

Performance Work Statement (PWS)
Logistics Civil Augmentation Program (LOGCAP)
November 17, 2017
FINAL (v5.0)

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SECTION I - LOGISTICS CIVIL AUGMENTATION PROGRAM (LOGCAP) CONCEPT OF OPERATIONS AND PROGRAM OBJECTIVES

01.0. LOGCAP Concept of Operations.

The intent of Section I is to describe the scope of work that LOGCAP provides across the six phases of the continuum of military operations in support of the Geographic Combatant Command's joint operations, coalition partners, and other federal agencies to address all Army Service Component Command regional and country aspects in support of setting the theater and theater sustainment through the following five requirements:

- Army Power Projection Platforms (AP3) support
 - (includes mobilization, MFGI, and force projection support)
- Theater Opening (includes RSOI support)
- Sustainment
- Theater Distribution
- Stability Operations and Defense Support to Civil Authorities (DSCA) support

LOGCAP provides contracted capabilities to plan for and, when directed, rapidly provide the sustainment capabilities necessary to set theaters and enable Army and Joint, Interagency, Intergovernmental, and Multinational operations from phase 0 through phase 5 and support theater operations. LOGCAP requires the contractors to provide planning capabilities and to deliver actionable plans for the rapid integration of contracted capabilities into Army Service Component Commands (ASCC) plans and operations. Actionable plans may consist of plans to employ contracted capabilities to theater assigned and rotational sustainment forces to rapidly enable mobilization and demobilization of reserve components, force projection, theater opening, establish theater distribution, and to sustain operations. These enabling contracted capabilities are available ahead of, and during, the Time-Phased Force Deployment Data (TPFDD) flow of sustainment forces into theater; filling the gap between ASCC sustainment capabilities and the arrival of forces into theater to conduct sustainment operations. The purpose of 'setting the theater' and planning is to ensure responsiveness (i.e 72 hour response to emerging requirements).

LOGCAP retains a regional construct where one contractor will support a specific ASCC in order to create a planning relationship to enable a rapid response capability to ASCC requirements.

Setting a theater requires organization, preparation and execution of all activities needed to establish favorable conditions for conducting military operations in support of MFGI operations, force projection operations, theater opening (RSOI support), sustainment, and theater distribution, generally driven by the sustainment support requirements of specific operational plans and other requirements established in the Geographic Combatant Commander's (GCC) theater campaign plan which spans the range of decisive action.

LOGCAP capabilities are echeloned to deliver readiness through expansibility and reversibility through all phases of operational planning: Phase 0 - Shape; Phase I - Deter; Phase II - Seize the Initiative; Phase III - Dominate; Phase IV - Stabilize and Phase V - Enable Civil Authority.

Phase Overview:

Phase 0 (Shape):

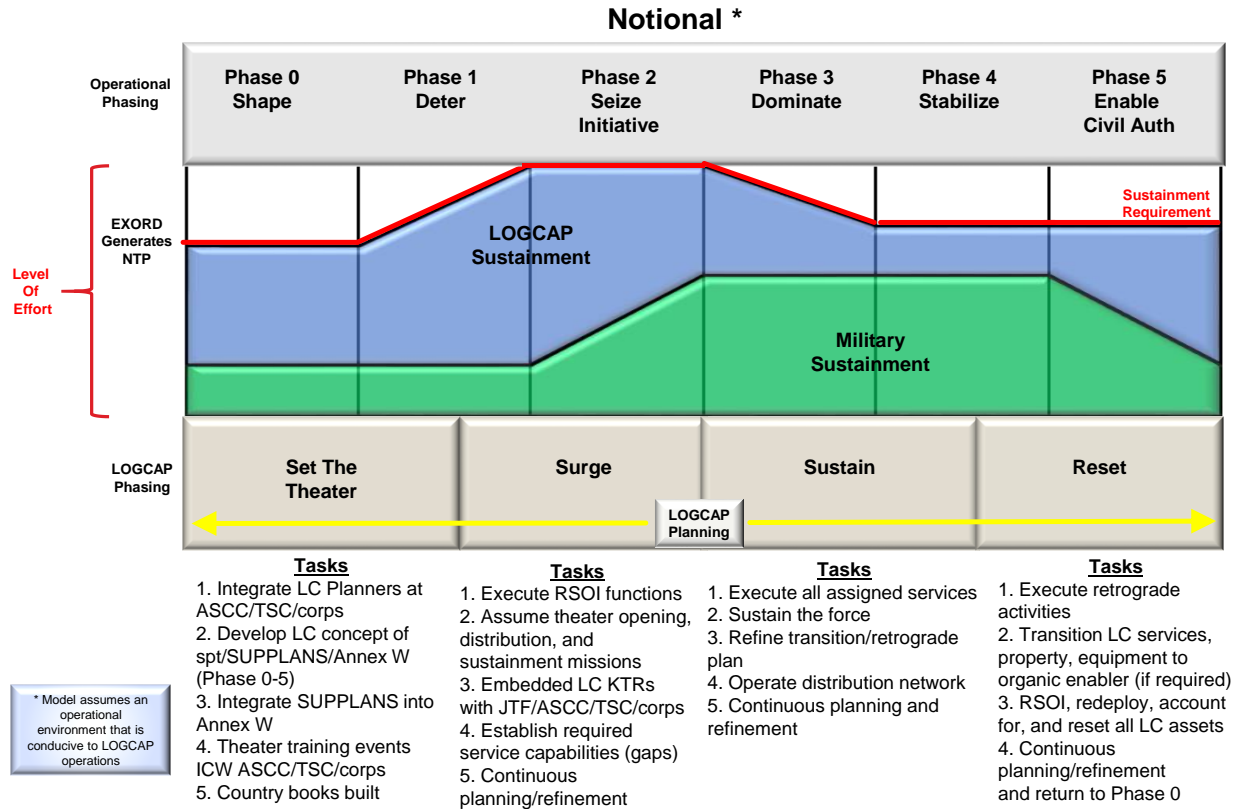
(Deliverables are in Section II)

The LOGCAP contractor will provide a lead planner, and supporting elements, capable of conducting detailed planning and analysis required to deliver plans for contracted solutions that enable Army Service Component Commands (ASCC), and Theater Sustainment Commands to set the theater and conduct MFGI operations, force projection operations, theater opening (RSOI support), sustainment, theater distribution, support Army DSCA operations (humanitarian/disaster relief), and conduct stability operations (NEO) in support of the geographic combatant commander's plan.

The US Government (USG) will provide the contractor with the requirements needing integration of LOGCAP capabilities into existing OPLANs, CONPLANs, and/or areas of emerging threat. Based on USG identified organic sustainment/logistics shortfalls or capability gaps, the contractor will conduct detailed analysis and planning to develop plans for Government acceptance, such as, but not limited to, Concepts of Support, support plans (SUPPLAN) and Annex W input for the ASCC priority OPLAN. The contractor shall identify in these plans contractor capabilities that can support decisive action and mitigate risk. The Government will review the Contractor's SUPPLAN, concept of support, and Annex W inputs twice annually (every six months) during program reviews throughout the life of the contract. The Contractor will deliver the SUPPLAN, concept of support, and Annex W inputs to the Government at the direction of the appointed contracting officer within one year of request and will become government property. The LOGCAP contractor, when directed, shall develop additional SUPPLANs, concepts of support, and Annex W inputs based on ASCC mission priorities, and continue to maintain and update previously delivered SUPPLANs, concepts of support, and Annex W inputs.

The LOGCAP contractor(s) will create Country/Region Book(s) supporting each SUPPLAN, concepts of support, and Annex W input that provides information to facilitate operational planning, setting the theater and defense support to civil authorities.

Other phase 0 enabling efforts include the LOGCAP V contractor providing LOGCAP-centric exercise support when directed by the contracting officer.



NOTE: Employment of LOGCAP during Phases 1-5 as outlined below assumes that a decision has been made by the GCC/ASCC to employ LOGCAP.

Phase I (Deter):

(Deliverables are in Section III-VII)

As theater assigned and rotational sustainment forces shift focus to deterrence operations, the LOGCAP contractor(s), when directed by the contracting officer, will enable the ASCC by augmenting theater assigned and rotational sustainment commanders as they execute “set the theater” missions: CONUS MFGI operations and force projection operations in support of AP3, theater opening, theater distribution, theater sustainment, and stability operations. The LOGCAP V contracted capabilities enable the movement of personnel and materiel to power projection platforms, facilitate and execute deployment operations, and execute theater opening tasks including reception, staging, onward movement and integration (RSOI), aerial port of debarkation/seaport of debarkation (APOD/SPOD) services, development of intermediate staging bases, distribution networks, and other key sustainment support activities.

Phase II (Seize the Initiative):

(Deliverables are in Section III-VII)

The LOGCAP contractor augments ASCC and theater sustainment commanders as they create conditions for exploitation, often characterized by rapid change

management activities to support the expansion of friendly forces freedom of action. The LOGCAP contractor(s) will continue to enable CONUS MFGI operations and force projection operations in support of AP3, theater opening, theater distribution, theater sustainment, and stability operations as TPFDD forces arrive in theater. While LOGCAP contractors are not expected to accompany the force in direct contact with enemy forces, they may facilitate the flow of personnel and supplies forward and replace traditional Army sustainment forces in the rear area. The full range of sustainment can be provided to either augment or supplant organic force sustainment capability.

Phase III (Dominate):

(Deliverables are in Section II-VII)

The LOGCAP contractor can enable operations by executing theater-level distribution and sustainment functions in order to allow organic capabilities to conduct decisive operations. The LOGCAP contractor(s) will continue to enable CONUS MFGI operations and force projection operations in support of AP3, and theater opening (RSOI support) as follow-on forces arrive in theater, as well as enabling stability operation as part of foreign consequence management. LOGCAP contractor(s) will support government planning in preparation for phase IV.

Phase IV (Stabilize):

(Deliverables are in Section II-VII)

The LOGCAP contractor(s) support this phase in accordance with theater objectives for stabilization. This phase is often characterized by improvements to facilities and quality of life in base camps, increased support to other governmental agencies, and greater introduction of host nation labor. The LOGCAP contractor may support stability operations as part of foreign consequence management. Contractor assumes greater sustainment responsibilities as sustainment forces commence redeployment operations. The LOGCAP contractor may support continued deployment, redeployment, retrograde of equipment, and other sustainment activities as appropriate to meet the objectives of this phase. The LOGCAP contractor(s) will continue to enable mobilization/de-mobilization at CONUS AP3 sites, and theater opening (RSOI support) as follow-on forces arrive in theater. The LOGCAP contractor may support personnel and equipment reception operations at Ports of Debarkation (POD) at CONUS AP3 sites. The LOGCAP contractor, while continuing support to Army requirements, remains available to support Joint, Interagency, Intergovernmental, and Multinational operations in support of stability operations.

Phase V (Enable Civil Authority):

(Deliverables are in Section II-VII)

The LOGCAP contractor enables transition activities and may support Joint, Interagency, Intergovernmental, and Multinational organizations by executing theater distribution, theater sustainment, and stability operations through direct support. The LOGCAP contractor continues to set the conditions for resumption of Phase 0

operations, while continuing to support the ASCC commander's operational priorities.

Note: The five functions/requirements that support for setting the theater and sustainment may continue throughout all six phases

01.01. LOGCAP Program Objectives.

NOTE: There is no specific workload associated with this paragraph. The LOGCAP Program Management Office, requiring activities, and supporting contracting officials will assess the Contractor's ability to meet these objectives during the quarterly Performance Management Reviews. Successful offerors will embrace and achieve the following objectives:

01.01.01. Responsiveness: Provide agile sustainment for an agile force; sustainment available where and when needed. The LOGCAP provides initial response capability to emerging events within the area of responsibility within 72 hours.

01.01.02. Transparency. Ensure that costs and labor force are traceable to execution.

01.01.03. Affordability. Employ efficient and effective measures to control costs and ensure best value.

01.01.04. Predictability. Maintain consistent cost predictability when Levels of Effort are known.

01.01.05. Capability. Provide a full spectrum of sustainment capabilities across the full range of possible mission sets. Potential missions include military operations in all operational phases and the complete range of contractible services permitted by law and policy.

01.01.06. Flexibility. Provide for rapid expansibility and reversibility to meet commander's objectives.

01.01.07. Accountability. Adhere to and comply with regulatory and contractual requirements, remain audit ready to ensure the auditability of the program.

II – CONTRACTOR ENABLING FUNCTIONS

02.00. Management and Planning.

Management and Planning consists of the Strategic (Corporate HQ), Operational (Theater or Operation Management), and Tactical (Camp Management) functions necessary to execute sustainment and meet the LOGCAP objectives. Outside of CONUS, the location of contractor program management assets will be theater dependent, and will be determined by the Army Field Support Brigade Commander supporting the respective theaters.

This standard applies to all paragraphs in Section II:

STD: IAW AR 380–5, the contractor shall create, mark, handle, store, and destroy the documents based on the appropriate security classification using the appropriate information system as required by the classification of the material.

AQL: The contractor will comply with AR 380-5 100% of the time.

02.01 Setting and Surging the Theater (Phases 0-II).

Pre-activation planning includes efforts prior to LOGCAP being authorized to perform services. It encompasses activities associated with shortening response time, establishing the conditions for successful execution of future operations, and supports the shaping activities of the geographic combatant command (GCC) and Army Service Component Command (ASCC). Contractor support to setting and surging the Theater in support of the Army's response to a crisis, includes all actions from planning through force integration (ref JP 3-34).

Phase 0 planning includes efforts prior to LOGCAP being authorized to perform services. It encompasses activities associated with shortening response time, establishing the conditions for successful execution of future operations, and supports the shaping activities of the geographic combatant command (GCC) and Army Service Component Command (ASCC). Upon receipt of capability gaps from USG planners, the contractor shall conduct deliberate or crisis action planning for the integration of LOGCAP capabilities, and how they are executed, into theater priority plans and emerging requirements.

During Phase I-II, when requested, the contractor shall execute urgent and emergent requirements, as identified in the Technical Exhibits, using its plans developed under PWS paragraphs 02.01.02 and 02.01.04 as a basis for supporting Pre-Deployment Activities, Fort to Port, Port to Port, Port to Destination (RSOI) Activities, and other key sustainment activities in support of the Army deployment process .

STD: The contractor shall provide a senior planner that will align with and support specific headquarters as identified in the technical exhibit H.2 for this paragraph. The contractor senior planner shall have the following qualifications:

- Will possess a top secret clearance
- Knowledgeable of Army logistics at the tactical, operational, and strategic

levels and operational contract support

- Writing that is free from errors and won't be misinterpreted
- Verbal communication skills capable of developing a rapport with peers and senior leaders, with ability to adjust their communication style appropriate to the audience.
- Ability to listen and understand supported unit requirements
- Knowledge and experience with the Military Decision Making Process
- Experience as a planner at the operational command level (Corps/Army), and optimally have recent experience within the GCC/ASCC area of responsibility.

AQL: Compliance with security clearance requirements and knowledge and experience (100%). Written products free from spelling and grammar errors with no rework required (at least 95% of the time). Personal and communication skills with peers and senior leaders are professional and result in no complaints to the COR regarding planners' workplace interpersonal skills.

02.01.01 Theater Analysis. The contractor shall develop and maintain country or region books which complement/support the Concept of Support they develop under paragraph 02.01.02. The countries included in Theater plans and emerging requirements will receive the highest priority, followed by satellite countries where there are areas of emerging threat, or where lines of communication expand beyond the area of operation defined in the plan or orders. The contracting officer or appropriate contracting authority may also direct the Contractor to develop separate region or country specific books for areas subject to frequent natural disasters, or areas prone to humanitarian crises.

Region book data is broken into four major categories:

- General Information (i.e. customs/immigration, health/medical, political agreements, labor laws, labor brokers, skill set availability, existing political agreements, Status of Forces Agreements, etc.).
- Transportation/distribution infrastructure related details (i.e. seaport/maritime, airfield/aviation, rail, pipeline/warehouse/storage facilities). Sustainment Infrastructure required to support the services detailed throughout the PWS.
- Engineering infrastructure related details (i.e. power, water, building codes)
- Potential vendor lists for specific country and region.

The USG may ask for other additional information or data, as required.

The purpose of this data is to improve contractor responsiveness should the contractor be activated for operational contract support.

STD: The contractor shall complete and submit this data in a 'flat file' format as detailed in CDRL P-02.

AQL: Country/Region Books are prepared in the format requested (100% of the time), be accurate and technically sound (at least 95% of the time), and free from spelling and grammar errors with no rework required (at least 95% of the time).

STD: The Contractor shall formally present Country/Region Books to the government twice annually, at six month intervals, during Performance Management Reviews, or as scheduled by the contracting officer. The Contractor shall demonstrate their progress at the first six month interval and present completed country books at the end of the second six month review period. The country or region books submitted to the government will become government property, and may be shared with other government activities and contractors as required.

AQL: Contractor presents at a minimum, one complete first draft Country/Region Book after six months, and one completed Country/Region Book after one year. (100% of the time).

Deliverable:

CDRL P-02 Country Region Book Data Files
CDRL P-01 PMR

02.01.02 Develop Concept Of Support. The ACO or appropriate contracting authority will provide the contractor with the requirements representing a capabilities gap needing integration of LOGCAP capabilities into existing OPLANs, CONPLANs, and/or areas of emerging threat. Upon receipt of requirements identified as capability gaps from USG planners, the contractor shall conduct deliberate or crisis action planning for the integration of LOGCAP capabilities into theater priority plans and emerging requirements, and then package and present the results of this planning to the ASCC planning staff for consideration and acceptance decision. When accepted by the USG, the information/package submitted becomes USG property. Following acceptance, the contractor's concept of support is incorporated into the appropriate OPLAN or CONPLAN Annex W under "Scheme of Operational Contract Support."

Although not all-inclusive, as applicable, the contractor shall specifically consider the following tasks when conducting mission analysis and developing their concepts of support:

Theater opening (planning to do the following):

- Conduct mission analysis of government provided capabilities gaps defined by standard requirements code (SRC), unit identification code (UIC), or unit type code data. Tasks may include, but are not limited to:
 - Identify required resources and develop a concept of operations to conduct movement of forces from ports of debarkation to staging bases or other forward locations.
 - Identify required resources and develop a concept of operations to establish and operate expeditionary bases in support of sustainment operations.
 - Identify power sources and conduct analysis to determine if an organic prime power grid needs to be established, and if so, the requirements to build and maintain that grid.

- Identify alternative sources of water and required resources to develop a point of need water production.
 - Identify sources and locations to build supply points (all classes of supply)
 - include both bulk and package for class III
 - Identify required resources and develop a concept of operations to establish, integrate, and operate a distribution system and network.
- Once requirements are received from the USG planners through the appropriate contracting authority, perform SRC TPFDD capabilities gap analysis of deploying units in the OPLANs and CONPLANs to identify the activation sequence and timeline of contractor provided sustainment and base life support services.
- Liaise with and conduct staff integration with USTRANSCOM, Air Force Air Mobility Command, Surface Deployment and Distribution Command, and the Theater Sustainment Command (TSC)/ expeditionary sustainment command (ESC) to facilitate port throughput in support of reception, staging, onward movement (RSOM).
- Liaise with and conduct staff integration with Defense Logistics Agency to understand their plans for throughput of materiel in support of RSOM.

Reception, Staging, Onward Movement (planning to do the following):

- Develop a concept of support to conduct staging activities and support onward movement of troop formations.
- In coordination with theater planners, identify potential locations for staging bases and future base camp sites.
- In coordination with the theater planners, develop modular engineering designs for staging bases and future base camp sites, so they are capable of expanding and contracting with planned flow of forces. Identify required resources to construct and manage these facilities.

Theater Distribution Network (emphasis on physical network) (planning to do the following):

- Develop a concept of operations to conduct multi-modal distribution operations in support of theater distribution and onward movement of troops.
 - Integration of airfields, roads, bridges, railroads, structures, and pipelines.
 - If capability gaps exist, Identify required resources to construct and manage the required infrastructure.
- Develop a concept of operations and design a network to conduct semi-autonomous aerial distribution operations.
 - If capability gaps exist, Identify required resources to construct and manage the required infrastructure.
- Identify required resources and develop a concept of support to provide heavy equipment transport (HET) support for armored vehicle transportation.

Host Nation/ Multi-national Forces Staff Integration and Coordination (planning to do the following):

- Identify activities requiring host nation support and/or agreements
- Identify resources and develop procedures to conduct staff integration with the host nation as required to ensure uninterrupted support.
- Identify activities requiring coordination with Allies/partners/other services/other government agencies, and identify resources and develop procedures to conduct staff integration as required to ensure uninterrupted support.

Health Care Services (Medical, Dental, Veterinary) Requirements (planning to do the following):

- Identify required resources, to include, but not limited to, professional personnel, specialized equipment and facilities, and develop a concept of medical support for contractor employees.
- Identify required resources in a concept of medical support, to include, but not limited to, professional personnel, specialized equipment and facilities, to establish, operate, and close a defined number of Role 1 Medical Facilities for USG personnel (military and/or civilians) within the specific parameters provided by the government (i.e. type of service, type of care, casualty evacuation, etc....).
- Identify required resources in a concept of medical support, to include, but not limited to, professional personnel, specialized equipment and facilities, to establish, operate, and close a defined number of Role 2 Medical Facilities for USG personnel (military and/or civilians) within the specific parameters provided by the government (i.e. type of service, type of care, casualty evacuation, etc....).

STD: The Contractor shall develop a concept of support which will include a rough order of magnitude estimate and technical execution concept plan. Each concept of support will include a description of the capability in context of a 'sustainment force module' which defines functional capability and capacity, number of personnel, resources required to execute the plan, and how the personnel and equipment will flow into and close on the theater in order to reach FOC. The contractor shall complete and submit concepts of support following either the general format in US Army Field Manual 6-0, Annex F (SUSTAINMENT) Format and Instructions, or in a special format identified by the AFSB LOGCAP planner and coordinated through the appropriate contracting authority.

AQL: Concepts of support shall be prepared in the format requested (100% of the time), be technically sound and executable (100% of the time), and free from spelling and grammar errors with no rework required (at least 95% of the time).

STD: The Contractor shall formally present the concepts of support to the government twice annually at six month intervals during Performance Management Reviews, or as scheduled by the contracting officer. The

information submitted to and accepted by the government is government property.

AQL: Concepts of support are completed to a level that is ready for presentation and government review and analysis within the required timeframe at least 95% of the time.

Deliverable:

CDRL P-03 Concepts of Support

CDRL P-01 PMR:

02.01.03 Exercise Support. The Contractor shall demonstrate the viability of their pre-activation planning by participating in GCC/ASCC simulations, table-top exercises, and staff exercises. Upon PCO or ACO direction, the Contractor shall participate in GCC/ASCC level exercises to verify the completeness, accuracy, and realism of support plans. The Contractor shall provide all personnel and equipment necessary to participate in the Exercises. When directed by the PCO/ACO, the Contractor shall assist in the development of Master Scenario Events List (MSEL) items to exercise LOGCAP planning and execution and Time-Phased Force Deployment Data (TPFDD) movement. The Contractor may be required to use planning document data to respond to the Exercise scenario as necessary, and may be required to present specific information relative to providing engineering/construction and sustainment support to the scenario. The length and complexity of individual exercises will vary, and exercise support will be funded by individual task order as directed by the PCO.

STD: Following each exercise in which the Contractor participated, the Contractor shall provide an Trip report, with lessons learned, to the ACO and AFSB LOGCAP planner summarizing the following: Review what was supposed to happen, establish what happened, determine what was right or wrong with what happened, and determine how to perform the task differently next time (Reference FM 7-0, Appendix D).

AQL: Trip Reports shall be prepared in the format requested (100% of the time), be accurate and technically sound (at least 95% of the time), and free from spelling and grammar errors with no rework required (at least 95% of the time).

Deliverable:

CDRL E-03 Trip Report

02.01.04 Project Planning/Estimates (Phase 0). The Contractor shall provide project planning and scheduling. Planning shall consist of site assessments, technical risk assessments, alternative analysis (to include ROM costs and cost benefit analysis), environmental impact assessments, project schedules and project planning estimates for labor, equipment, materials and subcontract requirements. Contractor shall apply standardization, effective work-loading and asset management, and other agile management processes.

Other Pre-activation Planning; the contractor shall:

- Identify required resources and staffing model to ensure an advanced party management team is on the ground at the tactical point of need within 72 hours of notification.
- When conducting risk assessments during mission analysis, identify to the LOGCAP Planner or COR, as soon as it is determined, any requirements which would receive a 'high risk' rating, and jeopardize the success of contractor operations due to anti-access area denial (A2/AD) or force protection conditions (reference Joint Pub (JP) 3-10 Joint Security Operations in Theater).
- Conduct physical site survey activities inherent to developing concepts of support for theater OPLANS and CONPLANS. The contractor must coordinate any and all site surveys activities through the Army Field Support Brigade (AFSB) headquarters Support Operations Officer and LOGCAP Planner prior to conducting them.
- Prepare plans and conduct physical site surveys activities inherent to developing concepts of support for refugees and/or displaced persons. The contractor must coordinate any and all site surveys activities through the Army Field Support Brigade (AFSB) headquarters Support Operations Officer and LOGCAP Planner prior to conducting them.
- Make recommendations to the government on operational energy initiatives that can result in economies of force or reducing operational risk.
- Identify access requirements to government information systems required to maintain the military theater logistics common operating picture.
- Identify and make recommendations to the government regarding pre-positioning materiel and supplies to enable setting and then surging the theater, to include recommendations on pre-positioning mission essential vehicles, material handling equipment, materials, and/or sets/kits/outfits/machinery, to include a recommendation on lease versus buy decisions.
- Identify and make recommendations to the government regarding acquiring infrastructure to enable setting and then surging the theater, to include recommendations to obtain or secure access to real estate and/or facilities.

STD: The Contractor shall not perform any project planning services that might create an organizational conflict of interest (OCI) as defined by FAR 9.5 unless such OCI has been mitigated to the satisfaction of the contracting officer.

AQL: 100% OCI mitigation

STD: The Contractor shall provide the project planning packages addressed to the contracting officer containing project estimates and risk assessments to the government within 30 days of completion of the planning and staff analysis, or within the government directed suspense (whichever is shorter), and recurring papers on the results of planning, site surveys, and recommendations quarterly thereafter. The information submitted to the government is government property.

AQL: Project planning packages are completed to a level that is ready for presentation and government review and analysis within the required timeframe

at least 95% of the time.

Deliverable:
CDRL P-01 PMR

02.02 Management Support – Post Activation Planning. (Phase 1-5)

Post-activation planning includes efforts after LOGCAP has been authorized to perform services.

02.02.01 Program Management Office. The contractor shall provide management support for performance requirements including, but not limited to, oversight of quality control, safety, environmental, project management, freight, leases, storage, contractor communications, travel, visas, taxes, and Status of Forces Agreement (SOFA) considerations.

02.02.01.01 Project Planning. The Contractor shall provide project planning and scheduling. Planning shall consist of site assessments, technical risk assessments, alternative analysis, environmental impact assessments, project schedules and project planning estimates for labor, equipment, materials and subcontract requirements. The Contractor shall not perform any Project Planning services that might create an organizational conflict of interest as defined by FAR 9.5 unless such OCI has been mitigated to the satisfaction of the Contracting Officer. Contractor shall apply standardization, effective work-loading and asset management, and other agile management processes.

STD: When critical path tasks are adjusted or change that will impact the project schedule the contractor shall submit a revised project schedule to the appointed contracting officer within 24 hours of the contractor identifying the critical path impact.

AQL: Submit a revised project schedule within 24 hours at 95% of the time.

STD: The contractor shall submit as a part of their project planning submission and planning documents a separate Bill of Material (BOM) list.

AQL: The BOM shall reflect all equipment, material, and supplies required to execute all requested services; to include quantities, item descriptions, associated PWS paragraph, and to the greatest extent possible federal supply system (FSS) identification code.

02.02.01.02 Procurement and Supply Management. The contractor shall document rationale for any use of commercial sources when used in lieu of Federal Supply Systems and other Strategic Sources.

