

**CONTINUATION SHEET**

REFERENCE NO. OF DOCUMENT BEING CONTINUED  
HSFE20-17-C-0202/P00005

PAGE OF  
2 3

NAME OF OFFEROR OR CONTRACTOR  
LOGZONE INC

| ITEM NO.<br>(A) | SUPPLIES/SERVICES<br>(B)  | QUANTITY<br>(C) | UNIT<br>(D) | UNIT PRICE<br>(E) | AMOUNT<br>(F) |
|-----------------|---|-----------------|-------------|-------------------|---------------|
|                 | jds<br>AAP Number: F2016035652 DO/DPAS Rating: NONE<br>Delivery: 08/15/2018<br>Delivery Location Code: ODP<br>CENTER FOR DOMESTIC PREPAREDNESS<br>40 TWILL LANE<br>ATTENTION MONICA SHEFFIELD<br>ANNISTON AL 36205<br><br>BFY: 2018 Fund Code: FA Program: EA02<br>Organization: P261 Object Class: 2580 Fund Type: D<br>FOB: Destination<br>Period of Performance: 08/15/2017 to 08/14/2019<br><br>Change Item 1001 to read as follows (amount shown is the obligated amount): |                 |             |                   |               |
| 1001            | CDP COBRATE FOMS<br>OPTION PERIOD 1 (8/15/2018 - 8/14/2019)<br>FFP<br>Obligated Amount: (b)(4)<br>Product/Service Code: S216<br>Product/Service Description: HOUSEKEEPING-FACILITIES OPERATIONS SUPPORT<br><br>Change Item 1002 to read as follows (amount shown is the obligated amount):  |                 |             |                   | (b)(4)        |
| 1002            | CDP COBRATE FOMS<br>OTHER DIRECT COSTS - EQUIPMENT, SUPPLIES, OVERTIME, TRAINING, TRAVEL (INCLUDES HANDLING FEE/G&A)<br>OPTION PERIOD 1 (8/15/2018 - 8/14/2019)<br>NOT TO EXCEED (b)(4)<br>CR<br>Obligated Amount: (b)(4)<br>Product/Service Code: S216<br>Product/Service Description: HOUSEKEEPING-FACILITIES OPERATIONS SUPPORT  |                 |             |                   | (b)(4)        |

SECTION J - List of Documents, Exhibits and Other Attachments

**List of Documents, Exhibits, and Other Attachments**

| <b>Attachment Number</b> | <b>Title</b>  | <b>Date</b> |
|--------------------------|---|-------------|
| 1                        | Performance Work Statement (with Appendix A, Contractor's technical proposal (pertinent parts), Section 3, Staffing Plan & Key Personnel - dated 8/15/2017) | 02/14/2018  |
| 2                        | Quality Assurance Surveillance Plan   | 02/02/2017  |
| 3                        | DoL Wage Determination 2017-0674, Rev. 1  | 04/26/2017  |
| 4                        | COBRATF Toxic Agent Control Plan  | 02/15/2015  |
| 5                        | Visitor Access Policy   | 09/20/2012  |
| 6                        | Workplace Attire Policy   | 06/27/2013  |
| 7                        | Electrical Qualifications ETT   | 03/13/2017  |
| 8                        | List of Deliverables  | 03/13/2017  |
| 9                        | EOP COOP  | 02/06/2017  |
| 10                       | COBRATF Incident Management Manual  | 01/29/2016  |
| 11                       | Government Furnished Equipment  | 06/08/2017  |
| 12                       | Vehicle Management Procedures   | 09/20/2012  |
| 13                       | Facilities Layout Information   | 01/30/2012  |
| 14                       | Preventive Maintenance Exhibit  | 05/31/2017  |
| 15                       | Calibration Checklist   | 03/13/2017  |
| 16                       | Chemicals Management  | 09/24/2014  |
| 17                       | Building Operating Plan (Template)  | 03/13/2017  |
| 18                       | Hazardous Materials List  | 03/13/2017  |
| 19                       | RESERVED  |             |
| 20                       | COBRATF Student Load Exhibit  | 03/13/2017  |
| 21                       | Technical Library Index   | 12/16/2016  |
| 22                       | RESERVED  |             |
| 23                       | RESERVED  |             |
| 24                       | CDP Safety Plan   | 01/01/2016  |
| 25                       | Work Load Data Exhibit  | 05/31/2017  |
| 26                       | RESERVED  |             |
| 27                       | CDP Heat and Cold Stress Plan   | 04/01/2011  |
| 28                       | Workplace Safety and Health Policy  | 09/11/2012  |
| 29                       | Accident-Incident Reporting Procedures  | 06/05/2012  |
| 30                       | CDP Radiation Safety Program  | 03/01/2010  |
| 31                       | RESERVED  |             |
| 32                       | COBRATF Quality Manual  | 04/24/2015  |
| 33                       | COBRATF Quality Management Procedure  | 12/04/2014  |
| 34                       | RESERVED  |             |
| 35                       | Safe Handling Storage and Use of Gas Cylinders  | 06/24/2013  |
| 36                       | RESERVED  | 04/18/2017  |
| 37                       | Incumbent Collective Bargaining Agreement - Reference Only  | 03/17/2017  |
| 38                       | Collective Bargaining Agreement - Bridge Agreement  | 08/22/2017  |

|   |                                    |                                  |                                |
|---|------------------------------------|----------------------------------|--------------------------------|
| 2. AMENDMENT/MODIFICATION NO.<br>P00006 | 3. EFFECTIVE DATE<br>See Block 16C | 4. REQUISITION/PURCHASE REQ. NO. | 5. PROJECT NO. (If applicable) |
|---|------------------------------------|----------------------------------|--------------------------------|

|   |   |
|---|---|
| 6. ISSUED BY<br>NETC<br>DEPT OF HOMELAND SECURITY FEMA<br>ACQUISITION PREPAREDNESS SECTION<br>BUILDING D - ACQUISITION<br>16825 SOUTH SETON AVENUE<br>EMMITSBURG MD 21727 | 7. ADMINISTERED BY (If other than Item 6)<br>CODE |
|---|---|

|   |  |
|---|--|
| 8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)<br>LOGZONE INC<br>ATTN MR JAMES O MONTAGUE<br>555 SPARKMAN DRIVE NW SUITE 1040<br>HUNTSVILLE AL 358163424 | (x) 9A. AMENDMENT OF SOLICITATION NO.<br><br>9B. DATED (SEE ITEM 11)<br><br>X 10A. MODIFICATION OF CONTRACT/ORDER NO.<br>HSEF.20-17-C-0202<br><br>10B. DATED (SEE ITEM 13)<br>08/14/2017 |
|---|--|

**11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS**

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers  is extended.  is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)  
See Schedule

**13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

|           |   |
|-----------|---|
| CHECK ONE | A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.  |
| X         | B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14. PURSUANT TO THE AUTHORITY OF FAR 43.103(b). |
|           | C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:  |
|           | D. OTHER (Specify type of modification and authority)   |

**E. IMPORTANT:** Contractor  is not.  is required to sign this document and return \_\_\_\_\_ copies to the issuing office.


14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible)

DUNS Number: 794296272  
The purpose of this modification is to incorporate an updated Section G.3; and incorporate an updated Section G.7 with identification of a new COR and Alternate COR.

As a result of this modification:  
 1) The "Action Obligation" amount is \$0.00.  
 2) The "Base and Exercised Options Value" remains unchanged at (b)(4)  
 3) The "Base and All Options Value" remains unchanged at (b)(4)

See CONTINUATION PAGE  
jds  
AAP Number: F2016035652 DO/DPAS Rating: NONE  
Continued ...

Except as provided herein, all terms and conditions of the document referenced in Item 9 A or 10A, as heretofore changed, remains unchanged and in full force and effect.

|   |   |
|---|---|
| 15A. NAME AND TITLE OF SIGNER (Type or print)   | 16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)<br>Gary Topper |
| 15B. CONTRACTOR/OFFEROR<br><br>(Signature of person authorized to sign)   | 15C. DATE SIGNED  |
| 16B. UNITED STATES OF AMERICA<br><br>(Signature of Contracting Officer) | 16C. DATE SIGNED<br>10/16/2018  |

**CONTINUATION SHEET**

REFERENCE NO. OF DOCUMENT BEING CONTINUED  
HSFE20-17-C-0202/P00006

PAGE OF  
2 4

NAME OF OFFEROR OR CONTRACTOR  
LOGZONE INC

| ITEM NO.<br>(A) | SUPPLIES/SERVICES<br>(B)                        | QUANTITY<br>(C) | UNIT<br>(D) | UNIT PRICE<br>(E) | AMOUNT<br>(F) |
|-----------------|---|-----------------|-------------|-------------------|---------------|
|                 | Period of Performance: 08/15/2017 to 08/14/2019 |                 |             |                   |               |

CONTINUATION PAGE

### **G.3 INVOICE APPROVAL (JUN 2014)**

The following FEMA individual (in addition to the Contracting Officer) is hereby delegated authority to accept goods and services and to review and approve invoices for this contract:

#### Authorized Invoice Approver

Name: Carlton Haenel  
Title: COR  
Phone: 256-847-2640  
Email: [carlton.haenel@fema.dhs.gov](mailto:carlton.haenel@fema.dhs.gov)

### **G.7 IDENTIFICATION OF GOVERNMENT OFFICIALS (AUG 2014)**

The Government Officials assigned to this contract are as follows:

#### Administrative Contracting Officer:

Name: Gary P. Topper  
Phone: 301-447-7280  
Email: [gary.topper@fema.dhs.gov](mailto:gary.topper@fema.dhs.gov)

Fax: 301-447-1092

#### Contract Specialist:

Name: James Suerdieck  
Phone: 301-447-7244  
Email: [james.suerdieck@fema.dhs.gov](mailto:james.suerdieck@fema.dhs.gov)

Fax: 301-447-1092

#### Contracting Officer's Representative:

Name: Carlton Haenel  
Phone: 256-847-2640  
Email: [carlton.haenel@fema.dhs.gov](mailto:carlton.haenel@fema.dhs.gov)

#### Alternate Contracting Officer's Representative:

Name: James Johnstone  
Phone: 256-847-2108  
Email: [James.JohnstoneIII@fema.dhs.gov](mailto:James.JohnstoneIII@fema.dhs.gov)

PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support  
(COBRATF)

**Performance Work Statement (PWS)**  
**CDP Facility Operations & Maintenance Support (FOMS)**  
**(COBRATF)**

Center for Domestic Preparedness  
Federal Emergency Management Agency  
Department of Homeland Security  
03/08/17

**Revised 02/14/2018**



**FEMA**

PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support  
(COBRATF)

**Table of Contents**

|   |    |
|---|----|
| Vision Statement.....   | 4  |
| 1 Introduction.....   | 4  |
| 1.1 Mission .....   | 4  |
| 1.2 Background.....   | 4  |
| 1.3 Scope .....   | 5  |
| 2 General Requirements.....   | 7  |
| 2.1 Business Relations .....  | 8  |
| 2.2 Kick-Off Meeting .....  | 8  |
| 2.3 Contract Administration and Management .....  | 9  |
| 2.4 Subcontract Management.....   | 21 |
| 2.5 Contractor Personnel, Disciplines, and Specialties .....                            | 21 |
| 2.6 Location and Hours of Work.....   | 27 |
| 2.7 Travel / Temporary Duty (TDY) .....   | 28 |
| 3 Performance Requirements .....  | 28 |
| 3.1 Facilities Operations And Maintenance .....   | 28 |
| 3.2 Safety Management.....  | 61 |
| 4 Special Requirements.....   | 68 |
| 4.1 Security, Privacy, and Proprietary Data.....  | 68 |
| 4.2 Phase-in/Phase-out .....  | 70 |
| 4.3 Government Furnished Facilities, Property, Equipment, Materials, and Services ..... | 75 |
| 4.4 CONTRACTOR FURNISHED PROPERTY, SUPPLIES AND SERVICES .....                          | 81 |
| 4.5 Mail, Parcels and Freight .....   | 82 |
| 4.6 Quality .....   | 82 |

PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support

(COBRATF)

|   |    |
|---|----|
| 4.7 Building/Facility Operating Plan .....          | 85 |
| 6 Related Applicable Documents and References ..... | 89 |
| 6.1 Agency Acronyms .....                           | 91 |
| 6.2 Definitions .....                               | 93 |



(COBRATF)

# **Performance Work Statement (PWS)**

## **CDP Facility Operations & Maintenance Support (FOMS) (COBRATF)**

### **Vision Statement**

The COBRATF is committed to providing the Nations emergency responders and receivers with high quality hands-on training in order to prepare for, protect against, respond to, recover from, and mitigate all hazards with an emphasis of chemical, biological, and radiological threats. The COBRATF safely operates and maintains a toxic agent training facility to present nerve agents and biological materials in a realistic training environment.

### **1 Introduction.**

This is a Performance Based Service Contract and the success of the Contract depends on the satisfaction of the requirements, but also the satisfaction of our shared customer. Rather than a mere list of activities, this is a written expression of the Center for Domestic Preparedness's (CDP) expectation of the service to be performed by the Contractor. A higher level of effective communication between the Government and Contractor is essential for partnering and for the performance based service contract to succeed. The success of this Contract is shared between the Government and the Contractor. More emphasis is placed on the Contractors self-management of quality, not the usual external inspection by Government Inspectors, although that is a part of this Contract as well. All parties should act proactively to ensure the requirements of this contract are met in an efficient and effective cost effective manner.

