

**PERFORMANCE WORK STATEMENT
FOR
MILITARY FAMILY HOUSING MAINTENANCE**

4 August 1998

**86 CES/CEH (Vogelweh Housing Office)
Unit 3180, Box 300
APO AE 09094-5000**

KAISERSLAUTERN MILITARY COMMUNITY HOUSING

***(FLIEGERSTRASSE/AM BLUTACKER, LANDSTUHL,
RAMSTEIN, SEMBACH, VOGELWEH, IXHEIM)***

SECTION C

TABLE OF CONTENTS

SECTION	TITLE	PAGE
C-1.	GENERAL INFORMATION	1
1.1.	Scope of Work	1
1.2.	Contractor Personnel	1
1.3.	Quality Control	3
1.4.	Quality Assurance	3
1.5.	Physical Security	4
1.6.	Hours of Operation	4
1.7.	Conservation of Utilities	5
1.8.	Records	5
C-2.	DEFINITIONS	6
2.1.	General Definitions	6
2.2.	Technical Definitions	6
2.3.	Acronyms and Abbreviations	11
C-3.	GOVERNMENT-FURNISHED PROPERTY AND SERVICES	12
3.	General Information	12
3.1.	Government-Furnished Property	12
3.2.	Government-Furnished Services	13
C-4.	CONTRACTOR-FURNISHED ITEMS AND SERVICES	14
4.1.	General Information	14
4.2.	Quality Standards	14
4.3.	Vehicles	14
4.4.	Work Information Management Systems	14
4.5.	Publications and Forms	14
4.6.	Appliances and Equipment	15
4.7.	U-Fix-It Items	18
4.8.	Flammable Storage Containers	18
4.9.	Recycling, Construction Waste and Hazardous Waste	18
4.10.	Grounds and Facility Maintenance	19
4.11.	Government Reimbursement for Items	19
4.12.	U-Fix-It Stores	19
4.13.	Reimbursable Items	19
4.14.	Over and Above CLIN 0012	19
C-5.	SPECIFIC TASKS	20
5.	General Information	20
5.1.	Maintenance Management	20
5.2.	Service Calls	21
5.3.	Change of Occupancy Maintenance (COM) and Cleaning	22
5.4.	Appliance Management	24
5.5.	Stairwells and Common Area Cleaning	25
5.6.	Additional Requirements	25
5.6.1.	Painting	25
5.6.2.	Floors	26

**SECTION C-1
GENERAL INFORMATION**

1.1. SCOPE OF WORK. The contractor shall provide all personnel, equipment, tools, material, supervision, and other items or services necessary to perform Military Family Housing (MFH) maintenance and custodial services as defined in this Performance Work Statement (PWS), except as specified in Section C-3 as Government-furnished property and services, at Fliegerstrasse/Am Blutacker, Landstuhl, Ramstein, Sembach, Vogelweh, and Ixheim Government housing areas. The contractor shall provide only limited service at Ixheim (change of occupancy cleaning and appliance maintenance). The contractor is advised that the Government will terminate the lease for the 34 units at Ixheim on 31 March 2000 and service will no longer be required. The contractor shall perform to the standards in this contract. The estimated quantities of work are listed in Technical Exhibit (TE) 2a, Workload Estimates.

1.2. CONTRACTOR PERSONNEL:

1.2.1. Contract Manager. The contractor shall provide a contract manager who shall be responsible for the performance of the work. The name of this person and alternates, who shall act for the contractor when the manager is absent, shall be designated in writing to the Contracting Officer (CO).

1.2.1.1. The contract manager or alternate shall have full authority to act for the contractor on all contract matters relating to daily operation of this contract. The contract manager and alternates shall have legal authorization to supervise and lead maintenance and construction work as required by the Gewerbeordnung (German Trade Regulation).

1.2.1.2. The contract manager or alternates shall be available within 30 minutes during normal duty hours to meet on the installation with Government personnel (designated by the Contracting Officer) to discuss problem areas. After normal duty hours, the manager or designated alternate shall be available within 2 hours.

1.2.1.3. The contract manager and alternates must be able to read, write, speak, and understand English with a level IV proficiency (see clause H-923 of the RFP for requirement specifics).

1.2.2. Contractor Employees. The contractor shall not employ any person for work on this contract if such employee is identified to the contractor by the Contracting Officer as a potential threat to the health, safety, security, general well-being, or operational mission of the Kaiserslautern Military Community (KMC) and its population.

1.2.2.1. Contractor personnel shall present a neat appearance and be easily recognized as contractor employees. This shall be accomplished by wearing distinctive clothing bearing the name of the company or by wearing an appropriate badge, which contains the company name, employee name, and the words "Housing Maintenance."

1.2.2.2. The contractor shall ensure employees have the following applicable current and valid (in Germany) professional certifications before starting work under this contract. Licenses, certifications, and registrations include, but are not limited to plumbers, electricians, mechanical craftsmen, and motor vehicle operators, while driving on Government installations and housing areas. The contractor shall provide copies of these documents to the quality assurance evaluator (QAE) before the employees begin work. Employees whose job requires admittance to occupied housing units, communicating by telephone with housing occupants, and U-Fix-It Store employees, must be able to read, speak, and write English with a level III proficiency (see RFP clause H-923 for requirement specifics).

1.2.2.3. The contractor shall not employ any person who is an employee of the US Government if employing that person would create a conflict of interest. Additionally, the contractor shall not employ any person who is an employee of the Department of Defense, either military or civilian, unless such person seeks and receives approval according to Department of Defense Directive (DODD) 5500-7, Joint Ethics Regulation (JER). The contractor shall not employ any person who is an employee of the Department of the Air Force if employment would be contrary to the policies contained in Air Force Instruction (AFI) 64-106, Air Force Industrial Labor Relations Activities.

1.2.2.4. The contractor is cautioned that off-duty active military personnel hired under this contract may be subject to permanent change of station (PCS), change in duty hours, or deployment. Military

Reservists and National Guard members may be subject to recall to active duty. The abrupt absence of these personnel could adversely affect the contractor's ability to perform; however, their absence at any time shall not constitute an excuse for nonperformance under this contract.

1.2.3. Employee Security: Contractor employees shall obtain passes to enter and work in KMC MFH areas (KMC Instruction 31-202, Installation Resource Protection Program). Contract employees shall carry these passes for identification at all times during working hours. Contractor employees shall apply for personnel security clearances before start of contract performance. United States Air Forces Europe (USAFE) Form 79, Base Entry Form, shall be obtained from and coordinated with the QAE in the KMC Housing Office, Building 1001, Vogelweh. The contractor shall obtain USAFE Forms 79 from the QAE in the quantity needed, complete Items 1-15e and return the form to the QAE to complete Items 16-19. The contractor shall submit the following pass and identification items for each employee, before the employee begins work, to the QAE, Building 1001, Vogelweh, for review, signature, and logging:

- USAFE Form 79, Items 1-15e completed (three copies).
- Copy of valid Passport or Identification (ID) Card (Kennkarte), both sides completed, three copies. Non-European Community Passports must have a work permit.
- Police Conduct Certificate (Polizeiliches Fuehrungszeugnis) issued within the past 30 days (original and two copies).

After forms are submitted to the QAE and the USAFE Form 79 is signed, the contractor shall take two copies of the signed USAFE Form 79, two copies of the valid passport (with work permit) or ID Card (Kennkarte), the original and one copy of the Police Conduct Certificate to Security Police, Pass and ID, Ramstein, for processing. Upon verification, the Security Police will issue a USAFE Form 77, Base Entry Identification, which will be valid for the duration of the contract, but not more than 3 years. The contractor is responsible to make sure forms are properly completed, signed, and available for contractor personnel to enter and work in all KMC Government housing areas. The Government will conduct and assume Government costs for background investigations for required clearances except the Police Conduct Certificate.

1.2.4. Employee Training:

1.2.4.1. Contractor employees who supervise contractor personnel who perform welding, cutting with a torch, soldering, or brazing in the performance of this contract, shall receive training and shall be issued AF Form 592, USAF Welding, Cutting, and Brazing Permit. The Government will provide this training, which will take approximately 30 minutes and must be renewed annually (paragraph 3.2.10.).

1.2.4.2. The contractor shall provide training to workers involved in asbestos and lead-based paint repair as required by the Federal Republic of Germany Final Governing Standards (FRGFGS) and the Technische Regeln fur Gefaehrliche Stoffe and Zubereitungen (TRGS). The contractor shall bear the cost of this training, which must be documented and available for the Government to review at all times.