02.02.02. Contractor Support to Event Start. The contractor shall have the capability to activate contractor resources to conduct pre-deployment site surveys, and marshal resources to place advance personnel in theater within 72 hours of Notice to Proceed.

02.02.03. Operational Support Office (OSO). The contractor shall activate an Operational Support Office, an operation based management structure, when OPTEMPO, operational size, or span of control does not permit adequate support from the PMO.

02.02.04. Air Operations in Support of Contractors. In support of internal operations, the contractor shall provide the air movement of personnel, equipment, and materiel within and between operational theaters when military airlift assets are not available. This refers to air operations operated by and supporting the contractor or their authorized subcontractor. The contractor shall ensure all aircraft, aircraft operators and crew shall possess all required documentation, certifications, and licenses to comply with US Department of Transportation and Federal Aviation Administration (FAA) requirements, as well as host nation international aircraft certifications, if operating outside of CONUS. The USG will provide Downed Aircraft Recovery Team (DART) support, and security support if needed, only by exception on a case by case basis. The contractor shall request USG DART support following localized procedures.

STD: The contractor shall at minimum comply with Federal Aviation Administration regulations and policies, as well as host nation/international regulations and policies if operating OCONUS, to include certifications and licenses.

AQL: 100% compliance

02.02.05. Contractor Health Service Support. The contractor shall ensure medical services are provided for its personnel IAW the terms and conditions of the contract. Contractors shall have the means to provide their personnel routine and urgent medical and dental care in theater in order to minimize lost work time and avoid routine or urgent conditions from becoming emergent and requiring medical evacuation from theater. Contractors shall have the means to provide their personnel patient movement out of theater to definitive care when personnel do not meet the qualifications for treatment at DoD facilities or movement under the DoD Patient Movement System.

02.02.06. CONUS Replacement Center (CRC). The contractor shall establish, operate, and de-establish an organic CRC facility in support of Nonmilitary Individual Re-placement Deployment Operations (N-m IRDOs) only with HQDA G4 and G1 approval, followed by a directive by the PCO. The CRC will have the capability to receive, process, equip, and conduct Theater Specific Individual Requirements Training (TSIRT) for LOGCAP Contractors deploying to, and redeploying from, theaters of operations in support of overseas contingency operations.

STD: The contractor will establish CRC operations in accordance with HQDA G1 standards, and commence operations only after HQDA G3 has certified and validated the facility and training program.

AQL: Only operate CRC(s) following certification; 100% of the time.

STD: The contractor shall process, equip, and train LOGCAP contractor personnel in accordance with HQDA G1/G3 standards and Theater specific supplemental standards.

AQL: Ensure personnel meet standards required to deploy 100% of the time.

STD: Contract Employees are required to out-process through the CRC and turn-in equipment IAW DODI 3020.41.

AQL: Ensure personnel out-process through the CRC at least 95% of the time, and turn-in or account for equipment at least 95% of the time.

SECTION III – ENGINEERING

03.00. Engineering Services.

03.01. Planning For Engineering Support.

The contractor should integrate engineering efforts at the tactical, operational, and strategic level to maximize the efficiency of available engineering resources, improve supportability, and reduce life-cycle costs. To the extent feasible, the contractor should use standardized camp and facility designs that promote modularity, flexibility, and rapid execution. Camp and facility planning shall consider force protection, environmental and energy impact, operational efficiency, and life-cycle impact, including camp closure.

The following standards apply to all sub-paragraphs under paragraph 03.01.

STD: The contractor shall perform in accordance with (IAW) UFC 2-100-01 and UFC 3-101-01.

AQL: 100% compliance with UFC.

STD: The contractor shall incorporate the use of <https://mrsi.erdc.dren.mil/cos/> , or future website if updated, for standard design guides when applicable and determined appropriate by the Government IAW Technical Exhibit H.2.

AQL: Achieve at least 95% use of standard designs, unless directed by theater planners to use of non-standard designs.

STD: The contractor shall develop life cycle management plans which include cost benefit analysis for equipment supporting LOGCAP operations.

AQL: Life cycle management plans shall be prepared in the format requested (100% of the time), be accurate in equipment inventory and description and technically sound (at least 95% of the time), and free from spelling and grammar errors with no rework required (at least 95% of the time).

STD: The contractor shall provide input to the USG for use in completing the DD Form 1391 “FY ____ Military Construction Project Data.”

AQL: DD Form 1391 input shall be prepared in the format requested (100% of the time), be accurate and technically sound (at least 95% of the time), and free from spelling and grammar errors with no rework required (at least 95% of the time).

Deliverable:

Life Cycle management Plans for equipment

03.01.01 Power Generation and Distribution Planning. The contractor shall plan and design power production and distribution systems, basic power generation and secondary distribution systems. Planning shall include emergency backup power for authorized activities. Other power-generating capabilities can be used in order to reduce energy cost and improve operational energy outcomes, such as commercial

power systems, renewable energy (water, wind, solar) electric-generating systems, and rechargeable battery systems. The Contractor shall plan and design to operate micro-grids at remote locations. The contractor shall, to the extent feasible with the available funding appropriations, make use of centralized power generation and power distribution systems to reduce energy waste and fuel burdens.

STD: To the extent feasible, contractor acquired systems should be interoperable with government provided systems and share common provisioning requirements. The contractor shall use best business practices, to include implementation of single fuel concept, use of military standard fuel when feasible, and limit generator sizes, makes and models (pure fleeting) to the extent feasible in order to reduce supply chain impact and reduce life-cycle maintenance costs.
AQL: Systems provided by the contractor are at least 90% interoperable with government provided systems and share common provisioning requirements, when achievable, considering the existing baseline theater/ government provided equipment/systems fleet already in place.

03.01.02 Operational Energy (OE) Initiatives. The contractor shall identify opportunities to reduce energy requirements and establish efficient energy production to serve supported populations and activities. While time, appropriation (funds), and funding availability constraints may not permit incorporation of efficient systems at mission start, the contractor shall develop phased plans with price, and return of investment (ROI) points to the ACO within six (6) months of LOGCAP energy support at the tactical (camp or facility) level. These plans shall be further developed at the operational or theater level and updated as required to provide theater command with actionable information to transition to more energy efficient systems over time.

STD: Develop an energy conservation plan IAW AR 420-1, para 22-12, a. The contractor shall establish an initial OE baseline within six months of task order award, and then develop alternative OE COAs and present them to the ASCC G4 through the LOGCAP PMO Planner for recurring review minimum annually.
AQL: Energy conservation plan shall be prepared in the format requested by theater engineers (100% of the time), be accurate in description and technically sound (at least 95% of the time), and free from spelling and grammar errors with no rework required (at least 95% of the time).

Deliverable:
CDRL L-04 Energy Conservation plan

03.01.03. Water Support Planning. The contractor shall plan for the establishment of water systems (production, purification, storage, distribution, and disposal of waste water). Water systems must be integrated into the overall camp concept of operations to achieve safety, security, efficiency, economy, and environmental stewardship measures commensurate with mission planning. The water management plans will implement best practices for water conservation.

STD: Develop a water system design plan in accordance with considerations identified in TM 5-813-5, paragraph 1-3 (version Nov 86).

AQL: Plan is prepared in the format requested by theater engineers, is comprehensive, executable, and sustainable (100% of the time) and free from spelling and grammar errors with no rework required (at least 95% of the time).

Deliverable:

CDRL L-05 Water System Design Plan

03.02. Engineering.

The contractor shall develop, expand, improve, construct/close, and/or replace facilities and resources throughout the life cycle of the base camp. Camp development includes horizontal and vertical construction efforts necessary to establish camps that are safe, secure, and functional for the intended purpose, mission, and population. Construction standards are identified as: initial, temporary, semi-permanent, or enduring. Support services with quality of life standards are identified as: basic, expanded, or enhanced. Planning shall identify any additional power, water, or sewage requirements that are necessary to finish the project to the construction and quality of life standards intended, and the ACO or appropriate contracting authority shall be informed so the appropriate supporting PWS paragraph can be activated or modified. The contractor shall know and understand DoD guidance on military construction spending thresholds, and adhere this guidance. Contractor engineering is limited to approaches that can be accomplished within minor construction thresholds. The contractor shall request a determination from the USG lead engineer for any projects estimated to be within 5% of the threshold.

The following three standards Apply to sub paragraphs in 03.02, and as applicable to the

STD: The following Unified Facilities Codes apply to the contractor performing engineering efforts under all sub-paragraphs under paragraph 03.02:

- UFC 3-100 – Architecture and Interior Design
- UFC 3-200 – Civil / Geotechnical / Landscape Architecture
- UFC 3-300 – Structural and Seismic Design
- UFC 3-400 – Mechanical
- UFC 3-500 – Electrical
- UFC 3-600 – Fire Protection
- UFC 3-700 – Cost Engineering
- UFC 3-800 – Environmental

STD: The following Unified Facilities Codes summarized below apply to the contractor performing engineering efforts associated with semi-permanent or enduring facilities. Where other criteria, statutory or regulatory requirements are referenced in the contract or the UFC, the more stringent requirement must be

met. In the event of conflicting requirements, contact the contracting officer for adjudication.

- UFC 1-200-01 DoD Building Code (General Building Requirements)
- UFC 1-200-02 High Performance and Sustainable Building Requirements

STD: The following Unified Facilities Codes summarized below apply to the contractor performing engineering efforts associated with initial or temporary non-permanent facilities that support military operations (where the government determines permanent construction is impracticable under prevailing operational conditions, and/or the need for the facility is transitory). Where other criteria, statutory or regulatory requirements are referenced in the contract, the more stringent requirement must be met. In the event of conflicting requirements, contact the contracting officer for adjudication. This criteria applies to the following: buildings; utility distribution and infrastructure; equipment that is primarily intended to provide occupants shelter from the elements in lieu of a building or structure.

- UFC 1-201-01 Non-Permanent DoD Facilities in Support of Military Operations
- UFC 1-201-02 Assessment of Existing Facilities for Use in Military Operations
- UFC 1-202-01 Host Nation Facilities in Support of Military Operations
- UFC 3-201-01 Civil Engineering, with Change 1

AQL: 100% compliance with UFC or governing code, unless waived by the contracting officer

03.02.01. Force Provider. The Contractor shall properly erect, configure, and establish force provider modules to provide functional facilities and utilities. The Contractor shall properly deconstruct the force provider modules to the storage configuration identified in the technical manuals.

STD: The contractor shall assemble, operate & maintain, and disassemble force provider modules IAW ATP 4-45 Force Provider Operations Ch. 4 & 5.

AQL: 100% compliance with ATP 4-45.

STD: The contractor shall return all force provider modules and ancillary equipment to TM 10/20 standards prior to placing components into storage.

AQL: Return all force provider modules and ancillary equipment to TM 10/20 standard (100% of the time), unless otherwise directed by the USG.

03.02.02 Base Expeditionary Airfield Resources (BEAR). The Contractor shall properly erect, configure, and establish BEAR modules to provide functional facilities and utilities. The Contractor shall properly deconstruct the BEAR modules to the storage configuration identified in the technical manuals.

STD: The contractor shall assemble, operate & maintain, and disassemble force provider modules IAW Air Force Handbook 10-222, VOLUME 2, 6 February 2012.

AQL: 100% compliance with Air Force Handbook 10-222.

STD: The contractor shall return all equipment serviceable maintenance standards prior to placing components into storage.

AQL: Return all force provider modules and ancillary equipment to serviceable maintenance standards (100% of the time), unless otherwise directed by the USG.

03.02.03. Utilities.

03.02.03.01 Power Generation Equipment Engineering. The contractor shall construct, install, or repair power production facilities. The contractor shall limit use of spot generation to the maximum extent possible in favor of more energy efficient approaches.

STD: Contractor shall perform IAW the applicable UFC. The contractor will operate power production facilities in accordance with governing occupational safety and health regulations in order to prevent unsafe conditions or unnecessary risk to all personnel.

AQL: 100% compliance with governing occupational safety and health regulations.

STD: Contractor shall perform IAW Department of the Army Pamphlet 385–26, 1 February 2013.

AQL: 100% compliance with guidelines in Army Pamphlet 385–26.

03.02.03.02. Water Production Engineering. The contractor shall construct, install, and improve potable and non-potable water production facilities and equipment.

STD: Contractor shall perform IAW AR 700–136.

AQL: 100% compliance with policy in AR 700–136

STD: Contractor shall perform IAW FM 3-34.469.

AQL: 100% compliance with operational instructions/procedures in FM 3-34.469

03.02.03.03. Water Purification Engineering. The contractor shall construct and repair water purification systems.

03.02.03.04. Water Storage Engineering. The contractor shall construct and repair potable and non-potable water storage facilities, including bulk raw water storage and bulk potable water storage systems.

03.02.03.05. Water Distribution System Engineering. The contractor shall construct, install, and repair water distribution systems

03.02.03.06. Plumbing Engineering. The contractor shall construct, install, and repair facility plumbing.

03.02.04. Human Waste Management.

03.02.04.01. Latrines Engineering. The contractor shall construct, install, and repair latrines.

03.02.04.02. Sewage and Sanitation System Engineering. The contractor shall construct, install, and repair sewage and sanitation systems for management and disposal of human waste, including gray and black water.

03.02.05. Infrastructure.

03.02.05.01. Retail Fuel Storage and Issue. The contractor shall construct, install, and repair Class III (fuel) retail storage and issue points. The contractor shall ensure access for testing and measuring/inventorying fuel in storage.

03.02.05.02. Bulk Fuel Storage. The contractor shall construct, install, and repair Class III bulk storage facilities. Bulk fuel storage must be integrated operationally for wholesale storage and redistribution, including on and off-loading tankers, connectors to pipeline systems as required by the operational plan.

STD: Contractor shall perform IAW the applicable UFC.

For non-permanent bulk fuel operations the Contractor shall perform IAW ATP 4-43, paragraph 4.

AQL: 100% compliance with UFC or ATP 4-43

03.02.05.03. Petroleum Distribution Systems. The contractor shall construct, install, and repair petroleum distribution systems.

03.02.06. Horizontal Construction.

03.02.06.01. Site Preparation. When not already included in the scope of another construction project, The contractor shall clear, grub, strip, excavate, backfill, stockpile, cut and spread fill material, and perform other functions as required to prepare a site for engineering and construction activities. Costs shall be allocated to supported projects for purposes of tracking project costs.

03.02.06.02. Repair Roads, Railways, or Parking Lots. The contractor shall plan, design, construct, install, and repair roads, railways, container holding areas, or parking lots IAW the identified construction standard, intended traffic, operational requirements and anticipated duration of operations. The contractor shall employ sound engineering techniques to achieve the shortest, smoothest, most efficient route(s) commensurate with operational requirements. The contractor shall plan for approaches that require the least construction resources and can be achieved with the type of funding available (normally Operations and Maintenance funds used for minor construction). Unless otherwise specified and approved, the contractor shall only perform repair or limited reconstruction of railways.

STD: Contractor shall perform IAW UFC 4-860-01FA Railroad Design and Rehabilitation

AQL: 100% compliance with UFC or governing code

03.02.06.03. Drainage Systems. The contractor shall construct, install, and repair drainage systems to maintain habitability and operational mobility. The contractor shall ensure that drainage systems do not create exploitable ingress/egress routes into secured areas. Develop the drainage system to remove surface water effectively from operating areas, to intercept and dispose of runoff from adjoining areas, to intercept and remove runoff expected due to the selected design storm, and to minimize the effects of exceptionally adverse weather conditions.

03.02.06.04. Runways, Taxiways, Parking Aprons, Helicopter Pads. The contractor shall construct, install, and repair aviation support infrastructure sufficient to meet operational requirements. New construction and planned repairs to existing runways, taxiways, and parking aprons shall be coordinated with and approved by government engineer personnel. Taxiways, parking aprons must be identified by function and comply with all requirements associated with that function.

03.02.06.05. Airfield Operational Support Areas (Horizontal). The contractor shall construct, install, and repair airfield operational support facilities including hot or cold refueling/defueling areas, runway lighting, install airfield marking and striping, and other airfield horizontal engineering tasks.

03.02.07. Force Protection Engineering. The contractor shall only install or emplace defensive systems that are non-lethal; (lethal defined as designed to cause bodily harm, dismemberment, or death; i.e. minefields, military traps and snares, explosive devices, etc.) (Applies to all sub paragraphs to 03.02.07)

03.02.07.01. Ditches and Berms. The contractor shall modify terrain to construct, install, and repair ditches, berms and other protective features to

enhance force protection, provide survivability support, mitigate risk from spills of hazardous materiel or improve quantity-distance requirements for storing explosive materiel.

03.02.07.02. Barriers. The contractor shall construct, install, and repair fencing, wire, wire barrier systems, HESCO, or other systems to deny access or provide threat protection IAW with the site force protection and defense plans.

03.02.07.03. Protection, Security and Defense Structures. The contractor shall build, construct, install, and repair bunkers, fighting positions, or other hardened structures IAW with the site defense plans and the construction standard. Unless otherwise specified or warranted, structures are temporary and moveable using sandbags, earth, transportable concrete structures, or other suitable materials. Hardening of existing facilities shall also use similar materials unless otherwise specified.

03.02.07.04. Guard Force Facilities. The contractor shall build, construct, install, and repair guard force structures such as guard towers, access control points, entrapment areas, counter-mobility obstacles and similar structures or facilities to enhance detection, reduce destructive effect, and provide time for defense forces to assess, decide, and respond.

03.02.08. Vertical Construction.

03.02.08.01. Life Support Areas and Billeting. The contractor shall erect, construct, install, and repair life support areas.

03.02.08.02. Administrative Facilities. The contractor shall erect, construct, install, and repair administrative facilities. Administrative facilities can include, but is not limited to, unit headquarters, communication facilities and other administrative and command facilities such as the Base Operations Center, or office(s).

03.02.08.03. Food Service Facilities. The contractor shall erect, construct, install, and repair food service facilities. Facilities may include but is not limited to, food preparation facility(s), separate dining facility(s), facility(s) for combined food preparation and dining, additional latrine capability, hand-washing stations, and storage (including cold) in support of dining and food preparation services.

03.02.08.04. Morale, Welfare, and Recreation (MWR) Facilities. The contractor shall erect, construct, install, and repair MWR facilities. MWR facilities may include but is not limited to, community centers, movie and game centers, or other facilities in support of MWR activities and sufficient for the supported population. Planning shall identify any additional power, water, or sewage requirements that are necessary to finish the project to the construction and quality of life standards intended, and the ACO shall be informed so the

appropriate supporting PWS PARAGRAPH can be activated or modified. Each facility shall constitute a separate project unless interdependent with another.

03.02.08.05. Training Support Facilities. The contractor shall construct, install, and repair training facilities. Facilities can include, but is not limited to, weapons firing ranges and other training areas and facilities. Facilities must be completely usable for their intended purpose, or prepared for installation of special equipment when specified in technical exhibit H.2 or project planning request.

STD: The contractor shall perform IAW DoDM 6055.09-M
AQL: 100% compliance with DoDM 6055.09-M

03.02.08.06. Fitness Facilities. The contractor shall erect, construct, install, and repair fitness facilities as identified in Technical Exhibit H.2. Facility(s) may include, but is not limited to, weight training facilities, gyms, running tracks, basketball courts, or other athletic centers.

03.02.08.07. Nonhazardous Material Storage. The contractor shall erect, construct, install, and repair facilities for the storage of nonhazardous material. This includes, but is not limited to, providing overhead sunshades, installing pads for shipping containers, installing contingency structures for warehousing, and other engineering support not otherwise included in another project.

03.02.08.08. Hazardous Material Storage. The contractor shall erect, construct, install, and repair facilities for storage of hazardous materials appropriate to the type, quantity, risk, and operational use. The high level objective is safe storage and integration into the camp concept of operation (such as consideration for safe transport of hazardous material to and from storage). Appropriate risk mitigations such as walls, ditches, berms for containment or quantity-distance mitigation, and force protection features or structures shall be incorporated as required.

03.02.08.09. Hazardous Waste Storage. The contractor shall erect, construct, install, and repair storage locations and facilities for storing of hazardous waste until it can be properly disposed of. High level objectives are protection of personnel and the environment from risk associated with the hazard, containment of spillage, and protection from environmental conditions that can degrade protective measures and increase exposure risk.

03.02.08.10. Waste Management Facilities. The contractor shall construct, install, and repair waste management facilities including, but is not limited to, incinerators, wastewater treatment sites, trash burial sites and other facilities purposed to waste management. High level objectives include proper siting and design to reduce or eliminate contamination of the environment, reduce operational impact, and maintain habitability and health.

03.02.08.11. Motor Pool and Maintenance Facilities. The contractor shall erect, construct, install, and repair maintenance and support facilities such as, but is not limited to, motor pools, interior or exterior maintenance pads, vehicle wash racks, agricultural cleaning facility and sterile storage area, storage for packaged POL, associated parking areas, covered areas and supporting administrative functions commensurate with the equipment being maintained. Planning should consider scalability and possibility of future expansion based on USG guidance/directives. High level objectives are to provide for a safe and efficient work environment commensurate with the construction and quality of life standard of the camp, protection of the environment, and integration into the camp concept of support for enhanced operational efficiency and minimized adverse impact to quality of life.

03.02.08.12. Emergency Services Facilities. The contractor shall construct, install, and repair emergency services facilities such as, but is not limited to, fire stations, tactical operations centers, law enforcement and detention centers, mortuaries, “big voice” systems, and medical facilities as identified in Technical Exhibit H.2 and as appropriate to the identified construction and quality of life standard. The contractor shall consider prime power when designing facilities.

03.02.08.13. Aviation Support Facilities. The contractor shall erect, construct, install, repair, or prepare existing facilities for use as Aviation Support Facilities including, but is not limited to, Air Traffic Control, Airfield and Squadron Operations Centers, Aircraft Maintenance Hangers and Facilities, Engine Repair and Test Facilities, corrosion control facilities, and other facilities required for airfield operations. If the contractor is designing the airfield, use facility orientation to use space as efficiently as possible and consistent with force protection and safety concerns. The contractor shall closely monitor construction interdependencies and interrelationships and address any concerns to the ACO for resolution.

03.02.08.14. Navigation Aids, Airfield Systems, and Airfield Lighting. The contractor shall erect construct, install, and repair facilities including, but is not limited to, NAVAID shelters(when IAW Technical Exhibit H.2), and install airfield lighting systems including commercially installed high/low voltage, Emergency Airfield Lighting Set (EALS), strobes, Pulsed Light Approach Slope Indicator (PLASI), Visual Approach Slope Indicator (VASI), Precision Approach Path Indicator (PAPI) systems, ball park ramp lighting systems, foreign systems, etc., IAW Technical Exhibits I and H.2. Unless MILCON is available, all projects must qualify as minor construction.

03.02.08.15. Airfield Berms, Revetments. The contractor shall erect, construct, install, and repair airfield Berms and Revetments IAW Technical Exhibit I and H.2.

03.02.08.16. Seaport Support Facilities. The contractor shall construct, install, and repair docks and other special facilities related to support of Seaport Operations IAW Technical Exhibit H.2. As directed IAW Technical Exhibit H.2, the contractor shall improve bare beach facilities in support of Logistics Over-The-Shore (LOTS) operations, including setting up causeway or trident piers, laying matting, and other improvements as directed and necessary to accomplish the LOTS mission.

03.02.09. Soldier Support Facilities.

03.02.09.01. Laundry Facilities. The contractor shall construct, install, and repair laundry facilities. Facilities may be self-help or full service laundries, as directed in Technical Exhibits A.1, I, and H.2. Laundry facilities shall be integrated into the camp wastewater management plan. Laundry pick up and drop off points for full service laundries are included in this PWS paragraph. The contractor shall also consider water sourcing when executing this PWS paragraph.

03.02.09.02. Chapel Facilities. The contractor shall construct, install, and repair chapel facilities sufficient to support anticipated population throughput.

03.02.09.03. Postal Facilities. The contractor shall construct, install, and repair postal facilities and incorporate adequate security features.

STD: Contractor shall perform IAW applicable United States Postal Services (USPS) policies and regulations.

AQL: 100% compliance applicable USPS policies and regulations.

03.02.09.04. Shower Facilities. The contractor shall construct, install, and repair shower facilities. For the purpose of this PWS PARAGRAPH, shower facilities may include shower/latrine facilities. The contractor shall also consider water sourcing when executing this PWS PARAGRAPH.

03.02.10. Other Construction. At the direction of the PCO/ACO, the contractor shall construct, install, and repair/rehabilitate structures or facilities not otherwise specifically named in this PWS.

03.02.11. Minor Construction including, Facility Repair, Refurbishment, Repurposing, and Improvements to Existing Structures.

03.02.11.01 Technical Inspections. Prior to accepting facilities for LOGCAP O&M, the contractor shall conduct a technical inspection to identify all needed repair work broken into the following categories:

- Life-threatening violations, safety-threatening violations, and health-threatening violations of the referenced UFC construction, fire safety,

and occupational safety and health codes found in paragraph 03.02 in this PWS.

- Restore to operational functionality for its intended purpose.
- Other repairs required to comply with standards not previously identified.

STD: Contractor shall perform technical inspections IAW the applicable UFC.
AQL: Contractor inspection checklists are based off of the applicable UFC or governing code 100% of the time.

STD: The contractor shall notify the ACO as soon as possible, but no later than 4 hours, of observing any circumstances, conditions, or situations that present a life, health, or safety threatening violation of code; including non-LOGCAP supported facilities that receive or shall receive power from the LOGCAP power generation and distribution service that was observed during the planning process. The contractor shall make 'no-cost' efforts to warn personnel of identified hazards (i.e. posting of paper signs, spray paint, encircle area with hazard plastic tape, etc.).

AQL: Notify the ACO of life, health, or safety threatening violation of code within 4 hours (at least 95% of the time) and complete no-cost efforts to warn personnel of identified hazards (at least 90% of the time).

STD: The contractor shall notify the ACO as soon as possible, but no later than 4 hours, of observing any circumstances, conditions, or situations that presents a life, health, or safety concern, including non-LOGCAP supported facilities that receive or shall receive water from the LOGCAP water sources. The contractor shall make 'no-cost' efforts to warn personnel of identified hazards (i.e. posting of paper signs, spray paint, encircle area with hazard plastic tape, etc.).

AQL: AQL: Notify the ACO of life, health, or safety threatening violation of code within 4 hours (at least 95% of the time) and complete no-cost efforts to warn personnel of identified hazards (at least 90% of the time).

03.02.11.02 Facility Repair. When existing buildings, structures, or facilities are identified for operation & maintenance under the LOGCAP contract, the contractor shall complete singular projects for repair, refurbishment, renovation, and/or modernization of buildings and facilities being acquired from the host nation or allied/coalition forces in order to bring them up to the UFC or governing HN code, whichever is higher.

STD: The contractor shall perform repairs, refurbishments, and modernization IAW the applicable UFC or governing HN code.

AQL: 100% compliance with UFC or governing code

SECTION IV – Base Operations Services Support

04.00. Base Camp Services.

The contractor shall provide base camp services and support functions that are scalable, sustainable, and standardized. Preventative maintenance and operator level repair of facilities and support equipment is inherent in the subordinate paragraphs. Contractor personnel designated as operators shall properly operate and perform preventive maintenance checks and services (PMCS) on their assigned equipment. The contractor shall either submit digital data packages to the USG for entry into ARMY AIS(s), or operate and enter data into Army AIS(s). Contractors will use the following AIS (or future follow on systems of record) to manage base/camp services: Army Energy and Water Reporting System (AEWRS), Army Mapper, Army Stationing and Installation Plan (ASIP), Headquarters Installation Information System (HQIIS), Integrated Facilities System (IFS), Installation Status Report (ISR), Real Property Planning and Analysis System (RPLANS), Programming Administration and Execution System (PAX), GFEBS, and Solid Waste Annual Reporting for the Web (SWARWeb).

These standards apply to all paragraphs in Section IV:

STD: The contractor shall perform all before, during, and after operations checks each time the equipment is operated or used IAW applicable TM–10, or manufacturer's instruction or operating manuals.

AQL: Equipment operators complete and document before and after operations checks when required by Army maintenance regulations or policy at least 95% of the time.

