETED DATE/TIME	REMARKS

CONTRACTOR'S SIGNATURE/DATE

QAE'S SIGNATURE/DATE

SAMPLE

MONTHLY PAYMENT DEDUCTION FORM
QA PLAN #11 - PART 1

CONTRACT NUMBER _____

SUMMARY FOR THE PERIOD <u>1 MAY 01 - 31 MAY 01</u>	QUALITY SERVICE	TIMELINESS
A. Relative Value of Services (weight from PRS)	<u>60%</u>	<u>15%</u>
B. Cost of Services (Schedule of Deductions Item 2.1 x A ÷ 100)	<u>\$ 3000.00</u>	<u>\$ 750.00</u>
C. Vehicles Scheduled for Completion	<u>60</u>	<u>60</u>
D. Cost per Vehicle (B ÷ C)	<u>\$ 50.00</u>	<u>\$ 12.50</u>
E. Number of Unsatisfactory Vehicles (Validated Customer Complaints + Unscheduled Inspections)	<u>6</u>	<u>8</u>
F. Defect Rate (E ÷ C x 100)	<u>10.0%</u>	<u>13.3%</u>
G. Cost of Unsatisfactorily Performed Work (D x E)	<u>\$ 300.00</u>	<u>\$ 100.00</u>
H. Deduct for Liquidated Damages (G x .1)	<u>\$ 30.00</u>	<u>\$ 10.00</u>
I. Number of Vehicles Reworked	<u>3</u>	<u>N/A</u>
J. Payment for Rework (D x I)	<u>\$ 150.00</u>	<u>N/A</u>
K. Other Adjustments (" + " indicates a deduction)	<u>\$ 0</u>	<u>\$ 0</u>
L. Part 1 Deductions (G + H -J + K)	<u>\$ 180.00</u>	<u>\$ 110.00</u>

TOTAL PART 1 DEDUCTIONS = \$ 290.00

SAMPLE

MONTHLY PAYMENT DEDUCTION FORM
QA PLAN #11 - PART 2

CONTRACT NUMBER _____

SUMMARY FOR THE PERIOD <u>1 MAY 01 - 31 MAY 01</u>	PROPER OPERATION <u>OF FACILITY</u>
A. Relative Value of Services (weight from PRS)	_____ 25%
B. Cost of Services (Schedule of Deductions Item 2.1 x A ÷ 100)	\$ _____ 1250.00
C. # Regular Working Days	_____ 22
D. Cost per Regular Working Day (B ÷ C)	\$ _____ 56.82
E. Number of Services Sampled	_____ 5
F. Number of Sampled Unsatisfactory Services	_____ 1
G. Defect Rate (F ÷ E x 100)	_____ 20.0%
H. Cost of Unsatisfactorily Performed Work (F x D)	\$ _____ 56.82
I. Deduct for Liquidated Damages (H x .1)	\$ _____ 5.68
J. Number of Services Reworked	_____ 0
K. Payment for Rework (D x I)	\$ _____ 0
L. Other Adjustments (" + " indicates a deduction)	\$ _____ 0
M. Part 2 Deductions (H + I - K + L)	\$ _____ 62.50

TOTAL PART 1 DEDUCTIONS = \$ _____ 290.00

TOTAL PAYMENT DEDUCTIONS = \$ _____ 352.50

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #12
SNOW AND ICE REMOVAL SERVICE

1. Contract Requirement. Snow and Ice Removal Service (Paragraph C.7.n)

Work Requirements

Standards of Performance

- | | |
|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| a. Quality Work | Service is provided in accordance with established priorities, chemicals approved prior to use, equipment operators qualified, preparatory action taken in the event of an impending storm |
| b. Timeliness | Service provided without delay when directed by the KO |

2. Primary Method of Surveillance. One hundred percent inspection

3. Maximum Allowable Defect Rate (MADR)

- | | |
|-----------------|----|
| a. Quality Work | 5% |
| b. Timeliness | 5% |

4. Quantity of Work. The quantity of work equals the number of written authorizations during the monthly evaluation period.

5. Level of Surveillance. Not Applicable

6. Sample Size. Not Applicable

7. Sampling Procedures. Not Applicable

8. Evaluation Procedures. The QAE will inspect the Contractor's performance at least once while work is in progress to ensure priorities established by the activity snow removal plan are followed, equipment operators are qualified, all chemicals were approved prior to use, and preparatory action was taken. The last inspection will be made as soon as possible after notification by the Contractor that work is complete. Quality work will be evaluated at each inspection; a brief description of any noted defects will be provided and rework information will be recorded, if appropriate, on the attached EVALUATION WORK SHEET. A separate EVALUATION WORK SHEET will be filled out for each written authorization. At the last inspection, final grades will be assigned to both work requirements for the Contractor's overall performance of the work. In most instances, when quality work is considered unsatisfactory, timeliness will be considered unsatisfactory also. 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 results of the month's inspections, calculate DRs and recommended payment deductions, compare DRs to MADRs, and assess the Contractor's overall performance.

