

# Performance Work Statement (PWS)

W52P1J-11-R-2000

## Rock Island Arsenal Directorate of Logistics

### **Vision Statement**

Provide efficient and effective Maintenance, Transportation Support, and Supply Services to the Rock Island Arsenal Directorate of Logistics and the Joint Manufacturing and Technology Center.

## **1 Introduction**

### **1.1 Mission**

The Directorate of Logistics (DOL) provides base operations logistical programs and services that enable readiness support to tenant agencies installation-wide on Rock Island Arsenal (RIA). These include acquisition, turn-in, receiving and shipping, issuing and managing retail supplies/property book equipment, providing transportation management services, and managing hazardous materials. The Rock Island Arsenal Joint Manufacturing and Technology Center (RIA - JMTC) provides world class manufactured products, services, and logistics in support of our nation.

### **1.2 Background**

The DOL is a field operating activity under the command jurisdiction of the U.S. Army Garrison – Rock Island Arsenal. RIA is located on an island in the Mississippi River. It was established by an act of Congress in 1862 at Rock Island, Illinois. The installation encompasses approximately 946 acres, and serves as Headquarters for the Army Contracting Command –Rock Island (ACC-RI) the Army Sustainment Command (ASC), the Joint Munitions Command (JMC), RIA-JMTC, and HQ First U.S. Army as well as various other tenant agencies.

### **1.3 Scope**

This PWS covers logistics support services to the Directorate of Logistics (DOL) and the JMTC at Rock Island Arsenal, Illinois. This support encompasses the functional areas of Maintenance, Supply Services, and Transportation Support and the requirement to synchronize and coordinate the services required in these functional areas. The nature of the work requires the Contractor to interact with other Government contractors during the day-to-day operations to prevent disruption of the work. The Contractor shall be the primary point of contact between the Government and the Permanent Change of Station (PCS) member. The Contractor shall furnish the necessary services, personnel, labor, facilities, materials, supplies, and equipment (except those listed as Government Furnished Property (GFP)/material (GFM)) to meet all contractual requirements. The Contractor shall ensure compliance with all applicable Federal, State, and Local laws, regulations and policies including those of RIA. The

most stringent laws and regulations take precedence. It is the Contractor's responsibility to ensure actions and tasks required are managed and recorded in accordance with (IAW) the most current regulation, directive and/or policy.

## **2 General Requirements**

This section describes the general requirements for this effort. The following sub-sections provide details of various considerations on this effort

### **2.1 Non-Personal Services**

The Government shall neither supervise contractor employees nor control the method by which the Contractor performs the required tasks. Under no circumstances shall the Government assign tasks to, or prepare work schedules for, individual contractor employees. It shall be the responsibility of the Contractor to manage its employees. If the Contractor believes that any actions constitute, or are perceived to constitute personal services, it shall be the Contractor's responsibility to notify the Procuring Contracting Officer (PCO) immediately.

### **2.2 Business Relations**

The Contractor shall successfully integrate and coordinate all activity needed to execute the requirement. The Contractor shall manage the timeliness, completeness, and quality of problem identification. The Contractor shall provide corrective action plans, proposal submittals, timely identification of issues, and effective management of subcontractors. The Contractor shall seek to ensure customer satisfaction and professional and ethical behavior of all contractor personnel. The Contractor shall maintain cooperative and business like relations with other installation support contractors and Government personnel.

### **2.3 Contract Management**

The Contractor shall establish clear organizational lines of authority and responsibility to ensure effective management of the resources assigned to the requirement. The Contractor must maintain continuity between the support operations at Rock Island Arsenal and the Contractor's corporate offices.

### **2.4 Contract Administration**

The Contractor shall establish processes and assign appropriate resources to effectively administer the requirement. The Contractor shall respond to Government requests for contractual actions in a timely fashion. The Contractor shall have a single point of contact between the Government and contractor personnel assigned to support contracts or task orders. The Contractor shall assign work effort and maintain proper and accurate time keeping records of personnel assigned to work on the requirement.

### **2.5 Personnel Administration**

The Contractor shall provide the following management and support as required. The Contractor shall

provide for employees during designated Government non-work days or other periods where Government offices are closed due to weather or security conditions. The Contractor shall maintain the currency of their employees by providing initial and refresher training as required to meet the PWS requirements. The Contractor shall make necessary travel arrangements for employees. The Contractor shall provide administrative support to employees in a timely fashion (time keeping, leave processing, pay, emergency needs).

## **2.6 Subcontract Management**

The Contractor shall be responsible for any subcontract management necessary to integrate work performed on this requirement and shall be responsible and accountable for subcontractor performance on this requirement. The prime Contractor will manage work distribution to ensure there are no Organizational Conflict of Interest (OCI) considerations. In the event a situation occurs which may give rise to the appearance of an OCI, the contractor will notify the KO, identify the circumstances and provide the contractor's proposed approach to avoid, neutralize or mitigate the OCI. Contractors may add subcontractors to their team after notification to the Procuring Contracting Officer (PCO).

## **2.7 Contractor Personnel, Disciplines, and Specialties**

The Contractor shall provide the necessary resources and infrastructure to manage, perform, and administer the contract. The Contractor shall accomplish the assigned work by employing and utilizing qualified personnel capable of meeting the requirements of the PWS. The Contractor shall ensure the labor categories as defined in the Labor Categories document (see Attachment 0004), labor rates, and man-hours utilized in the performance of each PWS line item issued hereunder will be the minimum necessary to accomplish the task.

## **2.8 Contractor Identification in the Government Workplace**

The Contractor shall ensure that each employee acquires a Rock Island Arsenal badge IAW RIA procedures. Contractor personnel shall wear the badge conspicuously displayed at all times while performing their work in all areas of RIA. In addition, all contractor and subcontractor personnel shall be required to wear company picture identification badges so as to distinguish themselves from Government employees. When conversing with Government personnel during business meetings, over the telephone, or via electronic mail contractor and subcontractor personnel shall identify themselves as such to avoid situations arising where sensitive topics might be better discussed solely between Government employees. Contractors and subcontractors shall identify themselves on any attendance sheet or any coordination documents they may review. Electronic mail signatures shall identify company affiliation.

## **2.9 Contractor Vehicles**

All Contractor-owned motor vehicles shall conspicuously display the Contractors company name/logo on both sides of the vehicle. All Contractor vehicles operating on RIA, including those used in performance of the contract and the POVs of contractor employees, shall be properly licensed by the state where registered and be registered by RIA as required by installation policy.