STD: The contractor shall provide operators who are licensed and or certified to operate all equipment IAW applicable TM–10, or manufacturer's instruction or operating manuals.

AQL: 100% of operators possess a valid license, and certificate, when required for the equipment they are operating.

04.01. Shelter and Billeting.

The contractor shall develop an occupancy plan for assignment and optimal utilization of shelter and billeting. The contractor shall manage the occupancy and conduct quarterly occupancy reviews with the base/camp mayor or equivalent authority. The contractor shall ensure unoccupied lodging is secured and reset to receive the next occupant.

STD: Contractor shall present its occupancy plan as coordinated with the base / camp mayor or equivalent authority.

AQL: Contractor presents its occupancy plan in the format and per the schedule agreed upon with the base/camp mayor at least 95% of the time.

Deliverable:

CDRL L-11 Occupancy Plan

04.02. Utility Operations.

04.02.01. Environmental Control. The contractor shall provide reliable heating and cooling services for facilities specifically identified as requiring environmental control by the USG; conditions based. The contractor shall provide services either to individual structures/facilities, or multiple structures/facilities through central heating/cooling plants and distribution systems. The USG will identify the type of environmental controls required (i.e. heating/cooling).

STD: The contractor shall maintain a temperature control in the range of 68-76°F and humidity control in the range of 20%-60% for authorized facilities, as adjusted based on command guidance, or as identified in H.2.

AQL: The contractor maintains temperature and humidity control in accordance with the standard or standard identified in H.2 at least 90% of the time.

04.02.02. Power/Electricity. The contractor shall produce, manage, operate, maintain, and distribute power. The contractor shall maximize efficiency of the power and distribution system (supply-side management) and use equipment in the camp that minimizes consumption of electrical power (demand-side management). The contractor shall provide precise power IAW equipment technical specifications, and/or redundant power to designated critical infrastructure as identified in H.2. The contractor shall use AIS to track Army installation energy consumption (currently Army Energy and Water Reporting System (AEWRS)) when required by the base/camp mayor or equivalent authority. Each installation is responsible for inputting accurate data each month. Various government offices for energy conservation evaluation and other decision makers can then access this information.

STD: The contractor shall provide uninterrupted electricity to meet load demands 24 hours per day, 365 days per year (366 days during leap year)

AQL: The contractor maintains uninterrupted electricity to facilities at least 95% of the time, and maintain uninterrupted electricity to medical, fire & emergency, and mortuary facilities 100% of the time.

STD: The contractor shall provide redundant power requirements to critical infrastructure using self-start technologies when directed by the USG to meet load demands 24 hours per day, 365 days per year (366 days during leap year).

AQL: The contractor maintains uninterrupted electricity to work facilities at least 95% of the time, and maintain uninterrupted electricity to medical, fire & emergency, and mortuary facilities 100% of the time.

STD: Provide trained operators for Army AIS tracking energy consumption (currently AEWRS).

AQL: Operators have completed formal training on AIS at least 90% of the time.

04.02.03. Emergency Backup Power Generation. The contractor shall manage and maintain emergency back-up power generation systems. When emergency generators do not incorporate self-start capabilities, or when otherwise directed at request of the requiring activity, the contractor shall conduct training on generator start to identified USG personnel.

STD: Provide uninterrupted backup power generation to meet load demands during emergency.

AQL: The contractor maintains emergency back-up power generation systems that provides uninterrupted electricity to security systems, operations centers, SCIFs, medical, fire & emergency, and mortuary facilities 100% of the time.

04.03. Water and Ice Service.

The Contractor will employ the Army's typical "multiple barrier approach" to provide safe drinking water and ice for personnel in operational environments. The approach uses five barriers to water contaminants that could cause adverse health effects if they are in drinking water: 1) source water selection and protection, 2) water treatment, 3) disinfection, 4) proper operation and maintenance of storage and distribution systems, and 5) operational water quality monitoring with Preventive Medicine (PM) oversight. The contractor shall produce and maintain an annual Water Resource Management Plan (WRMP) in non-contingency environments. The contractor shall use AIS to track Army installation water consumption (currently Army Energy and Water Reporting System (AEWRS)) when required by the base/camp mayor or equivalent authority.

STD: The contractor shall produce and maintain a WRMP IAW AR 420-1 and provide to the camp mayor or equivalent authority within 30 days of activation of the PWS PARAGRAPH, and annually thereafter.

AQL: The WRMP shall be prepared in the format requested by the camp mayor or equivalent authority (100% of the time), be accurate in description and technically sound (at least 95% of the time), meet submission timeline (at least 95% of the time) and be free from spelling and grammar errors with no rework required (at least 95% of the time).

STD: Provide trained operators for Army AIS tracking water consumption (currently AEWRS).

AQL: Operators have completed formal training on AIS at least 90% of the time.

Deliverable:

CDRL L-12 Water Resource Management Plan (WRMP)

04.03.01. Source Raw Water. The contractor shall operate water production systems to extract raw water from an approved water source. The contractor shall distribute the raw water from the source to a treatment facility and/or storage system(s).

STD: Contractor shall perform IAW TB Med 576 at fixed installations and TB Med 577 in field locations.

AQL: The contractor shall conduct sanitary surveys and follow sanitary procedures in TB Med 576 100% of the time. The contractor shall coordinate and follow Army preventive medicine procedures for recommending raw water sources for treatment and approving treated water for drinking and other activities 100% of the time.

STD: The contractor shall perform IAW UFC 3-230-01.

AQL: 100% compliance with UFC or governing code

04.03.02. Produce Bulk Potable Water. The contractor shall produce and test bulk Class I rated potable water as designated in TB MED 576 and 577. The contractor shall produce, store, and manage inventory of packaged potable water.

STD: Provide uninterrupted potable water IAW TB MED 576 at fixed installations and TB MED 577 in field locations

AQL: The contractor shall will operate multi-process systems that will remove all waterborne infectious microorganisms such as parasites, bacteria, and viruses and meet the standards in TB MED 576 and 577 100% of the time. The Contractor will present documentation for materials and equipment supporting potable production upon demand of the preventative medicine specialist at least 95% of the time.

04.03.03. Produce Bulk Non-Potable Water. The contractor shall produce and test bulk Class II, Class III, and Class IV rated non-potable water as designated in TB MED 576 and 577. The contractor shall manage the classes of non-potable water to ensure proper identification, labelling, and distribution of each class.

STD: Provide uninterrupted non-potable water and meet the standards classes of non-potable water as identified in IAW TB MED 576 at fixed installations and TB MED 577 in field locations

AQL: The contractor shall meet minimum standards for classes of non-potable water and measure chlorine residuals 100% of the time, and create and maintain labeling of non-potable water storage tanks, taps, and spigots in accordance with TB MED 576 and 577 at least 95% of the time.

04.03.04. Ice Services. The contractor shall produce block, crushed, and cubed ice. The contractor shall produce or procure dry ice (frozen carbon dioxide) as required when directed in H.2.

STD: Contractor shall utilize Class I –potable water to produce ice IAW TB MED 576 at fixed installations and TB MED 577 in field locations.

AQL: The contractor produces ice using Class I –potable water 100% of the time.

04.04 Laundry and Textile Services.

The contractor shall receive, account for, process and return all items tendered for laundering and repair. The contractor shall establish and maintain a system of records to quantify all work performed and shall be responsible for the preparation of reports incidental to the work covered by this contract. The contractor shall provide laundry services to individuals authorized by the requiring activity; the contractor shall report incidents of unauthorized users attempting to receive laundry service to the COR. The contractor shall provide Certified Inventory of Evidence Reports when required by the specific task order. The contractor providing laundry services will maintain control of military uniforms and equipment received for cleaning throughout the laundry process.

Deliverable:

CDRL L-01 Certified Inventory of Evidence Report (Lost/Found Security Items, Laundry Service)

04.04.01. Full Service Laundry. The Contractor shall receive, segregate, clean, and return individual clothing, light textile items, and individual equipment (OCIE) textiles. The contractor shall operate a linen exchange service. The contractor shall re-clean, at no additional costs to the USG, all items that fail to meet quality standards.

STD: Contractor shall not co-mingle medical with non-medical laundry IAW AR 210-130

AQL: 100% of the time

STD: Contractor shall use the appropriate water class IAW TB MED 576 at fixed installations and TB MED 577 in field locations.

AQL: 100% of the time

STD: All items shall be laundered in accordance with customer/manufacturer's instructions.

AQL: At least 95% of the time

STD: Each item shall be clean (free of soil, spots, water-soluble stains, bacteria, fungi, and other microorganisms, including pathogens or disease-producing organisms), odor and lint free.

AQL: At least 95% of the time

STD: All items shall be thoroughly dried.

AQL: At least 95% of the time

STD: All items turned in for laundry will be completed within five (5) business days.

AQL: At least 90% of the time

STD: Finished products shall be protected from any contaminants that would require items to be re-cleaned.

AQL: 100% of the time

STD: Items shall be packaged to provide ease of item count and in a manner to preserve the sanitary condition of the finished work during all phases of handling and transit.

AQL: At least 90% of the time

STD: The contractor shall comply with federal, state, local and Department of Health regulations, and the Center for Disease control (CDC) and the Healthcare Infection control Practices Advisory Committee (HICPAC) regulations.

AQL: 100% of the time

STD: The contractor shall ensure blood-soaked OCIE, including body armor, is cleaned IAW U.S. Army Institute of Public Health and U.S. Army Public Health Command (USAPHC)/U.S. Army Center for Health Promotion and Preventive Medicine (USACHPPM) – Technical Guide 195A.

AQL: 100% of the time

STD: The Contractor shall separately process in designated machines all laundry soiled or contaminated with petroleum based products, or other hazardous materials.

AQL: At least 95% of the time

STD: The Contractor shall separately process all fire retardant clothing submitted for laundering.

AQL: At least 95% of the time

04.04.02. Medical Service Laundry. The Contractor shall separately process laundry in support of a medical facility for medical personnel, patients, linen and other facility textiles. Medical and non-medical laundry shall not be commingled. Biohazard clothing and linens will be segregated and maintained separately prior to cleaning.

STD: Contractor shall use the appropriate water class IAW TB MED 576 at fixed installations and TB MED 577 in field locations.

AQL: 100% of the time

STD: Contractor shall not co-mingle medical with non-medical laundry IAW AR 210-130.

AQL: 100% of the time

STD: Contractor shall never transport or store soiled textiles in the clean areas of the plant.

AQL: 100% of the time

STD: The Contractor shall develop and maintain a quality control plan describing how textiles flow throughout the facility to prevent the cross contamination of cleaned textiles by soiled textiles or soiled facility areas, to include how items that may travel in and out of the same door are protected to prevent cross contamination or how deliveries are scheduled to prevent cross contamination.

AQL: At least 95% of the time

Deliverable:

CDRL P-10 Quality Control Plan (QCP)

04.04.03. Self-Service Laundry. The contractor shall establish and maintain self-service laundry facility(s) on the camp for military and contractor personnel use.

STD: Contractor shall maintain washers and dryers in the self-service laundry facility in a clean and functional condition.

AQL: Maintain a minimum 90% operational readiness rate, measured monthly, for each individual facility, and machines are free of dirt, contaminants, and waste materials.

04.04.04. Textile Repair. The contractor shall provide minor sewing and textile repair services for individual clothing, light textile items, and individual textile OCIE.

STD: Missing buttons shall be replaced on garments. Small rips and tears (one inch or less) shall be mended unless they are identified as being damaged at time of turn-in.

AQL: At least 95% of the time

STD: Thread, material, zippers and buttons of the same type, texture, manufacture quality, color, and colorfastness used for repair and replacement shall match and be equal to or better than those used in the manufacture of the article.

AQL: At least 95% of the time

04.05. Custodial Services. The contractor shall provide custodial services for common areas. The contractor shall stock and replenish expendables to include, but not limited to, paper towels, toilet paper, liquid soaps, and sanitizer as required to ensure ready availability to patrons. A cleaning schedule shall be posted to each facility and provided to the ACO or appropriate contracting authority.

STD: The contractor shall provide services IAW the frequency guide/schedule for each facility. (TM 5- 609, para C2 table 1)

AQL: At least 95% of the time

STD: Collect and dispose of all trash from all waste receptacles, to include wastebaskets and other trash containers (exterior waste baskets, trash receptacles, and smoking urns are included in the scope of trash removal). Any

trash boxes or debris stacked near the waste receptacles shall be removed daily. Replacement of plastic trash bags/can liners as needed.
AQL: At least 95% of the time

STD: Medical treatment facilities custodial services shall be performed IAW AR 40-61 and AR 210-130. Ensure all cleaning supplies, materials, and equipment shall be kept exclusively for medical and shall be kept separate from other custodial supplies, materials and equipment.
AQL: 100% of the time

STD: Dental treatment facilities custodial services shall be performed IAW AR 40-61 and AR 210-130. Ensure all cleaning supplies, materials, and equipment shall be kept exclusively for medical and shall be kept separate from other custodial supplies, materials and equipment.
AQL: 100% of the time

STD: Veterinary treatment facilities custodial services shall be performed IAW AR 40-61 and AR 210-130. Ensure all cleaning supplies, materials, and equipment shall be kept exclusively for medical and shall be kept separate from other custodial supplies, materials and equipment.
AQL: 100% of the time

STD: The contractor shall comply with local policy/standards IAW H.2 when cleaning areas or facilities designated with access restrictions.
AQL: At least 95% of the time

04.06 Food Service Operations.

The contractor shall receive, store, prepare, and serve meals, authorized enhancements, and supplements in a sanitary dining facility. The contractor shall provide holiday meals, special meals, or food service support for special events as directed by the ACO or appropriate contracting authority.

STD: Ensure certification training for managers is completed IAW the TB Med 530 – Tri Service Food Code.
AQL: 100% of the time

STD: Ensure employees are trained and certified IAW the TB Med 530 – Tri Service Food Code.
AQL: 100% of the time

STD: Ensure employees are trained in the safe use of chemicals, understanding manufacturer's product labels, and information contained on material safety data sheets (MSDS) IAW Title 29, Code of Federal Regulation Part 1910.1200
AQL: At least 95% of the time

STD: The contractor shall develop menus IAW DoD 1338.10-M.

AQL: 100% of the time

STD: The contractor shall adhere to food safety standards IAW TB Med 530 – Tri Service Food Code.

AQL: 100% of the time

STD: The contractor shall maintain cleanliness IAW MIL-STB-3006C.

AQL: 100% of the time

STD: When Class I is not provided by the government, the contractor shall utilize Defense Logistics Agency or the Worldwide Directory of Sanitarily Approved Food Establishments for Armed Forces Procurement for worldwide food procurement for US Forces.

(<https://phc.amedd.army.mil/topics/foodwater/ca/Pages/DoDAApprovedFoodSources.aspx>)

AQL: At least 95% of the time

04.07. Provide Health Care Services (Medical, Dental, Veterinary) and Clinical Governance.

Under LOGCAP, the contractor shall provide non-personal health care services in non-hostile areas; as such, the personnel rendering the services are not subject, either by the contract's terms or by the manner of its administration, to the supervision and control usually prevailing in relationships between the Government and its employees. The Government will not be liable for malpractice allegations against contract Health Care Providers (HCPs) based upon their performance under this contract. The contractor shall be required to carry insurance to include, but not limited to: general liability, professional liability, cyber liability, umbrella liability, and Workers' Compensation for its contract HCPs, at a level acceptable to the Contracting Officer (KO), prior to commencement of services. Evidence of insurance shall be provided per task order issued. In accordance with FAR clause 52.237-7, the contractor shall indemnify the Government for any liability producing act or omission by the contractor, its contract HCPs and agents occurring during contract performance.

The Contractor shall provide trained, credentialed, licensed and certified HCPs to work in medical, dental, and veterinary facilities. The contractor shall follow the guidance in Chapter 4, AR 40-68 regarding licensure, certification, and/or registration of HCPs. See Technical Exhibit M for typical specialties qualifications; Technical Exhibit M is not intended to be a comprehensive list, and the Government reserves the right to add additional specialties as necessary throughout the life of the contract. The Contractor shall ensure adherence to bylaws, regulatory guidance, develop quality control programs, and ensure all professional staff are credentialed, and maintain credentialing, to treat US military and civilian personnel.

The contractor shall not use any individual to provide direct health care services under this contract if that individual, within the past 5 years:

- Has had his/her clinical privileges limited, suspended, or revoked by any health care facility, public or private, anywhere in the world.
- Is the subject of a current or pending hearing or appeal brought by any health care facility, public or private, anywhere in the world, which may result in the limitation, suspension, or revocation of the individual's clinical privileges.
- This prohibition does not apply to any individual whose clinical privileges, although originally limited, suspended or revoked by a health care facility, were subsequently fully reinstated by the health care facility.
- Limitation of clinical privileges, as used in this paragraph, refers to a partial withdrawal/reduction of clinical privileges as a result of a determination that, or pending investigation to determine whether, an individual has engaged in unprofessional conduct or substandard medical practice or is incompetent to perform certain medical practices.

The contractor shall comply with OTSG/MEDCOM Policy Memo 13-062, Policy for Reporting Incidents of Sexual Assault and Sexual Harassment under the Sexual Assault Prevention and Response Program (SHARP), 12 Nov 2013. The SHARP reporting requirements apply only to knowledge obtained by contractor personnel while performing services under this contract.

The Contractor shall use the current military medical Automated Information Systems (AIS) system of record unless an exception is granted by the ACO or appropriate contracting authority. Contract HCPs who have any interaction with the medical AIS must receive training for the applicable system(s). The COR will coordinate the necessary computer training if not available commercially.

The contractor shall use the DoD AIS system to maintain worldwide credentialing, privileging, risk management and adverse actions database for the health care professionals; currently Centralized Credentials Quality Assurance System (CCQAS) (reference paragraph 09.00.05. of this PWS).

STD: The contractor shall provide a medical health service manager (MHSM) who is a medical doctor who will supervise the medical and professional aspects of health care services provided (a supervising physician).

AQL: The contractor shall designate to the contracting officer, in writing, the name of the MHSM responsible for the health services portion of the task order implementation, coordination and administration as soon as possible after award, but no later than 30 calendar days prior to beginning performance. The Contractor shall notify the contracting officer of changes in the primary point of contact at least five business days prior to the change. All notifications shall be in writing and shall state the name and contact information for the point of contact.

STD: The contractor shall meet the minimum qualifications, licensing and certification requirements for medical, dental, and veterinary personnel identified in Technical Exhibit M.

AQL: The contractor shall meet the minimum standards required 100% of the time.

STD: The contractor will present documentation to the PCO, ACO or appropriate contract authority, verifying the contractor's personnel possess required authorizing documentation before performing medical services. The contractor will present documentation to the PCO, ACO or appropriate contract authority, verifying that the contractor's personnel licenses are active before granting clinical privileges. The contractor will present documentation to the PCO, ACO or appropriate contract authority, verifying the contractor obtained host-country waivers for medical personnel when required.

AQL: The contractor MHSM shall present the required documentation as soon as possible after award, but no later than 30 calendar days prior to beginning performance, to the PCO, ACO or appropriate contract authority. The Contractor shall notify the contracting officer of changes in professional staff at least five business days prior to the change, and present the required documentation no later than five calendar days prior to new staff beginning performance. All notifications shall be in writing and signed by the MHSM.

STD: The contractor is responsible for completion of criminal history background checks (CHBCs) for all contract and volunteer providers who care for patients under the age of 18, and must forward results to the contracting officer. The contractor must inform the contracting officer or COR that the CHBC has been favorably completed prior to allowing the contracted provider to care for patients under the age of 18.

(Reference DoD I 1402.5, SUBJECT: Background Checks on Individuals in DoD Child Care Services Programs).

AQL: 100% completion of CHBC with favorable results prior to providing care to patients under the age of 18.

STD: If any lawsuit, legal action, or claim is filed against a contractor HCP, which occurred as a result of work performed by the HCP under this contract, the HCP shall immediately notify the contractor MHSM, who in turn will inform the contracting officer.

AQL: The contractor MHSM will notify the contracting officer of any legal action, and furnish copies of all pertinent documents received, within four hours of learning of the action.

STD: In accordance with OTSG/MEDCOM Policy Memo 13-062, contractor personnel with knowledge of an incident of sexual assault occurring on a Government facility, to include a Government leased facility, where the contractor is providing services under this contract, will immediately report the incident to the contractor MHSM, and the contractor MHSM will immediately report the incident to

the government's contracting officer's representative, who will in turn report the incident to the base/camp Sexual Assault Response Coordinator (SARC).
AQL: The contractor MHSM will notify the COR no later than 24 hours after learning of the incident.

STD: Unless granted an exception by the contracting officer or appropriate contracting authority, the contractor shall use medical AIS DoD/Army systems of record in support of providing medical services; to include, but not limited to:

- Composite Healthcare Computer System (CHCS): CHCS consists of the following major software modules: Radiology, Laboratory, Pharmacy, Patient Registration, Admissions/Discharge/Transfers (ADT), Clinic Appointment Scheduling, Medical Records Tracking, Medical Service Accounting & Billing, Dietetics, Nursing, Medical Coding, and more.
- Armed Forces Health Longitudinal Technology Application (AHLTA): The clinical documentation engine for the physicians to write their notes, put in orders, document procedures performed and provide the basis of medical coding information. This information is then sent into CHCS and its subsystems.
- Ambulatory Data System (ADS): This computer system produces forms on which the providers identify the appropriate billing codes for diagnoses and procedures for each patient.
- Defense Medical Logistics Standard Support (DMLSS), <http://www.health.mil/sdd>
- Aeromedical Electronic Resource Office (AERO), <https://vfso.rucker.amedd.army.mil/>
- Pacific Asynchronous TeleHealth (PATH), <https://path.tamc.amedd.army.mil/path/user/Login.jsp>
- Health Artifact and Image Management Solution (HAIMS), <http://www.health.mil/sdd>
- Defense Occupational and Environmental Health Readiness System (DOEHRS), <http://www.health.mil/sdd>
- Joint Legacy Viewer, <http://www.health.mil/Military-Health-Topics/Technology/Military-Electronic-Health-Record/DoD-and-VA-Information-Exchange>
- Department of Energy Radiation Exposure Monitoring System (DOE REMS) <http://energy.gov/ehss/policy-guidance-reports/databases/occupational-radiation-exposure>
- Remote Online Veterinary Record (ROVR), https://rovr.army.pentagon.mil/cert_login/certlanding.aspx
- Medical Protection System (MEDPROS), <https://medpros.mods.army.mil/MEDPROSNew/>
- Medical Communications for Combat Casualty Care System

AQL: 100% use of system of record when made available by the USG.

STD: The contractor shall provide trained and qualified operators for DoD and Army health services AIS(s).

AQL: Operators have completed formal training on AIS at least 90% of the time.

Deliverable:

CDRL P-10 Quality Control Plan

04.07.01 Manage and Operate Health Care Services and Facilities.

The contractor shall operate Role 1 and Role 2 medical facilities and special medical services.

While managing and operating health care services and facilities, the contractor shall avoid a professional conflict of interest. Specifically:

- The contractor or contract health care providers (HCPs) shall not bill the patient for services rendered under this contract. The HCPs shall not request or accept compensation of any kind for patients treated, procedures performed, or any other actions performed, except under the terms and conditions of this contract, at the rate specified.
- The contractor or contract HCPs shall not, while performing services under this contract, advise, recommend, or suggest to persons eligible to receive medical care at Government expense that such persons should receive care from the contractor or contract HCPs or from any third party at any place other than as designated under this contract.
- Confidentiality of Information. Unless otherwise specified, all financial, statistical, personnel, and/or technical data which is furnished, produced or otherwise available to the contractor during the performance of this contract are considered confidential business information and shall not be used for purposes other than performance of health care services under this contract. The contractor shall not release any of the above information without prior written consent of the contracting officer. The contractor/contract HCPs shall not use patient care rendered pursuant to this contract as part of a study, research project, or publication. The contract HCPs shall prepare medical records, forms and documents as required, in accordance with the regulations and established guidelines listed in the contract.
- Contract HCPs shall abide by federal and local regulations and policy concerning the nature of limited privileged communication between patients and the HCP as may be necessary for security and personnel reliability programs. They shall also abide by federal and local regulations concerning the confidentiality of patient records, as embodied in federal statutes including the Privacy Act of 1974 and the Health Insurance Portability & Accountability Act of 1996.
- The contractor shall not employ active duty military or Government civilian employees to perform services under this contract.
- The contractor or contract HCPs shall not use Government facilities, supplies, or equipment in private practice or for any purpose other than providing the health care services required under this contract.

STD: Provide the names and resumes of all prospective credentialed, licensed and certified employees to the COR 45 calendar days prior to contract award start date, employment start date, or reappointment.

AQL: Provide documentation 95% of the time within 45 days prior to contract award start date, and 100% of the time no later 35 days prior to contract award start date.

STD: Ensure all HCPs possess a current, active, valid and unrestricted license or authorizing document from any US State, District of Columbia, or US territory or jurisdiction to provide healthcare within the scope of practice for their specific health care discipline throughout the life of the contract IAW TJC, AR 40-68, and DoDM 6025.13

AQL: 100% compliance with document requirements.

STD: Ensure privileged providers who write prescriptions for controlled substances possess a current Drug Enforcement Agency (DEA) certificate or Controlled Drug Substance number as appropriate IAW Control Substance Act and 21 CFR.

AQL: 100% compliance with regulatory requirements.

STD: Provide back-up coverage for positions that are one deep for planned absences of two weeks or longer.

AQL: 95% of the time.

STD: Ensure all personnel in the hospital, clinic, and dental areas possess and maintain current American Heart Association Basic Life Support (BLS) certification. In addition, all Physicians, Physicians Assistants, Certified Registered Nurse Anesthetists, Nurse Practitioners and Registered Nurses shall possess and maintain advanced life support (ACLS) certification by the American Heart Association. ACLS training is not a substitute for BLS training. Online BLS and ACLS courses do not satisfy the requirement for this training IAW AR 40-68.

AQL: Staff as an aggregate maintain current certification 95% of the time.

STD: Waiting times for all appointed patients to see a provider shall not exceed 30 minutes after appointment time.

AQL: Patients are seen by the provider within 30 minutes 95% of the time.

04.07.01.01 Role 1 Medical Facility.

The contractor shall operate a Role 1 medical facility that will provide point of injury care delivered from an aid station. Service is provided by a physician assistant or nurse practitioner, and will include: first-aid, immediate lifesaving measures, triage, treatment, and evacuation. The purpose of a role 1 facility is to return to duty or to stabilize and evacuate to the next higher role medical treatment facility, and has no surgical or patient holding capability.

04.07.01.02 Role 2 Medical Facility.

The contractor shall operate a Role 2 medical facility that will provide basic primary care provided in a clinical environment. Service is provided by a physician, physician assistant, nurse practitioner, and medical technicians. The contractor shall provide basic and emergency treatment (advanced trauma management), has capability to deliver packed red blood cells (liquid), limited X-ray, clinical laboratory,

dental support, combat and operational stress control, and preventive medicine. The contractor shall provide inpatient treatment for those patients who can return to duty within 72 hours are held for treatment.

STD: Provide emergency care capabilities 24 hours per day, 365 days per year (366 days during leap year). During the hours the clinic is closed, a physician and nursing personnel will be on call and be able to respond and arrive at the medical facility to respond to the emergency.

AQL: Physician and nursing personnel arrive at the facility 15 to 30 minutes after notification 98% of the time.

STD: Provide inpatient services to include psychiatric observations, stabilization, post-op recovery and intensive care for patients awaiting transport to higher level of care IAW Theater regulations and policy. The inpatient unit only needs to be staffed when there is a patient admitted for inpatient care.

AQL: 100% of the time

STD: Comply with MEDCOM access to care standards: acute care within 24 hours and routine care within 7 days.

AQL: 95% of the time

STD: Ensure appointment services are accessible to patients, at a minimum, during all hours of operation, and demonstrate capability to manage surges in patient demand such as flu season, school physical season and the day following a Federal Holiday.