1.3. QUALITY CONTROL:

1.3.1. General. In compliance with the contract clause entitled "Inspection of Services" in Part I, Section E of the contract, the contractor shall provide a Quality Control Plan that contains, as a minimum, the items listed in 1.3.2. to the Contracting Officer for acceptance not later than the pre-performance conference. The Contracting Officer will notify the contractor of acceptance or required modifications to the plan before the contract start date. The contractor shall make appropriate modifications and obtain acceptance of the plan by the Contracting Officer before the contract start date. The contractor shall also provide an updated copy to the Contracting Officer as changes occur (TE 4).

1.3.2. The plan shall include:

1.3.2.1. A description of the inspection system to identify process performance metrics for deficiency and delinquency prevention and improvement to assure contract compliance, mission execution and success and compliance with industry practices. Description shall include specifics as to the areas to be inspected on both a scheduled and unscheduled basis, frequency of inspections, and the title and organizational placement of the inspectors. Additionally, control procedures for any Government-provided keys or lock combinations shall be included.

1.3.2.2. A description of the methods to be used for identifying and preventing defects in the quality of services performed.

1.3.2.3. A description of the records to be kept to document inspections and corrective or preventive actions taken, including employee training or retraining.

1.3.3. The records of inspections shall be kept and made available to the Government throughout the contract performance period and for the period after contract completion until final settlement of any claims under this contract

1.4. QUALITY ASSURANCE. According to the Inspection of Services Clause in Part I, Section E of the contract, the Government will evaluate the contractor's performance under this contract, to include contractor responses to customer complaints. Government personnel will record surveillance observations. When an observation indicates defective performance, the QAE will require the contract manager or representative at the site to initial the observation. Initialing of the observation does not necessarily constitute concurrence with the observation, only acknowledgment that the contract manager or representative has been made aware of the defective performance. Government surveillance will be done according to standard inspection procedures or other contract provisions. Any action taken by the Contracting Officer as a result of surveillance will be according to the terms of this contract. During the first 2 months of the basic contract period only, performance requirements will be relaxed to allow the contractor flexibility in taking over Housing Maintenance and to become more familiar with doing business with the Government. Liquidated damages IAW Clause F-19 shall not be collected during the first 2 months of the basic contract period.

1.4.1. Performance Evaluation Meetings. The CO may require the contract manager to meet with the CO, contract administrator, QAE, and other Government personnel as deemed necessary. The contractor may request a meeting with the CO when the contractor believes such a meeting is necessary. Written minutes of such meetings shall be recorded and signed by the contract manager or alternate and provided the CO or contract administrator within 10 calendar days of the completion of the meeting. If the CO does not concur with any portion of the minutes, the non-concurrence will be provided in writing to the contract manager within 10 calendar days following receipt of the minutes.

1.4.2. Government Observations. Government personnel other than Contracting Officers and QAEs may from time to time observe contractor operations. Contractor shall provide assistance and information for these observations, as requested by the Government personnel. Observations by Government personnel, other than QAE personnel, are only informational and shall not result in any payment action under this contract for or against the contractor.

1.5. PHYSICAL SECURITY. The contractor shall be responsible for safeguarding Government property provided for contractor use. At the end of each work period, Government facilities, equipment, and materials shall be secured.

1.5.1. Key Control. The contractor shall establish and implement methods of making sure keys issued to the contractor by the Government are not lost or misplaced and are not used by unauthorized persons. Keys issued to the contractor will be keys to Government-provided facilities, keys to vacant units (when the units are in contractor's possession for change of occupancy maintenance), and backup keys (including key code systems) to housing units (paragraphs 1.3.2.1. and 5.6.6.1.).

1.5.1.1. The contractor shall immediately report lost and compromised keys to the QAE.

1.5.1.2. If keys under the contractor's safekeeping, other than master keys, are lost or compromised, the contractor may be required, upon written direction from the Contracting Officer, to rekey or replace the affected locks without cost to the Government. The Government may, however, at its option, replace the affected locks or perform rekeying and deduct the cost from the monthly payment due the contractor. If a master key is lost or duplicated, all locks and keys for that system shall be replaced by the Government and the total cost deducted from the monthly payment due the contractor.

1.5.1.3. The contractor shall prohibit the use of keys issued by the Government by any persons other than the contractor employees. Also, contractor employees are prohibited from opening locked areas to permit entrance of persons other than contractor employees engaged in performance of work in those areas.

1.6. HOURS OF OPERATION:

1.6.1 Normal Hours. Except as specified in paragraphs 1.6.1.1., 1.6.1.2. and 1.6.1.3., the contractor shall perform services required under this contract during the following hours: Monday - Friday, 0730 - 1630. U-Fix-It Store hours shall be during normal hours and Saturday, 1000-1400.

1.6.1.1. Holidays. In addition to normal working hours, the contractor is required to provide emergency and urgent service on the following holidays (NOTE: Holidays are observed on the day of the holiday unless the holiday falls on a Saturday or Sunday):

AMERICAN		GERMAN	
HOLIDAY	OBSERVED	HOLIDAY	OBSERVED
New Years Day	1 January	New Years Day	1 January
Martin Luther King's Birthday	3 rd Monday in January	Good Friday	Friday before Easter Sunday
President's Day	3 rd Monday in February	Easter Monday	Monday after Easter Sunday
Memorial Day	Last Monday in May	Labor Day	1 May
Independence Day	4th of July	Ascension Day	1 st Thursday after 40 days past Easter
Labor Day	1st Monday in September	Whit Monday	7 th Monday after Easter Monday
Columbus Day	2 nd Monday in October	Corpus Christi Day	2 nd Thursday after Ascension Day
Veterans Day	11 November	Day of German Unity	3 October
Thanksgiving Day	4th Thursday in November	All Saints Day	1 November
Christmas Day	25 December	Christmas	25 December
		Christmas	26 December

1.6.1.2. Emergency and Urgent Services. The contractor shall provide a capability for receiving service calls 7 days per week, 24 hours per day as specified in paragraph 5.2.1. and accomplish emergency and urgent service calls during the following time periods:

CATEGORY	DAYS PER WEEK	TIMES
EMERGENCY	7	24 hours per day
URGENT	7	0730 - 1630

1.6.1.2.1. If the response time for an urgent service call falls after normal work hours, or on a weekend or holiday, the contractor shall respond within the time required by TE 10, render the situation safe, then recategorize and complete the job order as routine. (*"Safe" for emergency service calls means to remove risk of immediate danger or health hazard to occupants and prevent further damage to property, and for urgent service calls, safe means to remove risk of a failure or deficiency which could affect the health and well-being of occupants.*)

1.6.1.3. Scheduling Work in Multiple Unit Facilities. The contractor shall perform routine service call work in multiple unit facilities only during the hours of 0730 to 1630. The contractor has the option of performing change of occupancy maintenance and cleaning in multiple unit facilities until 2000, Monday - Saturday.

1.6.2. Inclement Weather. During inclement weather conditions (usually snow or ice) the KMC Commander will make the determination whether to delay or cancel work for that day. This information will be broadcast on American Forces Network (AFN) station 1107 on the AM band. The contractor shall adjust the schedule for the delay or cancellation and shall not work in the areas affected by this announcement. However, the contractor must maintain a service call and an emergency response capability during this time. COM downtime will be adjusted due to official notification through the AFN announcement (paragraphs 5.2.1. and 5.2.3.). If unable to receive AFN broadcast, the contractor may telephone the 786 Civil Engineer, 480-6540 for current reporting information.

1.7. CONSERVATION OF UTILITIES. The contractor shall make sure employees practice utilities conservation. The contractor shall be responsible for operating under conditions that prevent the waste of utilities including:

1.7.1. Lights shall be used only in areas where work is actually being performed.

1.7.2. Employees shall not adjust mechanical equipment controls for heating and ventilation systems for purposes other than inspection, maintenance, and repair.

1.7.3. Water faucets or valves shall be turned off when not in use.

1.7.4. See paragraphs 4.9 and 5.11. for hazardous material handling.

1.8. RECORDS. The contractor shall be responsible for creating, maintaining, and disposing of only those Government-required records specifically cited in this PWS or required by the provisions of a mandatory directive listed in section C-6, Applicable Publications and Forms. If requested by the Government, the contractor shall provide the original record or a reproducible copy of any such record within 5 working days of receipt of the request.

SECTION C-2 DEFINITIONS

2.1. GENERAL DEFINITIONS:

2.1.1. Contracting Officer. A person with the authority to enter into, administer and/or terminate contracts on behalf of the United States (U.S.) Government and make related determinations and findings.

2.1.2. Defective Service. A service output that does not meet the standard of performance specified in the contract for that service.