## **2.10 Location and Hours of Work**

**DOL:** Work required by this PWS is accomplished primarily at Rock Island Arsenal although performance may be required at other locations as specified in Section 3 of this PWS. Normal duty hours at RIA are 0600 to 1700 Monday through Friday except US Federal Holidays. Work performed by the Contractor during other than normal duty hours shall be coordinated with the COR at least 24 hours prior to work commencement unless a longer period is specified in the PWS. All overtime work that is at the Contractors discretion shall be included in the total price of the contract.

**JMTC Support:** Accomplishment of the results contained in this PWS requires work primarily at Rock Island Arsenal. Additionally, cargo moves may be required within a 200 mile radius as specified in Section 3.1.1.1 of this PWS. Normal duty hours for JMTC are:

First shift - 0600 to 1530, Monday through Saturday except US Federal holidays

Second shift - 1430 to 2300 Monday through Friday except US Federal holidays

Third shift - 2300 to 0700 Monday through Friday except US Federal holidays

## **2.11 Travel / Temporary Duty (TDY)**

Travel to other Government facilities or other contractor facilities may be required. All travel requirements (including plans, agenda, itinerary, or dates) shall be pre-approved by the Government (subject to local policy & procedures), and is on a strictly cost reimbursable basis. Costs for travel shall be billed in accordance with the regulatory implementation of Public Law 99-234 and FAR 3.205-46 Travel Costs (subject to local policy & procedures; may reference FAR).

# **3 Performance Requirements**

## **3.1 JMTC Support**

### **3.1.1 JMTC Transportation Services**

3.1.1.1 Provide unscheduled deliveries for JMTC production material on and off RIA. Off-island pickup or deliveries may take place within a 200 mile radius.

#### ***Performance Standards***

1. Std: Arrive at required site on RIA within one working hour of request. For off-island pickup or deliveries, leave RIA within one working hour of request.  
AQL: 95%
2. Std: Ensure all cargo/equipment is loaded, positioned, secured, and protected to prevent damage in transport.  
AQL: 100%

3. Std: Ensure vehicle/equipment is prepped and ready to receive loads. Load beds are clear of ice and snow upon arrival at pickup site.  
AQL: 95%
4. Std: Daily Dispatch Log is complete.  
AQL: 95%

### **3.1.2 JMTC Supply Services**

3.1.2.1 Schedule, verify and pick up excess property book items from customers and deliver signed receipt documents to the Property Book Officer.

***Performance Standards***

1. Std: Documentation identifying excess property is picked up from the Property Book Officer daily  
AQL: 100%
2. Std: Excessed items are picked up and documents are submitted to the Property Book Officer within 5 working days after receipt of documentation identifying excess property.  
AQL: 90%

3.1.2.2 Identify and report damaged or deficient incoming equipment to the Property Book Officer.

***Performance Standards***

Std: Deficiencies are reported within 24 hours of identification  
AQL: 90%

### **3.1.3 JMTC Maintenance Services**

3.1.3.1 Perform preventative maintenance checks and services on Government-owned vehicles and equipment.

***Performance Standards***

1. Std: Compliant with equipment technical manuals and IAW AR 750-1, Chapter 3, paragraph 3-1 for tactical vehicles.  
AQL: 90%
2. Std: Compliant with manufacturer's specifications for commercial vehicles and equipment.  
AQL: 90%

3.1.3.2 Schedule, perform, and document load test and safety inspections for material handling equipment and lifting devices. Label equipment with test date

***Performance Standards***

1. Std: Compliant with TB 43-0142 Load Test, Paragraph 4(b)(2)(c)  
AQL: 100%

2. Std: Load test annually by the date indicated in maintenance records  
AQL: 90%

**Deliverables**

1. CDRL J.0-1 Lifting Devices Inspection Report

3.1.3.3 Conduct technical inspection on down equipment and identify necessary repairs

**Performance Standards**

1. Std: Accurately identifies corrective actions  
AQL: 90%
2. Std: Provides Technical Inspection Report (DA 2404 or DA 5988-E) within 1 hour after pickup  
AQL: 85%
3. Std: Technical Inspection Report (DA 2404 or DA 5988-E) is IAW DA PAM 750-8, Chapter 3, paragraphs 3-1 and 3-14a  
AQL: 90%

3.1.3.4 Install modifications on Government-owned equipment.

**Performance Standards**

1. Std: Completes actions within established schedules  
AQL: 90%
2. Std: Meets technical specifications and is compliant with AR 750-1, Chapter 8, paragraph 8-5  
AQL: 90%

3.1.3.5 Pick up equipment and deliver to maintenance shop to be repaired or serviced.

**Performance Standards**

1. Std: Equipment is picked up within 30 minutes of notification  
AQL: 90%

3.1.3.6 Perform unscheduled maintenance and repairs for Government-owned equipment.

**Performance Standards**

1. Std: Maintenance and repairs for Priority Designators 01-03 are complete within 5 days  
AQL: 100%
2. Std: Maintenance and repairs for Priority Designators 04-08 are complete within 8 days  
AQL: 95%
3. Std: Maintenance and repairs for Priority Designators 09-15 are complete within 30 days  
AQL: 90%
4. Std: Meets technical specifications IAW AR 750-1, Chapter 3, paragraph 3-3a & Table 3-2  
AQL: 90%

3.1.3.7 Identify and immediately notify Maintenance Chief (Gov) of suspected operator negligence or accident damage on equipment.

**Performance Standards**

1. Std: Maintenance Chief (Gov) is notified and COR approval is received before proceeding with any repairs  
AQL: 100%

3.1.3.8 Determine repair eligibility based on Maintenance Expenditure Limit (MEL) using DA Form 461-5 and DA Form 3590.

**Performance Standards**

1. Std: Compliant with AR 750-1, Chapter 4, paragraph 4-6 and AR 58-1, TB 43-0002-27  
AQL: 90%

3.1.3.9 Service and repair heating and air conditioning units for vehicles and equipment.

**Performance Standards**

1. Std: Compliant with federal, state, and local laws and regulations for hazardous material  
AQL: 100%
2. Std: Service and repair for Priority Designators 01-03 is complete within 5 days  
AQL: 100%
3. Std: Service and repair for Priority Designators 04-08 is complete within 8 days  
AQL: 95%
4. Std: Service and repair for Priority Designators 09-15 is complete within 30 days  
AQL: 90%
5. Std: Meets technical specifications IAW manufacturer's guidelines or technical manuals  
AQL: 90%

3.1.3.10 Inspect, service, charge, and exchange batteries for vehicles and equipment, including relocation of chargers as required in order to charge equipment.