AQL: 95% of the time

04.07.01.03 Dental Services.

The contractor shall operate a dental facility and provide essential and emergency dental care. The contractor shall provide dental examinations, cleanings, and routine care to maintain the overall oral fitness of personnel. The contractor shall have the capability to provide operational dental care on an emergency basis, and provide early treatment of severe oral and maxillofacial injuries. The contractor shall provide the emergency care to stabilize patients who require evacuation to a military or civilian dental facility capable of comprehensive care. Emergency care is provided to relieve oral pain, eliminate acute infection, control life-threatening oral conditions (hemorrhage, cellulitis, or respiratory difficulty), and treat trauma to teeth, jaws, and associated facial structures.

STD: Implement and maintain a dental clinical quality management program in accordance with American Dental Association guidance, TJC Ambulatory Health Care Accreditation Program Standards, MHS/DHA standards, and current AR 40-68, AR 40-3, and AR 40-400 policy/standards.

AQL: Program is implemented, maintained, and available for review and evaluation by the supporting contracting office QAR upon demand.

STD: Dentist shall have a degree in Doctor of Medical in Dentistry (DMD) or Doctor of Dental Surgery (DDS), hold board certification and have at least 5 years' experience.

AQL: 100% of the time

STD: Dental Hygienist shall have completed a dental hygiene program accredited by the Commission on Dental Accreditation (CODA), have current dental hygienist license, certification in radiography as required by 42 CFR, Part 75 and have at least 3 years' experience

AQL: 100% of the time

STD: Provides dental care that includes examinations, diagnosis and treatment planning, operative dentistry, endodontics, periodontics, oral surgery and pediatric dentistry. Dental Services may include the prescription of medications as needed IAW American Dental Association, TJC Ambulatory Health Care Accreditation Program Standards MHS/DHA standards, AR 40-68, AR 40-3, AR 40-400; Centers for Disease Control and Prevention, Preventive Medicine Services.

AQL: Compliance with quality standards 97% of the time

STD: Provide radiological dental imaging services IAW American Dental Association TJC Ambulatory Health Care Accreditation Program Standards, MHS/DHA standards, AR 40-68, AR 40-3, AR 40-400, American College of Radiology standards, NIOSH, and FDA standards.

AQL: Compliance with quality standards 97% of the time

STD: Provides dental prophylaxis, scaling and root planning, dental sealants, oral hygiene instructions to include caries etiology and nutritional counseling IAW American Dental Association, TJC Ambulatory Health Care Accreditation Program Standards MHS/DHA standards, AR 40-68, AR 40-3, AR 40-400, Centers for Disease Control and Prevention, Preventive Medicine Services.

AQL: Compliance with procedures and quality standards 97% of the time

04.07.01.04 Optometry Services.

The contractor shall provide optometry support, to include monitoring the occupational vision program, providing consultation on all matters pertaining to vision evaluation and correction, and developing protocols for the diagnosis and treatment of ocular injuries and diseases in concert with supporting ophthalmologist. The contractor shall provide optometry support for glasses, contact lenses, or gas mask inserts.

04.07.01.05 Combat Operational Stress Control and Behavioral Health.

The contractor shall provide combat and operational stress control and behavioral health services. The contractor shall identify and diagnose behavioral health/neuropsychiatric disorder/disease, which requires the HCP to identify and initiate treatment for patients with behavioral health/neuropsychiatric disease

processes. The contractor shall stabilize behavioral health/neuropsychiatric patients for evacuation from the theater for treatment of disease process in the continental United States-support base.

04.07.01.06 Clinical Laboratory Services.

In support of Role 2 clinical services, the contractor shall perform basic procedures in hematology, urinalysis, microbiology, and serology. The contractor shall analyze body fluids and tissues or identify microorganisms as an adjunct in the diagnosis and treatment of patients and in the prevention of disease. The contractor shall provide for the identification, diagnosis, and treatment of diseases and pathogens. The contractor shall receive, maintain, and transfuse blood products. The contractor shall provide blood-banking services to include capability to type and crossmatch blood samples and perform limited testing of whole blood.

STD: Provide clinical laboratory services that meet accreditation standards for laboratories by any of the following agencies: Clinical Laboratory Improvements Amendment (CLIA), the College of American Pathologists (CAP), or the Commission of Laboratory Accreditation (COLA), PAM 385-69 Safety Standards for Microbiological and Biomedical Laboratories.

AQL: 100% of the time

STD: Participate in applicable CAP Proficiency Testing Program for tests performed in-house.

AQL: 100% of the time

STD: Monitor Point-of-Care Testing program to insure it is in compliant with CLIA guidelines.

AQL: Monitoring is compliant 100% of the time

STD: Operate a blood bank IAW CLIA, CAP, or COLA standards.

AQL: Compliance with standards 100% of the time.

04.07.01.07 Radiology Services.

In support of Role 2 clinical services, the contractor shall provide radiology support for acute care; interpret x-ray films; and provide the final reading and interpretation of all films taken at the facility.

STD: Provide in-house radiological support and all necessary quality control measures, radiation protection program, film badge/personal dosimetry monitoring and compliance with JTC, TB MED 521 Occupational and Environmental Health Management and Control of Diagnostic, Therapeutic, and Medical Research X-Ray Systems and Facilities, TB MED 523 Control of Hazards to Health from Microwave and Radio frequency Radiation and Ultrasound, and PAM 385-24 The Army Radiation Safety Program.

AQL: Compliance with safety standards 100% of the time

STD: Screening mammography services shall be performed per Mammography Quality Standards Act (MQSA) and Food and Drug Administration (FDA) Guidelines.

AQL: Compliance with standards 100% of the time

STD: Radiographs are the property of the U.S. Government and shall be maintained and disposed of by the contractor in accordance with AR 40-66, and TE-GFP-001 Government Furnished Equipment

AQL: Radiographs are maintained and disposed properly 95% of the time

STD: Retakes shall be in compliance with TB MED 521.

AQL: Retake rate shall not exceed 6% of total exposures.

04.07.01.08 Surgical Services.

The contractor shall provide lifesaving resuscitative general surgery, enabling patients to withstand further evacuation. The surgeon will provide damage control surgery for those critically injured patients who cannot be transported over great distances without surgical intervention and stabilization. The contractor shall maintain the capability to provide postoperative intensive care for up to six hours. The contractor shall provide incidental support staff (anesthetists and critical care staff nurses and technicians) as part of this service.

04.07.01.09 Pharmacy Support.

The contractor shall provide general pharmaceutical support (to include all controlled substances); package and dispense medication for patient evacuations and discharge-to-duty patients and/or other ambulatory patients; provide parenteral admixture services; generate intravenous-quality fluids in the area of operations; and provide parenteral nutritional solutions. Operate a dispensing pharmacy and provide clinical pharmacy services to include non-formulary management, adverse drug reaction reporting, medication error reporting, patient medication management, and polypharmacy counseling.

STD: Provide services IAW overarching guidance on the Army's Medication Management System in AR 40-3, AR 40-7, AR 40-61, AR 40-68, AR 190-51, TB 515, American Pharmacists Association, Society of Health System Pharmacists, and TJC.

AQL: Compliance with controlled substances standards 100% of the time; other standards 95% of the time

STD: Drugs and medication will be ordered through approved Army systems and stored properly IAW AR 40-3, AR 40-61, AR 40-68, AR 190-51, American Pharmacists Association, Society of Health System Pharmacists, and TJC.

AQL: 100% of the time, unless granted exception by the contracting officer or COR.

STD: Comply with Controlled Substance Act of 1970 and maintain the security of drugs and medications from the time of receipt until dispensing to the customer.
AQL: Compliance with controlled substances standards 100% of the time

STD: The hospital formulary shall maintain enough HIV prophylaxis for two weeks for potential Post Exposure Prophylaxis (PEP) allowing for one week for two people or two weeks for one person.
AQL: Minimum 95% of the time

04.07.01.10 Health Screening and Immunization.

The contractor shall maintain a tracking system for all health and immunizations requirements to ensure hospital personnel are current on their immunizations.

STD: Health services personnel associated with the medical and/or dental clinics will meet all health and immunization requirements for health care professionals, to include proof of seasonal influenza immunizations (or waiver) IAW Advisory Committee on Immunization Practices and AR 40-562.
AQL: 100% of the time

STD: Conduct annual screening on all personnel working in the medical, dental and food service facilities for Tuberculosis (TB) by a tuberculin skin test (TST) using the Mantoux test. A skin test result of 10 mm of induration or more shall require a chest roentgenogram, a medical evaluation, and documentation providing an assessment of the patient. Classification of TST reactions should follow current CDC & American Thoracic Society guidelines.
AQL: 100% testing of medical, dental and food service personnel.

04.07.01.11 Health Services Administration.

The contractor shall provide admission and disposition processing; schedule patient evacuation; collect, safeguard, and account for patient's funds and valuables; provide custodianship of inpatient and outpatient treatment records, redeployment of medical records, and maintenance of medical records and files; collect and report medical statistical data; manage casualty reporting and decedent affairs, line of duty investigations, and submission of special reports and other patient-related activities. The Contractor shall adhere to all Statutes, DoD, Army and industry policies regarding Information Assurance (IA), Privacy Act (PA), Health Insurance Portability and Accountability Act (HIPAA), and security regulations. The contractor shall operate the Army medical readiness AIS to track all immunization, medical readiness, and deployability data for all Active and Reserve components of the Army as well as DA Civilians, contractors and others; currently Medical Protection System (MEDPROS). The contractor shall operate and maintain medical and dental inpatient and outpatient data across the continuum of care, from point of injury to the military treatment facility in the DoD AIS to manage health information; currently Military Health System (MHS) GENESIS, and Health Artifacts and Images Management Solution (HAIMS) where in use. The contractor shall use DoD AIS to implement a standard commercial medical billing practices at their treatment

facilities and execute a billing process for third party collection; currently Armed Forces Billing and Collection Utilization Solution (ABACUS).

STD: Adhere to Statutes, Army and DoD policies IAW AR 40-3, AR 40-66, AR 40-68, DoD standard, IDISA standards, DOD 5400.11 Department of Defense Privacy Program Regulation, DoD 6025.18-R DoD Health Information Privacy Regulation, DoD 8580.02-R Security of Individually Identifiable Health Information in DoD Health Care Program, AR 25-1 Army Information Technology; AR 340-21 The Army Privacy Program, AR 380-5 Department of Army Information, USC 552 Privacy Act of 1974; 2 USC Subtitle F (P.L. 104-191, Health Insurance Portability and Accountability Act of 1996--HIPAA).

AQL: 100% of the time

STD: Complete PA and HIPAA training requirements IAW TJC, OTSG/MEDCOM Policy 16-035.

AQL: Prior to access to patient healthcare information and annually thereafter 100% of the time

STD: The contractor shall provide qualified and trained operators for DoD and Army health services AIS(s).

AQL: Operators have completed formal training on AIS at least 90% of the time.

04.07.01.12 Occupational Health Services.

The contractor shall provide medical surveillance examinations and screenings; health hazard education; surety programs; hearing and vision conservation and readiness; workplace epidemiological investigations; ergonomics; radiation protection; industrial hygiene; work-related immunizations; Army aviation medicine; health hazard assessment of Army materiel and equipment; medical facility safety; and workplace violence prevention. The contractor shall operate DoD AIS to manage occupational and environmental health risk data and actively track biological, chemical, physical health hazards and engineered nano-object process; currently Defense Occupational and Environmental Health Readiness System – Industrial Hygiene (DOEHRS-IH), Defense Occupational and Environmental Health Readiness System – Hearing Conservation (DOEHRS-HC), and Electronic Surveillance System for the Early Notification of Community-based Epidemics (ESSENCE).

STD: Provide Army Flight physicals IAW AR 40-8, AR 40-501, and DA PAM 40-50.

AQL: 100% of the time

STD: Provide Occupational Health examinations IAW industry standards, and TB MED 509 Spirometry in Occupational Health Programs.

AQL: 100% of the time

STD: The contractor shall provide qualified and trained operators for DoD and Army health services AIS(s).

AQL: Operators have completed formal training on AIS at least 90% of the time.

04.07.01.13 Hyperbaric Medicine Services

The contractor shall provide hyperbaric oxygen therapy treatment for decompression sickness, serious infections, bubbles of air in blood vessels, and wounds that won't heal as a result of diabetes or radiation injury.

STD: Physicians providing hyperbaric medicine services shall have a board certification in Undersea and Hyperbaric Medicine through the American Board of Emergency Medicine (ABEM) and the American Board of Preventive Medicine (ABPM).

AQL: 100% of the time

04.07.01.14 Health Service Support.

The Contractor shall develop, implement and manage a health promotion program and provide preventive medicine services. The contractor shall provide dietetics personnel to provide preventive and therapeutic nutrition care and medical food management to authorized personnel. The contractor shall operate DoD AIS to deliver medical nutrition therapy and medical food management; currently Nutrition Management Information System (NMIS).

STD: Identify, notify, treat and educate patients (individually and collectively) on aspects of nutrition and healthy living IAW industry standards, AR 40-25 Nutrition and Menu Standards for Human Performance Optimization, AR 600-63 Army Health Promotion, and PAM 600-24 Health Promotion, Risk Reduction, and Suicide Prevention.

AQL: 95% of the time

STD: Implement Healthcare Effectiveness Data and Information Set (HEDIS) metrics as described at <http://ncqa.org/> for the breast cancer screening; cervical cancer screening; well child visits first 15 months; comprehensive diabetes care measures HbA1C accomplished and HbA1C value <9%

AQL: 90% of the time; achieve the fiftieth (50th) percentile for each measurement contained in HEDIS as a minimum.

STD: The contractor shall provide qualified and trained operators for DoD and Army health services AIS(s).

AQL: Operators have completed formal training on AIS at least 90% of the time.

STD: Develop preventive medicine services in support of identifying, preventing, and eliminating all diseases associated with arthropod, environmental hazard exposures, occupational hazard exposures, food, waterborne diseases and a wellness program IAW with , FM 4-02.7, TB Med 1 Storage, Preservation, Packaging, Packing, Maintenance, and Surveillance of Material, Medical

Activities, TB Med 263, Medical Service, Identification of Inspected Food, TB Med 296 Assay Techniques for Detection of Exposure to Sulfur Mustard, Cholinesterase Inhibitors, Sarin, Soman, GF, and Cyanide, TB Med 297 Guidelines for Exposure Prevention, Medical Surveillance, and Evaluation of Workers with the Potential or Exposure to 2,4,6-Trinitrotoluene (TNT), TB MED 576 Occupational and Environmental Health Sanitary Control and Surveillance of Water Supplies at Fixed Installations, DA Pamphlet 40-503 The Army Industrial Hygiene Program, DA Pamphlet 385-61 Toxic Chemical Agent Safety Standards, AR 40-5 Preventive Medicine; AR 40-656 Veterinary Surveillance Inspection of Subsistence, and AR 40-657 Veterinary/Medical Food Safety, Quality Assurance, and Laboratory Service, AR 600-63 Army Health Promotion.

AQL: Compliance with standards at least 95% of the time

STD: Establish a Food Safety and Inspection Program IAW AR 40-656 - Veterinary Surveillance Inspection of Subsistence, AR 40-657 - Veterinary/Medical Food Safety, Quality Assurance, and Laboratory Service, AR 40-660 - DoD Hazardous Food and Nonprescription Drug Recall System, and TB MED 263 Medical Service, Identification of Inspected Foods, TB MED 530 Tri-Service Food Code.

AQL: Implement and maintain a food safety and inspection program that is available for review and evaluation by the contracting office QAR or COR upon demand

04.07.01.15 Telemedicine.

The contractor shall establish a telemedicine capability to complete remote diagnosis and treatment of patients by means of telecommunications technology. The contractor shall provide a Secure Messaging (SM) capability that allows authorized patients the ability to securely communicate with the contractor health care team, when supportable based on operational environment.

STD: Utilize telemedicine capability for assessments, evaluations, diagnostics, treatment and referrals IAW current DODM 6025.13, American Telemedicine Association Standards, Information Assurance, DoD IT standards (i.e., DIACAP or other current approved processes), HIPAA, and Privacy Act.

04.07.01.16 Medical Logistics.

The contractor shall provide responsive medical logistics incidental to health care services provided under paragraph 04.07 of this PWS, in order to facilitate and sustain patient treatment. The contractor shall provide medical supply operations, optical fabrication and repair, contracting services, regulated medical or hazardous waste management and disposal, and production and distribution of medical gases. The Contractor shall manage class VIII supplies for all medical, dental, and veterinary services. The Contractor shall develop and maintain a temperature sensitive medical product (TSMP) and handling program. The contractor shall provide materiel management functions specific to Class VIII supplies to include inventory determination and validation, inventory management, warehousing,

cataloging, prioritization for procurement, distribution, redistribution of excess, and retrograding of materiel. The contractor shall operate the DoD enterprise Medical logistics automated information systems (AISs) to include, but not limited to: Defense Medical Logistics – Enterprise Solution (DML-ES), Defense Medical Logistics Standard Support (DMLSS), DMLSS Customer Assistance Module (DCAM), Joint Medical Asset Repository (JMAR), Patient Movement Items Tracking System (PMITS), Purchase Request Web (PRWeb), Defense Blood Bank System (DBBS), Spectacle Request Transmission System (SRTS), and Theater Enterprise Wide Logistics Systems (TEWLS). Legacy systems if still in use: Theater Army Medical Management Information System (TAMMIS) medical supply (MEDSUP) module, Army Medical Department Property Accounting System (AMEDDPAS).

STD: Manage logistics support services for medical, dental and veterinary supplies, pharmaceuticals and equipment IAW AR 40-3, AR 40-4, AR 40-60, Army Medical Materiel Acquisition Policy, and AR40-61 Medical Logistics Policies.

AQL: At least 95% of the time

STD: Submit request to the COR IAW AR 40-61; Army Medical Logistics Enterprise Standards using Defense Medical Logistics Standards Support (DMLSS); Supply Bulletin 8-75-11, AR 750-1, and government directives.

AQL: At least 95% of the time

STD: Order and receive supplies IAW AR 40-61; Army Medical Logistics Enterprise Standards using DMLSS; Supply Bulletin 8-75-11, AR 750-1, and government directives

AQL: At least 95% of the time

STD: High Priority requisitions will be held to no greater than 5% of monthly requests.

AQL: At least 95% of the time

STD: Request pharmaceutical and medical supplies through Army supply channels IAW local PAR levels to reduce waste and to ensure availability of supplies and pharmaceuticals so there will not be an interruption in services

AQL: At least 95% of the time

STD: Develop and maintain a Temperature Sensitive Medical Products (TSMP) program IAW SB 8-75-11 and AR 40-61, Medical Logistics Policies and Procedures.

AQL: Implement and maintain a TSMP program that meets regulatory requirements and is available for review and evaluation by the contracting office QAR or COR upon demand

STD: The contractor shall submit a CCIR with EXSUM through the COR to the

OTSG/MEDCOM Medical Operations Center (MOC) within 24 hours of a TSMP loss that has the potential to exceed \$2,500. In addition to the initial CCIR, the contractor will submit a follow-up CCIR and synopsis of the results from any investigation or changes to the original CCIR, and then submit Root Cause Analysis (RCA) for each reportable incident (Reference SB 8-75-11, paragraph 3-56).

AQL: 100% of the time

STD: Provide qualified and trained operators for DoD/Army Med Log AIS.

AQL: Operators have completed formal training on AIS at least 90% of the time.

Deliverable:

CDRL H-01 Pharmaceutical and blood product formulary monthly usage report

04.07.01.17 Administrative Support Services.

The contractor shall provide administrative services to include third party billing for all services, coding, medical records keeping, accounting, scheduling, appointing, human resources, patient referrals, customer satisfaction services, and patient advocate services IAW AR40-3, AR40-4, AR40-66, and AR40-400. The Contractor shall establish an insurance billing program which includes medical care (inpatient and outpatient), dental care, occupational health, workman's compensation, and veterinary services. The contractor shall provide program services that manage third party collection (TPC) and other health insurance (OHI) information to include initial collection and updating of patient information each time a patient presents for care. The Contractor shall establish an active Customer Satisfaction/Service Program.

STD: Establish an industry standard insurance billing program to bill medical and dental insurance companies for care provided IAW Title 32, Code of Federal Regulations, Part 220; DoD 6010.15-M Military Treatment Facility Uniform Business Office (UBO); AR 40-400.

AQL: Implement and maintain an insurance billing program that meets industry standards and is available for review and evaluation by the contracting office QAR or COR upon demand

STD: Maintain an accounts receivable program IAW established industry standards.

AQL: Implement and maintain an accounts receivable program that meets industry standards and is available for review and evaluation by the contracting office QAR or COR upon demand

STD: Resubmit denied insurance claims within 3 business days upon receipt IAW DoD 6010.15-M.

AQL: 95% of the time

STD: The contractor shall use the TRICARE CHAMPUS Maximum Allowable Charge (CMAC) rate structure to create charges for medical care and other related services.

AQL: 95% of the time

STD: The contractor shall designate a patient advocate to address patient issues and complaints, and use Joint Outpatient Experience Survey (JOES), or an equivalent system, to track beneficiary health care experiences and patient satisfaction.

AQL: Implement and maintain patient satisfaction system and is available for review and evaluation by the contracting office QAR or COR upon demand, and achieve an overall patient satisfaction of at least 90% (95% of the time)

04.07.01.18 Medical Recordkeeping and Referral Management.

The Contractor shall establish and maintain an electronic patient medical records program and referral management program. The contractor shall operate the Army medical readiness AIS to track all immunization, medical readiness, and deployability data for all Active and Reserve components of the Army as well as DA Civilians, contractors and others; currently Medical Protection System (MEDPROS). The contractor shall operate and maintain medical and dental inpatient and outpatient data across the continuum of care, from point of injury to the military treatment facility in the DoD AIS to manage health information; currently Military Health System (MHS) GENESIS, and Health Artifacts and Images Management Solution (HAIMS) where in use. The contractor shall use DoD AIS to implement a standard commercial medical billing practices at their treatment facilities and execute a billing process for third party collection; currently Armed Forces Billing and Collection Utilization Solution (ABACUS).

STD: The contractor shall provide qualified and trained operators for DoD and Army health services AIS(s).

AQL: Operators have completed formal training on AIS at least 90% of the time.

STD: Ensure quality documentation of patient visits, hard copy records maintenance, to include retirement and shipping IAW 40-66.

AQL: 100% of the time

STD: Maintain HIPAA compliance as it relates to records management, records storage and records security requirements per HSC Supplement 1 to AR 190-50

AQL: 100% of the time

STD: When patients out-process, they will be provided with a hard copy and CD version of their medical records.

AQL: 100% of the time

STD: The contractor shall prepare, use, complete, and file inpatient treatment records IAW Section III, AR 40-66.

AQL: At least 95% of the time

STD: Utilize Milliman and Roberts and/or other healthcare industry accepted criteria for writing referrals and comply with referral management protocols.

AQL: At least 95% of the time

STD: Ensure that referrals are medically necessary, appropriate and comply with the TRICARE benefits contained in 32 CFR 199.4 and 199.5.

AQL: At least 95% of the time

STD: Ensure specialty referral reports are received within 30 days of the referral.

AQL: At least 95% of the time

04.07.02. Veterinary Services.

The contractor shall provide animal medical care by providing medical care for military working dogs and other government-owned animals. The contractor shall provide food protection by ensuring quality, food safety, and food defense of food sources for supported personnel. The contractor shall provide veterinary preventive medicine in order to reduce transmission of zoonotic diseases transmissible to man. The contractor shall provide veterinary services to include preventive medicine services, animal wellness exams, vaccinations, health screens, health certificates, minor surgical procedures, treatment and other authorized procedures on government owned animals (GOA), and by exception, privately owned animals (POA). The Contractor shall provide continuing education and public information programs. The contractor shall use Army AIS to support government owned animals (GOAs) and privately owned animals (POAs); currently Remote Online Veterinary Record (ROVR).

Provide veterinary technician services to include preventive medicine services, animal wellness exams, vaccinations, health screens, health certificates, immunizations, minor surgical procedures, treatment and other authorized procedures on DOD-owned animals, and privately owned animals (POA) IAW American Hospital Animal Association (AHAA), 7 USC 2131-2156, 10 USC 2583, AR 40-4, AR 40-68, AR 40-905, AR 190-12, and AR 40-657.

STD: Veterinary technician services provided 40 hours per week and on-call urgent care, with adjustment in clinic hours during times of overnight stay of animals so that the hours of the veterinary technician does not exceed 40 hours per week without government approval.

AQL: At least 95% of the time

STD: Examine privately-owned animals (POAs), wild or other animals maintained on, or introduced onto military installations, and advise on control and handling IAW AHAA, 7 USC 2131-2156; 10 USC 2583; AR 40-4; AR 40-68; AR 40-905; AR 190-12; AR 40-657.

AQL: Compliance with regulatory guidance at least 95% of the time

STD: Provide professional support for the care and disposition of animals impounded or quarantined IAW AHAA, 7 USC 2131-2156; 10 USC 2583; AR 40-4; AR 40-68; AR 40-905; AR 190-12; AR 40-657.

AQL: Compliance with regulatory guidance at least 95% of the time

STD: Maintain sanitary animal care conditions for and humane practices IAW AHAA, 7 USC 2131-2156; 10 USC 2583; AR 40-4; AR 40-68; AR 40-905; AR 190-12; AR 40-657.

AQL: Compliance with regulatory guidance at least 95% of the time

STD: Maintain sanitary animal holding capacity; capacity to hold four large dogs.

AQL: At least 95% of the time

STD: Perform laboratory and diagnostic procedures such as routine hematological tests, urinalysis, fecal and heartworm tests IAW AHAA, AR 40-4; AR 40-68; AR 40-905; AR 190-12.

AQL: Compliance with regulatory guidance at least 95% of the time

STD: Develop and implement a Veterinary Services Operational Plan IAW AHAA, 7 USC 2131-2156; 10 USC 2583; AR 40-4, AR 40-68, AR 40-905, AR 190-12, and AR 40-657

AQL: Present plan to contracting officer for approval during contract phase in, and update annually NLT 01 Oct thereafter; compliance with regulatory guidance at least 95% of the time

STD: Report monthly to the COR on Force Health Protection Surveillance in coordination with local Pest Control Specialist.

AQL: At least 95% of the time

STD: Provide measures for preventing injury and disease IAW AHAA, 7 USC 2131-2156; 10 USC 2583; Marshall Island Revised Code; Title 8, Chapter 3; AR 40-4; AR 40-68; AR 40-905; AR 190-12, AR 40-657

AQL: Compliance with regulatory guidance at least 95% of the time

STD: Investigate animal and zoonotic diseases and recommend measures for prevention and control IAW AR 40-905, Centers for Disease Control and Prevention for zoonotic and other vector borne diseases.

AQL: Compliance with regulatory guidance at least 95% of the time

STD: Evaluate animal disease infestations and infections IAW AHAA, 7 USC 2131-2156; 10 USC 2583, AR 40-4; AR 40-68; AR 40-905; AR 190-12; AR 40-657.

AQL: Compliance with regulatory guidance at least 95% of the time

STD: Control vectors capable of transmitting animal diseases and for disposal of dead animals found on the installation IAW AR 40-905.

AQL: Compliance with regulatory guidance at least 95% of the time

STD: Provide a rabies control program including development of procedures, registration of animals, immunizations, and public education IAW AR 40-905.

AQL: Compliance with regulatory guidance at least 95% of the time

STD: Provide active management of community animal population and surveillance of feral animals IAW AHAA, AR 40-4; AR 40-68; AR 40-905; TE-KWAJ 005 USAG-KA Regulations; and AR 190-12.

AQL: Compliance with regulatory guidance at least 95% of the time

STD: Provide continuing education and public information programs IAW AHAA, 7 USC 2131-2156; 10 USC 2583; AR 40-4; AR 40-68; AR 40-905; AR 190-12; and AR 40-657.

AQL: Compliance with regulatory guidance at least 90% of the time

STD: Explain medical findings to animal owners to their satisfaction, and prescribe treatment.

AQL: Achieve customer satisfaction rate of 95% (95% of the time)

STD: Provide euthanasia in a humane manner, using approved drugs and techniques in consultation with Army veterinarian IAW AR 40-905. Document date, reason for euthanasia, method of euthanasia, and name and quantity of drugs used on SF600 IAW AR 40-905.