2.1.3. Reserved.

2.1.4. Reserved.

2.1.5. Reserved.

2.1.6. Quality Assurance. A planned and systematic pattern of Government actions necessary to provide confidence that adequate technical requirements are established; products and services conform to established technical requirements; and satisfactory performance is achieved. For purposes of this manual, quality assurance refers to actions by the Government.

2.1.7. Quality Assurance Evaluator (QAE). A functionally qualified person who performs quality assurance functions for a contracted service.

2.1.8. Quality Control. Those actions taken by a contractor to control the production of outputs to ensure they conform to the contract requirements.

2.1.9. Reserved.

2.1.10. Reserved.

2.2. TECHNICAL DEFINITIONS:

2.2.1. Reserved.

2.2.2. Reserved.

2.2.3. Reserved.

2.2.4. Reserved.

2.2.5. Appliances and Equipment. Government-owned refrigerators, ranges, built-in ovens and cooktops, dishwashers, washers, dryers, vent hoods, garbage disposals, icemakers, and freezers.

2.2.6. Reserved.

2.2.7. Change of Occupancy Maintenance (COM). Work done when housing unit is vacated by one occupant until reoccupied by another occupant. Work may include inspect, repair, painting and cleaning military family housing units and appurtenances.

2.2.8. Clean. Free of soil, grease, streaks, splash marks, removable stains, loose debris, stickers, tape residue, gum, spider webs, and other foreign matter.

2.2.9. Reserved.

2.2.10. Reserved.

2.2.11. Reserved.

2.2.12. Common Area. Interior areas in housing used by all occupants of the building (such as stairwells, laundry rooms, hallways), and exterior areas in housing where tennis courts and trash enclosure walls are located.

2.2.13. Completion Time. The interval between the time the contractor receives the request for service until the service is complete.

2.2.14. Contractor COM Custody. The time the contractor is in receipt and responsible for housing units for accomplishing COM.

2.2.15. Contractor's Estimate of Downtime. The contractor's estimate in whole days and one-half days of downtime for COM.

2.2.16. Customs and Practices of the Trade. Procedures, methods, and techniques described in industry standards and codes (shown in Section C-6) as the correct way to repair, paint, refinish, and maintain housing units and systems and equipment in a fully operational state.

2.2.17. Direct Labor Cost. Hourly labor rate for any specific job classification, plus the fringe benefits.

2.2.18. Disaster Damage. Damage caused by natural causes (such as ice, snow, or high winds) and disasters caused by accidents or acts of war (fires beyond the normal range and damage caused by acts of terrorism). (See paragraph 5.6.13.) Disaster damage is defined as follows:

- **Minor Disaster Repair Work.** Repair of Government property damaged by a natural disaster, when such work is necessary to protect Government property and personal property as directed by the Contracting Officer. Damage not classified as an emergency shall be completed as an urgent service call.
- **Major Disaster Repair Work.** Repair work that exceeds the limits of paragraph 5.6.13.1. as determined by the Contracting Officer.

2.2.19. Downtime. The number of days an unoccupied housing unit is in the custody of the MFH maintenance contractor for COM, painting, and cleaning. Downtime is expressed in terms of whole days and one-half days. COM downtime excludes Sundays and US holidays.

2.2.20. Equal to or Better Than. A replacement part, item, or equipment that provides the same or higher level of operation as the part, item, and equipment removed.

2.2.21. Facility. An integral structure such as a single-family and multi-family dwelling unit, stairwell, basement common areas, occupant storage rooms, garage (attached and detached), carport, stoop and entrance stairs attached to building, Government-owned storage shed, and Government-owned and installed fences that belong to the structure. A facility does not include sidewalk, driveway, yard sprinkler system, landscaping and occupant-owned structure. A facility does include facility utilities, including but not limited to the following:

- Sewerlines include the building drain, building sewer, lateral connections all the way to the sewer main, and back flow preventers.
- Water supply system from the housing unit interior up to and including the first cutoff valve inside the building and including individual outlets inside the housing unit.
- Electrical circuits and components from the building main fuse panel, including panel, breakers, weatherhead and conductors up to connection to overhead electrical service drop. Circuitry through the facility including breakers and service entrance panel.
- Heating and ventilation systems from the first valve after the heat exchanger (or boiler) up to and including the radiator. Encompasses the entire secondary system. See table at the end of Section C-5 for locations of heat exchangers.
- Gas systems include all lines from housing unit interior up to the gas meter.

2.2.22. Floor Repair. Includes refinishing and replacement of wood floors, repair and replacement of Poly Vinyl Chloride (PVC) tile, masonry, ceramic, concrete (finished and unfinished) flooring; and replacement of carpet. Wood originating in tropical forests shall not be used.

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2.2.23. General Officer Quarters (GOQ). Housing assigned to military members in the grade of Brigadier General (O-7) and above.

2.2.24. Half Day. From 0730 to 1200 hours or 1200 to 1630 hours or any fraction thereof. (Example: 1 half-day is .5 day).

2.2.25. Installed Equipment. Government-owned equipment installed in housing facilities.

2.2.26. Item. Any material, part, component, subassembly, equipment, equipment accessory or attachment, or consolidation of similar materials for equipping, maintenance, operation, or support of housing facilities.

2.2.27. Job Order (see para 2.2.36. Service Call). A documented requirement to do work initiated by the contractor, containing a sequential number, type of job order (COM or emergency, urgent, or routine service call), date and time of request or initiation, date and time of completion, description of work, facility or unit number, material used, not-to-exceed cost for appliance replacement, and space for housing occupant signature. A job order is a request for service to maintain and repair housing facilities including replacement of parts for appliances and equipment. (See TE 10 and Section C-2, Para 2.2.41 for response and completion times.)

Christmann Corinna Civ USAFE CONS/LGCC

From: Lazo Gene GS-12 USAFE CONS/LGCC
Sent: Friday, February 25, 2000 12:16 PM
Subject: Christmann Corinna Civ USAFE CONS/LGCC
FW: Random Sampling Service Calls
Importance: High

fyi

-----Original Message-----

From: Gladden Alice A GS-12 86 CES/CEH
Sent: Friday, February 25, 2000 11:56 AM
To: Hoffmann Ingrid 86 CES/CEH; Nixon Dan GS-7 86 CES/CEH; Knight Elfriede GS-11 86 CES/CEH; Watson Bettye A GS-9 86 CES/CEH; Green Sherri GS-7 86 CES/CEH
Cc: Lazo Gene GS-12 USAFE CONS/LGCC; 'rbrosseau@bmar.net'; 'rvamer@bmar.net'; Moore Norvell GS-13 86 CES/CEH
Subject: Random Sampling Service Calls
Importance: High

Ingrid,

Per the WSA Progress Meeting, 24 Feb, I believe it is in the best interest of the inspection process and good business practices by the contractor to eliminate the five-day response time from measuring routine service calls. We can assume the five-day response time is met when the contractor makes an appointment with the customer and assigns a work order number to the service call.

It is not economically practical for the contractor to send out a craftsman to check out every service call before performing the maintenance. Doing so would mean two trips for every service call. The contractor must use his own judgment in determining which service calls require an extra visit to the housing unit to determine needed parts, extent of repair, etc.

So, the contract manager is responsible for keeping enough benchstock on hand to complete most routine repairs which should preclude going to the housing unit to identify parts needed for the repair.

Thanks. I hope this makes sense and makes your work a bit easier too.

Alice Gladden
Housing Manager
KMC Housing Office
489-7642, FAX: 489-6868
email: alice.gladiden@ranstein.af.mil

- **Emergency.** Failure or deficiency, which constitutes an immediate danger or health hazard to occupants or threatens to damage property.
- **Urgent.** Failure or deficiency, which does not immediately endanger the occupants or threaten damage to property, but would soon inconvenience and affect the health and well-being of the occupants.
- **Routine.** Work of a routine nature that does not meet the criteria of emergency or urgent.

2.2.28. Lead-based Paint (LBP). Paint or other surface coatings containing lead in excess of 1.0 milligrams per square centimeter.