#### **1.1 Mission.**

The CDP is a national training facility located in Anniston, Alabama that prepares Federal, state, local and tribal emergency response personnel to respond to all hazards, including terrorist attacks using weapons of mass destruction, by providing advanced, hands on training. This national training program was developed for state, local, tribal, Federal, private sector and international responders from Fire Service, Law Enforcement, Emergency Medical Services, Emergency Management, HazMat, Public Health, Healthcare, Public Communications, Public Works and Government Administrative and other emergency response personnel, their trainers and supervisors.

#### **1.2 Background.**

The CDP is a federal entity (a component of the Department of Homeland Security). On March 1, 2003 CDP transitioned from Department of Justice (DOJ) to the Department of Homeland Security (DHS). CDP was subsequently included in the new DHS Preparedness Directorate. Enactment of the Post-Katrina Emergency Management Reform Act (PKEMRA) on April 1, 2007 resulted in the realignment of most DHS Preparedness Directorate functions to FEMA. FEMA established the National Preparedness Directorate (NPD) and aligned many of the former DHS Preparedness Directorate functions into the NPD including CDP. Training courses provided by the CDP provide specific knowledge and expertise for deterrence, prevention, response,

## PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support

### (COBRATF)

mitigation and recovery to Chemical, Biological, Radiological, Nuclear and Explosive (CBRNE) incidents; mass casualty incidents; and incidents involving hazardous materials by providing advanced, hands-on and classroom-based state of the art training. During FY- 13, the CDP trained a total of 60,093 students including 17,858 resident students, 30,822 non-resident and 11,413 indirect students.

The CDP occupies seven major areas of the former Fort McClellan, Alabama:

- 1) CDP Main Complex; Multi-Level Administrative Building, Building 61
- 2) CDP Advance Responder Training Complex (ARTC), Multi-Level Building
- 3) CDP Responder Lodging Complex (900 Area), Multi-Level Building
- 4) CDP Noble Training Facility (NTF), Building 490, Multi-Level Building
- 5) Chemical, Ordnance, Biological, and Radiological Training Facility (COBRATF)
- 6) Maintenance Building, Building 40
- 7) Truman Gym

### **1.3 Scope.**

The intention of this requirement is to obtain contracted comprehensive facility operations and maintenance services to DHS/Federal Emergency Management Agency (FEMA)/Center for Domestic Preparedness (CDP)/Chemical, Ordnance, Biological, and Radiological Training Facility (COBRATF) located in Anniston, Alabama. The COBRATF has unique requirements to manage a training venue where chemical agents (GB and VX) and biological agents (Ricin and Bacillus Anthracis) are used in a specialized training environment. This will require contractor support on a 24-hour, 7-day-a-week basis. The Contractor shall provide all support services as identified in this performance work statement. The object of this procurement is to obtain reliable efficient and effective services by applying a sound management and technical approach that will provide the best value and meet the objectives shown in this work statement.

The Contractor shall provide management, supervision, labor, materials, equipment, and supplies and is responsible for the efficient, effective, economical, and satisfactory operation, inspection, scheduled and unscheduled maintenance, and repair of equipment and systems located within the property lines of the COBRATF, to include but not limited to the following:

- a. Electrical systems and equipment.
- b. Mechanical, plumbing, Building Automation System (BAS) where applicable (where BAS/ECMS systems are connected to the CDP network, the Contractors employees will need to obtain a CDP account to access systems) and heating, ventilation, exhaust systems and air conditioning (HVAC) systems and equipment.
- c. Fire protection and life safety systems and equipment.
- d. All control systems that are within the scope of this Contract. All Building Automation Systems (BAS), Public Address Systems, and Lighting Systems that are within the scope of this Contract.

PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support

(COBRATF)

- e. Architectural and structural systems, fixtures, and equipment within the site (to the property line as described in the Facilities Layout attachment).
- f. Service request desk operations as identified in the PWS, to include record keeping using a computerized maintenance management system (CMMS) or by other means as well as other administrative functions.
- g. Maintenance of landscape irrigation systems.
- h. Tools and maintenance equipment (including testing equipment).
- i. Vehicle barrier systems and static and dynamic bollard systems.
- j. All doors and windows.
- k. Autoclave system
- l. The Contractor shall maintain all fixed equipment and systems.
- m. Storm drainage systems - reduce storm water pollution by minimizing discharges and runoff to the storm sewer system and environment.
- n. Facility roofing systems
- o. The U.S. flag pole, lighting and pulley system.
- p. All site drainage systems.
- q. Lightning protection system.
- r. Updates of software/firmware to latest revision and update software licenses for BAS
- s. Incinerator system and equipment.
- t. Water storage system and treatment (including water tower).
- u. Contaminated waste disposal, to include hazardous waste.
- v. Compressed gases.
- w. Air filtration system (filter banks)
- x. Safety operations.
- y. Package Boilers

This performance work statement is intended to be performance oriented. However, due to the hazards that could be encountered in preparation for and during the conduct of chemical and biological agent training, some tasks are specific and must be executed exactly as required in

PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support  
(COBRATF)

applicable procedures. The Contractor is invited and encouraged to provide a technical solution that identifies a more performance oriented approach.

### **1.3.1 Excluded From This Scope.**

To provide clarity and to insure that the Contractor does not interfere other COBRATF Contractor's work, the following are excluded from this scope.

- a. Security systems
- b. Telecommunication systems.
- c. Equipment assigned to, or owned and operated on, other contracts.
- d. Furnishings (not installed as fixtures).
- e. Paper, soap, and hand-sanitizer dispensing equipment in restrooms.
- f. Handheld radio systems and equipment.
- g. Equipment owned by servicing public utilities.
- h. Upgrade of software and software licenses (to include building automation systems (BAS) and CMMS).
- i. Training support equipment.
- j. Locksmith services

## **2 General Requirements.**

This section describes the general requirements for this effort. The Contractor shall:

- a. Be responsible to make the management and operational decisions to meet the requirements and quality standards under this contract.
- b. Use innovation, technology and other means and methods to develop and perform the most efficient and effective operations and maintenance services for the building.
- c. Implement an effective Quality Control Plan (QCP).
- d. Implement an effective service call system, as specified in the requirements of this contract that results in prompt, professional, and courteous resolution of tenant concerns.
- e. Keep the Contracting Officer (CO) or COR informed of current status of the work being performed, provide work schedules, provide a major equipment and critical system break down or impairment form, and provide other pertinent information requested by the CO or COR. Form shall include at minimum impairment to and from dates, equipment and effected areas, reason

## PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support

(COBRATF)

for impairment, precautions taken during impairment, dates/time COR notified, date/time system restored.

f. Reduce the environmental impacts of work performed under this contract by using, to the maximum extent, environmentally sound practices, processes, and products.

g. Provide training to their employees that will stress stewardship in maintenance practices i.e., the proper use, disposal, recycling of chemicals, dispensing equipment and packaging. Ensure that their employees are properly licensed and/or certified to operate necessary building systems or equipment for which licensed and/or certified personnel are required by federal, state or local law, codes or ordinances.

h. Federal Requirements: The Contractor shall comply with all applicable Federal, state and local laws, regulations and codes, including any supplements or revisions. The Contractor shall obtain all applicable licenses training, and permits. If a change in law or regulation requires the Contractor to implement an action that will result in an increase or decrease in Contract price, the Contractor shall with the approval of the Contracting Officer, implement the required action and within 30 calendar days, submit to the CO a price proposal for such change. If the CO an equitable adjustment is substantiated a modification to the Contract will be issued.

i. The Contractor shall provide facility operations and maintenance functions in accordance with established plans, manuals and SOP's.

The following sub-sections provide details of various considerations on this effort.

### **2.1 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 work/tasks. 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 and their employees shall conduct themselves in a professional manner at all times on this contract.

### **2.2 Kick-Off Meeting.**

The Contractor shall coordinate with the Contracting officer to set up a date and time for the Kick-Off Meeting. The Contractor shall be responsible for providing the names of the attendees and getting security clearances prior to the meeting. The Contractor shall attend a Kick-Off Meeting with the Contracting Officer and the COR at a date to be determined. The purpose of the Kick-Off Meeting, which shall be chaired by the Contracting Officer, is to discuss technical and contracting objectives of this contract and review the Contractor's draft project management plan. The Kick-Off Meeting shall be held at the Governments facility.

PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support  
(COBRATF)

### **2.3 Contract Administration and Management.**

The following subsections specify requirements for contract, management, and personnel administration.

#### **2.3.1 Contract Management.**

The Contractor shall manage the total work effort associated with the operations and maintenance services required herein to assure fully adequate and timely completion of these services. Included in this function will be a full range of management duties including, but not limited to, planning, scheduling, and quality control. The Contractor shall provide staff with the necessary management expertise to assure the performance of work in accordance with sound and efficient management practices. The Contractor shall maintain an adequate workforce to complete work in accordance with the time and quality standards specified herein.

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 COBRATF and the contractor's corporate offices. The contractor shall provide an organizational chart that clearly delineates the lines of authority and responsibilities. This organizational chart shall be kept current. Onsite contract management shall communicate with the corporate office, subcontractor, and the COR/CO. Communications will be between the Government and Contractor, the Government has no privity with the subcontractor.

##### **2.3.1.1 Maintain Communication with the Government.**

Maintain communication with the Government during normal duty hours and after hours for emergencies.

- a. Immediately notify the COR, Safety or Government representative of any recognized safety hazard that might severely affect the facilities or occupants.
- b. Develop and submit to the CO or COR within **10** days of Contract award a list of key personnel and emergency contact information (which may include subcontractor contacts, as applicable).

##### **2.3.1.1.1 Communication Equipment.**

The Government will provide key operational personnel (managers, supervisors, and duty mechanics) with portable electronic means to communicate with CDP/COBRATF for service requests, emergencies, status of projects, etc. All equipment issued will be issued on a hand receipt. Electronic communication methods may include the following:

- a. Phone/Emails/Text messaging devices.
- b. Fax. Receiving and sending faxes is acceptable as a secondary communication method for locations that have problems with wireless device signal strength. However, delaying faxes because of combined usage of voice and fax on the same line is not acceptable.

## PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support

(COBRATF)

c. Handheld radios for site communications. The government will provide radio operation training.

### **2.3.1.1.2 Onsite Records.**

The Contractor shall ensure that all records required by the Contract, or produced in performance of work under the Contract, are maintained in an organized manner onsite in electronic format and are made available to the Government when requested. The Contractor shall receive, maintain and gather data, as well as other materials including records and manuals, related to the support and operation of Government facilities. The Government retains ownership of all databases, information, and other materials received or developed by the Contractor in support of this Contract at all times. The Contractor shall maintain, safeguard and turn over all records to the Government at the expiration of the contract period.

### **2.3.1.1.3 Service Request and Administrative Support.**

The Contractor shall operate a service request and administrative support function during normal working hours, to act as a central point of contact for the Government and building occupants to take service requests, and track and maintain service request records in the CMMS.

### **2.3.1.1.4 Use of Computerized Maintenance Management System (CMMS).**

The Contractor shall use the Government-furnished CMMS to include validating and updating the equipment inventory database, including all data fields specified by the COR. The Contractor shall attend the CMMS training provided by the government. Where not previously established, the Contractor shall construct the inventory database. The Contractor shall use the CMMS to identify, control, track, and schedule preventive maintenance work, service requests, and equipment inventory. The Contractor shall track historical maintenance and repair activities for each work order received during the performance of the Contract. The Contractor shall track historical maintenance and repair activities (including tasks, man-hours, materials, and other costs associated with work completion) for each work order received during the performance of the Contract. All work done by the Contractor shall be accomplished under a CMMS work order. Equipment inventory data for each type of equipment shall at a minimum conform to the data acquisition requirements and data shall be provided by the Contractor in a format compatible with the current CDP system as specified by the COR. The Contractor shall provide reports to the COR or government staff as requested and in the format and media as requested. On a yearly basis, the Contractor will complete a CMMS audit in a format provided by the COR or Government employee. The Contractor will correct any deficiencies noted on the audit within in a 30 days of receiving the report.

Currently there are efforts to upgrade the current CMMS. When this occurs the Contractor shall be required, if necessary, to transfer all data from the current CMMS system database to the upgraded CMMS as specified by the COR or Government representative. Contractor shall transition to the upgraded CMMS upon notification by COR that the upgraded CMMS is ready transition. Contractor shall have 90 days to complete this transition and begin use of the agency CMMS.

## PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support

(COBRATF)

### **2.3.1.2 Key Personnel.**

The following positions are deemed "Key Personnel" on this contract:

Project Manager

On Site Supervisor (Deputy PM)

Quality Specialist

Safety Specialist

### **2.3.1.3 Work Control.**

The Contractor shall implement all necessary work control procedures to ensure timely accomplishment of work requirements, as well as to permit tracking of work in progress. The Contractor shall plan and schedule work to assure material, labor, and equipment are available to complete work requirements within the specified time limits and in conformance with the quality standards established herein. Verbal scheduling and status reports shall be provided when requested by the COR. The status of any item of work should be provided within one hour of the inquiry during regular working hours, and within four hours after regular working hours. All work materials, parts and supplies used in fulfilling requirements of this contract shall meet or exceed the requirements of the original design intent and/or any applicable local codes adopted. Overtime for personnel shall be pre-approved by the COR. Reports on the status of work requirements shall be provided when requested by the contracting officer/COR.

#### **2.3.1.3.1 Work Schedule.**

The Contractor shall be responsible for creating a work schedule that results in completion of all requirements as stated herein. The work schedule can be adjusted for personnel based on reasonable and prudent practice. Alternative work schedules must be justified by the Contractor and approved by the COR before implementation.