**Performance Standards**

1. Std: Vehicles and equipment are fully charged and available for the required shifts.  
AQL: 95%

**Deliverables**

1. CDRL J.0-2 Battery Charger List/Location

3.1.3.11 Provide and maintain portable/ fillable eye wash station at each battery charging station.

**Performance Standards**

1. Std: Compliant with OSHA requirements 1910.151 and American National Standards Institute (ANSI) Z358.1-2009  
AQL: 100%
2. Std: Eye wash stations are located in an accessible, well-marked area, and identified as contractor maintained.  
AQL: 100%
3. Std: Provides continuous operation  
AQL: 100%

3.1.3.12 Perform initial inspection for newly received vehicles and equipment.

**Performance Standards**

1. Std: Completes actions within 72 hours of receipt  
AQL: 95%

3.1.3.13 Perform inspection and prepare Estimated Cost of Damage (ECOD)/ Actual Cost of Damage (ACOD) for Army owned equipment damaged in an accident or due to operator negligence.

**Performance Standards**

1. Std: Document correctly identifies deficiencies IAW AR 735-5 paragraph 14-18(h)  
AQL: 95%

3.1.3.14 Determine serviceability and condition of turn-in (excessed) vehicles and equipment.

**Performance Standards**

1. Std: Completes actions within 72 hours of receipt  
AQL: 90%
2. Std: Compliant with AR 710-2, Chapter 2, paragraph 2-13(b)(2)  
AQL: 90%

3.1.3.15 Prepare and provide necessary maintenance documentation for equipment turn-in.

**Performance Standards**

1. Std: Completes actions within 72 hours of receipt  
AQL: 90%
2. Std: Documentation is complete IAW DA PAM 750-8 Chapter 5, paragraph 5-7  
AQL: 85%

3.1.3.16 Remove records in the maintenance Logistics Information System (LIS) for turn-in (excessed) equipment.

**Performance Standards**

1. Std: Complete actions within 72 hours of receipt  
AQL: 90%

## **3.2 Directorate of Logistics Transportation**

### **3.2.1 Installation Transportation Motor Pool (TMP) Operations**

3.2.1.1 Dispatch motor vehicles for official Government operation through the use of STAMIS.

**Performance Standards**

1. Std: Compliant with DA PAM 750-8, the Army Maintenance Management System (TAMMS) Users Manual, Chapter 2-1 through 2-3  
AQL: 100%
2. Std: Processing time per dispatch is 20 minutes or less. Does not include queue time.  
AQL: 85%
3. Std: Log of dispatched vehicles is complete and accurate.  
AQL: 95%

**Deliverables**

1. CDRL T.O-1 Daily Dispatch Record

3.2.1.2 Prevent unauthorized vehicles from being parked or stored in the TMP facility/lot. Limit access to authorized personnel only.

**Performance Standards**

1. Std: No unauthorized vehicles or personnel in the lot IAW AR 58-1, Section 2-2, paragraph f  
AQL: 100%

3.2.1.3 Ensure vehicles in the TMP facility/lot are locked and secured.

**Performance Standards**

1. Std: Safeguarded from theft and damage IAW AR 58-1 Section 2-2 (f)  
AQL: 100%

3.2.1.4 Schedule, deliver, and pick up vehicles for preventative maintenance or repairs within the local Quad City area (see Attachment 0021 for a list of approved GSA vendors).

**Performance Standards**

1. Std: Compliant with transportation office maintenance schedule  
AQL: 95%
2. Std: Vehicles won't be out of service for more than one work day unless approved by the Traffic Management Specialist or COR  
AQL: 85%

3.2.1.5 Provide assistance and/or perform operator level maintenance for customers checking out GSA vehicles.

**Performance Standards**

1. Std: Vehicle is ready for customer use within 15 minutes of dispatch.  
AQL: 85%

3.2.1.6 Complete, update, and file records for RIA vehicle and equipment fleet.

**Performance Standards**

1. Std: Hardcopy file is organized in a clear, concise and chronological manner with most recent data on top. All data is legible and up-to-date IAW Army Records Information Management System (ARIMS) system AR 25-400-2.

AQL: 85%

3.2.1.7 Report damaged GSA vehicles and arrange for repairs.

**Performance Standards**

1. Std: Complete all forms and send copies to GSA and the Transportation Office for processing IAW Federal Management Regulation, Subchapter B, Part 102-34, Subpart G.

AQL: 90%

2. Std: Coordinate with the Accident Management Center (AMC) and the Maintenance Control Center (MCC) for repairs to the damaged vehicles.

AQL: 90%

### **3.2.2 Drivers Operator Training, Testing, and Licensing**

3.2.2.1 Maintain current hardcopy file of issued license (OF 346) and qualification record (DA Form 348) of official Government operators.

**Performance Standards**

1. Std: Hardcopy file is organized in a clear, concise and chronological manner with most recent data on top. All data is legible.

AQL: 85%

**Deliverables**

1. CDRL T.0-2 Drivers License Information (Monthly)

3.2.2.2 Maintain security for test booklets and components relating to vehicle and equipment licensing.

**Performance Standards**

1. Std: Compliant with applicable standards IAW AR 611-5 Chapters 1 and 3.

AQL: 100%

3.2.2.3 Develop, schedule, and provide classroom training and testing for Government personnel with a need to operate Government vehicles and equipment.

**Performance Standards**

1. Std: Addresses all regulatory requirements IAW AR 600-55, AR 611-5, AR 385-10, and OSHA Standard 29CFR 1910.178.

AQL: 100%

2. Std: Submit initial training schedule and material 7 days prior to being fully operation capable (FOC). Submit updates within 30 days after a regulation change.

AQL: 100%

3. Std: Training effectively conveys all regulatory requirements addressed in the training material.

AQL: 95%

**Deliverables**

1. CDRL T.0-3 Training Plan

3.2.2.4 Prepare OF 346 for Government personnel who have completed the required training and testing.

**Performance Standards**

1. Std: Compliant with federal, state, and local laws and regulations and IAW AR 600-55 Chapter 3 Appendix D Paragraphs 5, 6, 7 and 10  
AQL: 100%

### **3.2.3 Personal Property Counseling**

3.2.3.1 Schedule and conduct counseling sessions to provide understanding of entitlements and responsibilities, including the right to a Personally Procured Move (PPM) for PCS Members.