AQL: Compliance with regulatory guidance at least 95% of the time

STD: Maintain veterinary records IAW AHAA; 7 USC 2131-2156; 10 USC 2583; AR 40-905, and AR 190-12.

AQL: Compliance with regulatory guidance at least 95% of the time

STD: The Contractor shall perform and interpret laboratory and diagnostic procedures for hematological tests, urinalysis, fecal, and heartworm tests IAW AR 40-905.

AQL: Compliance with regulatory guidance at least 95% of the time

STD: The contractor shall provide qualified and trained operators for DoD and Army health services AIS(s).

AQL: Operators have completed formal training on AIS at least 90% of the time

Deliverable:

CDRL H-02 Veterinary Services Operational Plan

04.07.02.01 Microchip Placement.

The Contractor shall provide microchip placement services for cats and dogs.

STD: Ensure all cats and dogs are microchipped IAW local Regulations and policies.

AQL: Compliance with regulatory guidance at least 95% of the time

04.08. Pest Services.

The contractor shall provide integrated (indoor/outdoor) pest management services. The contractor shall protect personnel and the environment from pesticide-related hazards.

STD: The contractor shall implement the government approved Pest Management Program IAW DoDI 4150.07-DoD and TB MED 561

AQL: Implement and maintain a Pest Management Program that meets standards and is available for review and evaluation by the contracting office QAR or COR upon demand

STD: In the absence of a government approved plan, the contractor shall develop, implement, and maintain a Pest Management Program IAW DoDI 4150.07-DoD and TB MED 561.

AQL: Compliance with regulatory guidance at least 95% of the time

STD: The contractor shall dispose of pest carcasses (non-human remains) IAW local standards/policies and/or host nation regulatory guidance.

AQL: 100% of the time

04.09. Waste Management Services.

The contractor shall conduct waste management operations in a manner that does not: present a litter problem, which can be compounded by strong winds; create a health or environmental hazard; create a fire hazard; attract or harbor insects and rodents/vermin; or negatively impact mission operations. When the operational environment and/or host nation laws direct it, contractors shall operate a recycling program. The following standards apply to all 04.09. sub-paragraphs as appropriate and applicable.

STD: IAW TM 3-34.56, the contractor shall conduct waste management operations in a manner that does not: present a litter problem, which can be compounded by strong winds; create a health or environmental hazard; create a fire hazard; attract or harbor insects and rodents; or negatively impact mission operations.

AQL: Compliance with regulatory guidance at least 95% of the time

STD: The contractor shall ensure waste is managed in a manner that is protective of human health and the environment IAW TB MED 593.

AQL: Compliance with regulatory guidance at least 95% of the time

STD: The contractor shall conduct waste management services IAW DoD 4715.05-G, DoDI 4715.05, DoDI 4715.06, or DoDI 4715.22, CFR 1910.120 as applicable.

AQL: Compliance with regulatory guidance at least 95% of the time

STD: The contractor shall only operate open-air burn pits when directed by the USG. When directed by the USG to operate open-air burn pits, the contractor shall operate IAW DoDI 4715.19.

AQL: Compliance with regulatory guidance at least 95% of the time

STD: When performing waste disposal services, the contractor shall dispose of USG material IAW DoD 4160.21-M.

AQL: Compliance with regulatory guidance at least 95% of the time

STD: Develop, manage and maintain medical hazardous waste processes and procedures IAW DA Pam 40-11 Preventive Medicine, DA PAM 40-503 Army Industrial Hygiene Program, TB Med 593 Guideline for Fields Waste Management, TB MED 515 Occupational Health and Industrial Hygiene Guidance for the Management, Use and Disposal of Hazardous Drugs.

AQL: Compliance with regulatory guidance 100% of the time

STD: The contractor shall establish waste collection and recycling points with containers, and then collect, pickup, and dispose of all recyclable materials from the appropriate recycle bins located in common areas and office areas, and then dispose of to the nearest recycle dumpster. The contractor shall provide recycling services IAW the frequency guide/schedule for each facility.

AQL: Collect waste and recyclables IAW frequency guide/schedule for each facility at least 95% of the time

STD: The contractor shall provide trained operators to enter data into the AIS supporting waste management (currently the Solid Waste Annual Reporting (SWAR) system) in order to facilitate tracking and reporting of solid waste and recycling data.

AQL: Operators have completed formal training on AIS at least 90% of the time

04.09.01. Non-Hazardous Solid Waste Management. The contractor shall collect, store, manage, and dispose of non-hazardous solid waste.

04.09.02. Hazardous Waste Management. The contractor shall collect, store, and manage hazardous waste. The contractor shall post instructions, warnings, or other markings as necessary in work places. The use of markings shall be coordinated with camp OPSEC authorities. The contractor shall coordinate and obtain final disposition for disposal of hazardous waste.

04.09.03. Medical Waste Management. The contractor shall collect, store, manage and dispose of medical waste.

STD: Contractor shall collect, store, transport, dispose, and manage medical waste IAW MEDCOM Reg 40-35 and the Title 49 CFR in CONUS.

AQL: Compliance with regulatory guidance 100% of the time

STD: The contractor shall dispose of medical waste using a regulated medical waste incinerator.

AQL: 100% of the time

04.09.04. Gray Water Management, Recycle and Reuse. The contractor shall manage the disposal, recycle, and reuse of waste gray water. Recycling and reuse of gray waste water requires approval of government medical authority.

04.09.05. Sewage and Black Water Waste Management. The contractor shall collect, store, manage, and dispose of sewage and black water. The contractor shall treat as required sewage and black water being processed at approved government facilities.

04.10. Morale, Welfare, Recreation (MWR) Services.

The contractor shall provide quality of life services; sports, recreation, and libraries; community services; continuing education services; and child, youth & school services. In non-contingency environments, the contractor shall operate MWR Management Information Systems (MIS) applications in support of collecting utilization data for MWR facilities (currently RecTrac recreation management software application). The contractor shall provide MWR services (MWR programs, facilities, and equipment) to individuals authorized by the requiring activity; the contractor shall report incidents of unauthorized users attempting to receive MWR services to the COR. In non-contingency environments, unless allowed to deviate by the contracting officer, the contractor shall operate DoDEA AIS in support of school services (currently DoD School Administration Plus and/or DoDEA Student Information System). The following standards apply to all 04.10. sub-paragraphs as appropriate and applicable.

STD: The contractor shall provide live entertainment services IAW DODI 1330.13 and AR 215-6.

AQL: Compliance with regulatory guidance 100% of the time

STD: The contractor shall ensure appropriate signage prominently displayed alerting customers of the risks and rules of using the facility, the programs, and equipment.

AQL: at least 95% of the time

STD: The contractor shall ensure equipment provided in support of the MWR program is operational.

AQL: 90% of equipment is operational at each facility at least 95% of the time

STD: Provide trained operators for MWR MIS.

AQL: Operators have completed formal training on AIS at least 90% of the time

STD: The contractor shall operate a customer feedback system (e.g., comment cards, customer survey) to determine customer satisfaction.

AQL: Present customer feedback system and results quarterly at PMR

STD: The contractor will operate schools and education facilities/centers in accordance with local community, minimum DoDEA standards, or as designated in H.2.

AQL: At least 98% of the time

04.10.01. Morale, Welfare, Recreation Communication Centers. The contractor shall operate and maintain analog or digital communications including, but not limited to, phone banks, internet cafes, and Wi-Fi hot spots.

04.10.02. Community Centers. The contractor shall operate and maintain MWR Community Centers and facilities. The contractor shall schedule, promote, and host recreational activities and conduct surveys to determine camp recreational needs.

04.10.03. Athletic, Fitness, and Exercise Centers. The contractor shall operate and maintain Athletic, Fitness, and Exercise Centers.

STD: The contractor shall operate recreational water facilities IAW TB MED 575.

AQL: Meet minimum standards in TB MED 575.

STD: The contractor shall have posted plan for medical and facility emergencies, a first aid kit, and a system for dispensing water near exercise areas.

AQL: Plans available 100% of the time, first aid kits are complete and components are serviceable and perishables are not expired at least 95% of the time, and potable water is available for patrons at least 95% of the time

04.10.04. Athletic Fields and Activities. The contractor shall operate and maintain athletic facilities including, but not limited to, athletic fields, golf courses, and support athletic activities.

04.11. Camp Postal Operations.

The contractor shall perform postal services.

STD: The contractor shall perform postal services IAW DoD 4525.6-M, DoD 4525.6-C, DODI 4525.7, and the USPS policies and regulations contained therein.

AQL: Compliance with regulatory guidance 100% of the time

STD: The contractor shall perform official mail services IAW DoDI 4525.08 and DOD 4525.8-M, and the USPS policies and regulations contained therein.

AQL: Compliance with regulatory guidance 100% of the time

04.12. Fire and Emergency Services (F&ES).

The contractor shall provide and manage F&ES. The contractor shall operate emergency reporting 911 call centers, and, where in use, operate automated Records Management System (RMS) within the Army in support of F&ES; currently Army Law Enforcement Reporting and Tracking System (ALERTS).

STD: The contractor shall staff, equip, operate/maintain, and provide F&ES IAW AR 420-1, DoDI 6055.06, and DoD 6055.06-M.

AQL: Meet minimum standards in regulatory guidance

STD: The contractor shall provide incident command and response for emergency situations 24 hours per day, 365 days per year (366 days during leap year) IAW AR 420-1, AR 525-27, DoDI 6055.06, and 29 CFR 1910.120.

AQL: Contractor shall build, train, equip, and maintain a ready team capable of effectively managing F&ES incidents or emergencies, and exercise this capability a minimum of annually.

STD: The contractor shall implement an illegal drug screening/testing program IAW 49 CFR Part 40 for all F&ES personnel. The contractor shall terminate an F&ES employee who is confirmed to have been involved in the unlawful manufacture, distribution, dispensation, possession or use of a controlled substance. The contractor shall terminate an F&ES employee who is confirmed to have been involved in the unlawful manufacture, distribution, dispensation, possession or use of alcohol when regulated by Theater policy and/or regulations.

AQL: 100% compliance drug screening/testing program guidelines

STD: The contractor shall develop, submit during contract phase-in, and update annually thereafter, an F&ES Plan to the base/camp mayor or equivalent authority for approval and integration into the base/camp emergency management plan that contains the following:

- (1) Management and direction F&ES programs.
- (2) Emergency dispatch services.
- (3) Emergency response services for structure fires.
- (4) Emergency response services for aircraft rescue fire-fighting (ARFF) if required.
- (5) Fire prevention services.
- (6) Emergency response services for hazardous materials (HAZMAT), weapons of mass destruction (WMD), and Chemical Biological, Radiological, Nuclear, and High Explosives (CBRNE) incidents.
- (7) Emergency response services for wildland fires if required.
- (8) Emergency medical response services (EMS) if required.
- (9) Conduct of fire and rescue operations.
- (10) Training and Exercises.

AQL: Implement and maintain a F&ES Plan that meets standards and is available for review and evaluation by the contracting office QAR or COR upon demand

STD: The contractor shall provide trained operators with required background checks and security clearance for the RMS; for ALERTS IAW AR 190-45, paragraph 2-1 (ver 27 September 2016)

AQL: Operators have completed formal training on AIS at least 90% of the time, and complete background checks and security clearance prior to use 100% of the time

Deliverables:

CDRL L-13 F&ES Plan, includes:

- Staffing & Management Plan
- Inspection Program

04.12.01. Fire Protection Services. The contractor shall operate and maintain fire protection services, post appropriate warning signs, and promote public awareness of fire prevention measures. The contractor shall conduct fire safety inspections and drills, conduct fire prevention and response training to designated personnel, and ensure fire extinguishers, detection devices, and other fire safety devices and equipment are operable. Investigate, review and report fire incidents, when directed by base/camp mayor or equivalent authority, IAW AR 420-1 and AR 385-10, with the exception of technical investigations.

STD: The contractor shall perform fire protection services IAW National Fire Protection Association (NFPA) 1, NFPA 101, and NFPA 5000, as well as other model building codes as directed.

AQL: Meet minimum standards in regulatory guidance 100% of the time

STD: The contractor shall develop and implement an inspection program, establishing frequencies to ensure all facilities are inspected for fire prevention IAW AR 420-1 for approval by the base/camp mayor or equivalent authority during contract phase in and review annually thereafter.

AQL: Implement and maintain an inspection program that meets standards and is available for review and evaluation by the contracting office QAR or COR upon demand

STD: Develop and implement building manager/evacuation coordinator training in coordination with the base/camp mayor or equivalent authority during contract phase in and annually thereafter IAW AR 420-1 and NFPA 101.

AQL: Implement and maintain a building manager/evacuation coordinator training plan that meets standards and is available for review and evaluation by the contracting office QAR or COR upon demand.

STD: Conduct fire extinguisher maintenance and recharge IAW 'manufacturers' specifications, NFPA 101, NFPA 10, and 29 CFR 1910.157.

AQL: Meet minimum standards in regulatory guidance 100% of the time

STD: Conduct and document a semi-annual fire risk assessment and submit to base/camp mayor or equivalent authority.

AQL: Conduct and maintain a semi-annual fire risk assessments make results available for review and evaluation by the contracting office QAR or COR upon demand.

STD: The Fire Inspector: Must have a minimum of 5 years' experience as a Fire Inspector. Must have in-depth knowledge of and experience implementing the NFPA code.

AQL: Experience requirement met or exceeded

Deliverables:

CDRL L-13 F&ES Plan, includes:

- Building manager/evacuation coordinator training
- Fire Prevention Inspection Program
- Semi-Annual Fire Risk Assessment documentation

04.12.02. Fire Fighting Services. The contractor shall operate and maintain firefighting services. The contractor shall provide notification, communication and detection and response capability, and firefighting services. The contractor shall conduct firefighting operations safely and according to AR 420-1 and TM 3-34.30.

STD: The contractor shall provide the personnel and equipment resource necessary to maintain 24 hours per day, 365 days per year (366 days during leap year) firefighting services IAW DODI 6055.06-M.

AQL: 100% of the time

STD: The Fire Chief: Must have a minimum of 5 years' experience as a Fire Chief or a Deputy Fire Chief. Must have in-depth knowledge of DoD Fire and Emergency Services Certification Program (DODI 6055.06-M) or industrial/municipal equivalent. Must have experience with the Army Emergency Management Program. (DA PAM 525-27). Minimum Certification Requirements: International Fire Service Accreditation Certifications Fire Officer IV, Fire Inspector II, Fire Instructor II, HAZMAT Incident Commander, Airport Firefighter, Ship Board firefighter.

AQL: Experience requirement met or exceeded

STD: The Fire Chief will ensure all fire department members, including communications center personnel, meet training and certification requirements outlined in DOD 6055.06-M.

AQL: 100% of workforce meet minimum standards in guidance

04.12.03. Ambulance Services. The contractor shall provide medical evacuation by operating and maintaining ambulance services in order to sustain continuity in care and treatment. The contractor shall provide medical evacuation by ground ambulance, and air ambulance when applicable, on an area support basis and to provide enroute medical treatment during transport. Ambulance services refers to pre-hospital emergency services preparing a patient for ground evacuation, and aeromedical evacuation where applicable. The contractor shall only provide ground and air ambulance support in permissive security environments based on guidance from USG personnel. The contractor shall not enter areas of active combat when providing ambulance services. The contractor shall integrate its operations into the USG's medical evacuation plan when supporting tactical operations.

STD: The contractor shall use medical evacuation ground/air ambulance platforms designed specifically for medical evacuations, and allocated with medical equipment to provide enroute care by trained medical personnel.
AQL: at least 95% of the time

STD: The contractor shall provide the personnel and equipment resource necessary to maintain 24 hours per day, 365 days per year (366 days during leap year) ambulatory medical services for Basic Life Support (BLS) with Automated External Defibrillator (AED) ambulance services IAW AR 40-3, DoDI 6055.06 and DoDI 6055.06-M.
AQL: 100% of the time

STD: The contractor shall ensure training and certification of emergency medical technician (EMT) personnel will be according to the Department of Transportation EMT National Standard Curriculum, or its equivalent, and accepted by the National Registry for Emergency Medical Technicians (NREMT).
AQL: 100% of the time

STD: The contractor shall establish and maintain a process for monitoring NREMT status and validating that the NREMT certification remains current.
AQL: Implement and maintain a process for monitoring NREMT status that maintains currency of workforce certifications and is available for review and evaluation by the contracting office QAR or COR upon demand

04.13. Security Services.

The contractor shall perform unarmed security services inherent to base operations and sustainment operations. Unless otherwise directed after an exception to policy is sought and obtained, the contractor will not employ active or passive means of deadly force, or provide armed private security functions to fulfill non-combat requirements for security in contingency operations, humanitarian or peace operations, and other military operations or exercises. The contractor shall only install or emplace defensive systems that are non-lethal (lethal defined as designed to cause bodily harm, dismemberment, or death; i.e. minefields, military traps and snares, explosive devices, etc.).

04.13.01. Badging Services and Biometric Support. The contractor shall augment badging and biometric services to include (but not limited to) installation access badges, vehicle placards, fuel cards, and where applicable, biometrics operations.

04.13.02. Baggage and Postal Security Screening. The contractor shall screen airfield baggage, amnesty boxes, and mail for threats and prohibited items. In the event of an incident, the contractor shall take immediate action (short of force) to safeguard personnel and property, contact the appropriate government personnel for disposition and resolution of the incident.

04.14. Horizontal Maintenance Activities (Roads, Grounds, Airfields, and Barriers).

The contractor shall provide vegetation control, dust abatement, erosion control, and conduct minor repairs of roads, grounds, airfields, and barriers. The contractor shall clear roads of debris, snow, ice, sand, accident debris, or other impediments to safe travel. The contractor shall clear and maintain drains to ensure proper functioning in accordance with original designs.

STD: The contractor shall clear roads of debris, snow, ice, sand, or other impediments in accordance with base/camp authority's emergency response plans, and/or snow and ice control plan.

AQL: Keep roads clear in accordance with the plan at least 95% of the time

04.15. Range Management.

The contractor shall safely operate schedule, and control (access/physical security) ranges. The contractor shall provide range support services. The contractor shall establish airspace/sea space and safety zone environments in support of operational ranges. The Contractor shall develop and maintain a Range facilities SOP that addresses range operations management and maintenance methods. The Contractor shall develop and maintain internal Range facilities Management Training and Safety Standards SOP that describes procedures to be implemented to maintain and enforce training and safety standards. The Contractor shall operate ranges in accordance with AR 385-63 Range Safety, and DA Pam 385-63 Range Safety.

STD: The contractor shall adhere to the safety and record keeping requirements of DoDI 3200.16, and when applicable international agreements, including status of forces agreements, country-specific final governing standards, and DoD 4715.05-G.

AQL: Implement and maintain record keeping that meets standards and is available for review and evaluation by the contracting office QAR or COR upon demand

STD: The contractor shall ensure personnel conducting operational range clearance meet the qualifications established in DoD 6055.09-M and DoDI 4140.62.

AQL: 100% of the time

STD: The Contractor shall provide the Range Facilities Management Training and Safety Standards SOP, IAW the standards outlined AR 385-63 and DA Pam 385-63, to camp mayor or equivalent authority for initial review and update annual thereafter.

AQL: Develop, implement, and maintain a Range Facilities Management, Training, and Safety SOP that meets local policy and regulatory standards, and is available for review and evaluation by the camp mayor or equivalent authority, contracting office QAR, and/or COR upon demand

Deliverable:

Range Facilities Management Training and Safety Standards SOP

04.16. Camp Operations / Public Works Service Center.

The intent of this paragraph is for the contractor to either provide technical functional support to a government operated Department of Public Works (DPW), or to provide both the DPW management and technical functional support. The contractor shall operate a 24 hours per day, 365 days per year (366 days during leap year) consolidated service center to manage scheduled and unscheduled maintenance of base camp facilities, infrastructure, and equipment supporting camp operations. The contractor shall capture all work related to LOGCAP maintained facilities on a Master Schedule of Work (MSOW). The contractor shall use the MSOW to synchronize LOGCAP work to included planned maintenance, scheduled maintenance, and safety inspections in a specified site (base/camp). In support of maintenance and repair of facilities associated with Sustainment, Restoration, and Modernization (SRM) requirements, the contractor shall use GFEBS as the AIS system of record to manage work orders and service orders. In non-contingency environments, the contractor shall also operate Army AIS(s) to capture base/ camp management information; currently Army Energy and Water Reporting System (AEWRS).

Maintenance and repair are performed on either a scheduled or unscheduled basis to preserve and maintain a facility in such a condition that it may be used effectively for its designated functional purpose.

SCHEDULED MAINTENANCE:

All scheduled maintenance plans will reflect the actual facilities and equipment on the camp and incorporate the specific needs of the camp occupants. The contractor shall provide the labor, parts, materials, laboratory testing, and calibration required to maintain, install, repair and/or remove facilities, infrastructure, and equipment supporting camp operations. The goal of the scheduled maintenance program is to prevent unplanned shutdowns of camp facilities and optimize life-cycle costs.

- Scheduled services are documented through Preventive Maintenance Orders (PMO) and Operational Work Orders (OWO).
 - A PMO, known in AR 420-1 as 'Preventive Maintenance', is the work authorization document for recurring maintenance work that is performed

on a scheduled basis (also referred to as Preventive Maintenance (PM)). All Preventive Maintenance plans will be entered into GFEBS; this is required in order to generate the PMO at the frequency required. PMO tasks include, but are not limited to, annual inspection of sump pumps, grounding point testing, maintenance of Dining Facility (DFAC) equipment, and annual cleaning of cooling towers. PMOs will be approved and issued on DA Form 4283, Facilities Engineering Work Request, or equivalent computer-produced facsimile or printout. The Government will identify applicable wage determinations (Service Contract Labor Standards, formerly Service Contract Act or Wage Rate Requirements, formerly Davis Bacon Act) for each PMO prior to issuing to the Contractor. Contractor execution of PMOs will be pre-approved by the Government following the review of Contractor work plans and schedules. Any changes in scheduled workload will be negotiated and incorporated into the contract by modification. Frequency requirements for scheduled tasks are presented at the FA level, as applicable.

- OWO, known in AR 420-1 as 'Standing Operating Order', covers services that are recurring, provide CLS, and do not fall into PM. This includes scheduled work orders for facilities services such as seasonal HVAC system changes, real property surveys and records maintenance, real property condition inspections, mission capability status reporting support, scheduled grounds maintenance, scheduled transportation infrastructure maintenance, storm water system maintenance, scheduled special events support, and maintenance of portable toilet facilities. The work is generally predictable, recurring work completed at the same place(s) and same frequency. Some OWOs are used for services that cannot be scheduled far in advance, but can be planned and priced in advance, to be issued when needed. These include services such as snow and ice removal, support of unscheduled special events, contingency and emergency management, and additional grounds maintenance services. OWOs can vary significantly in nature, scope, location and may involve multiple crafts and subcontractors.

UNSCHEDULED MAINTENANCE:

Unscheduled services include work that is either corrective in nature (e.g., repairs, modifications, installations, and replacements) or not generally considered to be a maintenance activity. The contractor shall operate a service center that provide on-call services to manage unscheduled service calls for facilities, infrastructure, and equipment. The contractor shall complete non-emergency/critical individual service orders (SOs) through Letters of Authorization from the COR. If during the course of unscheduled maintenance, an item is determined by the contractor to be beyond economical repair, the contractor shall recommend to the COR in writing (memo or email) that the piece of equipment be replaced.

Service orders (SO) Classification and Response Times:

- A Demand Maintenance Order (DMO), known in AR 420-1 as 'Service Order', is a work authorization document used for work that is either corrective in nature (e.g., repairs, modifications, and replacements) or not generally considered to be a recurring maintenance activity. DMOs, therefore, are unscheduled and not known in advance. DMOs are for tasks that may or may not exceed 32 work-hours and are corrective in nature. DMO are unscheduled and are categorized by priority: Emergency, Urgent, or Routine.
 - **Emergency/Critical (Priority 1):** DMOs are for work when immediate action is required to eliminate life threatening or serious injury hazards to personnel. These DMOs are responded to as soon as possible and NLT one (1) hour after the request. Emergency/Critical DMOs are completed within twenty-four (24) hours of the request, unless the urgency of the work has been reduced to a Priority 2 or 3. Emergency/Critical (Priority 1) DMOs are used to prevent loss or damage to Government property, ensure security to sensitive Government property, restore essential services, correct a condition to prevent it from becoming an emergency, respond to command emphasis, provide basic human services in facilities where individuals sleep, or aid an activity in accomplishing its mission.
 - **Urgent (Priority 2):** DMOs are for work that is classified as Urgent (Priority 2) when the failure in service does not immediately endanger personnel or property, but would soon inconvenience or affect the security, health, or well-being of personnel. Urgent DMOs are to correct conditions which could become an emergency, could seriously affect morale or have command emphasis. These DMOs are to be completed within seven (7) calendar days from receipt, unless reduced to a Priority 3. Examples include, but are not limited to: unstopping a sink drain where there are backup sinks, replacing overhead office lighting that significantly inhibits productivity, and unscheduled fuel deliveries, etc.
 - **Routine (Priority 3):** Routine DMOs are for work that does not meet the criteria of emergency/critical or urgent priority. They are utilized to correct situations that are productivity inhibitors that, if left uncorrected, will cause measurable discomfort or inconvenience to the customer or waste resources or create the need for additional minor repairs. Routine DMOs are to be responded to and completed within thirty (30) calendar days of receipt. Examples include, but are not limited to: dripping faucets, cracked window glass, repairs to door and window hardware and screening, replacement of broken or missing tiles, minor roof leaks, minor repairs to mechanical equipment, air conditioning, etc.

- Project Work Orders (PWO), known in AR 420-1 as 'Individual Job Order', are used for unscheduled work exceeding the scope of a DMO. PWO is a work authorization document used for unscheduled work, including project-oriented work such as repairs, modifications, replacements, or installations that exceed the thresholds for a DMO, customer reimbursable work, and new work. PWOs can vary significantly in nature, scope, expertise, and location. Each PWO will be fixed priced based on the negotiated proposals required to accomplish the scope of work.

STD: The contractor shall complete DMOs authorized by the COR IAW with the priority and timelines established above.

AQL: 95% of the time, reviewed on a monthly basis.

STD: The contractor shall create and maintain official project files for work performed on government real property IAW DA PAM 420–11.

AQL: 100% of the time

STD: The contractor shall present the MSOW to the contracting officer or appropriate contracting authority and COR for review monthly.

AQL: Submit MSOW on schedule and MSOW is prepared in the format requested (100% of the time), be accurate and technically sound (at least 95% of the time), and free from spelling and grammar errors with no rework required (at least 95% of the time).

STD: Contractor shall develop a scheduled maintenance management plan for facilities and infrastructure, and a scheduled maintenance management plan for support equipment IAW applicable TM–10 and TM–20 series maintenance standards and the process in DA Pam 750–8 (military equipment) and manufacturer's operator manuals and/or specifications and guidelines (commercial equipment).

AQL: The contractor shall present these plans and an Installation Status Report (ISR) (reference DA PAM 420–06) to the camp mayor or equivalent authority, the contracting officer, and COR for review and approval semi-annually. The Plans and ISR are prepared in the format requested (100% of the time), be accurate and technically sound (at least 95% of the time), and free from spelling and grammar errors with no rework required (at least 95% of the time).

STD: The contractor shall establish and maintain a warranty program for military and commercial equipment when applicable IAW AR 700–139 and DA PAM 750-8.

AQL: Implement and maintain a warranty program that meets standards and is available for review and evaluation by the contracting office QAR or COR upon demand

STD: The contractor shall ensure the manager with responsibility for the camp operations and public works will possess a minimum of a bachelors degree in an engineering discipline from an American accredited university, or equivalent approved by the contracting officer, and three years' experience in facilities management or public works.

AQL: Meets minimum degree and experience requirement

STD: If the Contractor anticipates that the DMO will reach 32 work-hours threshold during initial response and review, or during work performance on a DMO, the Contractor shall notify the Government to determine if a PWO is required.