#### **2.3.1.3.2 Work Documentation.**

All work performed under the contract shall be documented by either an approved schedule, or an approved service work order. The Contractor shall provide the COR, by 12:00 p.m. each Tuesday, with a written report of all unscheduled work accomplished and in progress during the previous week. Service orders shall be maintained by the Contractor for the life of this contract.

#### **2.3.1.4 Maintenance Program.**

The Contractor shall establish an effective system for scheduling and performing scheduled preventive maintenance on all building/facility equipment and systems requiring a preventive maintenance procedure covered under the scope of this Contract. The Contractor shall submit this system to the COR, including the list of items receiving a preventive maintenance procedure as well as the specific maintenance standard or guide describing the preventive maintenance procedure and frequency for approval within 30 days after contract award.



(COBRATF)

#### **2.3.1.4.1 Maintenance Standard.**

As part of the Contractors established system for scheduling and performing scheduled preventive maintenance, the Contractor shall propose to the Government predictive maintenance standards or guides for each piece of equipment where the manufacturer/designer recommends preventive maintenance. Minimally, the preventive or predictive maintenance standards or guides proposed by the Contractor shall be based on; manufacturers recommended maintenance guides proposed by Contractor. If the Contractor uses the most current version of the PM Guides then the Contractor assumes responsibility that the PM guides are all inclusive of all the required preventive maintenance requirements for equipment and systems in the building. The preventive or predictive maintenance standards proposed by the Contractor may be based on a combination of equipment manufacturer's recommendations, the PBS O&M Standards, (PM Guide), sensor technology, diagnostic software, Contractors experience and other sources. The equipment requiring Contractor proposed preventive or predictive maintenance standards or guides shall include all of the building equipment when any of the following equipment characteristics apply:

- a. The equipment normally requires periodic replacement of consumable components.
- b. The equipment normally requires periodic or occasional cleaning.
- c. The equipment has moving parts.
- d. The equipment is prone to failure before overall obsolescence of the system it serves.
- e. The equipment is of a type itemized in the American National Standards Institute / International Electrical Testing Association (NETA), Maintenance Testing Specifications.
- f. The equipment requires inspection, testing, and maintenance in accordance with National Fire Protection Association (NFPA) codes and standards.
- g. The equipment requires maintenance in accordance with any other provision of this Contract.

The contractor shall schedule preventive maintenance on new equipment in the CMMS system when the extended maintenance service is completed by the installer and ensure that all pertinent warranty information and proposed maintenance plans are sufficient to uphold our obligations under the warranties.

*[[[ . The Contractor shall be required to use the NFPA Codes and Standards specified in this document to perform inspections, testing, and preventive maintenance of fire protection and life safety systems and equipment. In addition, the Contractor shall be required to follow the specific testing and inspection frequencies and methods specified in such NFPA Codes and Standards. The Contractor shall record such inspection and testing services on the appropriate NFPA inspection and testing forms]]].*

#### **2.3.1.4.2 Building Automation Systems (BAS) Control Systems.**

Control systems shall be maintained as designed. The Contractor is responsible for all system hardware; for keeping software functioning as necessary; for making set point adjustments as

## PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support

(COBRATF)

necessary and appropriate. The Contractor is also responsible for periodic backups when the CDP IT office does not provide this function. The Contractor is not responsible for upgrading software but should inform Government of software update revisions and patches. The Government may upgrade or change control system software or reprogram control systems during the performance period of the Contract. If the Government provides operator level training and operator level documentation for the Contractors use, the Contractor shall not claim additional payment for changing to the new or upgraded software or control programs. The Contractor shall not modify sequences of operation or control programs or run systems manually without prior approval of the COR or Government subject matter expert (SME).

### **2.3.1.4.3 BAS Reporting.**

The Contractor is responsible for notifying the Government if a sequence of operations or its implementation as a control program is not producing the desired results or is resulting in unnecessary energy use. The Contractor is responsible for notifying the COR and CDP IT if any systems are running out of sequence or manually. All instances shall be reported to the COR, CDP IT and COBRATF Operations immediately and documented in the monthly report. The Contractor is responsible for retaining an adequate level of expertise to manage the control systems.

### **2.3.1.4.4 Preventive Maintenance Plan/Schedule.**

The Contractor shall submit a Preventive Maintenance Plan/Schedule to include schedules for all functions for CORs approval within 30 days after award of contract (, but in any event no later than commencement of work.), 30 days after the exercise of the option to renew and whenever the methods, procedures, or controls used are changed by the Contractor. Reference Section J, Attachment 14. Once approved, all work shall be performed in strict compliance with the Plan/Schedule to facilitate the Government's inspection of the work. The Contractor shall not make any changes to the Plan without prior approval of the COR. In any circumstance in which contract specifications conflict with the Plan, the contract specifications shall take precedence.

### **2.3.1.5 Interference with Government Business.**

The Contractor shall schedule and arrange work so as to cause the least interference with the normal occurrence of Government business and mission. In those cases where some interference may be unavoidable, the Contractor shall notify the COR and be responsible to make every effort to minimize the impact of the interference, inconvenience, etc.

#### **2.3.1.5.1 Contractor Cooperation.**

Attention is invited to the fact that government personnel or other Contractors may be engaged in similar and supporting work, requiring close cooperation. The Contractor for this contract shall cooperate with these individuals and avoid conflicts with performance and work schedules.

#### **2.3.1.6 Rights of the Government to Perform Contract Functions with its own Personnel.**

The Government reserves the right to perform or supplement performance of contract functions with Government personnel during periods of disaster, war emergencies, police actions or acts of God. Such performance shall not constitute a breach of contract by the Government within

PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support

(COBRATF)

the meaning of the contract clause entitled "Default." The Contractor agrees under such circumstances to permit the Government to use any essential Contractor-furnished property.

### **2.3.1.7 Disruption of Contractor Work Schedule.**

The Contractor shall promptly notify the COR when it appears that Government activities, personnel, or other Contractor's projects are hindering the effective execution of work efforts.

### **2.3.1.8 Energy Conservation Program.**

The Contractor shall develop and provide an Energy Conservation Plan as prescribed in federal government regulations. The plan shall describe in detail the methods and training planned to provide the necessary information to Contractor and Government personnel as to the knowledge of energy conservation measures and procedures. A copy of this program shall be furnished to the COR for approval within thirty (30) calendar days after contract award.

### **2.3.1.9 Daily Operations Support.**

The Contractor shall provide additional manpower to support and protect Government property and personnel at the discretion of the contracting officer. Contractor participation in daily operations, exercises, planning, emergency response, recovery, and Continuity of Operations shall be mandatory regardless of scheduled Contractor work.

### **2.3.1.10 Daily Accountability.**

The Contractor shall email an accurate accountability/situation report to the COR by 8:30 AM (CST) daily. The format and method of providing the report will be coordinated with the COR.

### **2.3.1.11 Tours.**

The Contractor shall tour major building equipment at set frequencies. Log sheets associated with major operating equipment shall be completed at the time of tours and the information recorded in the CMMS. At the commencement of Contract performance, COR will direct the Contractor to include on the log sheets established design condition numbers for reference against actual readings at the time tours are performed. Paper log sheets need not be used for equipment monitored and data logged by the BAS, if such monitoring and data logging provides a sufficient database of operating data to allow for analysis of trends in equipment performance and troubleshooting. The Contractor shall document all tours completed in the CMMS. All findings noted during the tour shall be entered as remarks on the tour sheet and a work order shall be initiated for corrective action by the Contractor.

#### **2.3.1.11.1 Operating Logs and Tour Check Sheets.**

Operating logs and tour sheets shall be maintained by the Contractor for major equipment. Information recorded on the logs shall be adequate to track the operating hours and performance history of the equipment and the information recorded in the CMMS. Tour check sheets shall be stationed at major points for building tours (for example, air handler rooms). These shall be checked, initialed and dated by the Contractor when tours are performed. There shall be a different checklist columns on a standard tour check sheet for each frequency. Tour sheets shall contain columns for major operating parameters and shall indicate the tolerance bands for acceptable performance, where available.

(COBRATF)

### **2.3.1.11.2. Tour Frequencies.**

Minimum:

DAILY: Major HVAC equipment (when in operation), including boilers, chillers, cooling towers, pneumatic control air compressors, and air handler rooms. Fire alarm system control units (e.g. fire alarm system control units shall not have any unwanted trouble conditions). Steam system reducing and regulating stations and special HVAC systems for critical functions.

a. WEEKLY: Distributed HVAC equipment including package units and external condensers, pumps, motors, sewage ejectors, fire pumps, and generators.

b. TWICE PER MONTH: Battery systems and uninterruptible power systems (UPS).

c. MONTHLY: Transformers, secondary electrical rooms, switchgear and primary electrical equipment rooms, condensate drip pans and roofs.

### **2.3.1.11.3 Monitoring of Central Plant Equipment.**

Where central plant equipment and chillers, boilers are not (1) controlled through a sequence of operations programmed in a BAS, and (2) centrally alarmed with alarm paging, operational watch procedures, in addition to tour requirements specified elsewhere in this document, shall be performed as follows:

a. Monitoring the starting, stopping, and loading of equipment.

b. Checking all operating equipment in the watch area every 2 hours.

c. Recording operating data in appropriate logs or records every 2 hours.

d. Making adjustments at the central control panel in response to changing operating conditions.

For fire protection and life safety systems, tour frequencies shall be in accordance with the requirements in the applicable NFPA code and standards.

### **2.3.1.12 All-Hazard Exercises.**

The Contractor is required to participate with existing personnel in all CDP exercise seminars, workshops, tabletops, drills, functional exercises and full-scale exercises for inclement weather, pandemic, vehicle accidents, accidents/events involving employees, accidents/events involving students, shelter-in-place, evacuation, fire, continuity of operations and other hazardous incidents. Exercises are scheduled at least quarterly and require varying levels of support (manning and material) for a short time frame generally not exceeding two hours.

### **2.3.1.13 Continuity of Operations (COOP) Support.**

As a baseline for preparedness for the full range of potential emergencies, all federal agencies are required to establish and maintain a viable COOP capability, which ensures the performance of their essential functions during any emergency or situation that may disrupt normal operations. The Contractor will establish a Continuity of Operations Line of Succession for all contractual activities and provide the plan to the COR within 30 days of contract award.

## PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support

(COBRATF)

The Contractor will maintain records in accordance with the CDP COOP Plan under Section J, Attachment 9. If the CDP activates their COOP, the Contractor will at the direction of the contracting officer or designated representative perform work in support of CDP COOP activities. The type and quantity of COOP support is dependent on the type and magnitude of event, emergency, or disaster that requires COOP activation. The contractor must develop a COOP plan that supports the CDPs plan. The contractor must maintain continuity of purchasing and invoicing transactions, data pertaining to infrastructure components managed by CMMS and other databases used by the contractor.

Emergency Operations Plan:

The Contractor shall be responsible for developing an emergency operations plan within the building operating plan (BOP) referenced in section J Attachment 9, and shall become thoroughly familiar with the Governments occupant emergency plan as applicable. The Contractors plan shall include the following information: position and contact phone number of each Contractor person, what each position is responsible for in each emergency, general administrative support the Contractor will provide during emergencies and any subcontractor support and contact information.

### **2.3.1.14 Sensitive But Unclassified/for Official Use Only (FOUO) Information.**

The Contractor will comply with CDPs published policies concerning sensitive but unclassified/FOUO information in accordance with DHS Management Directive 11042.1 and its successors. Documents provided to the contractor marked SBU or FOUO will be managed as marked in accordance with stated directive DHS Management Directive 11042.1.

### **2.3.1.15 Personally Identifiable Information (PII).**

Examples of PII per the FEMA privacy office include: name, date of birth, mailing address, telephone number, email address, zip code, FEMA Student Identification Number Database (SID), certificate/license numbers, vehicle identifiers including license plates, uniform resource locators (URLs), Internet protocol addresses, photographic facial images, or any other unique identifying number or characteristic. The Contractor shall adhere to all FEMA Privacy Policies.

### **2.3.1.16 Sensitive Personally Identifiable Information (SPII).**

Examples of SPII per the FEMA privacy office include: Social Security Number; driver's license numbers; biometric identifiers (e.g., fingerprints); financial account number; citizenship or immigration status; medical information; ethnic, religious, sexual orientation or lifestyle information; performance ratings, drug test results and the fact of participation in rehabilitation programs; and account passwords in conjunction with the identity of an individual. The Contractor shall adhere to all FEMA Privacy Policies.

### **2.3.2 Contract Administration.**

The contractor shall establish processes and assign appropriate resources to effectively administer the requirements of this contract. The contractor shall respond to Government requests for contractual actions in the time frames specified within this document and contract terms and conditions. The contractor shall have a single point of contact between the

## PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support

(COBRATF)

Government and Contractor personnel assigned to support this contract and/or task orders. The contractor shall assign work efforts and maintain proper and accurate time keeping records of personnel assigned to work on the requirement. The Contractor shall provide reports and contract related documents upon Government request. Contractor shall report any deficiencies in resources that would prevent the Contractor from meeting the requirements of this contract.

### **2.3.2.1 Records and Reports.**

The Contractor shall prepare, maintain, and submit complete and accurate records, reports and logs in accordance with Federal Acquisition Regulations (FAR) Part 45, other federal requirements, and CDP policies or procedures. These daily, weekly, monthly, other recurring operating records, reports, logs, and other documents are specified as contract requirement submissions listed under Section J, Attachment 8 Deliverables.