**Performance Standards**

1. Std: DD Form 1299 is complete and accurate IAW the Joint Federal Travel Regulation (JFTR) Volume 1, Chapter 5, Part A, Paragraph U5000-U5020; Joint Travel Regulation (JTR) Volume 2, Chapter 5, Part A, Paragraph C5000-C5010; DoD Part IV Chapter 401-413, Appendix U, UI and UJ; "It's Your Move" Pamphlet (Military); "It's Your Move" Pamphlet (Civilian); and applicable supplemental service regulations  
AQL: 100%
2. Std: Effectively communicates personal property entitlements IAW JFTR Volume 1, Chapter 5, Part A, Paragraph U5000-U5020; JTR Volume 2, Chapter 5, Part A, Paragraph C5000-C5010; DoD Part IV Chapter 401-413, Appendix U, UI and UJ; "It's Your Move" Pamphlet (Military); "It's Your Move" Pamphlet (Civilian); and applicable supplemental service regulations  
AQL: 85%
3. Std: Schedules counseling sessions within 3 working days of member's request.  
AQL: 95%

**Deliverables**

1. CDRL T.0-4 Counseling Log

3.2.3.2 Establish and maintain member's personal property shipment file.

**Performance Standards**

1. Std: Working file includes member's orders, DD Form 1299: Application for Shipment and/or Storage of Personal Property, Claims Coverage for Full Replacement Value (FRV) Counseling Checklist, Customer Satisfaction Survey Instructions, DD Form 1797: Personal Counseling Checklist, Inventory Sheet, and other applicable forms based on mode of shipment.  
AQL: 100%

3.2.3.3 Schedule and conduct priority counseling sessions for Short Fuse shipments when pick-up is required within 5 working days, including information on Personally Procured Moves (PPM) for Uniformed Service Members.

**Performance Standards**

1. Std: Counseling scheduled within 24 hours of request  
AQL: 100%
2. Std: Effectively communicates personal property entitlements IAW JFTR Volume 1, Chapter 5, Part A, Paragraph U5000-U5020; JTR Volume 2, Chapter 5, Part A, Paragraph C5000-C5010; DoD Part IV Chapter 401-413, Appendix U, UI and UJ; "It's Your Move" Pamphlet (Military); "It's Your Move" Pamphlet (Civilian); and applicable supplemental service regulations  
AQL: 85%

***Deliverables***

1. CDRL T.0-4 Counseling Log

3.2.3.4 Provide system assistance on DPS self-counseling module for PCS Members.

***Performance Standards***

1. Std: Assistance is provided within 24 hours of request.  
AQL: 95%

3.2.3.5 Prepare, process, and coordinate shipments that require one time only rates for PCS members requiring movement of personal property over a specific origin-destination channel for which rates are not otherwise published.

***Performance Standards***

1. Std: Documentation submitted to the Transportation Office Representative (TOR) is complete and accurate IAW JFTR Volume I, Chapter 5, Part D, Section 1; JTR Volume 2, Chapter 5, Part A; DTR 24.9-R, Part 4, Appendix UJ; "It's your move" pamphlet (Military), and applicable supplemental service regulations  
AQL: 100%
2. Std: Identifies and effectively communicates requirements of a shipment with a one-time only rate to the member.  
AQL: 100%

3.2.3.6 Provide on or off-site group briefings on Personal Property entitlements and responsibilities to PCS members in the eastern 49 counties in Iowa, 10 counties in northwest Illinois and 8 counties in northeastern Missouri within Rock Island Arsenal DOL Transportation Division Area Of Responsibility (AOR).

***Performance Standards***

1. Std: Effectively communicates personal property entitlements IAW JFTR Volume 1, Chapter 5, Part A, Paragraph U5000-U5020; DOD 4500.9-R, Part IV, Chapters 401-413, Appendix U, UI and UJ; "It's Your Move" pamphlet (Military); and applicable supplemental service regulations  
AQL: 85%

**3.2.4 Personal Property Movement and Storage**

3.2.4.1 Arrange shipment of household goods for PCS Customers.

**Performance Standards**

1. Std: Completes actions within 24 hours after counseling is complete  
AQL: 100%
2. Std: Documentation submitted is complete and accurate IAW JFTR Volume 1, Chapter 5, Part A, Paragraph U5000-U5020; DOD 4500.9-R, Part IV, Chapters 401-413, Appendix U, UI and UJ; "It's Your Move" pamphlet (Military); "It's Your Move" pamphlet (Civilian), and applicable supplemental service regulations  
AQL: 100%

3.2.4.2 Maintain member's personal property shipment file

**Performance Standards**

1. Std: File is organized in a clear, concise and chronological manner with most recent data on top.  
All data is legible.  
AQL: 95%

3.2.4.3 Arrange shipment of household goods for local move members.

**Performance Standards**

1. Std: Completes actions within 24 hours of the counseling session.  
AQL: 100%
2. Std: Documentation is complete and accurate IAW the ARIMS system, AR 25-400-2.  
AQL: 100%

3.2.4.4 Track and assist with inbound delivery of HHG and/or placement of HHG in storage for PCS members.

**Performance Standards**

1. Std: Member file is annotated to reflect all correspondence relating to the trace.  
AQL: 90%
2. Std: Trace within 120 hours of missed Required Delivery Date (RDD) for OCONUS moves IAW DOD 4500.9-R, Part 4, Chapter 410A.  
AQL: 100%
3. Std: Trace within 24 hours of missed Required Delivery Date (RDD) for CONUS moves IAW DOD 4500.9-R, Part 4, Chapter 410A.  
AQL: 100%

**Deliverables**

1. CDRL T.0-5 Inbound Tonnage Report

3.2.4.5 Obtain and document verification of items to be shipped and confirmation of pack and pick up dates from members and/or releasing agents.

**Performance Standards**

1. Std: Completed applications will be processed and provided to the Transportation Office no less than six working days before the date of pick up for all shipments except Short Fuse shipments.  
AQL: 95%

3.2.4.6 Prepare, distribute, and file certified true copies of GBLs and Statements of Accessorial Services Performed (DD Forms 619/619-1) for lost originals.

**Performance Standards**

1. Std: Completes actions within 48 hours of Transportation Service Provider (TSP) notification  
AQL: 100%
2. Std: Supporting documents are complete and accurate IAW DOD 4500.9R, Part IV, Chapter 401 paragraphs d.w and j and Chapter 413, paragraphs e & f.  
AQL: 100%

3.2.4.7 Provide member with HHG pick up date and email address/ phone number of Transportation Service Provider.

**Performance Standards**

1. Std: Notifies member within 24 hours of receipt of scheduled date  
AQL: 90%

3.2.4.8 Send advanced Direct Procurement Method (DPM) shipping documents to the destination Personal Property Office.

**Performance Standards**

1. Std: Completes actions within 72 hours after the scheduling of a shipment  
AQL: 90%

3.2.4.9 Assist with cancelling, rescheduling or diverting shipments of HHG for PCS Members.

**Performance Standards**

1. Std: Addressed within 24 hours of notification  
AQL: 100%
2. Std: Compliant with DOD 4500.9R, Part IV, Chapter 401, Paragraph C, Chapter 413 Paragraphs c & e  
AQL: 100%

### **3.2.5 Personal Property Storage In Transit (SIT)**

3.2.5.1 Receive storage-in-transit (SIT) requests from the Transportation Service Provider (TSP), verify with PCS Members that service is required, and authorize TSP to place shipment in storage.