AQL: Contractor generated DMO are within threshold at least 95% of the time

Deliverables:

- CDRL L-15 Combined Master Schedule Of Work (MSOW), Scheduled Maintenance Plan, and Service Order Report
- Project Files (Local on request)

04.16.01. Facilities Equipment Training:

When government personnel are operating equipment/infrastructure maintained by the contractor, the contractor shall schedule, arrange and conduct quarterly training for government personnel on use and care of such equipment/infrastructure. The contractor shall develop training plans dependent on the complexity of equipment/infrastructure and the education level of the training audience; each training plan will include a hands-on application of the training.

STD: The COR will provide the contractor a minimum of 14 calendar days notification prior to classes being conducted, and the contractor shall provide a lesson outline back to the COR for review seven calendar prior to classes being conducted. Upon completion of training, the contractor shall provide the COR the names of the student(s) that completed the training, and identify any students considered still unable to safely operate the equipment/infrastructure.

AQL: Training products are prepared in the format requested (100% of the time), be accurate and technically sound (at least 95% of the time), and free from spelling and grammar errors with no rework required (at least 95% of the time).

Deliverable:

Lesson Outline (Local on request)

04.17. Camp Logistics Support Functions.

04.17.01. Retail Energy Operations. The contractor shall operate and maintain retail fuel points to include, but not limited to petroleum, hydrogen, natural gas, propane, coal, and alternative fuels. The contractor shall operate and maintain retail fuel storage systems incidental to operating the retail fuel point. The contractor shall operate and maintain mobile retail fuel systems when required. These retail

operations will support ground, ground support equipment, rail, aviation, watercraft operations.

STD: Contractor shall perform retail fuel operations IAW MIL-STD-3004C - 10 August 2011

AQL: Contractor shall meet the minimum regulatory standards 100% of the time

04.17.02 Agricultural Cleaning. The contractor shall ensure cleaning/disinfecting facilities and sterile storage areas are fully mission capable and available for inspection by the theater, host nation (when required), and customs & border clearance agent (CBCA) or customs and border patrol agent (CBPA) prior to start of operations. The contractor shall operate cleaning/disinfecting facilities and sterile storage areas, and provide materials and labor necessary to ensure government vehicles, equipment, containers, supplies (including ordnance), packing material, personal effects, and APO/FPO mail are free of prohibited and restricted plants, animals, and plant/animal products when returned to the United States. The contractor shall take the corrective actions required by the CBCA or the CBPA, and/or modify procedures during cleaning/disinfecting operations in order for the items to pass inspection (when directed by the appropriate contracting authority either verbally or in writing). The contractor shall ensure the commodities or equipment that have been inspected and approved for return to the United States by the CBCA or the CBPA are stored in a sterile area, and in such a manner as to prevent re-infestation by pests or contaminants prior to onward movement. The COR or contracting officer will provide the contractor a piece production rate, a fixed schedule, or a suspense to complete agricultural cleaning, a minimum of 15-30 days prior to start of operations.

STD: The contractor shall clean and disinfect materiel and equipment, and maintain a sterile environment post-cleaning, IAW DTR 4500.9-R, Defense Transportation Regulation – Part V, Department of Defense Customs and Border Clearance Policies and Procedures.

AQL: 90% acceptance rate of materiel and equipment by CBCA/CBPA on first inspection.

STD: The contractor shall conduct agricultural cleaning operations and manage waste IAW applicable host nation environmental laws, or US environmental standards when no host nation laws exist.

AQL: Contractor shall meet the minimum regulatory standards 100% of the time

STD: The contractor shall obtain approval and/or certification from the theater, host nation (when required), and CBCA or CBPA to fully operate cleaning/disinfecting facilities and sterile storage areas by the suspense provided by the COR or contracting officer. The contractor shall notify the COR or contracting officer in writing within 24 hours of any issue beyond the contractor's control that will cause the contractor to miss the suspense.

AQL: Contractor will meet this standard a minimum of 95% of the time

04.18. Mortuary Affairs. The contractor shall perform mortuary affairs services that encompass the search for, recovery, tentative identification, preparation, disposition of remains, securing and shipment of PE and property, and transportation of remains. The contractor shall operate mortuary affairs collection points, evacuation points, and theater personal effects depots. The contractor shall operate mortuary affairs contaminated remains mitigation sites. The contractor shall not enter areas of active combat when providing mortuary affairs services.

STD: Only United States personnel shall be permitted to handle remains.

AQL: 100% compliance with this requirement

STD: Mortuary affairs personnel processing remains must have a valid license/certification to practice embalming and funeral directing by state, territory, or the District of Columbia.

AQL: 100% of the time

STD: Contractor shall ensure the successful implementation of safety and health procedures IAW U.S. Army Institute of Public Health and U.S. Army Public Health Command (USAPHC)/U.S. Army Center for Health Promotion and Preventive Medicine (USACHPPM) - Technical Guide 195A.

AQL: 100% of the time

STD: The contractor shall adhere to the minimum standards for the care and handling of deceased personnel to include professional services and requirements, caskets and shipping cases, transportation, and hygienic practices applicable to regular and port of entry requirements IAW AR 638-2 appendix B.

AQL: 100% of the time

STD: The contractor shall complete the necessary forms and reports IAW ATP 4-46 and provide to the camp mayor, or designated authority, when searching for, recovering, and evacuating remains for U.S. military and civilian personnel.

AQL: Forms and reports are prepared in the format requested (100% of the time), be accurate and technically sound (at least 95% of the time), and free from spelling and grammar errors with no rework required (at least 95% of the time).

04.19. Communication and Information Technology (IT) Support. Only in areas of operation where services are unavailable from Defense Information Services Agency (DISA), the contractor shall acquire telecommunications and information technology (IT) products and services in support of base/camp operations. The contractor will operate, support, and maintain long-haul communications and commercial satellite communications services and provide IT services. This includes, but is not limited to, IT services such as engineering, hardware, equipment and maintenance, integration and support, cyber security, computer technology, or providing commercial or military unique IT equipment with the ancillary services. The contractor shall coordinate with the base/camp infrastructure engineers/planners before establishing any

telecommunications infrastructure, telecommunication data switching exchanges, and/or IT support to base camps. This includes, but is not limited to, burying/laying wire lines, fiber optic cable, or establishing wireless networks for voice, data, visual, and telemetry.

SECTION V - SUPPLY

05.00. Supply Management, Strategic and Operational.

The contractor shall provide accountability and management of stocks being stored at direct, general, or installation supply support activities (SSAs) for issue to a supported organizations. The contractor shall use automatic identification technologies (AIT), such as bar code, 2D bar code, optical memory cards, radio frequency identification (RFID) tags, contact buttons, or satellite tracking to enable asset visibility of vendor to the war-fighter and return.

The contractor shall use the Army supply system is the first source of supply for obtaining material (supplies, materials, repair parts). The contractor may use commercial sources to procure material due to unavailability or unacceptably long supply system lead times. All commercial purchases are subject to funding availability and must have appropriate contracting authority approval. Operating supplies (e.g. bench stock, shop stock) that are not available through the supply system may be purchased commercially and do not require USG pre-approval. For items requisitioned through the Army supply system, the contractor must stay within funding levels by appropriate account processing code as provided by the Government. Items purchased locally as National Stock Number (NSN) in lieu of items shall meet the required specifications (military or otherwise). The contractor shall implement processes and procedures for identifying and managing hazardous materials in accordance the objectives and goals of the Army Hazardous Materials Management Program (HMMP) as defined in AR 200–1 and DA Pam 200–1, and IAW the policy in AR710-2. The contractor shall dispose of serviceable, unserviceable, or non-reparable supplies, material, components in accordance with AR 710-2, AR 735-5, and current DLA Disposition Services (DLADS) disposal guidelines after approval by the COR, or appropriate contracting authority.

STD: The contractor shall establish an internal control plan that describes the controls employed to ensure oversight (e.g. timeliness, quality and accountability) and competition when acquiring supplies, materials, and repair parts in order to establish a fair and reasonable price for the USG to satisfy contract requirements.

AQL: Implement and maintain an internal control plan that meets standards and is available for review and evaluation by the contracting office QAR or COR upon demand. Plan is be accurate and technically sound (at least 95% of the time), and free from spelling and grammar errors with no rework required (at least 95% of the time).

STD: The contractor shall compile HAZMAT data and complete environmental reporting IAW instructions disseminated by the supporting installation, regional installation management, and ACOM/ASCC/DRU environmental office.

AQL: Compile HAZMAT data and complete environmental reporting that meets standards and is available for review and evaluation by the contracting office QAR or COR upon demand. Reports are accurate and technically sound (at

least 95% of the time), and free from spelling and grammar errors with no rework required (at least 95% of the time).

05.01. Manage Supplies and Equipment, Operational and Tactical (Point of Service or Installation).

The contractor shall provide materiel management functions for all classes of supply (except CL VIII which is addressed in PWS paragraph 04.07.01.16), to include, but not limited to, inventory determination and validation, inventory management, warehousing, cataloging, prioritization for procurement, distribution, redistribution of excess, and retrograding of materiel. The contractor shall manage distribution between wholesale and retail operations to ensure uninterrupted support to ongoing operations. The contractor shall ensure that material, including materiel in storage (not slated for disposal), is maintained in ready-for-issue condition. The contractor shall conduct in-storage inspection, minor repair, testing, exercising, preservation, and packing of material in accordance with USG workload requirements.

05.01.01. Supply Support Activity (SSA) Operations, Tactical (Point of Service or Installation). The contractor shall operate and manage single or multi-class supply support activity(s). The contractor shall receive, store, and issue Classes of supply: I, II, III (Packaged), IV, VI, VII, IX, and X. The contractor shall package and repackage supplies for distribution. The contractor shall operate and maintain data in USG automated information system (AIS) of record (currently GCSS-A) in support of supply operations. The contractor shall obtain as GFP, operate, and maintain Combat Service Support Automated Information System Interface (CAISI)/Combat Service Support -Very Small Aperture Terminal (CSS-VSAT) in support of GCSS-A when required to operate in austere or remote areas. The USG will provide and accountable officer for the stock record account.

STD: The contractor shall operate SSAs IAW with the local policies and procedures contained in AR 710-2 and AR 735-5 when managing USG supplies, material, and equipment.

AQL: Compliance with regulatory guidance and performance metrics at least 95% of the time

STD: The contractor shall provide trained operators for the AIS.

AQL: Operators have completed formal training on AIS at least 90% of the time

05.01.02. Inventory Management, Operational and Tactical (Point of Service or Installation). The contractor shall receive, store, maintain, distribute, and retrograde resources between the point of entry into the theater system and the destination within the theater. The contractor shall maintain accountability and visibility of resources. The contractor shall operate and maintain data in USG automated information systems in support of supply operations. The contractor shall operate and maintain data in USG automated information system (AIS) of record (currently GCSS-A) in support of supply operations. The contractor shall obtain as GFP, operate, and maintain Combat Service Support Automated Information System

Interface (CAISI)/Combat Service Support -Very Small Aperture Terminal (CSS-VSAT) in support of GCSS-A when required to operate in austere or remote areas.

STD: The contractor shall provide trained operators for the AIS.

AQL: Operators have completed formal training on AIS at least 90% of the time

05.01.03. Forward Redistribution Point (FRP). The contractor shall operate and maintain FRP(s) for redistribution of Class II, III (P), IV, VII and IX. The contractor shall operate and maintain data in USG automated information system (AIS) of record (currently GCSS-A) in support of supply operations. The contractor shall obtain as GFP, operate, and maintain Combat Service Support Automated Information System Interface (CAISI)/Combat Service Support -Very Small Aperture Terminal (CSS-VSAT) in support of GCSS-A when required to operate in austere or remote areas.

STD: The contractor shall provide trained operators for the AIS.

AQL: Operators have completed formal training on AIS at least 90% of the time

05.02. Property Book Office - Asset Management Services.

The USG will provide and accountable officer for the stock record account. The contractor shall manage the property book (short of property book officer fiduciary responsibilities), and provide the following services: asset requisition, receipt, short-term holding, inventory, issue, redistribution, classification and turn-in; maintain hand receipts/annexes; maintain a records for all assigned hand receipt holders; process adjustment reports, conduct reconciliations; conduct and report serial number and unique item tracking. The contractor shall use USG automated information system (AIS) of record (currently GCSS-A) for transactions, accountability, and reporting. The contractor shall provide Limited/ Selected Force Modernization Equipment Fielding Support. The contractor shall provide property book services in accordance with standard operating procedures (SOP) provided by the USG PBO. The contractor will appropriately inform the PBO when there is a Change of Command or change of hand receipt request.

STD: The contractor shall perform these functions in accordance with AR 710-2, DA PAM 710-2-1, AR-735-5, CTA 50-909, PBO SOP, GCSS-Army End User's Manual , AR 840-10, and AR 25-400-2.

AQL: Compliance with regulatory guidance and performance metrics at least 95% of the time

STD: The contractor shall distribute annual, cyclic, and special inventories as directed by the PBO and in accordance with established standard operating procedures timelines and suspense.

AQL: Meet timelines and suspenses at least 95% of the time

STD: The contractor shall provide trained operators to manage and operate the USG furnished AIS in accordance with AR 710-2, applicable regulations, and respective

manuals. These systems include, but are not limited to: GCSS-Army, Army Integrated Logistics Analysis Program (ILAP), and Army Enterprise System Integration Program (AESIP), and LOGSA Logistics Information Warehouse - Portal.

AQL: Operators have completed formal training on AIS at least 90% of the time

STD: The contractor shall receive, storage, and issue Total Package Fielding (TPF) equipment. The contractor shall perform these functions in accordance with AR 710-2, DA PAM 710-2-2 AR 735-5.

AQL: Compliance with regulatory guidance and performance metrics at least 95% of the time

05.03. Class III Bulk Operations.

The contractor shall conduct capitalized or non-capitalized bulk fuel storage (above ground or underground steel tanks, fabric tanks and tactical systems) and distribution services (ocean tanker loading and unloading, storage terminals, pump stations, pipelines, hose lines, class III supply points, tank vehicles, and rail tank cars) in support of operational requirements. The contractor shall receive, store, and issue petroleum products, and keep records of inventory and documents that show gains, losses, dues-in, dues-out and balances on hand or in use. The contractor shall operate and maintain automated fuel management systems when available as part of the infrastructure. The contractor shall maintain storage levels to meet daily demand and required stock objectives and to focus on a plan that maintains constant distribution of petroleum while reducing the number of convoys and personnel required in distributing the product. The contractor shall properly use, care for, and safeguard all petroleum products while in their possession. The contractor shall ensure all terminals (commercial and military) receiving and storing bulk products are equipped and capable of performing tests required by MIL-STD-3004 Table IX, and only receive, store, and issue non-contaminated fuel. The contractor shall establish effective oversight and security practices to deter waste, fraud and theft of petroleum products. The contractor shall operate a fully integrated fuel laboratory incidental to bulk fuel operations when government or commercial laboratories are not available. The USG will provide and accountable officer for the stock record account. The contractor shall use DLA AIS in support of providing bulk fuels; currently The Enterprise External Business, Wide Area Workflow, Contract Information System, and DLA Energy Portal. The contractor shall use Army AIS in support of providing bulk fuels; currently GCSS-A.

STD: The contractor shall execute supply procedures IAW with the USG policies and procedures contained in AR 710-2 and AR 735-5 when managing USG supplies.

AQL: Compliance with regulatory guidance and performance metrics at least 98% of the time

STD: Contractor shall perform fuel operations IAW MIL-STD-3004C - 10 August 2011 and ATP 4-43 Petroleum Supply Operations. For inventory procedures pertaining to bulk petroleum refer to AR 710-2 and DA Pamphlet 710-2-1. MIL-STD-3004, Table IX outlines the minimum sampling and testing requirements.

AQL: 100% compliance with regulatory guidance

STD: Prior to using any petroleum storage container, petroleum tank vehicle or rigid walled tactical petroleum tank, the contractor shall inspect the container for serviceability. The inspection should include checking for rust, scale, dirt, foreign objects, and water. If any of these faults exist in sufficient levels to cause contamination, the contractor drain and clean the tank before use.

AQL: 100% compliance with inspection and cleaning procedures

STD: The contractor shall complete a Type C test upon receipt of product into inventory [color, appearance and American Petroleum Institute (API) Gravity].

AQL: 100% of the time

STD: The contractor shall complete all sampling and testing of avgas using trained personnel in accordance with MIL-STD-3004.

AQL: 100% of the time

STD: The contractor shall complete recirculation daily to ensure clean fuel. After recirculation, the contractor shall take a color and appearance fuel sample and observe it for color, brightness and clarity. If used for aviation refueling, the contractor must perform an aqua-glo test (reference ATP 4-43).

AQL: Complete daily recirculation and follow on color and appearance sample at least 95% of the time; if fuel point is used for aviation, used for aviation, complete daily recirculation and follow on aqua-glo test 100% of the time

STD: The contractor will keep records of inspections, tests, checks, tank cleaning, and maintenance.

AQL: Records are prepared in the format requested (100% of the time), be accurate and technically sound (at least 95% of the time), and free from spelling and grammar errors with no rework required (at least 95% of the time).

STD: Unless exempted by the appropriate contracting authority, the contractor shall complete routine records and reports in accordance with chapter 4 of ATP 4-43.

AQL: Records and reports are prepared in the format requested (100% of the time), be accurate and technically sound (at least 95% of the time), and free from spelling and grammar errors with no rework required (at least 95% of the time).

STD: The contractor shall provide qualified and trained operators for DoD and Army AIS(s).

AQL: Operators have completed formal training on AIS at least 90% of the time

05.04. Ammunition and Munition Operations.

The contractor shall operate ammunition supply points (ASP) and Ammunition Transfer Holding Points (ATHP) at field, semi-fixed or permanent storage areas of various sizes. The contractor shall receive, configure, inspect, manage, issue, ship and retrograde

class V stocks utilizing distribution enablers. The contractor shall perform munitions field maintenance, destroy, pack and crate, band, inventory and decontaminate ammunition stocks. The contractor shall prepare and maintain ammunition records and reports. The contractor shall provide a rough terrain container handling capability to receive, issue, ship and retrograde containerized class V munitions stocks. The contractor shall operate and maintain data in USG automated information systems (currently Standard Army Ammunition System-Modernized) in support of supply operations. The USG will provide and accountable officer for the stock record account, provide EOD support services, and ammunition surveillance activities are controlled by USG QASAs.

STD: The contractor shall operate SSAs IAW with the USG supply policies and procedures contained in AR 710-2 and AR 735-5 when managing USG supplies.
AQL: 100% compliance with regulatory guidance

STD: When responsible for facilities and operations, the contractor shall meet physical security standards and criteria for the physical security of sensitive conventional arms, ammunition, and explosives (AA&E), including nonnuclear missiles and rockets IAW AR 190-11.
AQL: 100% compliance with regulatory guidance

STD: The contractor shall comply with ammunition and explosives regulatory requirements for secure handling and storage. The contractor shall understand representative risk categories for ammunition and explosives and comply with the regulatory physical security measures required in AR 190-11.
AQL: 100% compliance with regulatory guidance

STD: The contractor shall provide trained operators for the AIS to include, but not limited to, SAAS-modernization, munitions history program that includes the ammunition surveillance information system and the ammunition multimedia encyclopedia, TAMIS, WARS, the national level ammunition capability, conventional ammunition packaging and unit load data index. All ammunition supply points and ammunition transfer holding points using SAAS-MOD must communicate daily with the Worldwide Ammunition Reporting System (WARS) and Total Ammunition Management Information System (TAMIS) servers.
AQL: Operators have completed formal training on AIS at least 90% of the time

05.05. Class VIII Medical Supply.

The contractor shall provide medical logistics by operating medical supply points (MSP) in support of military health care services provided outside of, or in addition to, paragraph 04.07.01.16 Medical Logistics of this PWS, and in accordance with the standards identified in paragraph 04.07.01.16 Medical Logistics of this PWS.

SECTION VI – MAINTENANCE

06.00 Maintenance Management.

The contractor shall provide maintenance support to meet the operational objectives of supported forces. The contractor shall use the standard Army maintenance management process approach, track and analyze maintenance reporting, analyze data, and conduct performance observation on equipment platforms equipped with sensors. The contractor shall establish and maintain repair parts supply operation in support of maintenance operations. The contractor shall register with the USG operated TMDE Laboratory supporting the area they are operating in when available, or for a level of support beyond what has been authorized for the contractor to perform by the USG . The contractor shall establish and operate a test, measurement and diagnostic equipment calibration and repair (TMDE) program to the level authorized by the USG. The contractor shall provide maintenance support to a wide variety of organizations and for most types of equipment, to include but not limited to; allied trades support; vehicle recovery; armaments; wheeled vehicles; communications; electronics; special electronic devices; ground support equipment; power generation equipment; utility equipment; army watercraft; and test, measurement, and diagnostic equipment maintenance and quality control. The contractor shall use the Army AIS (currently GCSS-Army) as the primary means of maintenance management and attaining materiel in support of maintenance operations. The contractor shall requisition repair parts with a National Stock Number (NSN) through the Army supply system. Repair parts that do not cross reference to an NSN shall be loaded into the AIS catalog. Commercial items that cannot be cross-referenced to an NSN, or that are coded local purchase (LP), or that cannot be attained through the Army supply system within required repair timelines, shall be procured through local purchase procedures. Parts must then be appropriately applied and entered into the appropriate job or work order in the AIS.

STD: The contractor shall comply with materiel maintenance standards found in applicable technical publications and maintenance-related logistical performance and readiness standards found in AR 750–1 and related publications.

AQL: Compliance with regulatory guidance and performance metrics at least 95% of the time

STD: The contractor shall perform maintenance to the Army maintenance standard in AR 750-1 and manufacturer's guidelines for commercial equipment. This standard is defined by the TM 10 series and TM 20 series, and/or by the appropriate or applied technical data plans for commercial equipment. The Army maintenance standard applies to all equipment except equipment used as training aids that require frequent disassembly and assembly.

AQL: Minimum of 95% compliance with regulatory guidance

STD: The contractor shall provide qualified and trained operators for DoD and Army AIS(s).

AQL: Operators have completed formal training on AIS at least 90% of the time

Deliverables:

CDRL L-09 Operational Readiness Report

CDRL L-10 Equipment Deadline Report

06.01. Equipment and Material Maintenance (field level and below depot sustainment maintenance).

Field maintenance is on-system maintenance, repair and return to the user, including maintenance actions performed by operators. Field maintenance also includes adjustment, alignment, service, applying approved field level modification work orders, fault/failure diagnoses, chemical agent resistance coating (CARC) painting of tactical equipment, battle damage assessment and repair, and recovery. Commercial equipment shall be maintained according to manufacturer's recommendations or best business practices. The contractor shall use the Army AIS (currently GCSS-Army) as the primary means of maintenance management and attaining materiel in support of maintenance operations. The contractor shall requisition repair parts with a National Stock Number (NSN) through the Army supply system. Repair parts that do not cross reference to an NSN shall be loaded into the AIS catalog. Commercial items that cannot be cross-referenced to an NSN, or that are coded local purchase (LP), or that cannot be attained through the Army supply system within required repair timelines, shall be procured through local purchase procedures. Parts must then be appropriately applied and entered into the appropriate job or work order in the AIS. The contractor shall dispose of serviceable, unserviceable, or non-reparable supplies, material, components incidental to maintenance operations in accordance with AR 710-2, AR 735-5, and current DLA Disposition Services (DLADS) disposal guidelines after approval by the COR, or appropriate contracting authority. The contractor shall complete, maintain, and dispose of maintenance records IAW AR 750-1.

STD: The contractor shall provide qualified and trained operators for DoD and Army AIS(s).

AQL: Operators have completed formal training on AIS at least 90% of the time
Operators have completed formal training on AIS at least 90% of the time

STD: The contractor shall conduct maintenance tasks and operations in established maintenance mission priority sequence, based ultimately upon the mission of the requesting organizations and the relevance and importance of the maintenance work that must be done, IAW AR 750-1.

AQL: Compliance with regulatory guidance and performance metrics at least 95% of the time

STD: Contractor maintenance operations shall provide maintenance support within the timeframe (turnaround time standards) required by requesting organization commanders. The time required for maintenance organizations to respond to user organization requests for maintenance services will be determined and assigned IAW AR 750-1.

AQL: Compliance with regulatory guidance and performance metrics at least 90% of the time

STD: The contractor shall conduct maintenance operations IAW the environmental security provisions of AR 200–1 and the underlying Federal, State, local and host nation laws and directives. The contractor shall use the Army standard environmental security AIS for hazardous materials and hazardous waste management while accomplishing maintenance support missions.

AQL: Compliance with regulatory guidance and performance metrics at least 95% of the time

06.01.01. Preventive Maintenance Services. The contractor shall conduct scheduled equipment services where equipment, components, and systems are routinely checked, adjusted, changed, analyzed, lubricated, and so forth, in accordance with designer and engineer specifications.

STD: Scheduled services are performed at the service interval required by the applicable technical publication.

AQL: Compliance with technical guidance and performance metrics at least 95% of the time

STD: Contractor shall perform scheduled maintenance IAW single-repair standards in applicable TM–10 and TM–20, or manufacturer’s instruction or operating manuals.

AQL: Compliance with technical guidance and performance metrics at least 95% of the time

06.01.02. Fault Repair. The contractor shall complete repairs of tactical and commercial equipment, components, accessories, assemblies, sub-assemblies, and plug-in units. Contractor maintenance personnel shall restore equipment to full functionality as originally designed or engineered using the single-standard repair process applied to all end items, secondary items, and components repaired and returned to the supply system. The contractor shall perform field level maintenance, encompassing operator, crew, and maintainer maintenance (indicated by the letter "C" and "F" in the third position of the source, maintenance, and recoverability code). The contractor shall perform ‘below depot sustainment maintenance’ (indicated by the letter "H" and in the third position of the source, maintenance, and recoverability code).

STD: Contractor shall perform IAW single-repair standards in applicable TM–10, TM–20, and TM-30 series maintenance standards following the mandated processes in DA Pam 750–8 (military equipment) and manufacturer’s operator manuals and/or specifications and guidelines (commercial equipment).

AQL: Minimum of 95% compliance with technical guidance

STD: Contractor shall perform maintenance IAW policies and procedures for non-tactical vehicles (NTVs) contained in AR 58–1.

AQL: Minimum of 95% compliance with technical guidance

STD: Component Replacement: New components shall match or exceed existing components both in manufacture and quality. All replaced components and salvageable or salable items from government property or government-furnished property shall be disposed of in accordance with disposition instructions from the COR or plant clearance officer.

AQL: Minimum of 95% of the time

STD: The contractor shall ensure all routine, urgent, and emergency modification work orders (MWO) are applied to equipment and reported in the AIS in accordance with AR 750–10. In addition, actions required by one-time safety of use messages (SOU) are completed in accordance with AR 750–6.

AQL: 100% compliance with technical guidance

STD: Contractor personnel will have medical protection equipment, soap and water or a high pressure washer or steam cleaner, and other resources to clean equipment identified to have evidence of biohazards, including human tissue and body fluids. Contractor maintenance personnel shall request augmentation from activities with appropriate resources (mortuary affairs, preventive medicine teams, and local chaplains) as required.

AQL: 100% of the time

STD: Notify the COR of unscheduled medical equipment repairs and maintenance for medical, dental, and veterinary services IAW manufacturer recommended calibration standard, equipment certification and TB MED 750-1 Operating Guide for Medical Equipment Maintenance within 1 business day.

AQL: Minimum of 95% of the time

06.01.03. Recovery. Recovery is the process of repairing, retrieving/freeing immobile, inoperative, materiel from the point where it was disabled or abandoned. The contractor shall perform non-tactical vehicle recovery on and off the installation. The contractor is not authorized to conduct off-post recovery in non-permissive environments without US Force Protection measures and escort. The contractor shall coordinate recovery operations based on supported unit priorities, balancing the overall repair effort, available resources, and the tactical situation. The contractor shall not enter areas of active combat when providing recovery services.