#### **2.3.2.1.1 Monthly Progress Reports.**

The Contractor shall develop a monthly progress report using CMMS data, describing the status of maintenance and operations as of the last day of the performance month. The report shall be submitted to the by the 10th working day of the subsequent month. This report shall include:

Work Order status of all types of maintenance, repairs, service calls (highlight overdue and tenant complaints), to include deferred, completed, and active (include estimated completion date), by type of work i.e., repair, and work orders resulting from testing and inspections, and any equipment out of service.

a. Explanation of any equipment, designed to be controlled by the BAS, operating in manual mode as of the end of the performance month, and of any other overrides to sequences of operations in effect as of the end of the performance month.

b. Operating schedule changes (manual or programmed)

Description of any lost time accidents or other safety problems, including incidents involving hazardous materials that occurred during the performance month

c. Copies of quality control inspections performed during the month attached to the report.

d. Waste treatment and disposal reports.

e. Copy of subcontractor arrival and departure reports

f. Monthly water treatment test results

g. Recalibration documentation of advanced metering and test equipment.

h. When testing is performed, the Contractor shall submit results with the next monthly progress report

i. Refrigerant control logs shall be updated as required, and a copy sent with the monthly report.

PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support

(COBRATF)

j. The Contract shall record the fuel levels monthly and report findings in the Monthly Progress Report

k. Review of energy performance trends as of the end of the performance month and description of likely causes of significant changes from the same month 1 year prior.

m. Problems and difficulties encountered on the contract.

n. Assistance or guidance required of the COR or the Contracting Officer.

o. Summary of major work not completed during period.

p. A summary of accident, incidents, and near misses.

q. And other requested information.

**2.3.2.1.2 Monthly Financial Reports.**

The Contractor shall furnish a Monthly Financial Report to the COR not later than the tenth (10) day of the month following the month being reported. The Monthly Financial Report shall cover the period beginning with the first of the month and continuing through the end of the month, except for the partial period of the months the contract begins and ends. The financial report shall show "Monthly Expenditures, "Expenditures to Date, and the "Balance Remaining in the following categories of cost:

- Other Direct Costs

- Overtime Costs

**2.3.2.1.3 Monthly Personnel Report.**

A monthly personnel report shall be provided to the Government with the total counts for the following categories:

Full-time employees

Part-time employees

Subcontractors

On-call

Temporary

New hires

Losses

Total employees

## PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support

(COBRATF)

This report is due the 1st day of each month.

### **2.3.2.1.4 Quarterly Race Nationality Origin (RNO) Report.**

A quarterly RNO report shall be provided to the Government. This report is due the 1st day of each quarter.

### **2.3.2.1.5 Additional Reports.**

During the course of the contract, it is possible that additional reports will be required. If such needs do occur, the COR will supply the Contractor with all of the specifics and a negotiated change will be issued.

### **2.3.2.2 Progress Meetings.**

The Project Manager shall be available to meet with the COR upon request to present deliverables, discuss progress, exchange information and resolve emergent technical problems and issues. These meetings shall take place at the Government's facility or at other mutually agreeable facilities. During the phase in period the contractor shall meet with the COR on a weekly basis.

#### **2.3.2.2.1 Regular Periodic Status Meetings.**

Shall be held between the COR and the Contractor. The status meetings shall alternate in subject and may be attended by the CO and other Government personnel. The meeting agenda shall include: 1) Maintenance, 2) Service Requests, 3) Funding issues, 4) Project Work, or any other subject desired by the Contractor or Government. The purpose of these meetings shall be to discuss and record status of projects and to make decisions on priority for projects. The COR may invite any Government personnel or Contractor employees they deem necessary for the meetings. Written minutes of these meetings, prepared by the Contractor, shall be signed by the Project Manager and the COR and delivered to the COR within five (5) working days for review and approval.

#### **2.3.2.2.3 Performance Evaluation Meetings (PEM).**

The Contractor's representatives shall meet with the COR weekly during the phase in period for the PEM. Thereafter, meetings will be held on a monthly basis. This meeting will be to discuss the performance of the Contractor in meeting the contract requirements. This meeting will provide an opportunity to provide feedback and discuss performance assessment of the Contractor's performance during the previous month. The purpose of the PEM is to discuss the observed Contractor's performance with the COR and provide an opportunity to for the Contractor to provide a self-assessment of their performance during that period. Topics of discussion will be Management, Quality, Schedule, Regulatory, and other areas deemed necessary. Past performance information is relevant information, for future source selection purposes, regarding a Contractor's actions under a previously awarded contracts. It includes, for example, the Contractor's record of conforming to contract requirements and to standards of good workmanship; record of forecasting and controlling costs; adherence to contract schedules, including the administrative aspects of performance; history of reasonable and cooperative behavior and commitment to customer satisfaction; reporting into required databases; record of integrity and business ethics; and, business-like concern for the interest of the customer. A mutual effort will be made to resolve all problems. Written minutes of these



## PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support

(COBRATF)

meetings, prepared by the Contractor, shall be signed by the Project Manager and the COR and delivered to the COR within five (5) working days for review and approval.

### **2.3.2.3 General Report Requirements.**

The Contractor shall provide all written reports in electronic format using applications that are compatible with CDP Standard Workstation (Microsoft Office Applications).

### **2.3.3 Personnel Administration.**

The contractor shall provide the following management and support as required. The contractor shall maintain the currency of their employees by providing initial and refresher training as required to meet the PWS requirements. Special training or certifications may be required under this contract, the Contractor shall coordinate and schedule the training of employees requiring this training. The contractor shall make necessary travel arrangements for employees for Government required travel (special training,..). The Contractor shall provide administrative support for personnel actions such as but not limited to: in processing, out processing, ancillary training, etc.

### **2.3.4 Quality Control System.**

The Contractor shall provide a system to ensure quality control for all work performed. The system shall be in compliance with the ISO-9000 quality management system requirements. The Contractor shall maintain an adequate workforce in accordance with the time and quality standards specified herein. A written notification of any non-compliance shall be provided by the Contractor by electronic mail to the COR within 24 hours after discovery of the non-compliance. The proposed method of resolution shall be provided by the Contractor to the COR within five working days after electronic mail notification.

#### **2.3.4.1 Quality Control Program.**

The Contractor shall provide a contract specific Quality Control Program that meets and supports the requirements of the latest COBRATF Quality Management System (QMS) that are outlined in the COBRATF Quality Manual, the Quality Management Procedure (QMP).

The Contractors specifically tailored Quality Control Program and proposed staffing requirement(s)/qualifications shall be submitted with the proposal. The program shall include a quality control inspection system covering all general and specific tasks in the contract performance work statement. It shall specify tasks or areas to be inspected on both a scheduled or unscheduled basis and the manner in which inspections are to occur. The Contractors QCP shall cover all aspects of contractor performance and requirements of this contract, to include management functions.

The Contractor shall submit the final written Quality Control Program for COR approval within 30 days after contract award. The QC program shall be updated as changes occur and submitted to the COR for review and approval. Upon approval, the Contractor shall implement the QCP to ensure Contract compliance, and to ensure that potential problems with building equipment and systems are identified, documented in a CMMS if applicable, and resolved prior to failure. The system of checklists, inspection methodology, and frequencies shall be documented by the

## PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support

(COBRATF)

Contractor. The Contractor shall maintain a Local file of all quality control inspections conducted by the Contractor, including the corrective actions taken and submit copies of quality control inspections monthly in the Monthly Progress Report. All documentation shall be made available to the Government upon request during the term of the Contract. The QCP shall include, at a minimum, the program of outside inspections, work orders sampling methodology, and a program for verifying compliance with each Contract requirement.

### **2.4 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. Subcontractors and their employees shall be identified within the organizational chart.

### **2.5 Contractor Personnel, Disciplines, and Specialties.**

The contractor shall accomplish the assigned work by employing and utilizing qualified/certified personnel with appropriate combinations of education, training, and experience matching personnel skills to the work or task within this contract.

#### **2.5.1 Project Manager.**

The Contractor shall provide an onsite Project Manager who shall be responsible for all Contractor work performed under the resulting contract. The Project Manager is further designated as "Key by the Government as set forth in the contract clause HSAR 3052.215-70, Key Personnel or Facilities. The Contractor shall designate a Project Manager as part of the proposal, to include qualifications and resume. This individual shall be responsible for the overall management and coordination for the work required under this contract and shall act as a central point of contact with the Government.

##### **2.5.1.1 Project Manager Appointment.**

The Project Manager shall be a single point of contact for the CO and the COR. It is anticipated that the Project Manager shall be one of the senior level employees provided by the Contractor for this work effort. The name of the Project Manager, and the name(s) of any alternate(s) who shall act for the Contractor in the absence of the Project Manager, shall be provided to the Government as part of the Contractor's proposal. The Project Manager shall have the authority to speak for and act for the Contractor in all matters related to required services under this contract. The Contractor shall include in the designation letter any limitations on the Project Managers ability to bind the Contractor to changes or adjustments. During any absence of the Project Manager, only one alternate shall have full authority to act for the Contractor on all matters relating to work performed under the resulting contract.

##### **2.5.1.2 Project Manager Availability.**

The Project Manager shall be available to the COR via telephone at all times, 24/7. If the Project Manager will not be available by telephone, he/she will notify the COR of the non-availability and identify an alternate. The Project Manager or designated alternate shall be available to meet with Government personnel at the designated CDP facility(s) within 30 minutes during

## PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support

(COBRATF)

normal working hours (Monday through Friday between 07:30 and 4:30, CST) and within two (2) hours of request outside normal working hours.

### **2.5.1.3 Requests for Information.**

Due to the health and safety issues of the COBRATF, Contractor section leads and technical experts (specifically in the areas of Quality Control, HVAC, calibrations, and Safety) shall be required to respond immediately and directly to requests from the Government for information and clarification of activities, in order to facilitate immediate action and decisions.

### **2.5.2 Personnel Qualifications.**

The Contractor shall provide qualified personnel to perform all requirements specified in this PWS. All Contractor employees supporting this contract shall be citizens of the United States (international exceptions must receive a favorable DHS suitability determination prior to hiring action). Prior to assignment to the contract, the Contractor shall submit a current resume for all management and other key personnel if different from those personnel identified in the proposal. Any replacement of key personnel shall be subject to the Contracting Officer's approval in accordance with the clause HSAR 3052.215-70, Key Personnel or Facilities.

#### **2.5.2.1 Qualifications of Project Manager.**

The Project Manager shall possess at a minimum at least 5 years of recent (within the past 7 years) experience in the management and supervision of building/mechanical maintenance operations for buildings of the approximate size and characteristics of the buildings to be covered by this Contract. A detailed resume containing the information specified in this document shall be submitted to the CO for approval prior to the assignment of the project manager to the Contract. Both new and replacement project managers shall meet these qualification standards. Minimally, the resume shall contain:

- a. The full name of the proposed project manager.
- b. A detailed description of the previous 7 years employment history of the proposed project manager.
- c. The names and addresses of the companies for whom the proposed project manager worked for the past 7 years, along with the names and telephone numbers of the immediate supervisors.

#### **2.5.2.2 Qualifications of Onsite Supervisor (Deputy).**

The Onsite Supervisor shall also possess at least 5 years of recent (within the past 7 years) experience in directing operation and maintenance of equipment in a supervisory capacity for equipment of the approximate size, complexity, and other characteristics of the equipment to be operated and maintained under this Contract. A detailed resume containing the information specified in this section shall be submitted to the CO or COR for approval prior to the assignment of any supervisor to the Contract. Both new and replacement onsite supervisors shall meet these qualification standards. Minimally the resume shall contain:

- a. The full name of the proposed supervisor.

PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support

(COBRATF)

- b. A detailed description of the previous 7 years employment history of the proposed supervisor.
- c. The names and addresses of the companies for whom the proposed supervisor worked for the past 7 years, along with the names and telephone numbers of the immediate supervisors.

### **2.5.2.3 Qualifications for Quality Specialist.**

The Quality Specialist shall demonstrate a comprehensive understanding and knowledge of statistical quality control analysis, inspection principles, objectives, and audit techniques. The Quality Specialist shall have a three years of progressive quality experience, and advanced education or training in a related quality field. The Quality Specialist shall be versed and knowledgeable in the principles of ISO 9001. The Quality Specialist shall be responsible for overall management of the Contractor Quality Program and shall have authority to act in all Quality matters for the Contractor. The Quality Specialist shall have the capability to report directly to senior management above the project manager level.

### **2.5.2.4 Qualification for Safety Specialist.**

The Safety Specialist must have completed OSHA Standards for General Industry (OSHA 511) and shall have one (1) to three (3) years prior experience in safety related operations in an industrial environment. A bachelor degree from an accredited university in a safety related field is preferred, but equivalent Continuing Education Unit (CEU) training in OSHA recognized safety related topics may be accepted. A combination of education and/or work experience should consist of but not be limited to industrial safety programs meeting OSHA 1904, 1910, and 1926 compliance, risk assessments, job hazard analysis, safety inspections, employee safety training, employee accident tracking/trending analysis, and hazard recognition and abatement.

### **2.5.2.5 Qualifications of Technicians.**

Technicians engaged in the work to be accomplished under this contract, except for general maintenance workers and laborers, must possess at least 5 years of recent (within the past 7 years) experience in the operation and maintenance of equipment and systems comparable in complexity to systems covered by this contract. All personnel working on this contract must possess all required registrations, certifications and licenses required by State and local jurisdictions, and any specific requirements noted below. The Contractor shall ensure that all certificates of training, licenses, permits, and bonds are current and valid. All offers must include documentation and proof of any required certifications (e.g., including certification number and expiration date) and qualifications for each employee.