**Performance Standards**

1. Std: Completes actions within 2 hours of request for domestic shipments and within 3 hours of request for international shipments.  
AQL: 100%

2. Std: Compliant with JFTR Vol. I, JTR Vol. II, DOD 4500.9-R, Chapter 406, Section A and applicable rate solicitations. Authorize SIT based on the member's orders, DD Form 1299, GBL and applicable regulations.

AQL: 100%

3.2.5.2 Provide members with notification that SIT entitlement will end; arrange for extension of the time period if applicable; or notify the member and the storage warehouse, in writing, that the shipment will be converted to the member's expense.

***Performance Standards***

1. Std: Provides notification via certified mail 30 days prior to expiration of SIT and include a DD Form 1857 or STAMIS equivalent, Temporary Commercial Storage at Government expense and an addressed return envelope.
2. Std: Returned DD Form 1857 shall be completed by the Contractor and presented to the TOR for signature within five working days of receipt.

AQL: 95%

AQL: 95%

3.2.5.3 Arrange delivery of HHG from SIT for PCS Members who require this service.

***Performance Standards***

1. Std: Completes actions within 24 hours of request.
2. Std: The Contractor shall verify that the DD Form 619-1 for SIT is accurate and complete prior to presenting to the TOR for signature.
3. Std: The DD Form 619-1 for SIT shall be presented to the TOR within five working days after the delivery of shipment unless there was a reweigh requested.

AQL: 90%

AQL: 90%

AQL: 90%

### **3.2.6 Personal Property Non-Temporary Storage (NTS)**

3.2.6.1 Distribute signed service order (DD Form 1164) for entitled members.

***Performance Standards***

1. Std: Mail, certified, return receipt requested, or fax completed forms within 72 hours of receipt IAW DOD 4500.9-R, Part IV, Chapter 406, Paragraph C.6.b.

AQL: 100%

3.2.6.2 Schedule and coordinate release and delivery of NTS lots for entitled members.

***Performance Standards***

1. Std: Completes actions within 24 hours of request

AQL: 100%

3.2.6.3 Notify entitled members of expiration, extension, conversion and/ or termination of NTS.

**Performance Standards**

1. Std: Completes actions 45 days prior to expiration of NTS via certified/registered mail, return receipt requested IAW DOD 4500.9-R, Part IV, Chapter 406, Paragraph C(13).  
AQL: 100%

3.2.6.4 Build and maintain NTS document file for each storage lot.

**Performance Standards**

1. Std: File is chronologically organized in a complete, clear and concise manner with all data being legible IAW DOD 4500.9-R, Part IV, Chapter 406, Paragraph B(2)(c).  
AQL: 95%

### **3.2.7 Privately Owned Vehicle (POV) Storage**

3.2.7.1 Inspect and process vehicles in and out of POV storage lot for eligible deploying or returning soldiers.

**Performance Standards**

1. Std: Processing, in or out, is complete within two hours.  
AQL: 95%

3.2.7.2 Provide customer service for users and potential users of the POV storage lot.

**Performance Standards**

1. Std: Members are able to obtain information and/or schedule appointments during normal working hours.  
AQL: 95%
2. Std: Appointment log is complete and accurate.  
AQL: 95%

3.2.7.3 Develop and maintain record of personal and contact information for each member with a vehicle stored in POV lot.

**Performance Standards**

1. Std: Records are clear, concise, and legible and contain information required by DA PAM 750-35, Section 2-1 and DOD 4500.9-R, Part IV, Appendix K4, Section I.  
AQL: 95%

3.2.7.4 Ensure physical security for privately owned vehicles of eligible deployed soldiers.

**Performance Standards**

1. Std: POV lot is secure at all times IAW AR 190-51 Chapter 3.  
AQL: 100%

3.2.7.5 Maintain POV storage lot.

**Performance Standards**

1. Std: Lot is free of all accumulation and build up of seasonal debris and garbage.  
AQL: 90%

3.2.7.6 Limit access to and safeguard keys for vehicles in the POV storage lot.

**Performance Standards**

1. Std: Keys are secure and protected from unauthorized access at all times.  
AQL: 100%

3.2.7.7 Maintain vehicles stored in the POV lot in operational condition.

**Performance Standards**

1. Std: Services provided IAW DOD 4500.9-R, Part IV, Appendix K4, Section O, and DA PAM 750-35, Section 2-5.  
AQL: 100%
2. Std: Vehicle is in the same physical and operational condition when processed out of the lot that it was when it was processed into the lot.  
AQL: 100%

**3.2.8 Passenger and Cargo Services**

3.2.8.1 Provide driver and dispatched vehicle for VIP transportation for official use.

**Performance Standards**

1. Std: Driver arrives at the specified location at the specified time.  
AQL: 100%
2. Std: Driver will be dressed in business casual attire or designated uniform.  
AQL: 100%
3. Std: Vehicle will be free of dirt, dust, spots, streaks, bugs, and all foreign residue inside and out.  
AQL: 100%

3.2.8.2 Provide unscheduled transportation of cargo and recyclable material for customers.

**Performance Standards**

1. Std: Completes actions within 2 hours of request  
AQL: 85%

**Deliverables**

1. CDRL T.0-6 Monthly Workload Report
2. CDRL T.0-7 Motor Vehicle Operations Workload
3. CDRL T.0-8 Cost Distribution Data Report

**3.3 Directorate of Logistics Supply Services**

**3.3.1 Installation Property Book**

3.3.1.1 Schedule, verify and pick up excess property book items from customers and deliver signed receipt documents to the Property Book Officer.

**Performance Standards**

1. Std: Documentation identifying excess property (Form 735-2T) is picked up from the Property Book Officer daily.  
AQL: 100%
2. Std: Excessed items are picked up and documents are submitted to the Property Book Officer within 5 working days after receipt of documentation identifying excess property.  
AQL: 90%

3.3.1.2 Identify and report damaged or deficient incoming equipment to the property book officer.

**Performance Standards**

1. Std: Identifies deficiencies within 24 hours of receipt of equipment.  
AQL: 90%

3.3.1.3 Unpack, inspect, and barcode new equipment for property book team.

**Performance Standards**

1. Std: Completes actions within 3 working days after notification of new equipment.  
AQL: 90%

3.3.1.4 Schedule and deliver new equipment to customers.

**Performance Standards**

1. Std: Deliver within 5 working days.  
AQL: 90%

### **3.3.2 Expendable Supply Deliveries**

3.3.2.1 Recycle or dispose of packing and/or shipping material resulting from deliveries.

**Performance Standards**

1. Std: Area clear of packing and/or shipping material  
AQL: 95%

3.3.2.2 Return excess pallets (typically wood with the following dimensions 48"W, x 40"L x 5"H) resulting from deliveries to designated pallet area.