STD: When operating in a non-permissive environment, the Contractor shall provide recovery assets to link up with U.S. Military or Coalition Security Forces within 40 minutes of USG notification. The Contractor shall recover assets within 10 hours following link up and departure from the Contractors pre-positioned site to the recovery site.

AQL: At least 90% of the time.

STD: The Contractor shall respond for internal base recovery operations within 3 hours

AQL: At least 95% of the time.

06.01.04. Oil Analysis. The contractor shall incorporate army oil analysis program (AOAP) processes into local standard operating procedures (SOPs) and operate an oil analysis program. The contractor shall operate and maintain data in USG AIS in support of maintenance operations.

STD: Contractor shall perform oil analysis IAW TB 43-0211, using ARMY AOAP Laboratories when available. Laboratory products and services are identified in TB 43-0211.

AQL: Minimum of 95% compliance with regulatory guidance

STD: The contractor shall provide trained operators for the AIS.

AQL: Operators have completed formal training on AIS at least 90% of the time

06.01.05. Calibration. The contractor shall operate and maintain a test measurement & diagnostic equipment (TMDE) management program, and designate a TMDE coordinator. The TMDE coordinator will identify the TMDE that requires calibration or repair, prepare all required documentation, turn in and pick up equipment from the calibration support activity or commercial laboratory. The contractor shall compare an instrument with an unverified accuracy to an instrument of known or greater accuracy to detect and correct any discrepancy in the accuracy of the unverified instrument.

STD: The contractor shall operate a TMDE program IAW AR 750-43 and AR 750-1 (AR 750-1 takes precedence).

AQL: Compliance with technical guidance and performance metrics at least 95% of the time

STD: The contractor shall create and maintain an Instrument Master Record File (IMRF),

AQL: Implement and maintain a IMRF that meets standards and is available for review and evaluation by the contracting office QAR or COR a minimum of quarterly, or upon demand

Deliverable:

CDRL L-14 Instrument Master Record File

06.02. Facility Maintenance.

The contractor shall preserve, maintain, and restore a real property facility, non-real property/uninstalled systems or components to such a condition that it may be effectively used for its designated functional purpose. The contractor shall perform

preventive maintenance, checks, and services and scheduled and unscheduled maintenance for facilities, real property, fixed personal property, and non-real property/uninstalled systems or components. The contractor shall operate and maintain data in an automated information systems in support of maintenance operations. The LOGCAP contractor shall not accept a facility for O&M support prior to it meeting code, unless an exception/waiver is approved by the PCO/ACO or appropriate contracting authority. Life-threatening violations, safety-threatening violations, and health-threatening violations of construction, fire safety, and occupational safety and health codes are not waiver-able. The contractor shall dispose of serviceable, unserviceable, or non-reparable supplies, material, components incidental to maintenance operations in accordance with AR 710-2, AR 735-5, and current DLA Disposition Services (DLADS) disposal guidelines after approval by the COR, or appropriate contracting authority. The contractor shall respond and complete all unscheduled maintenance service orders within the time-frame specified in the service order priority identified in PWS paragraph 04.16. Camp Operations / Public Works Service Center. When service calls cannot be completed within the specified time-frame because parts/materials are on order, the contractor shall request written concurrence (memo or email) to stop/delay work from the contracting officer/COR. Once stop/delay work concurrence from the contracting officer/COR is received, the contractor shall maintain a priority list to complete the work when parts/materials are received.

STD: The Contractor shall follow national building practices and Department of Defense Uniformed Facilities Code (UFC) when making repairs to facilities and infrastructure.

AQL: 100% of the time

STD: Contractor shall perform maintenance IAW policies and procedures unique to those non-type-classified and non-standard items of equipment used by base/camp/installation personnel to accomplish the facilities engineering mission and as contained in AR 420-1.

AQL: Compliance with technical guidance and performance metrics at least 95% of the time

STD: The Contractor shall make repairs to facilities and infrastructure supporting arms, ammunition, and explosives storage IAW AR 190-11.

AQL: 100% of the time

STD: Respond and complete unscheduled maintenance Priorities 1-3 IAW standards in PWS paragraph 04.16.

AQL: Meet response and completion standard a minimum of 95% of the time, reviewed on a monthly basis

STD: Component Replacement: New components shall match or exceed existing components both in manufacture and quality. All replaced components and salvageable or salable items from government property or government-

furnished property shall be disposed of in accordance with disposition instructions from the COR or plant clearance officer.

AQL: Components meet quality standards 100% of the time; contractor obtains and complies with disposition instructions salvageable or salable items at least 98% of the time; 100% of the time for precious metals and items with salvage value of \$250 or more.

STD: The contractor shall provide trained operators for the AIS.

AQL: Operators have completed formal training on AIS at least 90% of the time

Deliverable:

CDRL: L-15 O&M Service/Work Order Report

SECTION VII – TRANSPORTATION

07.01. Mode Operations.

The contractor shall execute surface and air movements using various conveyances, to include truck, bus, rail, fixed/rotary wing air, or watercraft transportation, to transport cargo, supplies, and passengers based on programmed and immediate movement orders from the movement control element. The contractor shall operate at ports, terminals, and on established routes, railways, and inland waterways. The contractor shall plan, prepare, and execute multiple mode transportation operations in support of the theater requirements.

The contractor shall follow the procedures for deploying military vehicles, equipment, and supplies/materials for each mode of transport as detailed in the Military Surface Deployment and Distribution Command Transportation Engineering Agency (SDDCTEA) 55-series Pamphlets; which can be found at:

<https://www.sddc.army.mil/sites/TEA/Pages/default.aspx> under 'Transportability Engineering Publications'.

The contractor shall maintain in-transit visibility by operating and maintaining elements of the informational network supporting the theater distribution system, including DoD, Army and commercial information systems. The contractor shall use DoD or Army AIS to support transportation operations and services; currently Cargo Movement Operations System (CMOS), Transportation Coordinators' - Automated Information for Movements System II (TC-AIMS II), Integrated Booking System (IBS), Cargo Movement Operations System (CMOS), Integrated Computerized Deployment System (ICODES).

STD: Containers and cargo shall be properly documented, to include government bill of lading, service or theater specific forms, and customs documentation when required.

AQL: Documents are prepared in the format requested (100% of the time), be accurate and technically sound (at least 95% of the time), and free from spelling and grammar errors with no rework required (at least 95% of the time).

STD: The contractor shall provide qualified and trained operators for DoD and Army AIS(s).

AQL: Operators have completed formal training on AIS at least 90% of the time

07.01.01 Motor Transportation. The contractor shall provide ground support transportation to move and transfer equipment and supplies by vehicle. The contractor shall conduct common user land transportation. The contractor shall optimize transportation assets and carrying capacity to ensure that assets are fully loaded (i.e. weight/cube) and operating at the maximum capability as the operational environment permits. Drivers shall possess any required documentation, certifications, and licenses. Drivers will operate and maintain global positioning systems (GPS) and movement tracking systems (USG or commercial) when vehicles, trailers, or 463L pallets/netting are equipped with such systems.

STD: The contractor shall maintain load tracking and in-transit visibility using Army and commercial AIS, and record and report events within 48 hours.

AQL: 100% use of AIS when using USG transportation assets

STD: The contractor shall use only TRANSCOM approved contracted service providers for motor transportation for the movement of DoD-sponsored freight shipments, unless otherwise authorized by the contracting officer IAW DoDI 4500.57.

AQL: Minimum of 95% compliance with regulatory guidance

STD: The contractor shall deliver the load IAW the movement order required delivery date/time, maintain accountability, and prevent theft or pilferage of the load while in transit.

AQL: Minimum of 95% compliance with delivery date/time

07.01.01.01. Base Motor Pool and Dispatch. The contractor shall operate the base motor pool, including centrally located dispatch points and fleet management functions. The contractor shall provide for NTV licensing and training of personnel.

STD: Contractor shall manage and maintain the NTV fleet IAW AR 58-1.

AQL: Compliance with technical guidance and performance metrics at least 95% of the time

07.01.01.02. Drayage. The contractor shall move equipment, supplies and materiel within a site, camp, or installation. The contractor shall complete scheduled recurring routes, or transport items to a location specified by the requesting organization.

STD: The contractor shall deliver the load IAW the movement order required delivery date/time, maintain accountability, and prevent theft or pilferage of the load while in transit.

AQL: Minimum of 95% compliance with delivery date/time, and no loss of material due to pilferage or theft.

07.01.02. Air transportation/Aerial Delivery.

07.01.02.01 Air Transportation. The contractor shall operate and maintain rotary wing, and limited fixed wing, transportation to move and transfer equipment and supplies by aircraft. Aircraft operators and crew shall possess any required documentation, certifications, and licenses. The contractor shall optimize transportation assets and carrying capacity to ensure that assets are fully loaded (i.e. weight/cube) and operating at the maximum capability as the operational environment permits. The contractor shall prepare the supplies and equipment, position and attach the sling set for certified and unique helicopter sling loading IAW technical manual procedures and directions from a qualified USG loadmaster. The

contractor shall prepare the supplies and equipment for aerial delivery operations IAW technical manual procedures and directions from a qualified USG loadmaster. The contractor shall use DoD/Army AIS to assist in management and visibility of passengers and cargo moving with military air assets; currently Global Air Transportation Execution System (GATES).

STD: The contractor shall deliver the load IAW the movement order required delivery date/time, maintain accountability, and prevent theft or pilferage of the load while in transit.

AQL: Minimum of 95% compliance with delivery date/time

STD: The contractor will adhere to DoDI 4500.53 when transporting cargo by air.

AQL: 100% adherence to governing DoDI

STD: The contractor shall maintain load tracking and in-transit visibility using USG and commercial AIS, and record and report events within 48 hours.

AQL: 100% use of AIS when using USG transportation assets

STD: The contractor shall prepare supplies and equipment for sling loading IAW TM 4-48.10. Multiservice Helicopter Sling Load: Single-Point Load Rigging Procedures, and other TM 4-48 series publications governing helicopter sling loading of supplies and equipment.

AQL: 100% compliance with governing technical publications

STD: The contractor shall prepare supplies and equipment for aerial delivery IAW TM 4-48 series publications governing airdrop of supplies and equipment.

AQL: 100% compliance with governing technical publications

STD: The contractor shall provide qualified and trained operators for DoD and Army AIS(s).

AQL: Operators have completed formal training on AIS at least 90% of the time

07.01.02.02. Autonomous/Semi-Autonomous Aerial Delivery (reserved for future use). The contractor shall either develop, operate, and maintain, or leverage commercial capabilities (using most effective/efficient mode), to provide an in-theater autonomous and/or semi-autonomous aerial delivery system capability to conduct low-volume distribution in support of forces in dispersed or remote locations. When this PWS PARAGRAPH is activated in the future, emerging regulations, certifications, and licensing requirements develop, these will be annotated in technical exhibit H.2.

STD: The contractor shall comply with emerging DoD and Army policy, and U.S. and foreign commercial laws, regulations, policy and procedures governing autonomous/semi-autonomous aerial delivery platforms. This includes direct vendor delivery.

AQL: AQL will be defined in the task order H.2 when activated.

07.01.03 Inland Water Transportation. The contractor shall operate and maintain watercraft to move and transfer equipment and supplies. Watercraft operators and crew shall possess any required documentation, certifications, and licenses. The contractor shall optimize transportation assets and carrying capacity to ensure that assets are fully loaded (i.e. weight/cube) and operating at the maximum capability as the operational environment permits.

STD: The contractor shall maintain load tracking and in-transit visibility using USG and commercial AIS, and record and report events within 48 hours.

AQL: 100% use of AIS when using USG transportation assets

STD: The contractor shall use only theater approved contracted service providers for watercraft transportation for the movement of DoD-sponsored freight shipments, unless otherwise authorized by the contracting officer.

AQL: 100% of the time

07.01.04 Personnel Transport. The contractor shall provide in-theater point-to-point personnel movements via motor transport, watercraft operations, rail, and rotary air operations, as appropriate. The contractor shall conduct intermodal movement operations when required to complete point to point personnel movements. The contractor will adhere to DoDI 4500.53 when transporting personnel by air. The contractor will adhere to all US regulatory, international and HN safety standards, as well as DoD policy and safety regulations when moving passengers.

STD: The contractor shall coordinate response with accepting facility and accepting medical transport team, prepare patients in critical status for medical evacuation, coordinate transport of critically ill patients to the airfield and assist with transfer of critical care patient to medical air evacuation transport provider IAW ATP 4-02.2.

AQL: Response with accepting facility is accomplished 100% of the time prior to transport; exceptions are allowed if urgency of need and tactical situation would put patient's life or health at risk by waiting to complete the coordination.

07.02. Intermodal Operations.

The contractor shall transport cargo to and from different nodes in a standardized container or vehicle using multiple modes of transport without the intermediate handling of the cargo itself.

STD: The contractor shall maintain load tracking and in-transit visibility using USG and commercial AIS, and record and report events within 48 hours.

AQL: 100% use of AIS when using USG transportation assets

07.02.01. Ports. The contractor shall support movement of personnel and materiel at aerial and water ports managed by USG activities/personnel. The contractor shall

operate the node IAW American National Standards Institute and International Organization of Standardization, HN, and DoD and Army Policy.

07.02.02. Terminals. The contractor shall operate terminals and transfer cargo from one means of conveyance to another. The contractor shall operate air, highway, rail, and water nodes such as centralized receiving and shipping points (CRSP), trailer transfer points (TTP), convoy support centers (CSC), truck park, and inland water terminals. The contractor shall manage and execute transshipments between different conveyances as necessary, or per direction from the PCO/ACO or appropriate contracting authority. The contractor shall operate the node IAW American National Standards Institute and International Organization of Standardization, HN, and DoD and Army Policy.

07.03. Containerization.

The contractor shall provide cargo transport based on the range of intermodal International Organization for Standardization (ISO) containers. The contractor shall operate container marshaling yards, container collection points, and retrograde sort yards. The contractor shall use the necessary communications and networks to track, control, and maintain visibility of containers within a theater. The contractor shall monitor leased and commercial containers to minimize or eliminate unwarranted detention fees.

STD: Contractor shall comply with U.S. and foreign import and export requirements and DoD customs and border clearance policy and procedures. This includes direct vendor delivery or distribution processes under an original equipment manufacturer, as well as retrograde operations in support of recovering military equipment and excess materiel and returning it to the Army supply system.

AQL: Compliance with import and export requirements and DoD customs and border clearance policies and procedures, resulting in no more than 1% of total container freight becoming detained/frustrated due to non-compliance issues.

STD: The contractor shall maintain load tracking and in-transit visibility using USG and commercial AIS, and record and report events within 48 hours.

AQL: 100% use of AIS when using USG transportation assets

07.03.01. Container Management. The contractor shall operate container collection points to support the onward movement and retrograde of containers. The contractor shall control containers as they move through the distribution system to ensure they are delivered, discharged and returned in accordance to the operational commander concept of operations. The contractor shall establish staff liaison and share data on container movement and retrograde of containers with the distribution management center (DMC) of the theater sustainment command (TSC). The contractor shall return commercial and leased containers as soon as they are emptied to avoid detention charges and other fees to the government. The contractor shall notify the ACO or COR of government procedures or processes that

are causing detention charges and other fees to the government. The contractor shall pay any detention charges and other fees incurred if caused by the contractor by no fault of the government. The contractor shall follow TRANSCOM standard movement procedures to for all DOD shipments in accordance with the policies delineated in Defense Transportation Regulation (DTR) 4500.9-R, Part VI, Chapter 605. Joint Publication 4-09, Distribution Operations and the operational commander logistics concept of operations.

STD: The contractor shall operate, load, and maintain data in USG and commercial AIS for each cargo container movement.

AQL: 100% use of AIS when using USG transportation assets

STD: The contractor shall appoint a container control officer (CCO) responsible for control, reporting, use and maintenance of all DoD owned and controlled intermodal containers and equipment under the contractor's control. The CCO must have an account within container tracking and in-transit visibility Army and commercial AIS, and record and report container events IAW DTR 4500.9-R, Part VI, Chapter 605.

AQL: Contractor appoints a CCO who has access to required AIS systems, and maintains a minimum of 95% container fleet visibility in the tracking and in-transit visibility AIS.

STD: The contractor shall provide the COR a monthly assessment that identifies systemic conditions or shortfalls beyond the contractor's control that create waste, inefficiency, or limit capacity.

AQL: Assessment is prepared in the format requested (100% of the time), be accurate and technically sound (at least 95% of the time), and free from spelling and grammar errors with no rework required (at least 95% of the time).

07.03.02. Shipping Container Certification and Recertification. The contractor shall maintain visibility of the status of container certification for containers owned or leased by the government. The contractor shall maintain current certification for containers owned or leased by the government. The contractor shall take corrective maintenance actions when required to meet recertification standards. The contractor shall operate and load transportation data into available Army and commercial AIS.

STD: The Contractor shall perform container certification and recertification IAW Defense Transportation Regulation (DTR) 4500.9-R, Part VI, Chapter 604.

AQL: Minimum of 95% compliance with regulatory guidance

STD: The contractor shall recertify containers in the 60th month (5 years) after manufacture. Containers shall be recertified every 30 months thereafter or immediately following any major maintenance or repair.

AQL: Minimum of 95% compliance with certification timeline

07.04. Theater Distribution.

The contractor shall synchronize their efforts with theater ASCC G4 and TSC/ESC planners to execute the flow of personnel, equipment, and materiel within the theater to meet the operational commander's mission. The contractor shall use DoD/Army AIS to maintain visibility of materiel in the military transportation system; currently IDE/GTN (Integrated Development Environment/Global Transportation Network) Convergence (IGC).

STD: The contractor shall provide qualified and trained operators for DoD and Army AIS(s).

AQL: Operators have completed formal training on AIS at least 90% of the time

07.04.01 Transportation Resource Planning/Asset Visibility/In-Transit Visibility.

The contractor shall analyze workload factors, conduct modal planning, and then select the transportation resources that maximize efficient use of available transportation assets/resources. The contractor shall integrate trip generation, trip distribution, mode selection, and route assignments. The contractor shall ensure proper daily allocation of transportation assets and supporting resources in order to fulfill transportation mission requirements IAW command priorities, movement orders, and taxi/shuttle service schedules. During movement planning, the contractor shall identify, request, and coordinate support requirements such as fuel, military police escorts, security, medical, maintenance, communications, Class I requirements, and overnight locations to the COR or designated government representative, in time to meet the scheduled movement timeline. The contractor shall manage assets, prepare load plans for optimal carrying capacity, and plan intermodal operations to economize transportation assets and minimize handling and transshipping. The contractor shall identify transportation critical infrastructure that requires protection beyond contractor capabilities to the ACO and/or COR in order to coordinate for government provided security. The contractor shall use DoD AIS to maintain ITV of military carriers; currently In-Transit Visibility for Surface Deployment and Distribution Cargo (ISDDC).

STD: The contractor shall ensure materiel and equipment in transit use government approved portable, deployable, and wireless systems to include radio frequency identification (RFID) tags, bar code labels, satellite tracking devices, readers, and information systems and data bases to track and identify cargo moving throughout the managed transportation network and facilitate asset management.

AQL: Materiel and equipment in transit are have complete and accurate labeling and ITV devices in use when required, resulting in less than one percent of total cargo becoming 'frustrated' cargo due to inaccurate labeling, damaged labeling, or failure to label.

STD: The contractor shall provide qualified and trained operators for DoD and Army AIS(s).

AQL: Operators have completed formal training on AIS at least 90% of the time

07.04.02. Load Configuration Operations. The contractor shall prepare vehicles, equipment, containers, boxes, crates, and pallets (system 463L, palletize load platforms, flatracks, etc.) for motor, air, rail, and water delivery. The contractor shall follow military or commercial procedures as appropriate when Blocking, Bracing, Packing, Crating & Tie-Down. Blocking, Bracing, Packing, Crating & Tie-Down (BBPCT) Army materiel for transport. The USG will provide BBPCT when available. The contracting officer or appropriate contracting official will authorize the contractor to order BBPCT through the military supply system, or purchase from commercial sources when not available from USG sources, to meet transportation deadlines/suspense. The contractor will establish a system to receive, store, issue, or retrograde BBPCT in accordance with directives from the USG item managers with responsibility and authority. The contractor shall use DoD/Army AIS to assist in multi-modal load planning for ship, air, truck, rail, and yard planning services, and for producing and evaluating load plans; currently Integrated Computerized Deployment System (ICODES).

STD: Contractor shall pack and secure vehicles, equipment, supplies, and materiel IAW applicable SDDCTEA 55-series Pamphlets Army and Air Force publication, commercial equivalent, theater policy, and/or international and host nation regulations and codes.

AQL: Minimum 95% of the time

STD: The contractor shall maintain accountability and manage BBPCT IAW paragraph 05.01 of this PWS.

AQL: Minimum of 95% compliance with regulatory guidance

STD: The contractor shall provide qualified and trained operators for DoD and Army AIS(s).

AQL: Operators have completed formal training on AIS at least 90% of the time

07.05 Movement Control. The contractor shall operate and maintain an in-theater and intra-theater movement planning and control capability that is capable of accessing and integrating existing military and commercial distribution networks in support of the theater distribution system. The contractor shall operate a movement control organization to facilitate strategic, operational, and tactical movement of forces, personnel, equipment, or materiel. The contractor shall balance requirements against capabilities, and integrate Army, commercial, and host nation common user transportation assets by all modes. The contractor shall develop transport capabilities using planning factors from mode operators or planning publications, or experience based on the type of equipment, availability of material and container handling equipment, weather, and terrain. The contractor shall coordinate movement control activities with other HN and DoD movement control organizations, and participate in movement boards in support of the theater movement program as required. The contractor shall use DoD/Army AIS to manage and coordinate transportation services during Joint Reception, Staging,

Onward Movement, and Integration (JRSOI) and sustainment operations; currently TC-AIMS II Theater Operations (TOPS).

STD: The contractor shall institute a 14-day planning period to allow a firm forecast of requirements for the current 7-day period and a tentative forecast for the succeeding 7-day period; initiating a new planning cycle every seven days.
AQL: Contractor shall create processes and operate in the prescribed planning period at least 95% of the time

STD: The Contractor shall update AIS with changes as they occur and adjust movement programs accordingly; minimum every seven days in synch with the planning cycle.
AQL: Synch every seven days at least 95% of the time

STD: The Contractor shall follow the priorities for inter-theater passenger and cargo airlift established in DoDI 4500.57, unless there is a documented negative critical mission impact.
AQL: Minimum of 95% compliance with priorities

STD: The contractor shall manifest military and civilian passengers traveling in accordance with DoDI 4515.13, and the specific passenger manifesting systems information and data collection requirements contained in the DTR.
AQL: Minimum of 95% compliance with regulatory guidance

STD: The contractor shall maintain load tracking and in-transit visibility using USG and commercial AIS, and record and report events within 48 hours.
AQL: 100% use of AIS when using USG transportation assets

STD: The contractor shall provide qualified and trained operators for DoD and Army AIS(s).
AQL: Operators have completed formal training on AIS at least 90% of the time

Deliverable:
CDRL L-07 MCT SITREP

07.06 Airfield Management and Operations.

Assist the Senior Airfield Authority (SAA) or Airfield Manager with development and execution of airfield inspections, surveys, airflow control procedures, airfield driving, and airfield criteria. The contractor perform the following functions as described in AR 95-2; Airfield management, Airfield safety, and/or Airfield operations. Contractor shall perform IAW AR 95-1 and standard operating procedures established by the Senior Airfield Authority. The contractor shall operate in accordance with AR 95-2 governing airfield and heliport management, and non-conflicting policy or standards promulgated in TC 3-04.8.

STD: The contractor shall operate and load flight record data into available Army AIS.

AQL: 100% of the time

Deliverable:

CDRL L-08 Special Use Airspace Utilization Report

07.06.01 Airfield Management. The contractor shall provide an Airfield Manager to operate and manage the airfield safety and airfield operations programs. The airfield manager shall advise and assist the senior airfield authority on all army airfield and army heliport (AAF/AHP) operations.

STD: Contractor shall perform IAW AR 95–1 and standard operating procedures established by the Senior Airfield Authority.

AQL: The contractor shall comply with policies and procedures established by the Senior Airfield Authority 100% of the time

07.06.02 Airfield Safety. The contractor shall provide an airfield safety officer to manage the airfield safety program. The airfield safety officer shall advise and assists the senior airfield authority on all AAF/AHP safety matters. The contractor shall develop and manage to include, but not limited to the following—

- (1) AAF/AHP pre-accident plan
- (2) Wildlife hazard management plan
- (3) Flight-line driving training program
- (4) Foreign object damage (FOD) prevention program
- (5) Risk management and analysis processes
- (6) Hazard tracking and log management
- (7) Conduct AAF/AHP inspections and checks

STD: The contractor shall operate in accordance with AR 95-2 and governing airfield and heliport management, and standard operating procedures established by the Senior Airfield Authority.

AQL: The contractor shall comply with policies and procedures established by the Senior Airfield Authority 100% of the time

STD: Create and maintain required plans, processes and SOPs.

AQL: Documents are prepared in the format requested (100% of the time), be accurate and technically sound (at least 95% of the time), and free from spelling and grammar errors with no rework required (at least 95% of the time).

Deliverable:

CDRL L-02 Airfield Safety Reports

- AAF/AHP Pre-Accident Plan
- Wildlife Hazard Management Plan
- Flight-line Driving Training Program

- Foreign Object Damage (FOD) Prevention Program

07.06.03 Airfield Operations. The contractor shall provide an airfield operations officer to manage AAF/AHP operations and advise and assist the senior airfield authority on all AAF/AHP operations. Airfield operations functions include flight operations support, airfield, and aircraft services. The contractor shall provide the following services to include, but not limited to:

- (1) Process flight plans.
- (2) Initiate and disseminate notice to airmen (NOTAM).
- (3) Process prior permission required (PPR), civil aircraft landing permit (CALP), and Army aircraft landing authorization number (AALAN) requests.
- (4) Coordinate for aircraft support for transportation, customs, immigration, homeland security, and agriculture inspections.
- (5) Provide AAF/AHP command and control information.
- (6) Provide airfield advisory services including AAF/AHP status, traffic, limited weather information, and so forth.
- (7) Maintain flight information publications (FLIP).
- (8) Initiate overdue aircraft procedures.
- (9) Activate secondary crash alarm systems.
- (10) Conduct AAF/AHP inspections and checks.
- (11) Provide aircraft marshalling, parking, and towing support.
- (12) Aircraft de-icing.
- (13) Lox/Nox (oxygen).
- (14) Aircraft fueling (hot and cold) and defueling.
- (15) Operate aerospace and material handling equipment for transient and locally assigned aircraft.
- (16) Coordinate and monitor AAF/AHP security.
- (17) Coordinate and monitor daily AAF/AHP construction activities.

STD: The contractor shall operate in accordance with AR 95-2 and standard operating procedures established by the Senior Airfield Authority governing airfield and heliport management.

AQL: The contractor shall comply with policies and procedures established by the Senior Airfield Authority 100% of the time

Deliverable:

CDRL L-06 Surface Weather Observation Report

07.06.04. Air Traffic Control (ATC). The contractor shall perform air traffic control duties. The contractor shall implement initial Visual Flight Rules (VFR) capability (terminal ATC), establish tactical precision approach (TPA) capability, and validate that appropriate host nation and airspace agreements are in place. The contractor may assist in local certification training for newly deployed Government air traffic controllers when ATC responsibilities are shared.

STD: The contractor shall operate air traffic control facilities in accordance with this AR 95-2, non-conflicting policy promulgated in TC 3–04.81, appropriate FAA and/or host nation orders and directives, and standard operating procedures established by the Senior Airfield Authority.

AQL: 100% compliance with regulatory procedures and policy

07.06.05. Air Traffic Control Maintenance. The contractor shall provide an ATC maintenance manager. The contractor shall maintain ATC equipment. The contractor shall maintain ATC facilities IAW AR 95-2.

STD: The contractor shall ensure all ATC equipment maintenance personnel are graduates of accredited ATC equipment maintenance schools or provide documentation equivalent of ATC equipment maintenance training and experience IAW the certification requirements identified in AR 95-2.