- a. Using all work authorizations completed during the month, the QAE will calculate the defect rate for each work requirement using the following formula:

$$\text{DR} = \frac{\text{Number of Unsatisfactory Final Grades}}{\text{Total Number of Written Authorizations Inspected}} \times 100$$

For example:

Number of unsatisfactory final grades for quality work = 1
Total number of written authorizations inspected = 6

DR for quality work = $1 \div 6 \times 100 = 16.7\%$

b. If the DR for any work requirement is greater than its MADR, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

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

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

**EVALUATION WORK SHEET FOR SNOW AND ICE REMOVAL SERVICE
QA PLAN #12**

CONTRACT NUMBER _____

WORK AUTHORIZATION NUMBER _____

DATE/TIME	QUALITY WORK		REWORK ORDERED DATE/TIME	REWORK COMPLETED DATE/TIME	REMARKS
	SAT	UNSAT			
TOTALS					

FINAL GRADE FOR QUALITY WORK: SAT UNSAT

FINAL GRADE FOR TIMELINESS: SAT UNSAT

CONTRACTOR'S SIGNATURE/DATE

QAE'S SIGNATURE/DATE

SAMPLE

**MONTHLY PAYMENT DEDUCTION FORM
SNOW AND ICE REMOVAL SERVICE**

CONTRACT NUMBER _____

SUMMARY FOR THE PERIOD <u>1 FEB 01 - 28 FEB 01</u>	QUALITY <u>WORK</u>	<u>TIMELINESS</u>
A. Relative Value of Services (weight from PRS)	<u>90%</u>	<u>10%</u>
B. Cost of Services (Schedule of Deductions Item 2.m x A ÷ 100)	\$ <u>4500.00</u>	\$ <u>500.00</u>
C. Actual Number of Services	<u>6</u>	<u>6</u>
D. Cost per Service (B ÷ C)	\$ <u>750.00</u>	\$ <u>83.33</u>
E. Number of Unsatisfactory Services	<u>1</u>	<u>1</u>
F. Defect Rate (E ÷ C x 100)	<u>16.7%</u>	<u>16.7%</u>
G. Cost of Unsatisfactorily Performed Work (D x E)	\$ <u>750.00</u>	\$ <u>83.33</u>
H. Deduct for Liquidated Damages (G x .1)	\$ <u>75.00</u>	\$ <u>8.33</u>
I. Number of Services Reworked	<u>1</u>	<u>N/A</u>
J. Payment for Rework (D x I)	\$ <u>750.00</u>	<u>N/A</u>
K. Other Adjustments (" + " indicates a deduction)	\$ <u>0</u>	\$ <u>0</u>
L. Total Deductions (G + H - J + K)	\$ <u>75.00</u>	\$ <u>91.66</u>

TOTAL PAYMENT DEDUCTIONS = \$ 166.66

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #13
DISASTER RECOVERY EXERCISES

1. Contract Requirement. Disaster Recovery Exercises (Paragraph C.7.o)

Work Requirements

Standards of Performance

- | | |
|------------------|---------------------------------------------------------------------------------|
| a. Equipment | Correct equipment provided as specified in the Disaster Recovery Operating Plan |
| b. Participation | Personnel involved in exercise as required |

2. Primary Method of Surveillance. One hundred percent inspection

3. Maximum Allowable Defect Rate (MADR)

- | | |
|------------------|----|
| a. Equipment | 0% |
| b. Participation | 0% |

4. Quantity of Work. The quantity of work equals the number of exercises scheduled during the monthly evaluation period.

5. Level of Surveillance. Not Applicable

6. Sample Size. Not Applicable

7. Sampling Procedures. Not Applicable

8. Evaluation Procedures. The QAE will evaluate the Contractor's performance upon completion of the disaster recovery exercise by interviewing the Disaster Preparedness Officer. A brief description of any noted defects will be provided on the attached EVALUATION WORK SHEET, and both of the work requirements listed above will be graded as either satisfactory or unsatisfactory. Evaluations will be based on the concept of substantial completion. Generally, work requirements will be judged substantially complete if there is no omission of critical work and essentially 95% or more of the total work has been completed. 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 results of the month's inspections, calculate recommended payment deductions for each work requirement, and assess the Contractor's overall performance.

a. Recommended payment deductions, if any, will be subtracted from the monthly invoice submitted by the Contractor and will be calculated on the attached EVALUATION WORK SHEET.

b. If any deficiencies are noted, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

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

EVALUATION WORK SHEET FOR DISASTER RECOVERY EXERCISES
QA PLAN #13

CONTRACT NUMBER _____

DEFICIENCIES NOTED _____

FINAL GRADE FOR EQUIPMENT: SATISFACTORY UNSATISFACTORY

IF UNSATISFACTORY, PAYMENT DEDUCTION = 10% x 70% x SCHEDULE OF
DEDUCTIONS ITEM 2.n = \$ _____

FINAL GRADE FOR PARTICIPATION: SATISFACTORY UNSATISFACTORY

IF UNSATISFACTORY, PAYMENT DEDUCTION = 10% x 30% x SCHEDULE OF
DEDUCTIONS ITEM 2.n = \$ _____

TOTAL PAYMENT DEDUCTIONS = \$ _____

CONTRACTOR'S SIGNATURE/DATE

QAE'S SIGNATURE/DATE

QUALITY ASSURANCE PLAN #14
REPAIRS

1. Contract Requirement. Transient Equipment, General Repair, Specific Maintenance and Repair

Work Requirements

Standards of Performance

- | | |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| a. Quality Work | Repairs performed per NAVFAC P-300, manufacturer's maintenance service manual, or Section C, whichever is more stringent [Paragraphs C.8.a(5), C.8.b(3), and C.8.c(1) through C.8.c(8)] |
| b. Timely Completion | Allowable downtime not exceeded [Paragraph C.8.a(2)] |
| c. Timely Response | Repairs begun in accordance with assigned priorities [Paragraph C.8.a(1)] |