**Performance Standards**

1. Std: Area clear of pallets  
AQL: 95%

3.3.2.3 Pick up, assemble, and deliver expendable supplies for authorized customers.

**Performance Standards**

1. Std: Compliant with federal, state, and local laws and regulations for hazardous cargo  
AQL: 100%
2. Std: Expendable supplies are picked up twice daily from scheduled route  
AQL: 95%
3. Std: Items are assembled and delivered within two working days. Items not needing assembly are to be delivered on the same day.  
AQL: 95%
4. Std: Pick up and deliver to and from administrative areas within 1.5 hours for unscheduled movements  
AQL: 95%

***Deliverables***

1. CDRL S.0-1 Disclosure of Hazardous Substances (weekly)

3.3.2.4 Maintain expendable supply Signature Card (DA Form 1687) file for customers.

***Performance Standards***

1. Std: Compliant with DA PAM 710-2-1, Chapter 2, paragraph 2-8a  
AQL: 90%
2. Std: Signature card file is current  
AQL: 90%

***Deliverables***

1. CDRL S.0-2 DA Form 1687 Print Out (weekly)

3.3.2.5 Obtain proof of delivery from customers on DA 3161 and deliver to supply team.

***Performance Standards***

1. Std: Completes actions within 24 hours after delivery  
AQL: 90%
2. Std: DA 3161 is accurate and legible  
AQL: 90%

3.3.2.6 Identify and report damaged or deficient equipment/items discovered during assembly, loading or delivery to the Government supply lead.

***Performance Standards***

1. Std: Identifies deficiencies before continuing with assembly and/or delivery  
AQL: 100%

**3.3.3 Paperless turn-in**

3.3.3.1 Pick up non-property book items from designated areas or as otherwise requested and deliver to buildings 154 and 332.

***Performance Standards***

1. Std: Pick up from designated areas daily  
AQL: 95%
2. Std: Pick up from non-designated areas within 48 hours of request  
AQL: 90%

3.3.3.2 Maintain paperless turn in area free from trash, debris, packing material.

***Performance Standards***

1. Std: Paperless turn in area(s) are clear of debris  
AQL: 90%

3.3.3.3 Pick up excess pallets (typically wood with the following dimensions 48"W, x 40"L x 5"H) from the paperless turn in area and return to designated pallet area.

***Performance Standards***

1. Std: Paperless turn in area(s) are clear of pallets  
AQL: 95%

## **3.4 Directorate of Logistics Maintenance Services**

### **3.4.1 Maintenance**

3.4.1.1 Maintain signature card file (DA 1687) for current customers.

***Performance Standards***

1. Std: Signature card file is current and IAW AR 710-2, Chapter 3, paragraph 3-25b.  
AQL: 90%

3.4.1.2 Coordinate and schedule the pick up of vehicles and equipment to be maintained or repaired.

***Performance Standards***

1. Std: Contact customers 24 hours prior to the pickup for maintenance. Contact customers within 1 hour for repairs.  
AQL: 90%

3.4.1.3 Track, schedule, and document repairs and maintenance services using maintenance LIS and other forms as required.

***Performance Standards***

1. Std: Compliant with DA PAM 750-8, Chapter 3, paragraphs 3-1(g)(1) & 3-10(b)  
AQL: 90%
2. Std: Schedule services using priority designators IAW AR 750-1, Chapter 3, paragraph 3-3a & Table 3-2  
AQL: 90%

3.4.1.4 Coordinate and schedule delivery of repaired vehicles and equipment for customers.

**Performance Standards**

1. Std: Contact customers 24 hours prior to the delivery of vehicle or equipment  
AQL: 90%

3.4.1.5 Maintain hard copy work order file for each vehicle and piece of equipment.

**Performance Standards**

1. Std: Compliant with DA PAM 750-8, Chapter 3, paragraph 3-1(g)(1)  
AQL: 95%

3.4.1.6 Establish maintenance record for newly received vehicles and equipment in maintenance LIS.

**Performance Standards**

1. Std: All data inputs are accurate and complete IAW AR 750-1, Chapter 3, paragraph 3-4(a); DA PAM 750-8, Chapter 2, paragraph 2-5; & SAMS-1E Automated End Users Manual "Equipment Management - Add"  
AQL: 95%

**3.4.2 Repair Parts**

3.4.2.1 Obtain Class II, IIIP, IV, and IX parts for repair and maintenance using maintenance LIS unless approved by the COR.

**Performance Standards**

1. Std: Class IX parts are procured IAW DA PAM 750-1, Chapter 4, paragraph 4-7.  
AQL: 100%

3.4.2.2 Maintain demand history for repair parts requisitioned outside of the maintenance LIS.

**Performance Standards**

1. Std: All repair parts procured by the Contractor are entered into the maintenance LIS  
AQL: 100%

3.4.2.3 Maintain programs to expedite the return of excess serviceable, repairable, and recoverable items.

**Performance Standards**

1. Std: Compliant with AR 710-1, Chapter 1, paragraph 1-7(i)  
AQL: 95%
2. Std: Turn in recoverable items to source of supply within 7 working days after receipt  
AQL: 95%

3.4.2.4 Identify, process, track, and manage controlled exchange for maintenance and repair actions.

**Performance Standards**

1. Std: Compliant with AR 750-1, Chapter 4, paragraph 4-9  
AQL: 100%

2. Std: Items returned within 60 days of issue  
AQL: 100%

### **3.4.3 Preventative Maintenance Checks and Services**

3.4.3.1 Perform preventative maintenance checks and services on Government-owned vehicles and equipment.

#### ***Performance Standards***

1. Std: Compliant with equipment technical manuals and IAW AR 750-1, Chapter 3, paragraph 3-1 for tactical vehicles.  
AQL: 90%
2. Std: Compliant with manufacturer's specifications for commercial vehicles and equipment.  
AQL: 90%

### **3.4.4 Vehicle and Equipment Repairs**

3.4.4.1 Conduct technical inspection on down vehicles and equipment and identify necessary repairs

#### ***Performance Standards***

1. Std: Accurately identifies corrective actions  
AQL: 90%
2. Std: Provides Technical Inspection Report (DA 2404 or DA 5988-E) within 1 hour after pick up  
AQL: 85%
3. Std: Technical Inspection Report (DA 2404 or DA 5988-E) is IAW DA PAM 750-8, Chapter 3, paragraphs 3-1 & 3-14a  
AQL: 90%

3.4.4.2 Install modifications on Government-owned vehicles and equipment.

#### ***Performance Standards***

1. Std: Completes actions within established schedules  
AQL: 90%
2. Std: Meets technical specifications and is compliant with AR 750-1, Chapter 8, paragraph 8-5  
AQL: 90%