#### **2.5.2.5.1 Qualification of Emergency and Standby Power System Technicians.**

Technicians performing contract work involving the inspection, testing, and maintenance of emergency and standby power systems shall be trained and possess a current training certificate for inspecting, testing, and maintaining these components preferably from an equipment manufacturer such as Thompson CAT or other agency offering NFPA 110/111 standard training.. The

(COBRATF)

#### **2.5.2.5.2 Qualifications of HVAC Technicians.**

All HVAC personnel designated to work on, operate, maintain, and (or) repair HVAC equipment or systems shall maintain a minimum of 4 hours of continuing education annually from the Alabama Board of HACR, a NATE, HVAC Excellence, or UA Star recognized provider program. All HVAC personnel designated to work on, operate, maintain, and (or) repair HVAC equipment or systems shall possess a diploma in a HVAC Program from a technical college or university. An associate's degree in a related field is preferred. A minimum of five years' experience with industrial HVAC and HVAC control systems is required.

#### **2.5.2.5.3 Qualifications of AMS, BAS Technicians.**

All personnel involved in the operation, adjustment and maintenance of all Advanced Metering System (AMS), BAS, and Environmental Monitoring Systems (EMS) systems must be trained and qualified. The Contractor must provide to the CO or COR documentation of the level of experience, including any certificates of training, for all employees who will be involved in this function. Technicians modifying AMS, BAS, and EMS systems must be factory trained and currently certified for the operating system, including software version, of the particular BAS and AMS systems.

#### **2.5.2.5.4 Qualifications of Electrical Technicians.**

Technicians performing work involving inspections, testing, and maintenance of the electrical components must meet the qualification requirements of formal training program through a vocational school, technical school or community college or an apprentice program resulting in a formal certification/license from an agency like the American National Standards Institute/International Electrical Testing Association ETT, Standard for Certification of Electrical Testing Technicians or the ANSI/NETA Certification program.

#### **2.5.2.5.7 Qualifications of Electronics Technician.**

An electronic technician, to perform operation or services on microprocessor and electronic systems or components and plant equipment, shall have successfully completed a minimum of an associate's degree in electronics focusing on digital and analog electronics and programmable logic controllers - a 4 year technical training program is preferred. Technical training may include an accredited technical training program or a recognized apprenticeship program. Specific experience shall include detailed working experience and knowledge of electronics, microprocessors and interface systems, computer logic, communications, programmable logic controllers, instrumentation devices, controllers, and automatic doors.

#### **2.5.2.5.8 Qualifications for Pipe Fitter.**

A Pipe Fitter shall have successfully completed a minimum of an associates degree or an apprentice program focusing on metallurgy, piping and duct design, load calculation, hoisting and welding, as well as control systems and industry codes – a 4 year technical program is preferred. Training may be substituted with progressive "hands-on experience specifically in the power generator/distribution or chiller/boiler plant areas on a year-for-year basis, with at least 1 year toward an associate's degree.

pecific experience shall include knowledge of processes and piping systems, instrumentation, controls, and calibration of instruments that are used in the steam, compressed air and chilled

## PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support

(COBRATF)

water processes in plants or site mechanical rooms where air handlers and other facility equipment provide air conditioning. Personnel shall have knowledge of pneumatic/direct digital or programmable controllers, transmitters, primary flow and pressure elements; with experience and knowledge to analyze a failed system and implement the necessary repairs.

### **2.5.2.5.9 Qualifications for Instrumentation/Calibration Technician II.**

The Instrumentation/Calibration Technician II shall have a minimum of two years' experience performing the following tasks: calibrates, maintains, repairs, and troubleshoots instrumentation and equipment for laboratory and manufacturing plants to ensure conformance to established calibration standards. Familiar with standard concepts, practices, and procedures within a particular field. and be able to work on instruments that include: pH, conductivity, temperature, pressure, humidity, HVAC, scales and balances, pipettes, fermenters, autoclaves, incubators, laser particle counters, air samplers, dissolution apparatus, spectrophotometers, calipers, micrometers, and mass flow controllers. The technician is responsible for adhering to applicable ISO Quality System Standards for equipment calibration.

### **2.5.2.5.10 Qualifications for Welder.**

The welder shall have successfully completed formal training program through a vocational school, technical school or community college or an apprentice program resulting in a formal certification/license from an agency like American Welding Society (AWS).

### **2.5.2.6 State Licensing.**

All personnel shall be licensed and certified, or become licensed and certified within 30 calendar days of beginning employment, to perform work within their normal duties, where such licensing is required by the State for non-Federal employees.

### **2.5.2.7 Compliance with Federal, State, and Local Codes.**

The Contractor shall comply with all applicable Federal, State and Local laws, regulations and codes. The Contractor is responsible for determining which requirements are applicable, and complying appropriately; the Contractor may ask advice of the CO or COR in this regard.

### **2.5.2.8 Contractor Training.**

The Government is not responsible for training Contractor personnel. Contractor attendance at government required courses for specific tasks within the scope of work, may be required on this contract. Companies are responsible for the individual development, including training, of their employees. It is important to keep in mind that meeting personnel qualification requirements is a contractor responsibility. However, there may be situations where it is in the best interests of the government to have a contractor employee receive training that is directly related to the scope of work being performed. The Contractor shall obtain written approval from the COR prior to providing training to Contractor employees where a cost and subsequent charge to this contract is expected.

(COBRATF)

### **2.5.3 Contractor Licensing, Certification, and Specific Experience Requirements.**

Licenses required of the Contractor to conduct business (i.e., local or state business licenses) shall be obtained prior to beginning work on this contract. Personnel licensing and certification shall be complete before that individual performs any work under this contract. The Contractor shall provide personnel that have the appropriate skill for their position. The degree of skill of individuals shall be commensurate with that required for the work.

### **2.5.4 Employee Identification.**

Contractor employees or visitors of Government facilities who have not been issued a FEMA/CDP identification badge shall coordinate their visit in advance with the COR to obtain appropriate security clearance. Visiting Contractor personnel shall be issued a temporary visitor badge that will be worn at all times while on CDP property. Visiting Contractor employees shall comply with all Government escort rules and the CDP Visitor Policy requirements under Section J, Attachment 5.

#### **2.5.4.1 Identification Badge.**

Contractor employees working on-site at Government facilities shall wear a Government issued identification badge. All Contractor employees shall identify themselves as Contractors when their status is not readily apparent and display the Government issued badge in plain view above the waist at all times.

### **2.5.5 Employee Conduct.**

Contractor employees shall comply with all applicable Government regulations, policies and procedures (e.g., fire, safety, emergency response, sanitation, environmental protection, security, "off limits areas, wearing of parts of military uniforms, possession of drugs and possession of weapons) when visiting or working at Government facilities. The Contractor personnel shall conform to conduct regulations contained in Subpart C, Part 265, Title 15 of the Code of Federal Regulations.

### **2.5.6 Dress Code.**

All Contractor trade personnel shall wear Contractor furnished uniforms, or other distinctive clothing, acceptable to the COR, at all times while working; the CDP Uniform Policy is under Section J, Attachment 6. Employees of this contract shall adhere to this Policy.

### **2.5.7 Removing Employees for Misconduct or Security Reasons.**

The Government shall, at its sole discretion, direct the Contractor to remove any Contractor employee from CDP facilities for misconduct or security reasons. Removal does not relieve the Contractor of the responsibility to continue providing the services required under any task order awarded. The COR will provide the Contractor with a written explanation to support any request to remove an employee.

## PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support

(COBRATF)

### **2.6 Location and Hours of Work.**

The primary place of performance for contract shall be the COBRATF located in Anniston, Alabama. The Contractor shall abide by the work hours requirements described in this section.

#### **2.6.1 Working Hours.**

For the purposes of this contract, the Contractor shall be provide full staffing during the core hours of 7:00a.m. to 3:30 p.m. CST Mondays through Fridays, except federal holidays and facility closures due to inclement weather. Training operations and support staff hours vary based on course program of instruction and individual course schedules: and, may include weekends, holidays, and nightshifts. The Contractor shall be required to provide minimal support during those no core hours.

##### **2.6.1.1 Training Hours.**

Training Hours (Regular and Summer Training Plan). Regular training hours are from 7:00 a.m. to 3:30 p.m., Monday through Friday except for federal holidays and other days specifically designated by the COR. Summer training hours as established by the Summer Training Plan are from 6:00 a.m. to 2:30 p.m., Monday through Friday, except for federal holidays and other days specifically designated by the COR.

##### **2.6.1.2 Work Shifts (Other Than During Regular Working Hours).**

Work Shifts Other Than During Regular Working Hours. All work performed outside of regular working hours, as defined above. If the Contractor desires to change the regular duty hours of an employee, notice of such change shall be approved by the CO. If the Contractor desires to perform contract functions on Saturday, Sunday, holidays, or outside regular working hours, a written request shall be provided to the COR for approval. The Contractor shall be required to perform certain critical or continuous services as defined in the PWS, 24 hours per day, 7 days per week, and 365 days per year.

#### **2.6.2 Federal Holidays.**

The Contractor shall be required to provide normal operating service on the following holidays if performance of work is required: New Year's Day, Martin Luther King Jr. Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day. The working hours may be extended beyond the regular hours due to unforeseen weekend/holiday maintenance support, emergency on-call services, and any other program support related to CDPs mission and goals.

#### **2.6.3 Emergency Planning, Response, and Recovery.**

Emergency situations include, but are not limited to: COBRATF accident/incident involving chemical agent, biological incidents, nuclear/radiological incidents, cyber incidents, hazardous material incidents, bomb threats, utility interruptions, fire, accident and rescue operations, labor disputes and strikes, terrorist or criminal incidents, civil disturbances and natural disasters such as earthquakes and incapacitating storms and floods. The Government will be able to respond to such events without undue delay and impact on operations. In the event of emergency situations, the Contractor shall provide additional labor at the discretion of the CO/COR to



## PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support

(COBRATF)

protect Government property and personnel. Contractor participation in emergency planning, response, recovery and exercises shall be mandatory regardless of scheduled Contractor work.

### **2.6.3.1 Emergency Work (Scope).**

In the event of an emergency situation, the Contractor shall, at the direction of the CO, perform work beyond the scope of the contract until the situation has been returned to normal operations. The type and quantity of resource support is dependent on the type and magnitude of event, emergency or disaster.

### **2.6.3.2 Emergency Support.**

The Contractor shall provide timely response and recovery support with appropriate resources to meet the requirements of the CDP COBRATF Incident Management Manual (IMM) under Section J, Attachment 10; National Response Framework (NRF); and, National Incident Management System (NIMS).

## **2.7 Travel / Temporary Duty (TDY).**

Travel to other government facilities or other contractor facilities may be required and will be specified in the PWS. 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 31.205-46 Travel Costs (subject to local policy & procedures; may reference FAR). Reimbursable travel/TDY shall include the following:

- Additional Training, due to change in technology, standards, and methods

Contractor shall submit request for travel/TDY to the COR 30 within days prior to date of travel/TDY for approval. Upon completion of travel the Contractor shall submit supporting documentation (lodging and vehicle receipts etc.) for the travel/TDY with the invoice for reimbursement.

## **3 Performance Requirements.**

The Contractor is fully responsible for providing in a reliable, timely manner all services necessary to ensure successful operation and support of the COBRA Training Facility. The Contractor shall provide service for each of the areas of responsibility listed in this section. The following sections specifies the Performance Objectives and Performance Elements for the contract.

### **3.1 Facilities Operations and Maintenance.**

The Contractor shall furnish all labor, supervision, tools, materials, equipment, incidental engineering, and management necessary for the maintenance and repair of buildings, structures and related systems and equipment in accordance with the requirements specified herein. Section J, Attachment 13 lists the buildings and structures to be maintained in this contract. The work includes the performance of service call work, recurring work, and project work items of repair/renovation. Historical work load data provided under Section J, Attachment 25.

### **3.1.1 General Performance Requirements Related To Facility Maintenance Services.**

#### **3.1.1.1 Parts, Material and Supplies.**

The Contractor shall provide new or factory reconditioned parts and components when providing maintenance and repair as described herein. All replacement units, parts, components and materials to be used in the maintenance, repair and inspection of facilities and equipment shall be compatible with existing equipment on which it is to be used; shall be of equal or better quality than original equipment specifications, shall comply with applicable Government, commercial or industrial standards such as National Board of Underwriters or Underwriters' Laboratories, Inc., National Board of Fire Underwriters, National Electrical Manufacturer's Association, American Society of Mechanical Engineers, etc. If the original manufacturer has updated the quality of parts for current production, parts supplied under this contract shall equal or exceed the updated quality. The Contractor shall retain the parts replaced for at least 10 working days after completion of the job and make these parts readily available for inspection by the COR upon request. The Contractor shall provide a list of parts/components replaced, to include description, part number, date installed, and system installed on. When disputes arise concerning material, equipment, and components selected for work items already accomplished, the Contractor shall, at no cost to the Government, remove, replace, and/or rework material, equipment, and components so that compliance with the Government's requirements are satisfied. The resolution of formal disputes is addressed in the "DISPUTES" clause.

##### **3.1.1.1.1 Off the Shelf Materials.**

The Contractor shall maintain sufficient off-the-shelf materials and equipment on hand to support routine service call work requirements.

##### **3.1.1.1.2 Bench Stock.**

The Contractor shall provide and store the parts and materials necessary for the continued performance of recurring work as specified herein. Lack of availability of materials and parts shall not relieve the Contractor from the requirement to complete work within the time requirements and quality standards specified herein.