- **Accessible Surface.** An interior or exterior surface painted with LBP accessible enough for a young child to mouth or chew.
- **Friction Surface.** An interior or exterior surface subject to abrasion or friction, including certain window, floor, and stair surfaces.
- **Impact surface.** Surfaces subject to impact or forceful contact, including certain window and door surfaces.
- **Deteriorated paint.** Any interior or exterior paint that is peeling, chipping, chalking, or cracking or any paint located on an interior or exterior surface or fixture damaged or deteriorated.
- **Enclosure.** Resurface or cover surfaces with mechanically affixed durable materials, caulked or sealed, to prevent or control chalking or flaking of lead-containing surfaces. This prevents lead dust from being incorporated into facility dust and prevents accessibility to children.
- **Encapsulation.** The process of coating and sealing surfaces with durable coating formulated to be elastic, long-lasting and resistant to cracking, peeling, algae and fungi.
- **Removal.** Remove components, such as windows, doors and trim, that have lead-painted surfaces and install new components. This method also includes procedures that remove lead paint from components.
- **Interim Controls.** A set of measures designed to temporarily reduce human exposure or likely exposure to LBP hazards. These measures include reducing or eliminating dust by using wet methods when scraping or sanding surfaces, high phosphate detergent washing, protecting adjacent areas with 6-mil polyethylene covering and top-coating with latex paint or wall coverings.
- **In-Place management.** A set of measures designed to temporarily reduce human exposure or likely exposure to lead-based paint hazards, involving specialized cleaning; maintenance, painting, and temporary containment; and ongoing monitoring of lead-based paint hazards or potential hazards.

2.2.29. Major Repair. Work undertaken to prevent deterioration or damage to a facility without which the facility would be more costly to restore; for example, refinish floors, replace floors, replace bathtub, replace ceiling, or replace waterlines. The contractor estimates and the QAE has approval authority for downtime for major work which does not have a predetermined downtime in the PWS.

2.2.30. Normal Repair. Work required to restore systems to their functional state; for example, repair leaky faucet, replace light switch, secure cabinet and closet doors, or replacing less than 20 square meters of floor tiles.

2.2.31. Operational. Ready for or destined to undertake intended function. Appliances, systems, and equipment operate at the original design capacity and performs the intended function.

2.2.32. Paint. Includes paints, varnishes, stains, sealers and other coatings, whether used as prime, intermediate or finish coats.

- **Minor Painting.** Finish painting and spot painting areas 20 square meter or less per housing unit.
- **Major Painting.** Painting in excess of 20 square meter per housing unit.

2.2.33. Recurring Equipment Maintenance. Servicing of equipment listed in TE 2c. This requirement is to ensure the listed equipment items in all facilities receive periodic inspection, repair, maintenance and service.

2.2.34. Response Time. The interval between receipt of the initial notification and the time the contractor arrives on the scene for initial appraisal.

- 2.2.35. **Senior Officer Housing.** Housing assigned to Grade O-6 (Colonel) military members.
- 2.2.36. **Service Call (see para 2.2.27. Job Order).** A service call is only a request for service. Job orders result from service calls, however, not all service calls materialize into a job order.
- 2.2.37. **Turnback Time.** The end of the half-day the contractor returns an acceptable housing unit to the Government.
- 2.2.38. **Turnover Time.** Begins the next half-day after the contractor signs for a housing unit.
- 2.2.39. **Reserved.**
- 2.2.40. **Whole Day.** From 0730 to 1630 hours or the sum of 2 half days (Example: 1 whole day is 1.0 day).
- 2.2.41. **Response/Completion Times.** Reference also Technical Exhibit 10 for additional information. Number of consecutive hours/calendar days from issuance of notice to proceed by QAE:

CLIN	DESCRIPTION	**RESPONSE/ COMPLETION
0001AA-AC	MFH Maintenance (Job Orders)	TE-10
0001AA-AC	*MFH COM Maintenance	*9 Calendar Days. See Section C5 for downtimes not included in the 9 calendar days.
0001AD	MFH Maintenance (Job Orders) Backlog	30 calendar days from basic contract start. Paragraph C5.15.
0001AD	*MFH COM Maintenance (COM) Backlog	*30 calendar days from basic contract start. Paragraph C5.15.
0002AA-AE	*MFH COM Cleaning	*9 Calendar Days. See Section C5 for downtimes not included in the 9 calendar days.
0002AF	*MFH COM Cleaning Backlog	*30 calendar days from basic contract start. Paragraph C5.15.
0003AA-AC	Stairwell Cleaning (per occurrence)	Contractor's prescheduled time plan as provided to QAE
0004AA-AK	*MFH COM Paint	*9 Calendar Days. See Section C5 for downtimes not included in the 9 calendar days.
0004AL	*MFH COM Paint Backlog	*30 calendar days from basic contract start. Paragraph C5.15.
0005	Floor Repair/Replacement Replacing PVC Tile Replacing Hardwood Floors	Refinishing only: 3 calendar days. 3 calendar days (excluding GE holidays) 10 Calendar Days (includes 3 calendar days for refinishing)(excluding GE holidays)
0006AA-AB &1006AB	Countertop/Vanity Replacement (per unit)	During COM: Maximum 2 additional calendar days.
1006AC	Countertop Replacement	Service call under CLIN 0001 – see TE-10. During COM: Maximum 2 additional calendar days (except Sembach, which is 4 additional calendar days)
0007	Roof Repair (per unit)	TE-10
0008	Bathtub Replacement (per unit)	2 calendar days.
0009AA	Operation of U-Fix-It Store	Paragraph C5.5.14.
0010	Invoice for material reimbursement	On monthly invoice, as installed in Housing Unit
0011	Data and Reports	TE-4
0012	Over and Above Items	Negotiated between contractor and contracting officer.

*Change of Occupancy Maintenance (COM) downtime is 9 calendar days and includes maintenance, painting, and cleaning.

**Response/Completion applies to Option Years Two, Three and Four.

2.2.42. Materials, Supplies and Parts: Contractor furnished items, excluding contractor furnished tools and equipment, used in contract performance as follows:

- **CLIN 0001 and corresponding CLINs in option years – NTE \$100 per job order** (\$100 covers only direct cost of materials, supplies and parts). All contractor costs for labor, general and administrative expenses, profit, and transportation shall be included in CLIN 0001 and corresponding CLINs in option years and shall not be included in the \$100 per job order for materials, supplies and parts.

- Materials, supplies, parts (except tools), and related transportation costs exceeding \$100 and up to \$2000 shall be subject to CLIN 0010 and corresponding CLINs in the option years. All contractor costs for labor, general and administrative expenses, and profit connected with CLIN 0010 and corresponding CLINs in option years shall be amortized in CLIN 0001 and corresponding CLINs in option years.

- CLIN 0007 and corresponding CLINs in option years – Subject to the \$2,000 provision, but not subject to the \$100 reimbursement provision.

2.3. ACRONYMS AND ABBREVIATIONS:

ACRONYM OR ABBREVIATION	DEFINITION	ACRONYM OR ABBREVIATION	DEFINITION
AFI	Air Force Instruction	LBP	Lead-Based Paint
AFIND	Air Force Index	MAD	Monthly Allowable Downtime
AFMAN	Air Force Manual	MFH	Military Family Housing
AFN	American Forces Network	MSDS	Materials Safety Data Sheet
AFOSH	Air Force Occupational and Environmental Safety, Fire Prevention and Health	NFPA	National Fire Protection Association
AMD	Actual Monthly Downtime	NIOSH	National Institute for Occupational Safety and Health
AP	Acceptable Percentage	OSHA	Occupational Safety and Health Association
CDR	Contract Discrepancy Report	PCS	Permanent Change of Station
CES	Civil Engineer Squadron	PRS	Performance Requirement Summary
CFR	Code of Federal Regulations	PVC	Poly Vinyl Chloride
CLIN	Contract Line Item Number	PWS	Performance Work Statement
COM	Change of Occupancy Maintenance	QAE	Quality Assurance Evaluator
DIN	Deutsche Industrie Norm (German Industrial Standard)	RS	Required Service
DOD	Department of Defense	TE	Technical Exhibit
DODI	Department of Defense Instruction	TO	Technical Order
DRMO	Defense Reutilization Marketing Office	U.S.C.	United States Code
DSN	Defense Switching Network	UP	Unacceptable Percentage
GOQ	General Officer Quarters	UPC	Uniform Plumbers Code
GFGS	German Federal Government Standard	US	United States
ID	Identification	USAF	United States Air Force
IQL	Indifference Quality Level	USAFE	United States Air Forces in Europe
JER	Joint Ethics Regulation	VOB	Verdingungsordnung fuer Bauleistungen (German Contract Procedures in the Construction Industry)
KMC	Kaiserslautern Military Community		

SECTION C-3
GOVERNMENT-FURNISHED PROPERTY AND SERVICES

3. GENERAL INFORMATION. The Government will provide the facilities, equipment, materials and services listed here and in TEs 5a-b.