2. Primary Method of Surveillance

- a. One hundred percent inspection for general repair.
- b. Validated customer complaints for transient equipment and specific maintenance and repair.

3. Maximum Allowable Defect Rate (MADR)

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

4. Quantity of Work. The quantity of work equals the number of repairs accomplished during the monthly evaluation period.

5. Level of Surveillance. Not Applicable

6. Sample Size. Not Applicable

7. Sampling Procedures. Not Applicable

8. Evaluation Procedures. A separate EVALUATION WORK SHEET will be used for each contract requirement. A brief description of any noted defects will be provided and rework information will be recorded, if appropriate. In general, if quality work is considered unsatisfactory, other work requirements will also be unsatisfactory. Discuss questionable grades with the FSCM prior to providing the Contractor with a copy of the EVALUATION WORK SHEET.

a. General Repair. The QAE will inspect vehicles/equipment and shop repair orders upon notification by the Contractor that repairs are complete. Quality work will be graded as satisfactory if all ordered repairs have been performed in accordance with applicable standards. Timely completion will be graded as satisfactory if a review of the SRO indicates downtime has not been exceeded. Spot checks will be performed during the month as required to verify repairs are begun in accordance with assigned priorities.

b. Transient Equipment and Specific Maintenance and Repair. Document all complaints on a Customer Complaint Record (see page QA-25), and validate each.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections, calculate DRs and recommend 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:

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

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

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

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

SAMPLE

**MONTHLY PAYMENT DEDUCTION FORM
REPAIRS**

CONTRACT NUMBER _____

CONTRACT REQUIREMENT Transient Equipment

SUMMARY FOR THE PERIOD <u>1 MAY 01 - 31 MAY 01</u>	QUALITY WORK	TIMELY COMPLETION	TIMELY RESPONSE
A. Relative Value of Services (weight from PRS)	<u>70%</u>	<u>20%</u>	<u>10%</u>
B. Cost of Services (Schedule of Deductions Item 3.a x A ÷ 100)	<u>\$ 14000.00</u>	<u>\$ 4000.00</u>	<u>\$ 2000.00</u>
C. Number of Services Completed	<u>200</u>	<u>200</u>	<u>200</u>
D. Cost per Service (B ÷ C)	<u>\$ 70.00</u>	<u>\$ 20.00</u>	<u>\$ 10.00</u>
E. Number of Unsatisfactory Services	<u>7</u>	<u>10</u>	<u>8</u>
F. Defect Rate (E ÷ C x 100)	<u>3.5%</u>	<u>5.0%</u>	<u>4.0%</u>
G. Cost of Unsatisfactorily Performed Work (D x E)	<u>\$ 490.00</u>	<u>\$ 200.00</u>	<u>\$ 80.00</u>
H. Deduct for Liquidated Damages (G x .1)	<u>\$ 49.00</u>	<u>\$ 20.00</u>	<u>\$ 8.00</u>
I. Number of Services Reworked	<u>2</u>	<u>N/A</u>	<u>N/A</u>
J. Payment for Rework (D x I)	<u>\$ 140.00</u>	<u>N/A</u>	<u>N/A</u>
K. Other Adjustments (" + " indicates a deduction)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
L. Total Deductions (G + H - J + K)	<u>\$ 399.00</u>	<u>\$ 220.00</u>	<u>\$ 88.00</u>

TOTAL PAYMENT DEDUCTIONS = \$ 707.00

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #15
PREVENTIVE MAINTENANCE

1. Contract Requirement. Preventive Maintenance (PM) [Paragraph C.8.b(4)]

Work Requirements

Standards of Performance

- | | |
|----------------------|------------------------------------------------------------------------------------|
| a. Quality Work | All checkpoints completed, deficiencies corrected using accepted quality standards |
| b. Timely Completion | Work completed by date scheduled |
| c. Documentation | Safety/Reliability Checklists completed and attached to SRO |

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

3. Maximum Allowable Defect Rate (MADR)

- | | |
|----------------------|----|
| a. Quality Work | 3% |
| b. Timely Completion | 5% |
| c. Documentation | 5% |