##### **3.1.1.2 Shop Equipment.**

The Contractor shall be responsible for ensuring calibration of all equipment and tools used on this contract, including all Test Measurement and Diagnostic Equipment (TMDE) required to perform the work prescribed within this subsection.

##### **3.1.1.2.1 Test Measurement & Diagnostic Equipment (TMDE).**

## PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support

(COBRATF)

The Contractor shall maintain and operate Government provided TMDE IAW ISO/ICE 17025 and maintain a descriptive list of all T&M equipment to be used in the performance of this contract to the COR for approval, before use. All T&M equipment, used in the performance of this contract and requiring calibration, shall be calibrated by a certified precision measurement laboratory at a frequency prescribed by the manufacturer's specifications or state and federal laws. Each item of T&M equipment shall bear a calibration decal denoting the date calibration was performed, the date next calibration is due, and the laboratory certification stamp. Any item of T&M equipment which does not require calibration shall bear a decal denoting no calibration required. At no time shall any item of T&M equipment requiring calibration be used without a current calibration.

### **3.1.1.3 Section Omitted.**

### **3.1.1.4 Inspection of Contractor Equipment.**

Equipment, tools and cleaning gear used by the Contractor shall be subject to inspections by the Government. The COR may reject use of equipment, tools and cleaning gear determined to be in non-compliance with the requirements of this specification.

### **3.1.1.5 History Files of Facilities & Specialty Equipment/Components.**

A history file for each facility, specialty equipment/appliances and components of each shall be maintained by the Contractor. Each file shall contain a copy of the warranty documents, control inspection schedule and preventive maintenance inspection reports, a copy of all completed work orders, and a list of Government furnished property. An operating history of each facilities/specialty equipment, including operating data, time in operation, abnormal operation, malfunctions, spare parts requirements and other data required for operation, evaluation, preventive maintenance and analysis shall be included in this file and maintained in the Government provided CMMS. The Contractor shall provide a hard copy and electronic copy format to the CDP engineering department of any changes to the facility, facility systems, system components and any other element that pertains to a facility upgrade or change. The hard copy and electronic copy format may include as-built drawings, warranty documents, specifications sheets, shop drawings, O&M manuals, and or any manufacturer's literature documents that pertain to the change or upgrade to the items listed above. The Contractor must ensure the content, accuracy and level of detail of the documents are sufficient to describe, and to enable and ensure the efficient operation of the components.

The Government shall have access to and may periodically review these files. All documents shall be filed within ten (10) working days of the completed task and these files shall be turned over to the contracting officer, within ten (10) working days of completion of the contract. Upon the Governments request, the Contractor shall produce reports based on historical facilities data.

### **3.1.1.6 Standards.**

All work shall meet the standards specified herein and shall be accomplished in conformance with approved and accepted standards of industry, equipment manufacturers, and all applicable

## PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support

(COBRATF)

activity as governed by local, state, and federal standards to include all applicable building and safety codes.

### **3.1.1.7 Facility or System.**

When the Contractor completes work on a facility or system, that facility or system shall be free of missing components or defects which would prevent it from functioning as originally intended and/or designed. Corrective or repair/replacement work shall be carried to completion including operational checks and cleanup of the job site. Except where otherwise noted, replacements shall match existing in form, fit and function.

### **3.1.1.8 Completion of Work.**

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

### **3.1.1.9 Energy Efficient Equipment and Materials**

The Contractor shall ensure when available, that materials and replacement equipment is more energy efficient than the items being replaced. The Contractor's technicians shall adjust space temperature and humidity set points when buildings are not occupied and/or environmentally sensitive equipment is off.

### **3.1.1.10 Scheduled Outages.**

Requests by the Contractor for any scheduled utility outage shall be submitted to the COR for approval a minimum of four (4) working days in advance of the planned outage. Scheduled outages shall be scheduled during low demand periods whenever possible. Requests shall include areas and systems affected, date and duration of outage, contingency plan, and coordinating efforts.

### **3.1.1.11 Unscheduled Outages.**

Any unscheduled outage which would cause a loss or a reduction in capacity of any equipment or utility system for a period extending beyond 15 minutes shall be reported to the COR and coordinated with Operations/Assistant Director within 45 minutes of occurrence. Requests shall include areas and systems affected, date and duration of outage, contingency plan, and coordinating efforts. In addition, the Contractor's after action report shall provide a written investigation report to the COR within two (2) days following occurrence. The report shall include the cause of the occurrence, identify the facility affected, extent of and damage, total down time, corrective action taken, and future preventive measures.

### **3.1.1.12 Re-lamping.**

## PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support

(COBRATF)

The Contractor shall provide re-lamping services for all buildings/spaces covered by the contract. This includes, but is not limited to, emergency, exit and exterior lights attached to buildings. The work shall include inspecting each building on a regular schedule and replace all blackened, discolored, blinking, and burned out fluorescent tubes and incandescent bulbs; and other defective parts such as, ballasts, starters, etc. In areas where the fixtures are not easily accessible, such as high bay or hangar areas, the Contractor may elect to perform group re-lamping. Between scheduled re-lamping services, the Contractor shall respond to service calls for replacing burned out or blinking light bulbs and tubes between scheduled re-lamping services.

### **3.1.1.13 General Workmanship.**

The Contractor shall ensure the quality of repairs to prevent damage and/or malfunctions due to poor workmanship or other Contractor inadequacies. The quality of the work and the repaired areas shall be fully compatible with adjacent surfaces or equipment. The Contractor shall make repairs in accordance with manufacturers' specifications or guidelines, and standard codes.

### **3.1.1.14 Breathing Air Quality Air Compressor.**

The Contractor shall be responsible for the operation and maintenance of the breathing air quality air compressor utilized at the facility. Work shall be accomplished in accordance with OSHA and all applicable regulatory guidelines for medical grade air. The compressor will be maintained in accordance with manufacturers recommended maintenance schedules. The Contractor shall ensure that personnel maintaining the equipment receive certification training by the manufacturer.

#### **3.1.1.14.1 Air Quality Analysis.**

The Contractor shall ensure that a quarterly air quality analysis is performed by an independent laboratory and the results are forwarded to the COR within five (5) days of receipt.

### **3.1.1.15 General Requirements for Structural and Architectural Components.**

The maintenance of all general structural and architectural components (except for latent structural damage) is included in this contract. The Contractor shall maintain all structural and architectural components to the following standards to maintain satisfactory safe, sanitary and pleasing conditions.

#### **3.1.1.15.1 Concrete Surfaces.**

Concrete surfaces shall be maintained to ensure they are usable, safe and free of cracked, spaced or broken areas which adversely affect the structural integrity and safety.

#### **3.1.1.15.2 Stairways.**

Stairways (metal/wood/concrete treads, risers, vinyl tread covers, nosing, balustrades, handrails and/or structural members and elevators) shall provide a safe and useable system.

PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support  
(COBRATF)

**3.1.1.15.3 Windows and Doors.**

Windows and doors shall operate smoothly and properly without binding, sticking or other defects which would prevent their functioning in accordance with design intent. All glass doors and windows shall be free from cracked, chipped, or broken glass and shall be weather tight to prevent any condensation or hazing between glass panels. New glass used for replacement shall be the same thickness, type and quality as the existing glass. All hardware such as hinges, locks, strike plates, window operator mechanisms, door closers, and springs shall be free of corrosion or other defects that would prevent operating as intended.

**3.1.1.15.4 Screens and Shutters.**

Screens and shutters shall be maintained to operate smoothly and properly without binding, sticking or other defects which would prevent their functioning in accordance with the design intent. Window screens shall be maintained in good working order, free of torn fabric and frame defects to assure the screening function is effective.

**3.1.1.15.5 Venetian Blinds.**

Venetian blinds and drapery rods shall operate smoothly and properly and be free of damaged slats, deteriorated tapes, cords, and hardware.

**3.1.1.15.6 Interior Walls.**

Interior wall systems (to include vinyl/fabric wall coverings) shall be free of damage, deterioration, cracks or defective materials, noticeable discoloration or other defects. Contractor shall replace all vinyl/fabric covering on walls that cannot be cleaned or repaired to match adjacent surfaces and which renders an unsightly appearance.

**3.1.1.15.7 Ceilings.**

Ceilings and framing members shall be properly secured. The ceiling shall be free of holes and cracks. Badly soiled, defaced or water damaged surfaces or other defects which would render an unsightly appearance are to be repaired to restore surfaces to a good condition.

**3.1.1.16 Floors and Floor Coverings.**

**3.1.1.16.1 Concrete Floors.**

Concrete floors shall be useable, safe, of a pleasing appearance, and free of cracked, spalled or broken areas which adversely affect the structural integrity or safety of the floor.

**3.1.1.16.2 Linoleum Floors.**

## PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support

(COBRATF)

Linoleum and resilient tile floor coverings shall be useable, free of cracks, chips, and loose, torn or excessively worn material.

### **3.1.1.16.3 Carpet Floors.**

Carpets shall be useable and free of raveled, torn, or excessively worn material.

### **3.1.1.16.4 Ceramic Tile Floors.**

Ceramic tile floors and walls shall be free of loose, damaged, broken, missing or cracked tiles and have joints properly sealed to provide the intended water tight surface.

### **3.1.1.16.5 Sub- Flooring.**

Sub-flooring and structural members shall be maintained in a safe and usable manner. Deteriorated, bowed or cracked sub-flooring members shall be repaired or replaced to retain the original whole condition of the floor.

### **3.1.1.16.6 Interior Trim.**

Interior trim shall be free of unsightly appearances. Surfaces shall be smooth, free of chipped or peeling paint, exposed nails, warps, cracks, rot, or termite damage.

### **3.1.1.16.7 Cabinetry.**

Cabinetry (cabinets, shelving, countertops and similar equipment) shall be in a useable condition with a pleasing appearance. Missing or inoperative hardware shall be replaced. The counter-tops shall be free of warped, marred, burned or damaged areas. Repaired/replaced cabinets shall be restored to original arrangement and/or finished to original condition.

### **3.1.1.17 Interior Accessories.**

The Contractor shall repair or replace damaged, inoperative, or missing interior accessories including, but not limited to paper holders, soap trays, dispensers, towel bars, shower curtain rails, medicine cabinets, mirrors, smoke detectors, and door stops. Loose accessories shall be re-secured by tightening or replacing screws or by using a suitable adhesive. Damaged or missing items shall be replaced with items matching the original. Replacement hardware shall conform to the Building Hardware Manufacturer's Association Product Standard (BHMA). Hardware items requiring lubrication shall be lubricated and restored to an operable condition. Repairable rusted metal components shall be cleaned of all rust, coated with a rust inhibitor and restored to an operational condition.

## **3.1.2 General Requirements and Procedures for Service Call Work.**

Service calls are defined as maintenance, repair, inspection and/or other miscellaneous work requirements which are called into the Contractor's work reception desk by building occupants or generated by designated government representatives and are brief in scope. The Contractor

## PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support

(COBRATF)

shall utilize the CMMS for all service call work.

The Contractor shall initiate a Service Call Work Request issued by CMMS in response to the identification of any service requirement initiated by the COR. These shall be written and scheduled for completion without further authorization when the total cost is less than \$1500 or the work is expected to take less than (40) man hours to complete. When the total cost is expected to be \$1500 or more and/or the work is expected to exceed (40) man hours to complete, the request must be approved by the COR.

### **3.1.2.1 Work Reception Desk.**

The Contractor shall operate and maintain a trouble telephone/work reception desk function during the hours (06:30 a.m. to 3:30 p.m.) Monday through Friday, excluding federal holidays, to receive and process work requests.

#### **3.1.2.1.1 Work Order Requests.**

All Contractor service work orders requests shall be numbered sequentially and include the following information, as applicable:

- Work request number
  
- Date and time call received
  
- Description of problem

#### **3.1.2.2 During Regular Working Hours.**

The Contractor's work reception center will receive service call requests during regular working hours and classify each call in accordance with the classifications provided below. A description of the problem or requested work, date and time received, location, and other appropriate information shall be documented. All work requests shall be recorded, scheduled and tracked utilizing the Government provided CMMS.

#### **3.1.2.3 After Regular Working Hours.**

The Contractor shall provide contact information for the receipt of all service call requests from authorized representatives after regular working hours, on weekends, and holidays. Calls shall be received and classified as emergency, urgent, or routine in accordance with the definitions provided in the Service Call Classification paragraph of this provision, and responded to accordingly. The employee receiving the call will note a description of the problem, date and time call was recorded, date and time the employee arrived, facility, identification, location, and caller's name and phone number for contact purposes. All work requests shall be recorded, scheduled and tracked utilizing the Government provided CMMS. The COR may upgrade or downgrade the classification of any service call received by the Contractor. The Contractor shall notify the COBRATF Assistant Director or designee, Operation Officer, and the COR telephonically for any emergency calls received.



PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support  
(COBRATF)

**3.1.2.4 Service Call Classification.**

**3.1.2.4.1 Emergency Calls.**

Generally, emergency calls shall consist of correcting failures which constitute an immediate danger to personnel, threaten to damage property, or threaten to disrupt operations (including wind storm damage, overflowing drains, broken water pipes, roof leaks, flammable substance leaks or spills, etc.), and/or training. Examples include outages in utility systems which support training equipment or provide other vital services, clogged drains, broken water pipes, gas leaks, inoperable pumps, roof leaks, electrical defects which may cause fire or shock, unlocking of locks or safes, etc. The Contractor shall notify the COBRATF Assistant Director or designee, Operation Officer, and the COR telephonically for any emergency calls received.