3.1. GOVERNMENT-FURNISHED PROPERTY:

3.1.1. Government-Furnished Facilities. The Government will furnish or make available facilities described in TE 5a. Government facilities have been inspected for compliance with Occupational Safety and Health Association (OSHA). No hazards have been identified for which work-arounds have been established. Should a hazard be subsequently identified, the Government corrects OSHA hazards according to base-wide Government developed and approved plans of abatement taking into account safety and health priorities. A higher priority for correction will not be assigned to the facilities provided merely because of this contracting initiative. The fact that no such conditions have been identified does not warrant or guarantee no possible hazard exists or work-around procedures will not be necessary or facilities as furnished will be adequate to meet the responsibilities of the contractor. Compliance with OSHA and other applicable laws and regulations for the protection of employees is exclusively the obligation of the contractor (AFI 91-301 and USAFE Supplement 1). Further, the Government will assume no liability or responsibility for the contractor's compliance or noncompliance with such requirements, except for the aforementioned requirement to make corrections according to approved plans of abatement subject to base-wide priorities. Before modifying any Government-furnished facility, the contractor must furnish the Contracting Officer a description and estimated cost of the modification. Modification will be at the contractor's own expense. The contractor shall return the facilities to the Government in the same condition as received, fair wear and tear and approved modifications excepted. These facilities shall only be used in performance of this contract.

3.1.2. Government-Furnished Equipment. The Government will provide the contractor equipment listed in Technical Exhibit 5b.

3.1.2.1. Equipment Inventory. An inventory of Government-furnished equipment must be done not later than 5 calendar days before start of the contract, within 10 calendar days of the start of any option periods, and not later than 10 calendar days before completion of the contract period (including any option periods). The contractor and a Government representative (identified by the Contracting Officer) shall conduct a joint inventory of all Government-furnished equipment and the contractor shall sign a receipt for all equipment provided by the Government. Items of equipment missing or not in working order shall be recorded and the Contracting Officer notified in writing. The contractor and the Government representative shall jointly determine the working order and condition of all equipment and document their findings on the inventory. In the event of disagreement between the contractor and the Government representative on the working order and condition of equipment, the disagreement shall be treated as a dispute under the contract clause entitled "Disputes."

3.1.2.2. Obtaining Replacement of Government-Furnished Equipment. The contractor shall submit requests for replacement of Government-furnished equipment to the QAE for processing. Such requests shall specify the reason for the replacement request. This provision only applies to equipment listed in TE 5b, paragraph 1.

3.1.3. Reserved

3.1.4. Government-Furnished Records. The Government will furnish the contractor the following:

3.1.4.1. Floor plans (TE 3).

3.1.4.2. Utility systems drawings will be available for review (786 CES/CEUI).

3.1.4.3. Housing area maps (TE 11).

3.2. GOVERNMENT-FURNISHED SERVICES:

3.2.1. Utilities. The Government will furnish electricity, heat, water and sewage and refuse disposal for Government-furnished facilities.

3.2.2. Telephone Services. The Government will furnish two Class "A" telephones with Defense Switching Network (DSN) access, at each Government-furnished facility except Building 858 (TE 5a). One DSN line is for the exclusive Fire Department and contractor use to ensure unimpeded access for emergencies. The other DSN telephone line shall be restricted to communications between the contractor and Government officials. DSN numbers shall be kept confidential.

3.2.3. Computer-Based Facility Information. The Government will furnish read-only (except telephone numbers) occupant and facility information for verifying address and work and home telephone number and confirming residency (5.1.3.2.). The Government will furnish the contractor a weekly inspection schedule to aid in projecting turnback time (paragraph 5.3.3.).

3.2.4. Reserved

3.2.5. Refuse Collection. The Government will provide a dumpster at Government expense at each Government-furnished facility for office administrative waste disposal. The dumpster shall be located within an estimated 50 yards of each Government-furnished facility. Under no circumstances shall the contractor use base refuse dumpsters to dispose of construction materials and hazardous wastes or dispose of or flush any hazardous material down sinks, toilets, or drains (paragraph 4.9. and 5.11.).

3.2.6. Insect and Rodent Control. The Government will provide insect and rodent control service in Government-furnished facilities at no cost to the contractor.

3.2.7. Reserved

3.2.8. Security Police and Fire Protection. The Government will provide fire and police services (AFI 32-2001, The Fire Protection Operations and Fire Prevention Program). Telephone numbers are:

LOCATION	TYPE LINE	FIRE FROM HOUSING	FIRE REPORTING	SECURITY POLICE	AMBULANCE FROM HOUSING
Ramstein	DSN Civilian	47-117	117 06371-47-117 06371-44141	480-2050 06371-47-2050	47-116
Landstuhl	DSN Civilian	86-117	117 0631-56230-117	489-6060 0631-536-6060 0631-536-6070	86-116
Vogelweh (Kapaun)	DSN Civilian	536-117	117 0631-536-117	489-6060 0631-536-6060 0631-536-6070	536-116
Sembach Air Base	DSN Civilian	67-117	117 06302-67-117	496-7171 06302-67-7171	67-117

3.2.9. Facility Maintenance. The Government will provide major maintenance (other than minor repairs which a prudent lessee would accomplish) for Government-furnished facilities, including utilities. The contractor shall notify the QAE when major repairs are necessary and complete AF Form 332, BCE Work Request. Examples of major repairs are roof leak, or water pipe rupture and electrical system failure affecting the entire building. (See Section C4, paragraph 4.10.)

3.2.10. Training. The Government will provide training for contractor supervisors of personnel who perform welding, cutting with a torch, soldering, or brazing in the performance of this contract and will issue AF Form 592, USAF Welding Cutting and Brazing Permit. The training will take approximately 30 minutes and must be renewed annually. The 86 Civil Engineer Squadron, Fire Protection Flight (86 CES/CEF) will provide training at no cost to the contractor (telephone 06371-47-5940, Bldg 2303, Ramstein). The contractor must not perform welding, cutting, soldering, or brazing work under this contract until the 86 CES/CEF issues permits (paragraph 1.2.4.1.).

SECTION C-4
CONTRACTOR-FURNISHED ITEMS AND SERVICES

4.1. GENERAL INFORMATION. Except for items and services specifically stated in section C-3 as Government furnished, the contractor shall furnish everything needed (including vehicles, tools, heavy equipment, and scaffolding) to perform this contract according to all its terms. The requirements listed in this section are not all inclusive of items and services the contractor must provide in performance of this contract.

4.2. QUALITY STANDARDS. Contractor-furnished materials used in maintenance, repair, and replacement shall be of a quality equal to or better than items to be replaced. The contractor shall consider aesthetics such as color and texture when selecting materials. If existing aesthetics cannot be matched, the QAE will approve variations before installation (TE 6). *NOTE: "Equal to or better than" means replacement part, item, or equipment that provides the same or higher level of operation as the part, item, and equipment removed.*

4.3. VEHICLES. The contractor shall maintain company vehicles in operable condition and meet German safety requirements. Each contractor vehicle shall have the company name and the words "HOUSING MAINTENANCE" exhibited on each side of the cab, readable from at least 20 meters away. Contractor vehicle drivers shall comply with KMC traffic regulations (C-6).

4.4. WORK INFORMATION MANAGEMENT SYSTEMS. *The contractor shall:*

4.4.1. Telephone. Obtain separate commercial telephone lines, as shown below, for each office location to be used exclusively for receiving service calls from housing occupants.

LOCATION	LINES REQUIRED FOR CUSTOMER CALLS
Kapaun AS (Main Office)	0
Landstuhl	1
Vogelweh and Fliegerstrasse	2
Ramstein and Ixheim	2
Sembach	1

4.4.2. Cellular Telephones. Furnish and pay all costs for five cellular telephones, monthly usage, and maintenance service to Government for QAE contract-related use. At contract start date, the Government will furnish the contractor a list of telephone numbers likely to appear on monthly cellular telephone invoices. Only calls within the KMC area shall be made to include government to government phone calls. Number of calls is estimated at 125 ea local calls per month per phone unless contractor performance warrants additional communication.

4.4.3. Information Systems. Provide a computer-based service call, work control, inventory and data analysis system, with a backup system. The types of parameters for data analysis include but are not necessarily limited to date, time, frequency, categories of service calls; response and completion time for service calls; pattern of service calls from housing units; and frequency of repairs on appliances and equipment. The computer system must be able to sort information in any of the parameters to produce reports. The computer system must be able to interface with the Housing Office (software and version) via modem/E-mail for daily data transfers to and from the Housing Office, and have access to the Internet. If the contractor-provided computer system has the capability to produce electronic facility files, the contractor must provide the Housing Office the same capability (paragraph 5.1.1.). The Government owns the rights to any computer-generated data pertaining to job orders. The contractor's information system must have E-mail capability, use the current version of Windows to be compatible with the Housing Office, and interlink with the Government's current UNIX operating system and Interim Work Information Management System (I-WIMS) through a Local Area Network (LAN).