3.4.4.3 Pick up vehicles and equipment and deliver to maintenance shop to be repaired or serviced.

#### ***Performance Standards***

1. Std: Vehicle or equipment is picked up within 2 hours after notification  
AQL: 90%

3.4.4.4 Perform unscheduled maintenance and repairs for Government-owned vehicles and equipment.

#### ***Performance Standards***

1. Std: Maintenance and repairs for Priority Designators 01-03 are complete within 5 days  
AQL: 100%
2. Std: Maintenance and repairs for Priority Designators 04-08 are complete within 8 days  
AQL: 95%
3. Std: Maintenance and repairs for Priority Designators 09-15 are complete within 30 days  
AQL: 90%]
4. Std: Meets technical specifications and is compliant with AR 750-1, Chapter 3, paragraph 3-3a & Table 3-2  
AQL: 90%

***Deliverables***

1. CDRL M.0-1 Mobile Equipment Maintenance Workload Report

3.4.4.5 Identify and immediately notify Maintenance Chief (Gov) of suspected operator negligence or accident damage on equipment.

***Performance Standards***

1. Std: Maintenance Chief (Gov) is notified and approval is received before proceeding with any repairs  
AQL: 100%

3.4.4.6 Determine repair eligibility based on Maintenance Expenditure Limit (MEL) using DA Form 461-5 and DA Form 3590

***Performance Standards***

1. Std: Compliant with AR 750-1, Chapter 4, paragraph 4-6, and AR 58-1, TB 43-0002-27  
AQL: 90%

3.4.4.7 Service and repair heating and air conditioning units for vehicles and equipment.

***Performance Standards***

1. Std: Compliant with federal, state, and local laws and regulations for hazardous material  
AQL: 100%
2. Std: Meets technical specifications IAW manufacturer's guidelines or technical manuals  
AQL: 90%
3. Std: Service and repair for Priority Designators 01-03 is complete within 5 days  
AQL: 100%
4. Std: Service and repair for Priority Designators 04-08 is complete within 8 days  
AQL: 95%
5. Std: Service and repair for Priority Designators 09-15 is complete within 30 days  
AQL: 90%

**3.4.5 Vehicle/ Equipment Inspections**

3.4.5.1 Perform initial inspection for newly received vehicles and equipment.

**Performance Standards**

1. Std: Completes actions within 72 hours of receipt  
AQL: 95%

3.4.5.2 Perform inspection and prepare Estimated Cost of Damage (ECOD)/ Actual Cost of Damage (ACOD) for Army owned equipment damaged in an accident or due to operator negligence.

**Performance Standards**

1. Std: Document correctly identifies deficiencies IAW AR 735-5, paragraph 14-18(h)  
AQL: 95%

**3.4.6 Turn-in of Vehicles and Equipment**

3.4.6.1 Determine serviceability and condition of turn-in (excessed) vehicles and equipment.

**Performance Standards**

1. Std: Completes actions within 72 hours of receipt  
AQL: 90%
2. Std: Compliant with AR 710-2, Chapter 2, paragraph 2-13(b)(2)  
AQL: 95%

3.4.6.2 Prepare and provide necessary maintenance documentation for vehicle and equipment turn-in.

**Performance Standards**

1. Std: Completes action within 72 hours of receipt  
AQL: 90%
2. Std: Documentation is complete IAW DA PAM 750-8, Chapter 5, paragraph 5-7  
AQL: 85%

3.4.6.3 Prepare turn-in (excess) vehicles and equipment for disposition.

**Performance Standards**

1. Std: Complete actions within 72 hours of receipt  
AQL: 90%
2. Std: Compliant with AR 710-2, Chapter 2, paragraph 2-8(e)  
AQL: 90%

3.4.6.4 Remove records in the maintenance LIS for turn-in (excess) vehicles and equipment.

**Performance Standards**

1. Std: Complete actions within 72 hours of receipt.  
AQL: 90%

**3.4.7 Shop Cleanliness**

3.4.7.1 Maintain hazard free and clean storage cribs.

**Performance Standards**

1. Std: Maintained in accordance with Contractor's Safety Plan (CDRL H.0-3) developed in accordance with DA PAM 385-30 paragraphs 4-2 and 4-3 and Appendix C.  
AQL: 100%

3.4.7.2 Maintain hazard free and clean shop and office area environment.

**Performance Standards**

1. Std: Maintained in accordance with Contractor's Safety Plan (CDRL H.0-3) developed in accordance with DA PAM 385-30 paragraphs 4-2 and 4-3 and Appendix C.  
AQL: 100%

3.4.7.3 Maintain hazard free and clean parking lot and facility common areas.

**Performance Standards**

1. Std: Maintained in accordance with Contractor's Safety Plan (CDRL H.0-3) developed in accordance with DA PAM 385-30 paragraphs 4-2 and 4-3 and Appendix C.  
AQL: 100%

**3.4.8 Test, Measure and Diagnostic Equipment (TMDE) Testing, Calibration and Load Testing**

3.4.8.1 Schedule, perform, and document, load test and safety inspections for material handling equipment and lifting devices. Label equipment with test date.

**Performance Standards**

1. Std: Compliant with TB 43-0142, Paragraph 4(b)(2)(c)  
AQL: 100%
2. Std: Load test annually by the date indicated in maintenance records  
AQL: 90%

3.4.8.2 Make TMDE available for Government maintenance and calibration.

**Performance Standards**

1. TMDE will be submitted to COR for calibration within 5 working days of request.  
AQL: 95%
2. Std: Compliant with AR 750-43, Chapter 6, paragraph 6-2.  
AQL: 100%

**4 Special Requirements**

This section describes the special requirements for this effort. The following sub-sections provide details of various considerations on this effort.

#### **4.1 Operation of Government-owned or Leased Vehicles and Equipment**

DOD contractor employees assigned to operate either Government-owned or leased equipment in performance of this contract shall be certified by the Contractor, and at the Contractor's expense, as being fully qualified to operate the vehicles/equipment to which they are assigned. The prime contractor shall document all operator qualifications. This documentation shall be provided to the PCO before any contract employee engages in any mode of equipment operation.

#### **4.2 Management Information Systems**

The Contractor is required to use a Standard Army Management Information System /Automated Information System (STAMIS/AIS) in performance of tasks required in this PWS. Any task requiring computer automation for capturing data that cannot be met using the prescribed STAMIS/AIS, e.g. logs or other records, shall be met by using Microsoft Office products. All computer files generated in the performance of the contract are the property of the Government and will be provided to the Government at the end of the contract at no additional charge.