**3.1.2.4.2 Urgent Calls.**

Service calls will be classified as urgent when the conditions do not immediately endanger personnel or threaten damage to property, but would soon inconvenience and affect the health or well-being of the personnel or disrupt the scheduled training. Service calls for critical systems such as HVAC, refrigeration, fire protection, safety control panels, laboratories, and energy management control systems (EMCS) default to a higher response propriety than routine calls.

**3.1.2.5 Response to Service Calls.**

The Contractor shall have adequate procedures for picking up service call work authorizations during regular working hours, and for receiving and responding to emergency and urgent service calls 24 hours per day, seven days a week, including weekends and holidays. A single local telephone number is provided to the Contractor for receipt of all service calls. A person fully familiar with the Contractors work control procedures shall be available to answer the phone immediately.

**3.1.2.5.1 Normal Workdays**

On normal workdays, the Contractor shall be on the job site and working on all emergency service calls within 15 minutes after receipt of calls between 6:30 a.m. and 3:30 p.m., Monday through Friday, (excluding federal holidays). At all other times the Contractor shall be on the job site and working on all emergency service calls within one hour after receipt of notice of the emergency. The Contractor shall work continuously without interruption and shall arrest the emergency condition before departing the job site.

**3.1.2.5.2 Routine Calls.**

Service calls will be classified as routine when the work does not qualify as an emergency or urgent call. Examples of routine calls include inoperative electrical switches or outlets, dripping faucets, broken glass or floor tile, repairs to mechanical or food service equipment, sign fabrication and painting, key making for O&M specific locks and doors, etc. Routine service calls will be classified as routine when the work does not qualify as an emergency or urgent call.

## PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support

(COBRATF)

Routine service calls shall be started within two (2) working days after receipt of the call. Routine calls shall be considered as received by the Contractor at the time and date the reception center makes the work authorization form available for pick up. All routine service calls shall normally be accomplished during regular working hours, Monday through Friday.

### **3.1.2.5.3 Emergency Repairs.**

The Contractor shall provide for after-hours, holiday, and weekend emergency service on an as-needed basis in response to calls placed by authorized personnel. The Contractor shall be on site within one hour of receiving an emergency service request. The Contractor shall submit an After Hours Call-In Report to the COR by 09:00 a.m. on the first work day following an emergency call back.

### **3.1.2.5.4 Urgent Repairs.**

The Contractor shall be on the job site and working on all urgent service calls within two (2) hours after receipt of the call. The Contractor shall submit an After Hours Call-In Report to the COR by 09:00 a.m. on the first work day following an urgent call back.

### **3.1.2.5.5 Beyond the Scope of Routine Call.**

If the Contractor responds to a routine service call and believes the work required is beyond the scope of a service call, as defined above, the work order form shall be provided to the COR or designated representative no later than 09:00 a.m. the following business day. The Contractor shall attach a summary of the work needed and a detailed estimate showing labor hour and material requirements. The COR may waive the requirement to submit estimates in cases where the required work is clearly beyond that of a service call.

### **3.1.2.5.6 Work Order Cancellation.**

If the COR agrees that the work required is beyond the scope of a service call, the original work order will be canceled and handled as a project.

### **3.1.2.5.7 Within Scope of Service Call.**

If the COR determines that the work falls within the scope of a service call, the original work order will be returned to the Contractor, who shall complete the work. Completion time allowed on such calls shall be determined based on the work to be completed.

### **3.1.2.6 Completed Calls.**

**Completed Calls.** Within one working day after completion of each service call the Contractor shall add the following information to the work order form and return the completed work order to the work reception center:

- Description of work actually completed
- Brief description of materials and parts used, including quantities

PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support  
(COBRATF)

- Date and time work began
- Date and time work was completed
- Hours of Labor (by craft) expended
- Signature of the Contractor's craftsman performing the work and signature of supervisor/QC indication the work has been completed

### **3.1.3 HVAC and Refrigeration Systems.**

The Contractor shall maintain and repair all air conditioning, refrigeration, mechanical ventilation systems, filter pad systems and all related equipment, components and controls. The Contractor shall inspect, schedule, install, repair, establish and perform all related services as necessary for the equipment maintenance and repair.

#### **3.1.3.1 Equipment Operation.**

The Contractor shall provide operation and maintenance according to technical manuals and manufacturer's instructions.

#### **3.1.3.2 Instruments and Control Systems.**

The Contractor shall maintain all instruments and control systems. The control systems are pneumatic, electric or electrical/electronic or a combination. The Contractor shall insure control systems operate and function in such a manner so as to maintain the specified output of the mechanical system it controls. The Contractor shall calibrate systems in accordance with manufacturer's guidelines.

#### **3.1.3.3 Venting of Chlorofluorocarbons (CFC) into the atmosphere while performing maintenance, repair or cannibalization is in violation of Executive Order 13148.**

At no time shall the Contractor knowingly vent or release CFCs from any refrigeration/air conditioning equipment. When servicing such equipment, all CFC products shall be removed and captured for later return to equipment or disposal. The Contractor shall report all noted losses of CFC product to include suspected amount lost to the CO and COR within 2 hours of release.

#### **3.1.3.4 Heating, Ventilation and Air Conditioning and Refrigeration (HVAC&R) Systems.**

Contractor investigation of HVAC&R problems during service calls shall be thorough and shall include all related systems and equipment necessary to assure correction of the problem and continuing proper operation of a variety of HVAC&R systems. The Contractor shall inspect, operate and maintain these systems and all components in a safe, efficient reliable operating condition consistent with manufacturer's recommendations. All materials and equipment

## PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support

(COBRATF)

furnished shall be the same type, grade, quality and size as the original. The Contractor shall maintain a historical master log on all HVAC&R Systems to include gauge readings, stack temperatures and fluid levels. The Contractor shall also maintain a daily operation log on all HVAC&R systems to annotate daily activity.

### **3.1.3.5 General Requirements for Heating, Ventilation, Air Conditioning, and Refrigeration Equipment (HVAC&R).**

The Contractor shall provide maintenance, repair, and minor construction services for a variety of HVAC&R units to include the maintenance, repair, and installation of all components, devices, equipment and associated systems, including but not limited to compressors, blowers, motors, drive assemblies, fans, service valves, dampers, condensers, cooling coils, piping, pumps, purge units, control systems and wiring, duct work, burner assemblies, combustion chambers, thermostats and temperature controls, registers, condensate and drip pans and drains, grills, evaporators, air filters, heat/air conditioning units, and all other items of equipment essential to the proper operation of HVAC&R equipment and systems in accordance with the American Society of Heating, Refrigerating and Air Conditioning Engineers (ASHRAE) and manufacturer's recommendations and guidelines.

### **3.1.3.6 Start-up/Shut-down of HVAC Systems.**

#### **3.1.3.6.1 Seasonal Start-up/Shut-down.**

The Contractor shall perform start-up/shut-down and preservation of all HVAC systems within the COBRATF enclave. Normally, heating start-up and air conditioning shut-down shall be accomplished when needed, and air conditioning start-up and heating shut-down shall be accomplished when needed. All work shall be completed within 3 calendar days of the specified start date for equipment in individual buildings or if services are ordered for all buildings at the same time. The Contractor must provide a recommendation to the COR of the dates for HVAC start-up/shut-down.

#### **3.1.3.6.2 Start-up /Shut-down Inspection.**

During start-up, systems shall receive a thorough inspection to insure that all systems and components are operating as designed, as well as any specific checks and procedures which may be required by the manufacturer. Shut-down shall consist of system checks and preservation as required by the manufacturer and an operational check to identify needed repairs that may be accomplished during the off season. Needed repairs which are within the scope of PM shall be accomplished by the Contractor as part of the start-up/shut-down.

### **3.1.3.7 Heating, Ventilating, and Air Conditioning and Refrigeration (HVAC&R).**

The Contractor shall maintain cooling towers, drinking fountains, stand-alone ice machines, environmental chambers, other control environment equipment, ventilation systems, exhaust systems, air ducts and fittings. The Contractor shall maintain and operate HVAC&R systems to provide temperature and humidity within design requirements established based on occupancy and activity within the space.

PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support  
(COBRATF)

### **3.1.3.8 General Tasks.**

The Contractor shall operate, service, maintain, inspect, troubleshoot, repair, and overhaul both the mechanical and electrical functions for the HVAC systems and equipment. The Contractor shall analyze system problems using chart recorders, psychometric charts and test equipment. The Contractor shall balance systems, adjust or calibrate pneumatic systems, adjust electric and electronic controls as specified by blueprints, drawings, and manufacturer's equipment manuals. The Contractor shall replace, alter, and modify various sizes, types, and capacities of air-conditioning systems in response to changing requirements of the facility. The Contractor shall perform routine inspections of the HVAC equipment and perform leak checks. The Contractor shall repair, troubleshoot, and perform calibration adjustments and replacement of pneumatic, electric, and electronic and digital data control systems to ensure correct temperatures, humidity, or pressure for proper operation and maximum efficiency of boilers, heating and air conditioning equipment, and systems. The Contractor shall provide inspection and repair of back flow prevention devices on all heating and chilled water systems. The Contractor shall maintain, repair, and replace as needed, temperature sensing, mixing and regulating valves, and equipment related to heating and chilled water systems.

### **3.1.3.9 Air Conditioning and Refrigeration.**

**Air Conditioning and Refrigeration.** The Contractor shall maintain, repair, and overhaul air dryer systems, central air conditioning chillers, compressors, various types and capacities of package air conditioning units (water and air cooled), evaporator condensers, cooling towers, pumps, various types of water coolers, control air compressors, window units, ice-makers, and their associated components. The Contractor shall repair refrigerant leaks, dehydrate units, and charge systems with refrigerant. In addition, the Contractor shall maintain an accurate, up-to-date MIS inventory of all refrigerants. The Contractor shall repair and replace interconnecting refrigerant and heating piping systems and their allied components and accessories. The Contractor shall maintain refrigerant pressure tubing connections so that they conform to ANSI standards. The Contractor shall perform annual maintenance on centrifugal and reciprocating compressor systems in accordance with manufacturer's specifications.

### **3.1.3.10 Condenser Maintenance.**

The Contractor shall clean condensers and water towers annually. The Contractor shall analyze system problems using chart recorders, psychometric charts, and test equipment. The Contractor shall balance systems, and adjust and calibrate pneumatic, electric, and electronic controls; including absorption, reciprocating and centrifugal systems.

### **3.1.3.11 Air Filter Replacement.**

The Contractor shall replace air filters associated with the heating, ventilating, and air conditioning equipment. The Contractor shall provide the proper fiberglass, synthetic media, or high efficiency filters.

### **3.1.3.12 Heating Systems and Boilers.**

## PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support

(COBRATF)

The Contractor shall maintain automatic firing steam and hot water boilers, forced air gas furnaces, water heaters (gas and electric), gas burners, electric heating elements, central air handling units, unit heaters, fan coil units, convectors, hot and chilled water circulating pumps, and other related equipment and devices. The Contractor shall maintain related heating equipment and systems, including regulating systems, feed water systems, forced and induced draft fans, exhaust fans and their associated components. The Contractor shall perform annual cleaning and inspection on boilers. The Contractor shall thoroughly clean and inspect the boilers for deterioration and wear in accordance with applicable OSHA Standards and guidelines and the American Society for Mechanical Engineers (ASHRAE) Boiler and Pressure Valve codes.

### **3.1.3.13 Heat Energy System.**

The heat energy system consists of a waste heat recovery system coupled with the waste incinerator which supplies the main source of medium pressure steam for both heating and cooling for the facility. A backup packaged steam boiler provides medium pressure steam whenever the facility requires heating and/or cooling during periods when the incinerator is not operating. The steam boiler is provided with a forced draft fan and natural gas burner with a fuel oil backup capability. The steam is then used as a heat source for the absorption chiller system, domestic hot water for the Training Building, heating water for the Administrative Building, and for use in heating coils in the air handling units.

### **3.1.3.14 Control Air Distribution Systems.**

The Contractor shall maintain and repair low pressure control air distribution systems from the discharge of the control air dryers throughout the facilities to include air filtration systems and negative pressure regulator systems. The Contractor shall maintain all underground and building piping systems of various sizes and pressures. Regulators, air traps, separators, safety and relief valves, and other related components shall be maintained to withstand designed operating pressures

### **3.1.3.15 Water Treatment.**

The Contractor shall test and maintain proper water conditioning treatment in the steam, hot water and humidity boilers, heating and cooling systems, and designated cooling towers, used in HVAC systems in order to protect boilers, piping, and mechanical equipment and systems from rust, scale, algae, and corrosion. The Contractor shall test all water softeners.

### **3.1.3.16 Ducting and Insulation.**

The Contractor shall provide sheet metal services to repair and replace as required, heating, ventilating, and air conditioning equipment and ducting of both rigid and flexible types. The Contractor shall provide sheet metal services for exhaust ducting, hoods, expansion joints, vibration eliminators, balancing dampers, volume dampers, diffusers, registers, turning vanes, and various types of drain and drip pans. The Contractor shall repair or fabricate, as necessary various configurations and transitional supply, return and exhaust ducting, hoods, panels, and other allied components associated with the heating, ventilating, and air conditioning systems. The Contractor shall provide insulation services to remove and replace damaged or defective

## PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support

(COBRATF)

insulation on the HVAC and utilities piping systems. The Contractor shall provide various types of thermal insulating material, including but not limited to: fiberglass, fiberglass board, blankets, blocks, wool, urethane foam, and cloth. The Contractor shall fasten insulation securely with bands, wires, staples, duct pins, or other approved devices to ensure a firm tight vapor seal. The Contractor shall apply insulating material to conform to the contour of the pipe, ducting, or other equipment being insulated. The Contractor shall protect any thermal insulation exposed to moisture, high temperature, outside weather conditions, or other harsh environmental conditions with aluminum jacket, mastic coating, or other suitable material to protect the insulating material from damage or deterioration. All Contractor ducting and insulation work shall be in accordance with ASHRAE standards, Sheet Metal and Air Conditioning Contractors National Association (SMACNA) requirements, and the International Building Code (IBC) standards.