4. Quantity of Work. The quantity of work equals the number of PMs scheduled during the monthly evaluation period.

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

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

Minimum - 10% of the PMs completed
Normal - 25% of the PMs completed

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

8. Evaluation Procedures. Using the list of the previous week's completed PMs submitted by the Contractor every Monday morning, the QAE will make an on-site visit as soon as possible after each selected PM has been completed. Quality of work and timely completion will be evaluated as either satisfactory (S) or unsatisfactory (U) on the attached EVALUATION WORK SHEET. Evaluate documentation by ensuring Safety and Reliability Checklists attached to the SRO are completed. A brief description of any noted defects will be provided and rework information will be recorded, if appropriate. In most all instances, when quality work is considered unsatisfactory, timely completion will also be considered unsatisfactory. Provide copies of all negative inspection reports to the Contractor.

a. Unscheduled Inspections. Unscheduled inspections may be conducted on any PM, but should be limited to those where problems have been previously noted. 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 PM 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 work is less than or equal to the MADR, the QAE should recommend minimum surveillance for the inspection of quality work and documentation in the coming evaluation period. If the DR for quality work is greater than the MADR, normal surveillance should be used for the inspection of quality work and documentation in the coming evaluation period.

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

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

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

SAMPLE

**MONTHLY PAYMENT DEDUCTION FORM
PREVENTIVE MAINTENANCE**

CONTRACT NUMBER _____

SUMMARY FOR THE PERIOD <u>1 MAY 01 - 31 MAY 01</u>	QUALITY WORK	TIMELY COMPLETION	DOCUMENTATION
A. Relative Value of Services (weight from PRS)	<u>70%</u>	<u>15%</u>	<u>15%</u>
B. Cost of Services [Schedule of Deductions Item 3.c x A ÷ 100]	<u>\$ 21000.00</u>	<u>\$ 4500.00</u>	<u>\$ 4500.00</u>
C. Number of PMs Completed	<u>200</u>	<u>200</u>	<u>200</u>
D. Cost per PM (B ÷ C)	<u>\$ 105.00</u>	<u>\$ 22.50</u>	<u>\$ 22.50</u>
E. Sample Size	<u>50</u>	<u>50</u>	<u>50</u>
F. Number of Sampled Unsatisfactory PMs	<u>3</u>	<u>5</u>	<u>2</u>
G. Defect Rate (F ÷ E x 100)	<u>6.0%</u>	<u>10.0%</u>	<u>4.0%</u>
H. Unscheduled Inspections (# Unsatisfactory)	<u>2</u>	<u>3</u>	<u>1</u>
I. Cost of Unsatisfactorily Performed Work [(F + H) x D]	<u>\$ 525.00</u>	<u>\$ 180.00</u>	<u>\$ 67.50</u>
J. Deduct for Liquidated Damages (I x .1)	<u>\$ 52.50</u>	<u>\$ 18.00</u>	<u>\$ 6.75</u>
K. Number of PMs Reworked			
(1) Sampled PMs	<u>1</u>	<u>N/A</u>	<u>1</u>
(2) Unscheduled Inspections	<u>1</u>	<u>N/A</u>	<u>0</u>
L. Payment for Rework [K(1) + K(2)] x D	<u>\$ 210.00</u>	<u>N/A</u>	<u>\$ 22.50</u>
M. Other Adjustments (" + " indicates a deduction)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
N. Total Deductions (I + J - L + M)	<u>\$ 367.50</u>	<u>\$ 198.00</u>	<u>\$ 51.75</u>

TOTAL PAYMENT DEDUCTIONS = \$ 617.25

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #16
FIELD SERVICE

1. Contract Requirement. Field Service [Paragraph C.8.b(6)]

Work Requirements

Standards of Performance

- | | |
|---------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| a. Immobile Equipment
Routinely Serviced | Maintenance/repair meets applicable publications and instructions, performance runs conducted and fluid levels checked |
| b. Timeliness | Response within !INSERT! minutes during regular working hours and !INSERT! hours after regular working hours for ground power, response within !INSERT! hours during regular working hours and !INSERT! hours after regular working hours for all other filed serviceable equipment |

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

3. Maximum Allowable Defect Rate (MADR)

- | | |
|------------------------------------------|----|
| a. Immobile Equipment Routinely Serviced | 3% |
| b. Timeliness | 3% |

4. Quantity of Work. The quantity of work equals number of field services performed during the monthly evaluation period.

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 immobile equipment routinely serviced is less than or equal to the MADR. If at minimum surveillance the DR for immobile equipment routinely serviced 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 field services completed
Normal - 25% of the field services completed

7. Sampling Procedures. The QAE will arbitrarily select every fourth field service if at normal surveillance, and every tenth field service if at reduced surveillance.

8. Evaluation Procedures. The QAE will make an on-site visit and evaluate both 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. A separate work sheet will be used for scheduled and unscheduled field service. In most all instances, when immobile equipment routinely serviced is considered unsatisfactory, timeliness will also be considered unsatisfactory. Provide copies of all negative EVALUATION WORK SHEETS to the Contractor.

a. Unscheduled Inspections. Unscheduled inspections may be conducted on any field service, but should be limited to those services where performance problems have been noted in the past. Unscheduled inspections should be documented on a separate EVALUATION WORK SHEET from that used for planned sampling.