4.5. PUBLICATIONS AND FORMS. The contractor shall provide publications and forms listed in Section C-6. Most U.S. publications are available from the Internet, and German publications are available from German book stores. The QAE will assist in locating publications when they are unavailable from these two sources.

4.6. APPLIANCES AND EQUIPMENT. The contractor shall supply replacement appliances and equipment of a model, appearance, make, and size and with features similar to currently installed/used models. The contractor shall use Government-furnished warehoused appliances until Government stock is exhausted before purchasing new appliances. See TE 2c for estimated monthly appliance usage.

4.6.1. Description of Appliances and Equipment:

4.6.1.1. Stove, Free-Standing. American or German made whichever is currently installed.

4.6.1.2.1. Senior Officer Houses Additional Specifications. Electric, 30"W white enamel.

4.6.1.2.2. General Officer Houses Additional Specifications. Electric, 40"W, white enamel. Some stoves have the following additional specifications:

4.6.1.2.2.1. Oven, wall-mounted.

4.6.1.2.2.2. Cooktop, brushed chromed finished.

4.6.1.3. Installed models:	<u>SUNRAY</u>	<u>SUNRAY</u>	<u>VESTA</u>	<u>WESTINGHOUSE</u>
<u>EAGLE</u>	CB24FXO	SBC26CKO D0251	1426770	MEF318BBWF
7409	CBC24FXO	SBC26CKOJ	24DEMBWAD3	<u>WHIRLPOOL</u>
7309IOLAC	KC24DAO22	SBC26JOJCK	24DEMBW3AD4	3CE2110XMW
7360IOLAC	MSAC26CKOJ	SBP26CB	24DEMBWA03	24DEMBWAD1
7400IOLMC	SAC026CKOJ	SBP26CB0	24DEMBWAD	24DEMBWAD2
7400IOLAC	SAC24CKOJ	SCT24HAOJ	24DEMBWAD1	SAC24HAOJ
7409IOLAC	SAC24HA	SDC24FXO	24DEMBWAD2	<u>JUNO (GAS)</u>
7409IOLAC	SAC24HAOHJ	SKC24DA	24DEMBWAD24	C-60FEZ
7417W	SAC24HAOJ	SKC24DA022	24DEMBWAD3	JGS4105
7417WGSA	SAC24HAOK	SS1024GP028	24DEMBWAD4	<u>KOCH (GAS)</u>
7769IOLMC	SAC24HAOPJ	SSC24GPO28	24DEMBWADA	2270094
<u>GE</u>	SAC25CKOJ	ST 24HAOJ	24DEMBWADE	<u>NEFF (GAS)</u>
ICS6701WH	SAC267CKOJ	STC24HA	24DEMBWADF1	239411
JCS660W1WH	SAC26CJOK	STC24HAOJ	24DEMBWADO3	239412
<u>JUNO</u>	SAC26CK	STC24HAO	24DEMBWADW	<u>SEPPELFRICKE</u>
G60FEZ	SAC26CKO	STC24HAOJ	24DEMBWAF3	<u>(GAS)</u>
SAC24HAOJ	SAC26CKOJ	STC24HAOJ	24DEMNBWAD4	604A1415
SAC26CKOJ	SAC26CXO9	STC24HAQOJ	24DEMBWAD1	604A45
<u>SEPPELFRICKE</u>	SAC26OJ	STC25HAOJ	24DMBWAD2	604415
604A45	SACK26CKOJ		4DEMBWAD1	<u>VESTA (GAS)</u>
604A54	SBC24FX		ASRC24CB	TZB73
<u>SUNRAY</u>	SBC24FXO		M24DEMBWAD4	
1426770	SBC24FXO		SAC24HAOJ	
24DEMBWAD1	SBC24HAOJ		SAC26CKOJ	
24DEMBWAD3	SBC24VCO		SAC26CKOJ	
24DEMBWAD3	SBC24VXO		SBC24FXO	
AC24HAOJ	SBC25CKOJ			
ASRC24CB029	SBC26CK			
ASRC24CB032	SBC26CK0			
ASRC24CB0C9	SBC26CKOJ			
ASRC4CB029	SBC26CKO			

4.6.2. Refrigerator. American made, frost-free with freezer compartment, three zinc-plated steel shelves, two-door, two crispers, butter compartment and dish, and handy egg rack; ivory color; and lighted inside refrigerator compartment.

4.6.2.1. Senior Officer Additional Specifications. Side-by-side units, 25 cu ft, white enamel.

4.6.2.2. GOQ Additional Specifications. Side-by-side units, with water and ice dispenser in door, 27 cu ft, white enamel. Freezer installed model is Whirlpool, IMV13SWRO, and icemaker is GE, TFF22RCB.

4.6.2.3. Refrigerator Replacement Sizes:

UNIT SIZE	CUBIC FEET
2, 3, & 4 Bedroom	14.5 – 21.5 (Limited only by size of the opening)
3-4 Bedroom	20.5-21.4
Senior Officer Units	25
GOQ Units	27

4.6.2.4. Refrigerators Installed Models:

<u>ADMIRAL</u>	<u>FRIGIDARE</u>	<u>GIBSON</u>	<u>NORGE</u>	<u>HOTPOINT</u>
ET14DCXMWRO	FD141TNG	RV14C1	2812	RTG17F7WT3A
NT15B43GL	FD141TNG20U	RV14C1WFGA	RTA1432BYA	RTG17VGLWA2A
NT12A43G	FD14GL2215	RV14C1WFGSA	RTA1434BY	RTGVGLW2A
NT15843GL	FD14TGL2215	RV14C1WGMB	<u>PHILCO</u>	RTS15
NT15B	FD14TNG20VLH	RV14C1WMB	RD16G6	RTS15GL
NT15B3G	FDA13T612	RV14C1WMGA	ARG252PH	RTS15HGLWA
NT15B436	<u>GE</u>	RV14C1WMGC	<u>SUNRAY</u>	RTS15VGLWA0
NT15B43G	TB14550	RV14C1WNGA	STC24HAOJ	RTS16VGLWA
NT15B43GL	TB14SSD	RV14CIWFGM	<u>WESTINGHOUSE</u>	RTS17UGLWA
NT15B43GL	TB14STB	RV14CV1	1995WRT18CV	RTSCGLWA
NT15BGL	<u>GIBSON</u>	RV14CWMGB	7S15VCCWA	RU177F7WT3B
NT15V43G	14C1WFGA	RV14V1	ACG150NCW1	RV16T6WMGA
NT17353G	14U	RV16R3WRGA	ATC170VNCWO	TS15UCLWA
NT17B43GL	ATG170VNCWO	RV16T	ATC170VWCWO	WRN17CVAW1
NT17E	GK1535FOU	RV16T3	BCTA01262	WRT17CV
NT17E53G	NK17F7WT3A	RV16T3WRGA	ETA114F	WRT17CVA20
NT17E53G1	NT17E53GL	RV16T6	ETA114F2	WRT17CVAN1
NT17E54GL	RK17F7	RV16T6 WPGA	ETA114F4	WRT17CVAW
NT17H	RV14C1	RV16T62PGA	ETA14BLB	WRT17CVAW1
NT17H3G	RK14C1DFGA	RV16T6WMGA	GETA114F2	RTDV20VWCZO
NT17H3XG	RK14C1WFGA	RV16T6WPGA	ATG170FNTWO	RTG15GL
NT17HX	RK16T3WRGA	RV16T6WPGM	ATG17CV	RTG15UGLW2A
NT17HX3G	RK16T3WRGM	RV177WT3A	ATG17OVNCWO	RTG15V
NT17HX3G	RV16T6	RV17F7	ATG17OVUCWO	RTG15VG
NT17HX3G	RK16TS	RV17F7W3T3B	ATG180VNCWO	RTG15VG
NT17HX3GL	RK17F	RV17F7W898	BA2345	RTG15VGC2A
NT17HXEG	RK17F7	RV17F7WD3B	DNTS15VCCWA	RTG15VGCW2A
NT17HXX3G	RK17F7JT3B	RV17F7WRGA	GT19A43	RTG15VGCWA
NT17HZ3G	RL145324	RV17F7WT3A	LA41806759	WRT17CVAWO
NT17NEG	RR17F7WRGA	RV17F7WT38	LA50514258	WRT17CVAWO0125
NT17XH36	RTG15GL	RV17F7WT3A	NT17HX3G	WRT17CVAWO1
NT19	RTG15VCCW2A	RV17F7WT3B	RK17F7WT38	WRT17CVAZ1
NT19E53VC	RTG15VGLCW2A	RV17F7WT3D	RLE03273	WRT17CVAZO
NT19E53VGL	RTG15VGLW2A	RV17F7WTGA	RO27T5MB7A	WRT17CVWO1
NT19HX	RTG17V7WT2A	RV17V7	RT15VGLWA	WRT18CFAC2
NT19HX3G	RTS16UGLWA	RV1GT3WR	RTC15VGLW2A	WRT18CNAW1
NT19HX3GL	RU14C1	RV7F7WT3B	RTD16UWCWO	WRT18CV
NT19LX3G	RU14C1WMGA	RVG17F7	RTD16VWCW2	WRT18CVAW1
NT1HX3G	RU14C1WMGB	RVG17F7WT3	RTD16VWCW4	WRT18CVAW1
NT25B43GL	RU16T3WRGA	RVG17F7WT3A	RTD16VWCWO	WRT18CVAW2
NTHX3G	RU17F7WT3A	RV16T3WRGA	RTD20VWCZ1	WRT18CVAZ1
RT15GLCWO	RV17F7WT3B	TB14STB	RTD20VWCZO	WRT18CVAZ2
RV17F	RV14C1WMGB	V14C1WFGA	RTD20VWZO	WRT18CVWA1
RV17F7WT3A	RV16T3WRGA	V16T3WRGA	RTD20VWCZ1	WRT18CVWT
RV17F7WT3B	RU17F7WT3A	V17F7WT3B	<u>HOTPOINT</u>	WRT18CWA02
RV17FWT3A	RU17F7WT3B	ZX123	RTG15VGLW2A	<u>WHIRLPOOL</u>
RV17FWT3B	RV14C1WMGB	GETA114F4	RTG15VLG	1EET1510
T12A43G	RV17F7	GETA114FE	RTG15VLW2A	1EET151DTWR1
T12A43G	RV17F7	RTA14BLB	RTG17F7	EET151DTWR1
	RV12C1	RTA432BYA	RTG17F7WT3A	EET15DT
	RV12C1WT2B	X692		RK17F7WT3B
	RV145C1WMGA			T17CVAWO
				TWR1EET151D