### **3.1.3.17 Maintenance of Specialty Equipment.**

The Contractor shall be responsible for maintenance of specialty equipment and associated equipment, to a standard that prevents deterioration beyond that which results from normal wear and tear. Contractor systems responsibility includes water softening, vents and exhaust fan, refrigeration (including lube and cleanliness), flushing of drain, defrosting of freezer, strainer, etc. The Contractor shall report to the COR, in a timely manner, all noted deficiencies or malfunctions not under his direct responsibility.

### **3.1.4 Piping, Plumbing and Utilities.**

The Contractor shall maintain conventional plumbing, industrial pipes, shop air systems, control air systems, filtration systems, bottled gas, manifold systems, water filtering systems, water sterilizers, utility systems, storm drainage systems, water distribution, natural gas distribution, sanitation systems, metering stations, pressure reducing stations, heat exchangers, steam ejectors, stills, expansion devices, vibration eliminators (pertinent to piping systems), filters, strainers, and valves. The Contractor shall maintain piping, plumbing, and utilities to eliminate leaks, eliminate supply deficiencies, and eliminate system failures.

#### **3.1.4.1 Valves.**

The Contractor shall maintain butterfly valves, ball valves, gate valves. The Contractor shall exercise valves regularly as recommended by manufacturer data and code guidance to eliminate corrosion, build up, and tuberculation so that the valves shall operate easily, close and open completely, seal completely, and operate as intended.

#### **3.1.4.2 Pipe Covering and Insulation.**

**Pipe Covering and Insulation.** The Contractor shall cover and insulate all piping to eliminate failure due to extreme temperatures. This work shall include the application of various materials to piping, maintaining jackets on insulated piping, and maintaining identification medium on piping surfaces.

#### **3.1.4.3 Miscellaneous.**

## PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support

(COBRATF)

The Contractor shall perform tasks such as replacement, cleaning, relining, and installation of pipe and tubing, excavation and backfilling; backfilling so as to eliminate stressing of piping or conduits. The Contractor shall develop and execute valve exercising schedules, and shall perform flow adjustments in accordance with flow control diagrams.

### **3.1.4.4 General Requirements for Plumbing.**

Plumbing work shall include maintenance and repair of the plumbing systems and fixtures of each building. Plumbing systems and fixtures include, but are not limited to, sinks, toilets, basins, lavatories, bib cocks, showers, fire sprinkler systems, etc. When repaired, plumbing systems and fixtures shall be free flowing; in good, safe operating condition, free of leaks and drips. Domestic water lines shall be maintained from and including the service cut-off box or five feet beyond the outside of the building to and including any tap or plumbing fixture. Waste and sewage lines (including all lines six inches in diameter and smaller) shall be maintained from a point five feet beyond the outside of the building to and including any drain or plumbing fixture. Natural and propane gas lines shall be maintained from and including the cut-off valve at the pressure regulator and/or storage tank to and including the appliance, heater, or water heater connection. All work shall meet the workmanship of the International Building Codes (IBC), International Plumbing Code standards.

### **3.1.4.5 Clean-up/Restoration.**

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

### **3.1.4.6 Plumbing Fixtures.**

All sinks, toilets, basins, lavatories, hose bibs, etc., shall be maintained to drain freely and be free of chips, cracks or excessive discoloration. From the standpoint of energy conservation, all plumbing systems, fixtures, devices, and appurtenances shall be maintained free of leaks and drips, and properly adjusted to use the minimum quantity of water consistent with proper performance and cleaning. Under peak demand conditions, provided the minimum building water supply static pressure is available, a minimum flow pressure at all points of discharge of plumbing fixtures, devices, and appurtenances shall be maintained with sufficient volume and at pressures adequate to enable them to function properly and without undue noise under normal conditions of use. Minimum water flow pressure at all points of discharge shall conform to International Building Code (IBC) standards.

### **3.1.4.7 Water Heaters.**

Water heaters shall be repaired or replaced as required to provide hot water at least 140F, without leaks. Controls, control devices, and safety devices shall operate safely and properly. Water heater insulation jackets (3 inch minimum thickness) shall be installed on all replacement water heaters and or existing units when excessively worn, damaged, or missing.



(COBRATF)

### **3.1.5 Electrical/Utilities.**

The Contractor shall be responsible for electrical power distribution from originating source to support operations within the COBRATF. The Contractor shall maintain electrical equipment within the COBRATF; this includes, but is not limited to: switchgear, breakers, transformers, motors, generators, uninterruptible power supply systems, control equipment and instruments associated with electrical power distribution, etc. The Contractor shall maintain electrical equipment so as to eliminate electrical distribution failures and power fluctuations, in conjunction with originating source. All activities shall be conducted in accordance with applicable sections of the National Electric Code and other guidance as cited herein.

#### **3.1.5.1 General Requirements for Electrical.**

Electrical work shall include maintenance and repair of electrical systems up to 600 volts beginning at the utility step-down transformer. The Contractor shall be responsible for these systems beginning at the building/structure service equipment connections. All electrical equipment including service equipment, power distribution switchboards and panel boards, protective devices, transformers, feeders and branch circuit wiring, raceways, motors, motor circuits, motor controllers and motor control centers, electronic equipment and wiring, lighting systems, emergency power and lighting systems, wiring devices, portable tools and equipment and other types of utilization equipment, shall be maintained free of hazards to life and property and in an efficient, operational and usable condition. All electrical equipment, components and associated devices shall be free of defects, and maintained with a pleasing appearance at all times. All exterior lighting in common hallways and exterior stairways shall also be repaired and/or replaced. Receptacles and breakers with ground fault sensors shall be capable of properly detecting faults. All workmanship and materials shall conform to the National Fire Protection Association (NFPA), National Electrical Code (NEC), and the International Building Code (IBC) standards.

#### **3.1.5.2 Secondary Equipment.**

The Contractor shall maintain secondary equipment involving nominal voltage levels of 480, 277, 208, and 120 single and three phase, at 60 hertz. This includes equipment consisting of circuit breakers, transformers, fuses, meters, recorders, relays, contactors, magnetic starters, bus ducts, cables, groundings, ground fault systems, and feeders.

#### **3.1.5.3 Power and Lighting.**

The Contractor shall maintain power and lighting distribution systems including circuit breakers, switches, panels, receptacles, light fixtures, dimmers, contactors, motors, built-in appliances, emergency lighting systems, static grounding systems, obstruction lighting, relamping, fusing, conduits, and conductors

#### **3.1.5.4 Emergency.**

The Contractor shall maintain standby power generating plants including transformers, circuit breakers, natural gas or diesel engine driven generators, associated control systems, batteries,

## PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support

(COBRATF)

chargers, gas supply line regulators, valves, controls, distribution systems with associated switchgear, oil-fused cutouts, and unit load centers. The Contractor shall operate these systems on request at any time and shall maintain uninterruptible power systems (UPS).

### **3.1.5.5 Motor Generators.**

The Contractor shall maintain 400 hertz generating equipment and associated control systems including transformers, circuit breakers, receptacles, distribution panels, transfer and control equipment, feeder and branch circuit conductors, conduits, and supply cords.

### **3.1.5.6 Video Surveillance System (CCTV).**

The Contractor shall maintain video surveillance systems to include but not limited to video cameras, digital storage devices, cabling, monitoring equipment and all miscellaneous fittings, connectors, converters, cables, mounting/ceiling brackets or other hardware used in the operations of the systems.

### **3.1.5.7 Intercom System.**

The intercom system shall be maintained in accordance with the manufacturer's maintenance manuals. All preventive maintenance and cleaning shall be performed as recommended in the maintenance manuals.

### **3.1.5.8 Electric Gate.**

Maintenance of the electric gates shall be in accordance with manufacturer's maintenance manuals. The Contractor shall check for proper alignment of operating devices, belts and chains for excessive wear, adjustment of limit switches and friction clutch adjustments.

### **3.1.5.9 Access Control Systems.**

The Contractor shall maintain all access control systems within the COBRATF enclave in accordance with the manufacturer's maintenance manuals.

### **3.1.5.10 Miscellaneous.**

The Contractor shall maintain miscellaneous equipment, including parts, such as motors, generators, coils, pumps, solenoid valves, thermostats, controllers, regulators, compressors, air conditioners, evaporative coolers, heaters, all back-up power generators, boiler plant, industrial heating, and gas-burning equipment. Also equipment such as drinking fountains, cathodic protection systems, cooling towers, duct banks, underground conduits, conduits, vaults, and pull boxes.

### **3.1.5.11 Unique Utilities.**

## PERFORMANCE WORK STATEMENT: CDP Facility Operation and Maintenance Support

(COBRATF)

The Contractor shall maintain all unique power, HVAC systems provided for computers, telephone and visual communication equipment, data links, and test facilities.

### **3.1.5.12 Buss Bars and Copper Works.**

The Contractor shall inspect all buss bars at the mechanical connecting joints by thermographic and mechanical means. The Contractor shall take corrective measures (i.e. cleaning surfaces and installing new bolts) immediately if the joint is loose or producing abnormal heat.

### **3.1.5.13 Uninterruptible Power Supply (UPS).**

The Contractor shall maintain all fixed mounted UPS systems. Contractor maintenance shall be performed by a qualified service technician with a minimum of five (5) years' experience with UPS systems. The technician shall have completed a minimum of 40 hours of UPS maintenance training. The Contractor shall inspect the UPS system in accordance with manufacturer and industry requirements. The Contractor shall test all items under a simulated emergency. After the test, the Contractor shall submit findings in the Monthly Progress Report. The Contractor shall, at a minimum, visually inspect each UPS system battery for proper battery fluid level, leaks, cracks, deterioration, and test for specific gravity and voltage output. The Contractor shall maintain an MIS file of all UPS inspection and test results.

## **3.1.6 Painting**

Painting shall include both the interior and exterior of all types of surfaces on buildings and miscellaneous structures, as well as the painting of other miscellaneous items such as signs, guard posts and rails, parking bumpers, etc. Painting/Finishes shall be accomplished IAW manufacturer's recommendations and the Section 09 of the Unified Facilities Guide Specifications (UFGS)

### **3.1.6.1 Interior and exterior painting.**

This painting shall include all work necessary for a finished job, including windows, doors, frames, trim, molding, shutters, gutters, down spouts and appurtenances comprising an integral part of the facility or structure. Major painting will be accomplished by work request. This definition does not relieve the Contractor of any responsibilities for items which are within the scope of this contract.

## **3.1.7 Carpentry**

The Contractor shall provide all labor, services and materials to perform carpentry skills within the COBRATF. Requirements may include but not limited to: remodeling and repairing cabinets, counters, shelves, tables and miscellaneous furniture; replace and repair door closures and locks; alter and repair a variety of building structures such as walls, partitions, doorways, window frames, stairways and roofs; install window glass and screen; apply wall and floor covering materials; install ceramic and other types of tile; refinish and repair furniture; and paint and stain building interior and exteriors. Requirements may also include framing, forming and finishing.

### **3.1.8 Roofing/Ceiling Maintenance.**

#### **3.1.8.1 General Requirements for Roofing Maintenance.**

The Contractor shall provide all labor, services and materials to address roofing maintenance, preventive maintenance or replacement requirements. Contractor is to be familiar with all regulatory guidance including environmental regulations addressing roofing services. Total roof replacement is outside the scope of this contract. The Contractor shall take no actions to void the roof warranties

#### **3.1.8.2 Maintenance.**

The Contractor shall repair all roofing, flashing, gutters, downspouts, vents, vent caps, weatherproofing, metal trim, roof trim, roof jacks, splash blocks, soffits, fascia, caulking, nailing, water deflectors, shingles or gravel stops. All replaced material will be of a standard or better quality. New roofing material will match the existing color as nearly as possible. The Contractor shall patch or replace in such a manner to ensure that the completed work is water tight and weather tight. The roof repairs shall include all necessary structural repair and fascia board repair.

#### **3.1.8.3 Inspections.**

The Contractor shall perform a roof inspection annually on all roofs, gutters, downspouts, flashing and gravel stops. Inspection shall be in accordance with application standards, manufacturer's recommendations and guidelines or customary trade practices. The Contractor shall prepare and submit a written report of findings to the COR.

#### **3.1.8.4 Ceiling Maintenance.**

The Contractor shall ensure that ceilings and frame members are properly secured. The ceiling shall be free of holes and cracks. Badly soiled, defaced, bowed or water damaged surfaces or other defects which would render an unsightly appearance are to be repaired or replaced with materials of the existing style and quantity.

#### **3.1.9 Fire Protection.**

The Contractor shall perform all maintenance, inspection, and testing as required for all fire protection equipment located on the COBRATF. This includes fire alarm monitoring systems, fire water systems, fire sprinkler systems (wet pipe and dry pipe), deluge systems, dry chemical systems, fire hydrants, post indicator valves, fire water pipes, fire hoses, fire water tanks, fire water pumps, all associated fire lines that interconnect the systems, a central station, coded devices, smoke detectors, water, audible and visual enunciators, pull boxes, control panels, interior and exterior building components, fire walls, fire stops, portable fire extinguishers, emergency and exit lighting. The Contractor shall maintain, service, repair, and test the fire detection and fire protection systems to ensure proper operation and eliminate false alarms.