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

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

a. The defect rate will be calculated as follows:

$$\text{DR} = \frac{\text{Number of Sampled Unsatisfactory Services}}{\text{Number of Services in Sample}} \times 100$$

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

(1) If the DR for immobile equipment routinely serviced work is less than or equal to the MADR, the QAE should recommend minimum surveillance for the coming evaluation period. If the DR for immobile equipment routinely serviced 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. Access instructions and logon procedures for the CPARS database can be obtained through the CPARS website at <http://cpars.navy.mil/>.

SAMPLE

**MONTHLY PAYMENT DEDUCTION FORM
FIELD SERVICE**

CONTRACT NUMBER _____

<u>SUMMARY FOR THE PERIOD</u> <u>1 MAY 01 - 31 MAY 01</u>	<u>IMMOBILE EQUIPMENT</u> <u>ROUTINELY SERVICED</u>	<u>TIMELINESS</u>
A. Relative Value of Services (weight from PRS)	<u>80%</u>	<u>20%</u>
B. Cost of Services (Schedule of Deductions Item 3.d x A ÷ 100)	<u>\$ 8000.00</u>	<u>\$ 2000.00</u>
C. Number of Services Completed	<u>100</u>	<u>100</u>
D. Cost per Service (B ÷ C)	<u>\$ 80.00</u>	<u>\$ 20.00</u>
E. Sample Size	<u>25</u>	<u>25</u>
F. Number of Sampled Unsatisfactory Services	<u>2</u>	<u>3</u>
G. Defect Rate (F ÷ E x 100)	<u>8.0%</u>	<u>12.0%</u>
H. Unscheduled Inspections (# Unsatisfactory)	<u>1</u>	<u>2</u>
I. Cost of Unsatisfactorily Performed Work [(F + H) x D]	<u>\$ 240.00</u>	<u>\$ 100.00</u>
J. Deduct for Liquidated Damages (I x .1)	<u>\$ 24.00</u>	<u>\$ 10.00</u>
K. Number of Services Reworked (1) Sampled Services	<u>1</u>	<u>N/A</u>
(2) Unscheduled Inspections	<u>0</u>	<u>N/A</u>
L. Payment for Rework [K(1) + K(2)] x D	<u>\$ 80.00</u>	<u>N/A</u>
M. Other Adjustments (" + " indicates a deduction)	<u>\$ 0</u>	<u>\$ 0</u>
N. Total Deductions (I + J - L + M)	<u>\$ 184.00</u>	<u>\$ 110.00</u>

TOTAL PAYMENT DEDUCTIONS = \$ 294.00

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #17
SERVICE CALLS

1. Contract Requirement. Service Calls [Paragraph C.8.b(7)]

Work Requirements

Standards of Performance

- | | |
|-----------------|---------------------------------------------------------------------------------------------------------------|
| a. Quality Work | Transient equipment is either repaired in the field or towed in to the shop |
| b. Timeliness | Response within !INSERT! minutes during regular working hours and !INSERT! minutes after regular working hour |

2. Primary Surveillance. Validated customer complaints and unscheduled inspections.

3. Maximum Allowable Defect Rate (MADR)

- | | |
|-----------------|----|
| a. Quality Work | 3% |
| b. Timeliness | 3% |

4. Quantity of Work. The quantity of work equals the total number of service calls received during the monthly evaluation period.

5. Level of Surveillance. Not applicable

6. Sample Size. Not applicable

7. Sampling Procedures. Not applicable

8. Evaluation Procedures. Document all complaints on a Customer Complaint Record (see page QA-25) and validate each. The level of performance will determine the frequency of unscheduled inspections. Document all evaluations on the attached EVALUATION WORK SHEET. Rework will be allowed where appropriate.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's surveillance, calculate DRs and recommend 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:

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

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

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

- d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. CPAR form *Services, Information Technology, and Operations*

Support shall be used for evaluation and reporting, and is completed/submitted electronically. Access instructions and logon procedures for the CPARS database can be obtained through the CPARS website at <http://cpars.navy.mil/>.

SAMPLE

**MONTHLY PAYMENT DEDUCTION FORM
SERVICE CALLS**

CONTRACT NUMBER _____

SUMMARY FOR THE PERIOD <u>1 MAY 01 - 31 MAY 01</u>	QUALITY WORK	TIMELINESS
A. Relative Value of Services (weight from PRS)	<u>80%</u>	<u>20%</u>
B. Cost of Services (Schedule of Deductions Item 3.e x A ÷ 100)	\$ <u>2400.00</u>	\$ <u>600.00</u>
C. Number of Calls Completed	<u>30</u>	<u>30</u>
D. Cost per Call (B ÷ C)	\$ <u>80.00</u>	\$ <u>20.00</u>
E. Number of Unsatisfactory Calls (Validated Customer Complaints + Unscheduled Inspections)	<u>2</u>	<u>3</u>
F. Defect Rate (E ÷ C x 100)	<u>6.7%</u>	<u>10.0%</u>
G. Cost of Unsatisfactorily Performed Work (D x E)	\$ <u>160.00</u>	\$ <u>60.00</u>
H. Deduct for Liquidated Damages (G x .1)	\$ <u>16.00</u>	\$ <u>6.00</u>
I. Number of Calls Reworked	<u>1</u>	<u>N/A</u>
J. Payment for Rework (D x I)	\$ <u>80.00</u>	<u>N/A</u>
K. Other Adjustments (" + " indicates a deduction)	\$ <u>0</u>	\$ <u>0</u>
L. Total Deductions (G + H - J + K)	\$ <u>96.00</u>	\$ <u>66.00</u>