4.6.3. RESERVED

4.6.4. Dishwasher. Replacement dishwashers shall be American or German made, whichever is currently installed.

4.6.4.1. Installed models:

AEG 606452055 606453155 6060453155 60604530155 E606274901 E606452055 E650070 ENR60645205	ENR606452055 ENR60645255 BOSCH SGM41B SM14021 SM140212 SM402103 SMU502103	SM1402103 SMU507101 FAGOR LV72EB LV72EBDE GE GSD82401WH	SEPPELFRICKE GS290 SIEMENS 450000 ENR3510201 FD6612 FD6701 FD6701TS5MIS	LADY450 LADYPLUS450 S5M15 SN3310203 SN35102101 SN450000 SN450000LADY SN50000
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4.6.5. Washer. American or German made, whichever is currently installed.

4.6.5.1. Installed models:

EAGLE 19883CA2781XSW 19893LA5580XSW 19893LA5580XSW 3CA2781XSW 3LA5580XSW 3LSR5233AWO GE DDE5402PALWH WWA5402PALWH WWA540PALWH WWC-6622 WWC-6622ALWH SPEEDQUEEN 3CA2100XMWO CA310W3088 CA3810W CA39103088 CA3910W CA3910W3088 WHIRLPOOL 19883CA2781XSW 19893CA2781 19913CA2781XSW 2LA5580XSW 2LER5434 3A5580XSW 3CA1200XMWO	3CA2000W4 3CA2000W5 3CA2000W6 3CA2100WMWO 3CA2100WSWO 3CA2100XMMO 3CA2100XMW 3CA2100XMWO 3CA2100XMW1 3CA2100XMWO 3CA2100XMWO 3CA2100XSMO 3CA2100XMWO 3CA2110XMW 3CA2110XMWO 3CA21COXMW1 3CA26825 3CA271XSW 3CA2781 3CA2781 XSW 3CA2781WXWO 3CA2781XMW 3CA2781XMWO 3CA2781XS 3CA2781XSW 3CA2781XSW 3CA2781XSW0 3CA2781XSWO 3CA2781XSWOC925 3CA2791XSWO 3CA2980XSW 3CA5580XSW	3CA5580XSW2 3CA5580XSWO 3CA5580XSWO 3CA5700XMWO 3CAX2781XSWO 3CE2110XMW 3CE2910XSW 3CFA2000 3CFA200046 3CFA2000W 3CFA2000W4 3CFA2000W5 3CFA2000W6 3CFA2000WG 3CFA2000WO 3CFA2100XMW 3CFA2100XMW 3CFA22000W4 3CFA2781XSW 3CFA2781XSWO 3CFA5700XMWO 3CFE2000W6 3CFE2510W1 3CVA2781XSW 3EA5580XSW2 3GCA2781XSWO 3LA2100XMW 3LA3580WSWO 3LA5508XSW2 3LA5520W1 3LA5550XSW2	3LA5580 3LA55809XSW 3LA5580XMW2 3LA5580XSW 3LA5580XSW1 3LA5580XSW2 3LA5580XSW3 3LA5580XSW 3LA5580XSWO 3LA558XSW3 3LA5700XKWC 3LA5700XKWO 3LA5700XMW 3LA5700XMW1 3LA5700XMWO 3LA5700XWO 3LA5710XMWO 3LA5780XMWO 3LA580XSW 3LA700XMWO 3LDA5520W1 3LE5710XMW3 3LM55804SWO 3LR5233AWO 3LRS5233AWO 3LSN5233MWO 3LSR233A 3LSR5233 3LSR5233AVO 3LSR5233AW 3LSR5233AWO	3LSR5233BW 3LSR5233BW1 3LSR5233WO 3LSR6233EQ 3LSR6233EQO 3LSR6233EQO 3LSR6233EQO 3LWA5700W2 CA2100XMW CA2100XMWO CA2781XSW CA2781XSWO CA39103088 ECA2100XMWO ECA2781XSW ECA2781XSWO ECFA2000W4 ECFA2000W6 ELA5580XSW ELA5580XSW2 ELA5580XSW3 ELA5700XMWO GCA2781XSWO LA5580XSW3 LA5580XSWO WWA5402PALWH ZANUSSI FL8020 ZF842
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4.6.6. Dryer. American or German made, whichever is installed.

4.6.6.1. Installed models:

GE DDE5201PALWH DDE520PALWH DDE5211 U19Y4W KENMORE 7008500W00 SPEEDQUEEN SE46703088 SE4670W3088 WHIRLPOOL #CE_2910XSW 3C2110XMW 3CA2100XMW0 3CA2781XSW 3CE2100XMW 3CE2110MW1 3CE2110XSW 3CE2110XMMW1 3CE2110XMMW 3CE2110XMMW1 3CE2110XMMW1 3CE2110XMMW0 3CE2110XMMW1 3CE2110XSW	3CE2110XSW1 3CE2110XMMW 3CE211XMMW 3CE21XMMW 3CE2500WO 3CE2510W1 3CE2710XMMW1 3CE2900XSW 3CE2900XSWO 3CE29105 3CE2910SWO 3CE2910WO 3CE2910WSX 3CE2910XMMW0 3CE2910XSW 3CE2910XSWO 3CE2910XSW1 3CE2910XSWO 3CE5710XMMW 3CE5710XMMW3 3CFA2500WO 3CFE2110XMMW1 3CFE2110XMMW2 3CFE211XMMW1 3CFE2500WO 3CFE2501W2 3CFE2510 3CFE251020	3CFE2510W 3CFE2510W1 3CFE2510W2 3CFE2510WO 3CFE2510XSW 3CFE25120WO 3CFE2520WO 3CFM2510WO 3DE61617000 3FE2510WO 3L35710XMMW3 3LDA5520WO 3LDE2710XSW 3LDE5520 3LDE5520W1 3LDE5520WO 3LDE5520WOP 3LE25434BW1 3LE5170XMMW3 3LE5434BW1 3LE5520WO 3LE5700CMW3 3LE5700XMMW0 3LE5710MW3 3LE5710W2 3LE5710WMMW2 3LE5710XKWO	3LE5710XM3 3LE5710XMMV3 3LE5710XMMW 3LE5710XMMW1 3LE5710XMMW2 3LE5710XMMW3 3LE5710XMMW3 3LE5710XMMW3 3LE5710XMMWO 3LE5710XMMW3 3LE5710XW 3LE571XMMW 3LE571XMMW3 3LER5434BW 3LER5434BW1 3LER5434DQ 3LER5434DQ1 3LER5436EQ 3LER5436EQO 3LER5710XMMW3 3LSR5233AWO 3LSR5233BW 3LSR6233EQO 5710XMMW 6CE2900XSWO CC2900XSWO CCE2900XSWO CE2910XSWO	CFE2510W1 DDE5201PALWH ECE2910XSW ECFE2500WO ECFE2510W1 ECFE2510W2 ECFE2510WO ELDE5520 ELE5710XMMW3 GCE2100XSWO GCE2900XSW1 GCE2900XSWO GCE2900XSWOP GCFE2500W4 HE4203W3088 LE5710XMMW1 LE5710XMMW3 M72113519 MCE2910XSWO ZANUSSI D89113103 19893LE5710XMMW 3CE2110XMMW1 ECE2910XSWO FE2510W1
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4.6.7. Description of Major Equipment:

4.6.7.1. Garbage Disposal. American or German made, whichever is currently installed. Estimated usage is one per year.

4.6.7.2. Range Hood. Two-speed or four-speed fan, light, American or German made, whichever is currently installed.

4.6.7.3. Reserved.

4.7. U-FIX-IT ITEMS. See Technical Exhibit 2-C for items to be furnished by the contractor and stocked on U-Fix-It Store shelves (paragraph 5.6.14.).