#### **4.3 Property and Services Required to Perform the Contract**

The Contractor shall furnish all management, supervision, personnel, labor, transportation, materials, supplies, tools, diagnostic equipment, parts, clothing, office equipment, fuels, lubricants, coolants and other petroleum products, as necessary for performance under this contract unless it is specifically called out as Government Furnished in Attachment 0005.

##### **4.3.1 Installed Property and/ or Equipment**

Any item of Contractor-Furnished Property (CFP) installed or affixed on/to Government property or equipment, it automatically becomes the property of the Government upon expiration or termination of the contract. If the CFP installed is covered by a manufacturer's warranty, the Contractor shall maintain a warranty file. This file shall remain in existence during the entire performance period of the contract. Upon expiration or termination of the contract, the Contractor warranty file shall automatically become the property of the Government.

##### **4.3.2 Radio Equipment**

Any portable radios, or other radio equipment used, (e.g., installed in Contractor owned/operated vehicles, hand held devices, base stations, etc.), shall have the capability of interfacing with the Government's radio frequencies. Subsequent to contract award, radio frequencies being used at RIA will be provided to the Contractor during the transition period.

##### **4.3.3 Materials/Supplies**

Class II, IIIP, IV, and IX items used by maintenance personnel shall be obtained through the Government supply system using the STAMIS. When not available through the Government Supply System, these parts may be approved by the COR for local purchase and reimbursed under CLINs 0005.

All other materials/supplies, including all specialized clothing and safety equipment, required for the performance of this contract shall be the Contractor's responsibility. The cost for these materials and supplies shall be included in under the CLINs 0002, 0003 & 0004.

#### **4.4 Government Provided Facilities**

The Government will make available the facilities identified in Attachment 0007. The Government reserves the right to substitute similar space in alternate on-site buildings. Any Contractor configuration changes to such space cannot be made without the expressed written consent of the PCO. All approved configuration changes will be made at the Contractors expense. In addition the Contractor will, at its own expense, restore this space to its original configuration and condition prior to completion of the contract.

#### **4.5 Government Provided Equipment/Services**

The Government will make available the materials, communications capability, services, equipment, and information as identified in Attachments 0005 & 0006 for use by the Contractor in the performance of this contract.

#### **4.6 Property Accountability for Government Furnished Equipment (GFE), Government Furnished Material (GFM), and Contractor Acquired Property (CAP)**

GFE, GFM and CAP (acquired under reimbursable CLIN 0005) are all terms referring to property of the U.S. Government provided to the contractor for use in the conduct of the contract's requirements and which must be inventoried, reported and returned to the Government upon completion of the contract. For the purpose of this contract and unless otherwise specified, all references to GFE herein is inclusive of GFM, CAP and like property purchased by the Government for temporary use by the contractor, during performance under the subject contract.

The Contractor will ensure property accountability of 100% at all times for all GFE by conducting inventories, maintaining accountability utilizing Property Book Unit Supply - Enhanced (PBUSE) or other approved STAMIS (GCSS-Army) as the system of record and perform subsequent cyclic inventories IAW AR-710-2, AR-735-5, and Property Book Unit Supply Enhanced (PBUSE) user manual.

The Contractor will prepare and submit a Government Property Control Plan during the phase-in period, which will encompass the requirements contained in this PWS. Include in the plan a listing of who will have access to PBUSE, duties to be performed in PBUSE, level of access required, and AKO name. The Contractor will annually update the plan and submit the revisions to the COR. The Property Control Plan will include a list of all GFE.

The contractor will develop, maintain and provide an inventory listing with status of all GFE, utilizing Property Book Unit Supply Enhanced (PBUSE) or approved STAMIS (GCSS-Army)(Army Accountability Systems.

The contractor will develop a user SOP for internal PBUSE processes for accountability, inventory, and reporting.

The contractor will submit a report to the COR indicating shortage, loss or destruction of, damage and excessive wear and tear to GFE.

***Deliverables***

1. CDRL R.0-1 Property Control System
2. CDRL R.0-2 Contractor Property Management System (CPMS) 1662 Report
3. CDRL R.0-3 GFE/GFP Inventory

**4.7 Transition Plan**

As required in Section L of the solicitation, the Contractor shall submit a Transition Plan as part of its proposal. This plan will be incorporated into the contract at time of award and is the basis for contract performance during the phase-in and phase-out transition periods covered by CLIN 0001 of the contract. The Contractor shall review and update the Transition Plan annually.

The Contractor shall follow the transition plan submitted as part of the proposal and keep the Government fully informed of status throughout the transition period. Throughout the phase-in/phase-out periods, it is essential that attention be given to minimize interruptions or delays to work in progress that would impact the mission. The Contractor must plan for the transfer of work control, delineating the method for processing and assigning tasks during the phase-in/phase-out periods.

After receipt of the Government's internal SOP, the contractor will develop their own internal SOP for performance operations and reporting procedures.

***Deliverables***

1. CDRL R.0-4 Transition Plan
2. CDRL R.0-5 Contractor Internal SOP

**4.8 Strike Plan**

This plan will be required within 15 days after contract award and will be incorporated into the contract once it is approved. In the event of a strike, the Contractor shall implement this Strike Plan for all functions covered under a collective bargaining agreement in order to continue all services required by the terms and conditions of this contract. The Contractor shall review and update the Strike Plan annually.

***Deliverables***

1. CDRL R.0-6 Strike Plan

**4.9 Energy Emergency Procedures**

In the case of an energy emergency, the Contractor shall comply with procedures in the RIA Energy

Shedding Contingency Plan. The plan (a) outlines procedures for 10%, 30%, and 50% reduction of energy services, (b) is progressive in nature through a prioritized shut down of services and (c) provides an Appendix with the key points of contacts to be called in the event of a decision to cut back usage.

## **5 Deliverables**

Deliverables shall be specified by the Government. Format and delivery schedule for deliverables shall be outlined in Exhibit A – Contract Data Requirements List (CDRL) and in Attachment 11 – Data Information Descriptions (DID). All deliverables shall be timely, accurate, legible and complete. When a deliverable is scheduled on a Federal Holiday, the deliverable will become due the next working day following the holiday.

## **6 Records**

The Contractor shall provide the COR or the PCO with access to any and all program information and data prepared or obtained as part of this contract or in support of any tasking of this PWS. Unless otherwise specified, reports, charts, logs, maps and records shall be maintained for life of contract and shall become the property of the Government upon completion or termination of the contract. Any Government publications provided to the Contractor during its performance under this contract shall be returned to the Government. Manufacturer's brochures and warranty materials, obtained by the Contractor incidental to the performance of the contract, shall be turned over to the Government upon completion or termination of the contract. Records relating to the normal accomplishment of a task or a mission are required to be kept for a specific amount of time as directed by AR 25-400-2. No Government records will be destroyed without the prior written approval of the PCO.