TOTAL PAYMENT DEDUCTIONS = \$ 162.00

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #18
NEW VEHICLE SERVICE

1. Contract Requirement. New Vehicle Service [Paragraph C.8.b(8)]

Work Requirements

Standards of Performance

- | | |
|------------------|-----------------------------------------------------------------------|
| a. Documentation | Forms, records, and other documents prepared or completed as required |
| b. Quality Work | Required services performed for new and reassigned used vehicles |

2. Primary Surveillance. One hundred percent inspection

3. Maximum Allowable Defect Rate (MADR)

- | | |
|------------------|----|
| a. Documentation | 5% |
| b. Quality Work | 5% |

4. Quantity of Work. The quantity of work equals the total number of new vehicle services performed during the monthly evaluation period.

5. Level of Surveillance. Not Applicable

6. Sample Size. Not Applicable

7. Sampling Procedures. Not Applicable

8. Evaluation Procedures. After notification by the Contractor that a vehicle is ready, the QAE will make an on-site visit and inspect both vehicle and paperwork. Each work requirement will be graded 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. Copies of all negative reports will be provided to the Contractor. Rework will normally be allowed when practical.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections, calculate DRs and recommend 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:

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

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

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

- d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than

satisfactory. CPAR form *Services, Information Technology, and Operations Support* shall be used for evaluation and reporting, and is completed/submitted electronically. Access instructions and logon procedures for the CPARS database can be obtained through the CPARS website at <http://cpars.navy.mil/>.

SAMPLE

**MONTHLY PAYMENT DEDUCTION FORM
NEW VEHICLE SERVICE**

CONTRACT NUMBER _____

SUMMARY FOR THE PERIOD <u>1 MAY 01 - 31 MAY 01</u>	<u>DOCUMENTATION</u>	<u>QUALITY WORK</u>
A. Relative Value of Services (weight from PRS)	_____ 40%	_____ 60%
B. Cost of Services (Schedule of Deductions Item 3.f x A ÷ 100)	\$ _____ 360.00	\$ _____ 540.00
C. Number of Services Completed	_____ 18	_____ 18
D. Cost per Service (B ÷ C)	\$ _____ 20.00	\$ _____ 30.00
E. Number of Unsatisfactory Services	_____ 2	_____ 1
F. Defect Rate (E ÷ C x 100)	_____ 11.1%	_____ 5.6%
G. Cost of Unsatisfactorily Performed Work (D x E)	\$ _____ 40.00	\$ _____ 30.00
H. Deduct for Liquidated Damages (G x .1)	\$ _____ 4.00	\$ _____ 3.00
I. Number of Services Reworked	_____ 2	_____ 1
J. Payment for Rework (D x I)	\$ _____ 40.00	\$ _____ 30.00
K. Other Adjustments (" + " indicates a deduction)	\$ _____ 0	\$ _____ 0
L. Total Deductions (G + H - J + K)	\$ _____ 4.00	\$ _____ 3.00

TOTAL PAYMENT DEDUCTIONS = \$ _____ 7.00

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN # 19
INSPECTION AND LOAD TEST CERTIFICATION

1. Contract Requirement. Inspection and Load Test Certification [Paragraph C.8.c(9)]

Work Requirements

Standards of Performance

- | | |
|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| a. Quality Work | Inspection and testing performed per applicable instructions and manufacturer's manuals; certification posted on equipment, copy provided to KO and placed in history file; repairs identified/performed |
| b. Timeliness | Work performed in accordance with Contractor's schedule |
2. Primary Surveillance. One hundred percent inspection
3. Maximum Allowable Defect Rate (MADR)
- | | |
|-----------------|----|
| a. Quality Work | 3% |
| b. Timeliness | 3% |
4. Quantity of Work. The quantity of work equals the total number of annual inspections/load test certifications performed during the monthly evaluation period.
5. Level of Surveillance. Not Applicable
6. Sample Size. Not Applicable
7. Sampling Procedures. Not Applicable
8. Evaluation Procedures. The QAE will visit each test site while work is in progress and grade both work requirements as either satisfactory (S) or unsatisfactory (U) on the attached EVALUATION WORK SHEET. These grades will be established only after consulting with the certified tester to verify equipment was properly inspected, tested, and certified, and all identified repairs were satisfactorily performed. A brief description of any noted defects will be provided and rework information will be recorded, if appropriate. In almost all instances, when quality work is considered unsatisfactory, timeliness will also be considered unsatisfactory. Provide copies of all negative EVALUATION WORK SHEETS to the Contractor.
9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections, calculate DRs and recommended payment deductions, compare DRs to MADRs, and assess the Contractor's overall performance.