4.8. FLAMMABLE STORAGE CONTAINERS. The contractor shall store paints, thinners, and other flammable materials in storage containers approved by the 86 CES/CEF and required by National Fire protection Association (NFPA) 30, Flammable and Combustible Liquids Code, Section 4-3 – 4-5, when such containers are used on a Government installation. The contractor is required to provide storage containers in Government facilities for flammable products.

4.9. RECYCLING, CONSTRUCTION WASTE, AND HAZARDOUS WASTE. The contractor shall furnish and pay for transportation, treatment, storage, and disposal of recyclable material, construction waste, waste from lead-based paint (LBP), ozone depleting substances (ODS), and other environmentally hazardous material, generated by the contractor solely as a result of performance of this contract, in accordance with applicable German standards and laws, in force and effect at any time during the performance of this contract. It is the contractor's responsibility to ensure its library of all applicable standards and laws is always current and complete. All costs in connection with this paragraph shall be the responsibility of the contractor, with the exception of asbestos handling, which is subject to CLINs 1005 AF-AG, and 1005AK-AM; and any other work exceeding \$2,000 per job order which is subject to CLIN 0012 and corresponding CLINs in option years.

4.10. GROUNDS AND FACILITY MAINTENANCE. *The contractor shall:*

4.10.1. Perform grounds maintenance for Government-furnished facilities listed in TE 5. Keep grounds free of trash and debris, and control snow and ice according to AFI 32-1045, Snow and Ice Control. Maintain grass 4 - 10 centimeters, and edge vegetation from curbing, pavement, facilities, fences, shrubbery, trees, and utility poles. Area of responsibility is 31 meters from the facilities or one-half the distance, whichever is less, to adjoining facilities.

4.10.2. Perform interior and exterior minor maintenance of windows, doors, walls, ceilings, light fixtures, electrical wiring, faucets, drains, toilets, sinks, and other similar systems and fixtures. Complete an AF Form 332 and notify the QAE when major maintenance is required. (See Section C3, paragraph 3.2.9.).

4.11. GOVERNMENT REIMBURSEMENT FOR ITEMS, EXCEPT FOR U-FIX-IT STORES.

CLIN 0010 and corresponding CLINs in option years. For replacement items exceeding \$100 but less than \$2,000 per job order under CLIN 0001 only. Contractor furnished tools and equipment are not subject to reimbursement. Cost reimbursements shall not exceed \$2,000 per job order. The contractor shall bear the cost of materials, parts, and supplies, up to \$100 per job order covered under CLIN 0001 (no tools shall be included in the \$100). The Government will reimburse the contractor for materials, parts, supplies, and transportation costs in excess of \$100 per job order. Reimbursement shall be made only on completed job orders. The contractor is responsible for the first \$100 of each job order costing over \$100. For example, if a job order material cost is \$275, the Government will reimburse \$175 to the contractor. All contractor costs for labor, overhead, general and administrative costs, and profit connected with and for the acquisition of materials, parts, and supplies shall be included in the firm fixed maintenance price (CLIN x001).

4.11.1. RESERVED

4.11.2. RESERVED

4.11.3. RESERVED

4.11.4. New repairs that are discovered during a job order that can be accomplished during the same job order, shall be included in the initial \$100. E.g. job order is for sink repair which exceeds \$100, but electrical faults are identified, the contractor shall be reimbursed for all materials, supplies and parts including transportation over the initial \$100 limit for both repairs.

4.12. U-FIX-IT STORES. CLIN 0009AB only. Contractor shall be reimbursed in full for non-returnable items issued to housing occupants for which the contractor must replenish the stock, e.g. paints, brushes. Reimbursement costs shall include transportation cost for the replenished stock items, exclusive of VAT, customs and duties, for which the US Government is exempt. All contractor costs for burden, overhead, general and administrative cost, and profit connected with and for the acquisition of U-FIX-IT store replenishment items shall be included in CLIN 0009AA and corresponding CLINs in option years.

4.13. For all reimbursable items, the contractor shall procure the items on a competitive basis or provide justification if there is lack of competition. Discounts and rebates on items provided to the contractor shall be credited to the Government. The Government reserves the right to specify quality, size, efficiency, and aesthetic requirements of reimbursable items.

4.13.1. The contractor shall invoice each month for reimbursable items. For those items subject to 4.11. above, the contractor shall only invoice for items on completed job orders. The contractor shall support the invoice with an itemized list of all reimbursable materials used showing the items, quantity, unit cost, transportation cost, and total cost.

4.13.2. The contractor shall maintain, at the central office, original delivery tickets, sales slips, or other documents identifying items purchased under the cost reimbursement portion of this contract. Upon request, the contractor shall make the original purchase documents available to the CO for reviewing and audit.

4.14. OVER AND ABOVE CLIN 0012. See Paragraph 5.18.

SECTION C-5 SPECIFIC TASKS

5. GENERAL INFORMATION. The contractor shall provide all personnel, equipment, tools, material, supervision and other items or services necessary to perform Military Family Housing (MFH) maintenance as defined in this Performance Work Statement (PWS), except as specified in Section C-3 as Government-furnished property and services, in the Kaiserslautern Military Community (KMC) at Fliegerstrasse/Am Blutacker, Landstuhl, Ramstein, Sernbach, Vogelweh, and Ixheim Government housing areas. The contractor shall provide only limited service at Ixheim (change of occupancy cleaning and appliance maintenance). The contractor is advised that the Government will terminate the lease for the 34 units at Ixheim on 31 March 2000 and service will no longer be required. The contractor shall perform to the standards in this contract. Technical Exhibit (TE) 2a shows estimated quantities of work and estimated vacancy rates; TE 2b shows facilities to be maintained by this PWS; TE 2c describes equipment to be serviced; TE 3 shows housing unit floor plans; and TE 11 contains housing area maps. Primary functions included are:

- a. Maintenance Management
- b. Service Calls
- c. Change of Occupancy Maintenance and Cleaning
- d. Appliance and Installed Equipment Management
- e. Stairwell and Common Area Cleaning

5.1. MAINTENANCE MANAGEMENT. The contractor shall provide the services of maintenance management and perform maintenance responsibilities as described in this PWS. Quality standards for these services are specified in TE 6. *Further, the contractor shall:*

5.1.1. Facility Maintenance Files. Maintain a facility maintenance folder for each unit to provide a maintenance history. Arrange files by geographical location, then by unit in ascending numerical order. File a copy, in chronological order, of completed job orders, warranty information, and other pertinent information in the appropriate facility maintenance folder. The Government requires access to these files and they shall be made available throughout the duration of the contract. Centrally locate files for all areas at the main office. The contractor has the option of maintaining these facility files electronically. If the contractor-provided computer system has the capability to generate electronic files, the contractor shall provide the Housing Office the same capability (paragraph 4.4.3.). These files are the property of the Government and shall not be removed from the designated premises.

5.1.2. Project Planning. Provide the QAE a written cost estimate for reimbursable job orders the contractor estimates to exceed \$2,000 before proceeding with the work. Include labor, material and any specialized equipment required. The CO will then direct the contractor whether or not to proceed with the work under CLIN 0012.

5.1.3. Job Order System. Maintain a job order system to control work. Separately and serially number each category of job order (service calls, COM, and other work performed under this contract).

5.1.3.1. Job Order Forms. Provide job order forms that indicate number and type of job order, date and time of request or initiation, date and time of completion, description of work, facility or unit number, material used on that job order, and not-to-exceed costs for appliance replacement (paragraph 5.4.2.2.1.). Service call job orders shall contain a space for the housing occupant's signature to verify completion of the service call (for QAE inspection purposes).