- a. The defect rate will be calculated as follows:

$$DR = \frac{\text{Number of Unsatisfactory Services}}{\text{Services Scheduled for Completion}} \times 100$$

b. If the DR for any work requirement is greater than its MADR, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

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

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

SAMPLE

**MONTHLY PAYMENT DEDUCTION FORM
INSPECTION AND LOAD TEST CERTIFICATION**

CONTRACT NUMBER _____

SUMMARY FOR THE PERIOD <u>1 MAY 01 - 31 MAY 01</u>	QUALITY <u>WORK</u>	<u>TIMELINESS</u>
A. Relative Value of Services (weight from PRS)	<u>90%</u>	<u>10%</u>
B. Cost of Services (Schedule of Deductions Item 3.h x A ÷ 100)	\$ <u>4500.00</u>	\$ <u>500.00</u>
C. Number of Services Completed	<u>10</u>	<u>10</u>
D. Cost per Service (B ÷ C)	\$ <u>450.00</u>	\$ <u>50.00</u>
E. Number of Unsatisfactory Services	<u>1</u>	<u>1</u>
F. Defect Rate (E ÷ C x 100)	<u>10.0%</u>	<u>10.0%</u>
G. Cost of Unsatisfactorily Performed Work (D x E)	\$ <u>450.00</u>	\$ <u>50.00</u>
H. Deduct for Liquidated Damages (G x .1)	\$ <u>45.00</u>	\$ <u>5.00</u>
I. Number of Services Reworked	<u>1</u>	<u>1</u>
J. Payment for Rework (D x I)	\$ <u>450.00</u>	\$ <u>50.00</u>
K. Other Adjustments (" + " indicates a deduction)	\$ <u>0</u>	\$ <u>0</u>
L. Total Deductions (G + H - J + K)	\$ <u>45.00</u>	\$ <u>5.00</u>

TOTAL PAYMENT DEDUCTIONS = \$ 50.00

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #20
INDEFINITE QUANTITY WORK

1. Contract Requirement. Indefinite Quantity Work [Paragraph C.7.d(3), C.7.h(1), C.7.p, and C.8.a(4)]

Work Requirements

Standards of Performance

- | | |
|----------------------|-----------------------------------------------------------|
| a. Timely Completion | Work completed within time period specified in task order |
| b. Quality Work | All work completed in conformance with quality standards |

2. Primary Method of Surveillance. One hundred percent inspection

3. Maximum Allowable Defect Rate (MADR)

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

4. Quantity of Work. Estimate 150 task orders issued for indefinite quantity work per year. Historical average by month:

JAN	14	APR	13	JUL	8	OCT	15
FEB	15	MAY	14	AUG	10	NOV	12
MAR	14	JUN	9	SEP	16	DEC	10

5. Level of Surveillance. Not applicable

6. Sample Size. Not applicable

7. Sampling Procedures. Not applicable

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

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

b. When determining the overall grade for quality work to be assigned for each task order, the QAE must carefully consider the total scope of work required, and subjectively judge whether it has been substantially completed by the Contractor. Generally, the QAE should grade quality work as satisfactory if

there has been no willful departure from the contract, there is no omission of essential work, and essentially 95% or more of the total work has been completed. If overall quality work for a task order is considered+ unsatisfactory, timely completion must also be considered unsatisfactory. The QAE should discuss questionable grades with the FSCM prior to providing the Contractor with a copy of the EVALUATION WORK SHEET/PAYMENT DEDUCTION FORM.

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

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

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

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

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

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

B. Analysis of Results. The monthly inspection process results in the overall evaluation of the Contractor's performance for the services inspected. Such an evaluation provides a summary for the Contracting Officer, FSCM, QAE, customer representatives, and the Contractor. Overall performance is important in determining whether to increase, decrease, or maintain surveillance at the same level; whether to issue one or more CDRs to the Contractor or take stronger administrative actions; and service areas which require greater QAE and Contractor QC emphasis during the coming evaluation period. Therefore, the QAE should complete and provide a MONTHLY PERFORMANCE SUMMARY REPORT, Table 1 (see attached sample) for FSCM approval at the end of each month. Almost all of the information required to complete the attached sample report can be taken directly from the MONTHLY PAYMENT DEDUCTION FORM included with each sample QA Plan.

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

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

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

TABLE 1
MONTHLY PERFORMANCE SUMMARY REPORT
TRANSPORTATION OPERATIONS AND MAINTENANCE SERVICES
MAY 2001

Contract Number _____

Contractor _____

SERVICE	MADR	PREVIOUS DR	CURRENT DR	# VCC *	CDR (YES/NO)	PAYMENT DEDUCTIONS
QA Plan #1 - Records and Reports						
a. Timeliness	5%	9.5%	9.6%	N/A	Yes	\$ 12.67
b. Quality Work	3%	10.6%	11.2%	N/A	Yes	\$ 43.78
QA Plan #2 - Dispatching Service						
a. Quality Work	5%	2.9%	8.0%	0	Yes	\$ 8.58
b. Checkout Inspection	5%	5.3%	8.0%	3	Yes	\$ 1.15
c. Check-In Inspection	5%	4.1%	8.0%	4	Yes	\$ 1.32
d. Documentation	5%	6.3%	12.0%	0	Yes	\$.33
e. Appropriate Assignments	5%	5.6	12.0%	4	Yes	\$ 4.95
QA Plan #3 - Taxi Service						
a. Quality Work	5%	2.7%	7.0%	0	Yes	\$ 82.50
b. Timeliness	5%	4.8%	8.0%	4	Yes	\$ 19.80
c. Documentation	5%	3.7%	10.0%	0	Yes	\$ 1.40
QA Plan #4 - Scheduled Shuttle and School Bus Services						
a. Quality Work	5%	1.7%	6.3%	0	Yes	\$ 111.93
b. Timeliness	5%	0.0%	7.0%	4	Yes	\$ 79.37
c. Equipment Good Condition	2%	10.2%	8.6%	8	Yes	\$ 45.51
QA Plan #5 - WHE/MHE, Operation of Construction Equipment, and Medium/Heavy Trucking Service						
a. Quality Work	3%	3.5%	5.3%	3	Yes	\$ 1320.00
b. Timeliness	3%	4.0%	6.7%	5	Yes	\$ 550.00
QA Plan #6 - Scheduled Sweeping Service						
a. Quality Work	5%	7.3%	9.6%	0	Yes	\$ 467.50
b. Timeliness	5%	1.3%	9.6%	0	Yes	\$ 82.50
QA Plan #7 - Railway Operation						
a. Quality Work	5%	4.7%	5.3%	3	Yes	\$ 1408.00
b. Timeliness	5%	11.5%	6.7%	6	Yes	\$ 440.00
QA Plan #8 - Tank Pump Truck Services						
a. Quality Work	5%	6.3%	11.1%	0	Yes	\$ 3.40
b. Timeliness	5%	9.4%	11.1%	0	Yes	\$ 6.60
QA Plan #9 - Scheduled Fuel Delivery Services						
a. Quality Work	5%	6.5%	4.0%	5	No	\$ 180.00
b. Timeliness	3%	5.1%	5.0%	4	Yes	\$ 137.50
QA Plan #10 - Operation of CESE Fueling Facility						
a. Proper Operation	5%	3.3%	3.6%	5	No	\$ 121.44
b. Availability of Supplies	5%	2.5%	4.5%	4	No	\$ 75.90
c. Professional Service	5%	4.3%	2.7%	3	No	\$ 15.18
QA Plan #11 - Vehicle Washing and Polishing						
a. Proper Operation Facility	0%	6.7%	20.0%	N/A	Yes	\$ 62.50
b. Quality Service	5%	5.2%	10.0%	4	Yes	\$ 180.00
c. Timeliness	5%	4.9%	13.3%	5	Yes	\$ 110.00

* Number of validated customer complaints

SERVICE	MADR	PREVIOUS DR	CURRENT DR	# VCC *	CDR (YES/NO)	PAYMENT DEDUCTIONS
QA Plan #12 - Snow and Ice Removal Service						
a. Quality Work	5%	16.7%				NONE PERFORMED THIS MONTH
b. Timeliness	5%	16.7%				
QA Plan #13 - Disaster Recovery Exercises						
a. Equipment	0%	0.0%	0.0%	N/A	No	\$ 0.00
b. Participation	0%	0.0%	0.0%	N/A	No	\$ 0.00
QA Plan #14 - Repairs						
a. Quality Work	3%	5.4%	3.5%	7	Yes	\$ 399.00
b. Timely Completion	3%	4.9%	5.0%	10	Yes	\$ 220.00
c. Timely Response	3%	4.7%	4.0%	8	Yes	\$ 88.00
QA Plan #15 - Preventive Maintenance						
a. Quality Work	3%	6.2%	6.0%	N/A	Yes	\$ 367.50
b. Timely Completion	5%	5.4%	10.0%	N/A	Yes	\$ 198.00
c. Documentation	5%	4.8%	4.0%	N/A	No	\$ 51.75
QA Plan #16 - Field Service						
a. Equipment Serviced	3%	11.3%	8.0%	N/A	Yes	\$ 184.00
b. Timeliness	3%	4.9%	12.0%	N/A	Yes	\$ 110.00
QA Plan #17 - Service Calls						
a. Quality Work	3%	2.5%	6.7%	2	Yes	\$ 96.00
b. Timeliness	3%	7.4%	10.0%	2	Yes	\$ 66.00
QA Plan #18 - New Vehicle Service						
a. Documentation	5%	6.9%	11.1%	N/A	Yes	\$ 4.00
b. Quality Work	5%	10.8%	5.6%	N/A	Yes	\$ 3.00
QA Plan #19 - Inspection and Load Test Certification						
a. Quality Work	3%	4.4%	10.0%	N/A	Yes	\$ 45.00
b. Timeliness	3%	5.9%	10.0%	N/A	Yes	\$ 5.00
QA Plan #20 - Indefinite Quantity Work						
a. Timely Completion	5%	16.7%	13.3%	N/A	Yes	\$ 858.00
b. Quality Work	5%	16.7%	13.3%	N/A	Yes	\$ 31.20

* Number of validated customer complaints

Contractor's Invoice Amount \$ 228405.50

Total Deductions \$ 8300.26

Recommended Payment \$ 220105.24

Contractor's Overall Performance for the Month: Sat _____ Unsat ✓

QAE Signature/Date

END OF QUALITY ASSURANCE GUIDE