AQL: Maintenance personnel meet minimum training and certification standards 100% of the time

STD: The contractor shall ensure all ATC equipment maintenance personnel, including maintenance chiefs, maintenance supervisors, and examiners, working in or assigned to an Army ATC facility (fixed-base or tactical) will be certified (Federal personnel) or verified (non-Federal personnel) on all ATC equipment assigned to the installation facility or military unit.

AQL: Maintenance personnel will be certified and verified on the equipment prior to being assigned work and performing maintenance on defective ATC equipment.

07.06.06. Weather Support to Air Operations. The contractor shall provide environmental information for mission planning and execution in support of all CRF operations. At a minimum, environmental considerations will include meteorological conditions, tropical weather, space weather and volcanic activity. The contractor shall coordinate required weather support and services with the responsible Air Operations Center (AOC), regional Operational Weather activity, and co-located weather personnel for the deployed location. The contractor shall provide or coordinate support for surface weather observations, Terminal Aerodrome Forecasts (TAFs), weather watches, warnings and advisories (WWAs) at deployed CRF locations when required.

STD: The Contractor shall ensure all weather support personnel possess and maintain a secret security clearance

AQL: Weather support personnel possess and maintain a secret security clearance, or valid interim clearance, prior to reporting at the work site, and prior to deploying to OCONUS, if applicable

SECTION VIII – OTHER SUPPORT OPERATIONS

08.00. Team LOGCAP Forward Support.

The contractor shall provide billeting, communication, transportation, and office space for Team LOGCAP Forward personnel. The LOGCAP PMO will provide the contractor the number or personnel, rank, gender, and material and equipment the team is deploying with, as well as any special facility requirements a minimum of 96 hours prior to deployment of the Team LOGCAP Forward.

STD: The contractor shall provide Team LOGCAP Forward the administrative and life support facilities and support equipment, so they can execute their duties upon their arrival at the base camp or other forward (non-garrison) locations established to support theater operations.

AQL: The facilities and equipment provided will allow Team LOGCAP Forward to achieve IOC within 24 hours of arrival.

SECTION IX –CONTRACTOR OPERATIONS.

09.00. Plans.

The contractor shall develop and provide required plans to the PCO or appropriate contracting authority, LOGCAP PMO, and Team LOGCAP Forward personnel upon request. Each work center shall retain a copy pertaining to their function. The plans in this section and sub-paragraphs are the contractor deliverables. The work center plans shall be reviewed and updated as required, at least annually, and/or whenever change in circumstances or policy require updating the documents. The contractor shall make their work center plans available for validation at the point of service at any time they are requested by the PCO, ACO, or appropriate contracting authority, and the COR.

*This standard and AQL applies to all plans under paragraph 09.00.

STD: The various general plans produced IAW the contract shall be localized and defined at the camp level within 60 days of FOC, and presented to the appropriate contracting authority (and base/camp mayor or equivalent authority when required) as detailed in the subordinate paragraphs.

AQL: Plans are completed within 60 days of FOC (95% of the time), and the documents are prepared in the format requested (100% of the time), be accurate and technically sound (at least 95% of the time), and free from spelling and grammar errors with no rework required (at least 95% of the time).

09.00.01. Quality Control and Assurance Plans. The contractor shall establish work center quality plans to include checklists, schedules, and acceptable quality levels. The contractor shall also address assurance of acceptable quality levels in sub-contracts. The contractor shall present their quality control and quality assurance plans on a semi-annual basis during the PMR. Note: Medical service laundry (paragraph 04.04.02 of this PWS) requires a specific individual plan.

Deliverable:

CDRL P-10 Quality Control Plans

09.00.02. Operational Security Plan. The contractor shall establish OPSEC plans, localized down to the camp level. The contractor shall present their OPSEC plans on a quarterly basis to the COR and base/camp mayor (or equivalent authority).

Deliverable:

CDRL P-08 OPSEC plans

09.00.03: Property Management System Plan. The contractor shall develop and maintain a Property Management System Plan IAW paragraph 09.05.02. of this PWS. Property management integration and synchronization shall occur at the strategic, operational, and tactical level to provide information to promote sound business decisions and government confidence in contractor property management.

The contractor shall present their property control plans on a semi-annual basis during the PMR.

Deliverable:

CDRL P-04 Property Management System Plan

09.00.04. Safety, Health, and Emergency Response Plans. The contractor shall develop and maintain a localized safety and health plan available at each work center. The contractor shall develop and emergency response plan. The health plan will detail how the contractor will provide their personnel routine and urgent medical and dental care in theater, and how the contractor will move personnel with emergent conditions out of theater to definitive care when required. The contractor shall present their safety and health plans to the ACO or appropriate contracting authority on a semi-annual basis during the PMR.

STD: The contractor shall submit accident reports using US Army DA Form 2397 Series: (Technical Report of U.S. Army Aircraft Accident), DA Form 2397–AB (Abbreviated Aviation Accident Report (AAAR)), DA Form 2397–U (Unmanned Aircraft System Accident Report (UASAR)), DA Form 285 (Technical Report of U.S. Army Ground Accident) or DA Form 285–AB (Abbreviated Ground Accident Report (AGAR)) will be used for reporting the results of accident investigations. The contractor shall provide either a hardcopy or digital copy to the COR.

AQL: Forms and Reports are completed within regulatory timelines (at least 98% of the time), the documents are prepared in the format requested (100% of the time), be accurate and technically sound (at least 95% of the time), and free from spelling and grammar errors with no rework required (at least 95% of the time).

Deliverables:

- CDRL P-09 Safety and Health Plan
- CDRL P-11 Emergency Response Plan
- E-02 Accident Report

09.00.05. Trades Certificate and Validation Plan. The contractor shall develop and maintain a trades certificate and validation plan. The contractor shall make their certification and validation plan available for validation at the point of service upon request.

STD: The contractor shall provide trained operators and use the DoD AIS system to maintain worldwide credentialing, privileging, risk management and adverse actions database for the health care professionals; currently Centralized Credentials Quality Assurance System (CCQAS).

AQL: Operators have completed formal training on AIS at least 90% of the time; Loaded documents are prepared in the format requested (100% of the time), are validated IAW regulatory guidance (100% of the time), are managed and remain current (99% of documents are current when randomly sampled) and digital copies are completely legible (at least 99% of the time).

Deliverable:

CDRL P-12 Trades Certificate and Validation Plan

09.00.06. Sub-Contract Management Plan. The contractor shall develop and maintain a sub-contract management plan and small business plan, localized at the operational level and identify all sub-contracts. The contractor shall present their sub-contract management plans on a semi-annual basis during the PMR.

Deliverables:

CDRL P-01 PMR (Sub-Contract Management Plans)

CDRL S-01 Small Business Contracting Report

09.00.07. Transition Plans. The contractor shall develop and maintain a transition plans, for both transition in and transition out. The contractor shall develop these plans in coordination with the contracting officer, requiring activity, and the other transitioning prime contractor. The contractor shall present their transition plans in accordance with the suspense agreed upon with the contracting authority.

STD: The use of non-compete conditions in employment agreements (to prevent loss of personnel by the contractor) effective only during the period of the contract performance is acceptable. The use of non-compete conditions in employment agreements that prevent employees of the incumbent from being interviewed by, employed, or accepting offers of employment from the new Contractor on the follow-on contract or a task order is unacceptable. It hinders the Government's ability to provide continuity of services to the requiring activity during transition.

AQL: The contractor may not include such conditions in employment agreements while performing under this contract.

Deliverable:

CDRL P-13 Transition In Plan and/or Transition Out Plan

09.00.08. Combat Trafficking in Persons (CTIP) Prevention/Audit Plan. The contractor shall establish processes, procedures, and audit plans to prevent CTIP incidents. The contractor will present the plan to government detailing their labor supply chain and brief audit results during PMRs. The contractor shall also address assurance of acceptable quality levels in sub-contractors efforts to prevent CTIP. The contractor will present the plan, detailing their labor supply chain and brief audit results, on a semi-annual basis during the PMR

Deliverable:

CDRL P-14 Combat Trafficking in Persons (CTIP) Prevention/Audit Plan and Audit Results

09.01. Standard Operating Procedures (SOPs).

The contractor shall ensure each major work center has documented processes in order to minimize non-standard actions and improve predictability and quality of services. SOPs. SOPs will become the property of the USG after they are submitted for government review at the PMR. The contractor shall present their processes and/or SOPs on a semi-annual basis during the PMR.

STD: The contractor will complete SOPs IAW corporate, or local base/camp/installation policy as requested by the requiring activity.

AQL: Documents are prepared in the format requested (100% of the time), be accurate and technically sound (at least 95% of the time), and free from spelling and grammar errors with no rework required (at least 95% of the time).

Deliverable:

SOPs (Local on Request)

09.02. Best Practices.

The PWS is performance based and, when possible, the contractor is expected to achieve efficiencies and economy of effort through best business practices and innovation.

09.02.01 Fraud Waste and Abuse Prevention and Reporting. The contractor will implement a system in which employees can report fraud waste and abuse to their supervisors without fear of retribution. Contractor will also brief all employees on the procedures for reporting via the Governmental programs.

References are:

- (a) Inspector General Act of 1978, as amended
- (b) Department of Defense Directive 5106.1, Inspector General (IG) of the Department of Defense, January 4, 2001, Sections 5.1.15 through 5.1.19
- (c) Department of Defense Directive 7050.1, Defense Hotline Program, January 4, 1999
- (d) Department of Defense Instruction 7050.7, Defense Hotline Procedures, December 14, 1998
- (e) Department of Defense Directive 7050.6, Military Whistleblower Protection, June 23, 2000
- (f) Department of Defense Directive 1401.3, Reprisal Protection for Non-appropriated Fund Instrumentality Employees/Applicants, October 16, 2001
- (g) Office of the Inspector General of the Department of Defense, Directorate of Reprisal Investigations, Guidance Memorandum CRI-1

09.02.02 Contractor Response to Interactive Customer Evaluation (ICE)

Comments. The contractor shall respond to customers who use services provided by LOGCAP. Replies will be coordinated with the COR or appropriate contracting authority prior to submitting a detailed response in the ICE Manager Customer

Follow-Up area of every automated comment card submission that requests a response to their comment card into the ICE system.

STD: The contractor shall respond to ICE comments within three working day to a customer requesting a response, within five working day to a customer not requesting a response.

AQL: Meet suspense timeline at least 95% of the time

09.03. Security.

The Contractor shall conduct risk assessments and implement risk mitigation strategies in order to protect their workforce, and to not endanger the safety and security of the Armed Forces and USG employees they are supporting. When the Contractor determines they require external security support from the USG, the Contractor shall do so in line with Theater policy, and then request security support following the Theater's command standard operating processes and procedures. Contractor personnel in "Sensitive" positions will comply with the requirements in AR 380-67 - Personnel Security Program.

09.03.01 Government Furnished Identification Cards and Access Badges. The USG will either locally provide Common Access Cards (CAC), civilian ID cards (DA Form 1602) and facility access badges (DTC Pass or current form) to contractor personnel as required, or provide the contractor with the capability to produce cards and/or badges at a forward site operated by the contractor.

09.03.02 Security of Government Furnished Property. The contractor shall take all measures necessary to secure GFP IAW with AR 735-5 and the Army regulations and policies governing storage and handling; especially those governing sensitive items and AA&E. Loss of any sensitive item may indicate a material weakness in the contractor's method of accounting and safeguarding of equipment, and may lead to revocation of the Government's assumption of risk. Additionally, the contracting officer may revoke the Government's assumption of risk (see FAR 45.104) if the property administrator or COR determines that the contractor's property management practices are inadequate and/or present an undue risk to the Government, or if approved PMS is not properly maintained. In the event that GFP furnished to, or acquired by, the contractor under this contract is lost, damaged, destroyed or stolen, the contractor will promptly perform an investigation and provide a report to the contracting officer or the contracting officer's representative. The report must contain a description of the contractor's property management practices and a discussion of whether the loss, damage, destruction, or theft resulted from a failure by the contractor to maintain adequate property management practices. Excessive rates of loss (including damage, destruction or theft) of property or the loss of a sensitive item is evidence that the contractor's property management practices are inadequate and may be determined to be a breach of a material term of the contract.

09.04. Hours of Operation.

Hours of operation are task order and site specific. This includes, but is not limited to, Labor laws, days of rest, R&R, work hours, etc. The service hours of operation and holiday schedules are identified under the applicable PWS PARAGRAPH or Technical Exhibit H.2.

09.05. Personnel, Equipment, and Material.

The Contractor shall plan for and provide all personnel, equipment, maintenance, tools, materials, transportation, supervision and other items and services necessary to accomplish the requirements of the task order. The Contractor shall ensure sufficient quantities of material are available to meet ordinary demands and to avoid delays in work execution. The contractor should select and procure equipment and material for interoperability, pure fleeting, and life-cycle reliability and economy to the maximum extent achievable in the governing operational environment. The contractor shall make continuous efforts to simplify its supply chain and take advantage of emerging operational energy initiatives in order to reduce its footprint and the burden on the supply chain and distribution network.

STD: The contractor shall submit the SITREP IAW local policy.

AQL: Documents are prepared in the format requested (100% of the time), be accurate and technically sound (at least 95% of the time), and free from spelling and grammar errors with no rework required (at least 95% of the time).

Deliverable:

CDRL P-07 SITREP

09.05.01. Drug Free Workplace. The contractor shall make an ongoing, good faith effort to maintain a drug-free workplace IAW 41 USC Ch. 81. The contractor shall publish and give a policy statement to all covered employees informing them that the unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited in the covered workplace and specifying the actions that will be taken against employees who violate the policy. The contractor shall establish a drug-free awareness program to make employees aware of: the dangers of drug abuse in the workplace; the policy of maintaining a drug-free workplace; any available drug counseling, rehabilitation, and employee assistance programs; and the penalties that may be imposed upon employees for drug abuse violations.

STD: The contractor shall notify employees of the program and policy, and that as a condition of employment, the employee must abide by the terms of the policy statement and notify the employer, within five calendar days, if he or she is convicted of a criminal drug violation.

AQL: 100% of the time

STD: The contractor shall notify the contracting officer or COR within five work days after receiving notice that a covered employee has been convicted of a criminal drug violation and the action taken against the employee.

AQL: The contracting officer or COR receive 100% notification, and receive notification within five work days 95% of the time.

STD: The contractor shall impose a penalty on—or require satisfactory participation in a drug abuse assistance or rehabilitation program by—any employee who is convicted of a reportable workplace drug conviction.

AQL: 100% of the time

STD: Task order specific, the contractor shall perform an alcohol and drug test on employees following a reportable accident.

AQL: 100% of the time when allowed by governing labor laws, regulations and agreements IAW local policies.

09.05.02. Government Furnished Property (GFP) and Services.

The Government may furnish, or make available, working space, facilities, equipment, material, and services. The USG will authorize GFP IAW FAR 45.102(b). GFP includes facilities, equipment, commodities, durable goods, utilities, contractor or inter/intra-Governmental provided services, transportation and intellectual property. The contractor will maintain accountability of all GFP issued for use on a Property Management System (PMS) that has been approved by the Contracting Officer. GFP will also be accounted for on a Government Accountable Property System of Record (APSR) fiduciary record by the requiring agencies Property Book officer (PBO). The PMS and the APSR fiduciary record will be reconciled minimum annually IAW DoDI 5000.64 Sec 4.12d. GFP, materials and information will remain the property of the Government until conclusion of the contract, or when deemed no longer necessary, for contract specific purposes. All GFP must be used in support of the contracted function and operated in the prescribed manner intended. Government furnished property, services, and density lists of facilities and equipment are identified in technical exhibit C of each task order. The USG retains the right to withdraw any GFP at any time during the performance of the contract. The Government will provide a written 30-day notice of the impending withdrawal of GFP used on this contract and will provide direction to the contractor as to the method(s) by which the Government may replace GFP. The contractor shall present their property control plans to the ACO or appropriate contracting authority on a semi-annual basis during the PMR. Should Army policy be amended or changed, the contractor may be directed to use Army logistics information system (currently GCSS-A) instead of a corporate property management system to maintain accountability of GFP.

STD: The contractor shall track and maintain warranty records for all contractor property and supplies for use under this contract – both Government furnished and contractor acquired. The contractor shall enforce all warranties when applicable. The contractor shall ensure no unnecessary expenditure of Government funds, either direct or through cost reimbursement, for repair or maintenance of warranted items. The contractor shall inform the Government of

difficulties encountered in the enforcement of warranties and of instances in which the costs of enforcement would exceed the benefits derived
AQL: The contractor implements a system of record to track and maintain warranty records and will present to the applicable contracting authority upon request.

STD: The contractor will provide, as needed, documentation or assistance with DoD, Army, MACOM, or requiring agency audit requirements as it related to the accountability of GFP.

AQL: The contractor provides requested documents within governing agencies suspense at least 98% of the time.

Deliverables:

CDRL P-06 Government Furnished Equipment and facilities Report
CDRL P-04 Property Management System Plan
CDRL P-05 Government Furnished Property Report

09.05.02.01. Initial Inventory and Technical Inspection. The contractor shall conduct a joint inventory of GFP with the USG representative identified by the contracting officer, or with the incoming/outgoing contractor, as appropriate and in accordance with AR 71-32, AR 710-2, DA PAM 710 2 1 and AR 735-5. This joint inventory will verify quantity, condition, and availability of the equipment offered to the contractor by the Government. The contractor shall complete technical Inspections prior to accepting and returning GFP from/to the USG to verify serviceability of equipment and identify all needed repair work. Inspection results will be recorded and signed by the contractor and the appropriate Government representative. Any item found not in working order, or not suitable for its intended purpose, will be returned to the government, with coordination between the contractor, contracting officer and PBO, using a DD Form 1149 or Standard Form 30. The contractor shall keep the inventory listing current throughout the life of the contract.

STD: Unless otherwise directed by the Contracting Officer, the contractor shall conduct 100 percent transition-in and transition-out joint inventories of GFP listed on the PMS and APSR fiduciary account and incidental items not recorded as GFP that has been provided by the Government in accordance with DoDI 5000.64 Sec 4.12 and AR 710-2, DA PAM 710-2-1, and AR 735-5.

AQL: At least 99% of the time, unless granted a waiver by the contracting officer

STD: The contractor will accept GFP IAW contracting officer requirements and provide documented proof of acceptance to the contracting officer. GFP will be issued using an NSN/LIN (NSNSN/NSLIN). It is the responsibility of the contractor to ensure GFP is accounted for on their approved PMS using the NSN/LIN (NSNSN/NSLIN) of the issued item(s). A contractor is allowed to use any approved process to facilitate control and safeguarding of GFP issued to contract employees including, but not limited to the use of a DA Form 2062 or

inventory listing. Use of, and signature on, a DA Form 2062 or Inventory List (or future replacement document) will not constitute personal responsibility or liability to the signing individual.

AQL: At least 95% of the time, unless granted a waiver by the contracting officer

STD: Contractor shall not accept property into Army inventory using a DD Form 250. Assets new to inventory will be accepted by an authorized government representative and then issued to contractor as GFP using processes IAW AR 735-5.

AQL: At least 95% of the time, unless granted a waiver by the contracting officer

STD: The contractor shall attend transition-in and transition-out hand receipt holder meetings with the Property Book Officer (PBO), at the start of work and at completion or termination of this contract.

AQL: 100% of the time

STD: The contractor shall conduct a technical inspection of GFP issued during transition using TM 10/20 or commercial equipment operating or technical manuals to verify serviceability of equipment and identify all needed repair work broken into the following categories:

- Life-threatening violations, safety-threatening violations, and health-threatening violations of the referenced construction, fire safety, and occupational safety and health codes.
- Restore to operational functionality for its intended purpose (fault identification IAW TM10/20 or commercial equivalent).
- Other repairs required to comply with Theater specific standards.

AQL: At least 95% of equipment is inspected, unless granted a waiver by the contracting officer

09.05.02.02. Inventories Subsequent To Acceptance Inventory. Inventories can be directed by the contracting officer, or authorized representative, and will be conducted IAW AR 735-5 (get specific para from final AR 735-5) and PMS accountability records will be updated within seven calendar days. Updates to the OMS can be facilitated during the inventory.

STD: The contractor shall prepare and retain inventory adjustment documents and a memorandum of inventory results and provide to the contracting officer (or authorized representative) within thirty (30) calendar days of inventory completion. Losses discovered during inventories will be reported to the contracting officer within 24 hours of discovery and follow stipulations outlined in FAR 52.245-1(f) (a) (vii).

AQL: Inventory adjustment documents, memorandum of inventory results, and Losses discovered during inventories are submitted to the contracting officer within the suspense 95% of the time

STD: Equipment found during inventory or incidental discovery that is not recorded on the PMS and/or APSR fiduciary account will be reported to the contracting officer and the PBO who manages the APSR fiduciary account within 24 hours. Items found on installation (FOI) will be secured as directed by the PBO who will determine the rightful owner. If the item is required for purposes of the contract, a justification memo will be submitted by the contractor to the contracting officer and, if approved and meets requirements as FOI, may be issued to the contractor as GFP.

AQL: Equipment that is not recorded on the PMS and/or APSR fiduciary account is identified to the contracting officer and the PBO within the suspense 95% of the time

STD: The contractor shall maintain durable / non-expendable and expendable shortage annexes for on all GFP in accordance with DA PAM 710-2-1.

AQL: Shortage annexes are developed and maintained and are 95% accurate, when randomly requested for review.

09.05.02.03. Government Furnished Services.

When available, the USG may furnish the following services, including but not limited to: emergency medical and rescue services, installation fire services, telecommunications, utilities, Radio frequency assignments, Equipment and Test, Measurement and Diagnostic Equipment (TMDE) Calibration Services, solid waste management, recycling, trash removal, custodial services, pest control services, grass cutting, snow removal, and GSA Vehicles. Government provided services are identified in technical exhibit C.4. of each task order.

09.05.02.04. Government Furnished Supplies and Materials.

When available, the Government may furnish government owned parts, supplies and materials to the contractor for use in the performance of this contract. Supplies and materials may include, but are not limited to, equipment repair parts and materials by granting the contractor access to Government supply systems copier machines and copier paper, automotive and equipment fuels and lubricants required for GFP, storage containers, tools, hand tools, special tools. Government provided services are identified in technical exhibit C.3. of each task order.

09.05.02.05. Government Furnished Automated Information Systems (AIS). The contractor shall accept Government provided Automated Information Systems (AIS) hardware and software without exception. Refusal to accept some or all of the GFP offered by the Government shall not relieve the contractor from contract performance, but will relieve the Government from the obligation of providing the same or similar GFP at a future date. The contractor shall not use GFP for any purpose other than those described in this contract. The contractor shall not mark, affix any decals, emblems or signs portraying the contractor's name on Government provided equipment, facilities or real property. The contractor shall not remove GFP from the Installation or other supported areas without written approval of the Contracting Officer.

09.05.02.06. Government Furnished Facilities and Real Property. The Government will provide the facilities, including installed equipment listed in technical exhibit C.2. Some facilities may be jointly occupied by contractor and Government personnel or other third party contractor personnel. The Government will provide a minimum of one marked set of on-hand keys and locks with keys, and when available, key depository containers (key boxes) for the security of GFE provided keys and locks. All keys and locks, less those required to be retained by the COR, will be provided during phase-in. The contractor will be liable for any and all costs necessary to secure the locks and keys compromised by any occurrence of lost, unauthorized use, or unauthorized duplication of keys. Duplication is not authorized unless approved by the Government. All keys shall be accounted for and controlled under Government established key and lock control procedures. The Government will provide parking areas for privately owned vehicles (POV). Contractor personnel shall comply with all local regulations and directives concerning POV traffic and parking. When operating on established IMCOM managed garrisons, the USG will provide preventive maintenance and repair of GFF in accordance with AR 420-1. When operating on established IMCOM managed garrisons, the contractor is directly responsible to coordinate for any and all facility repairs with the local DPW Work Order Section (emergency or normal work orders) for required repairs. When operating on established IMCOM managed garrisons, the contractor shall submit all other facility maintenance, repair, new construction, and major equipment installation requests using DA Form 4283 to the appropriate Facility Coordinator for processing. The contractor shall provide the name and telephone number of its designated point of contact that will be requesting repairs / opening work orders to the appropriate Facility Coordinator during the transition-in period. The contractor shall not make alterations to any GFF without the prior written approval of DPW. When operating on established IMCOM managed garrisons, the contractor shall establish and maintain an up-to-date GFF work order log on-site for each major functional area and equipment maintenance shop for all DPW work and service orders submitted. The contractor shall ensure the DPW work order logs contain the following information: work order number, date and time work order(s) submitted, name of person initiating work order(s), reason for work order(s), any follow-up data and date of work order closeout. The contractor will keep all areas controlled and occupied by the contractor neat and clean, and free of trash and debris. When not provided by the USG, the contractor will keep all areas controlled and occupied by the contractor neat and clean, free from over-grown vegetation, trash and debris. The contractor will be responsible for incidental grass (weed) trimming/mowing, and snow and ice removal from walkways and parking areas when not provided under the Directorate of Public Works (DPW).

STD: The contractor will report to the COR(s) any occurrences of lost, unauthorized use, or unauthorized duplication of keys in the contractor possession and control within 24 hours of discovery.

AQL: Notification IAW suspense 95% of the time

STD: Key and Lock Control for AA&E will be in accordance with paragraphs 3-8 and 5-6 of AR 190-11 with Change 1. Other Security keys and locks will be controlled in accordance with paragraph D-6 and D-7 of Appendix D of AR 190-51 (Security of Unclassified Army Property -Sensitive and Non-sensitive).

AQL: Key and Lock Control for AA&E is maintained IAW regulatory requirements 100% of the time.

09.05.02.07. Incidental Property. Incidental property as described in FAR 45.000(b) (5)) will not be considered GFP unless deemed necessary with consensus between the contracting officer and the PBO managing the fiduciary record IAW AR 735-5 (get specific para from final AR 735-5). Incidental property can be annotated and monitored IAW PBO policy and IAW AR 735-5 (get specific para from final AR 735-5).

09.05.02.08. Government Furnished Property Disposal. Unserviceable and non-repairable government furnished property to include, but not limited to, equipment, hand tools, tools, parts, scrap metals and materials shall be disposed of by the contractor in accordance with AR 710-2, AR 735-5, and current DLADS disposal guidelines after approval by the COR, appropriate contracting authority, or Plant Clearance Officer. The contractor shall not substantially modify, cannibalize, discard, or turn-in GFP without prior approval from the contracting officer, or authorized representative.

STD: The contractor will notify the COR within five working days when any item of Government equipment can no longer accomplish its designed purpose.

Reference: DOD 4160.21-M & DOD 4160.21-M-1.

AQL: Notification IAW suspense 95% of the time

09.06. Performance Management Review. The contractor shall coordinate with the contracting officer, the LOGCAP program office, and requiring activity/COR to schedule, and then participate in quarterly Performance Management Reviews (PMRs).

Deliverable:

CDRL: P-01- PMR Package

Section X - Technical Exhibits

- a. **Technical Exhibit A.1.** The Technical Exhibit A.1. Services Matrix provides the PWS menu of available services and indicates active service requirements by location.
- b. **Technical Exhibit A.2.** Site Maps, facility drawings and other applicable graphic representations.
- c. **Technical Exhibit B.** Contractor Personnel Security and Screening Requirements
- d. **Technical Exhibit C.** Government Furnished Property, Services, and density lists of facilities and equipment the contractor shall assume responsibility for.
- e. **Technical Exhibit C.1.** Listing of Government Furnished Facilities (GFF). The Government will furnish or make available facilities as described in Technical Exhibit C.1.
- f. **Technical Exhibit C.2.** Listing of Government Furnished Equipment (GFE). The Government will provide the Contractor equipment listed in Technical Exhibit C.2.
- g. **Technical Exhibit C.3.** Listing of Government Furnished Material (GFM)
- h. **Technical Exhibit C.4.** Listing of Government Furnished Services Support and Training
- i. **Technical Exhibit D.** Definitions
- j. **Technical Exhibit E.** ACRONYMS
- k. **Technical Exhibit F.** Contract Data Requirements List (CDRL)
- l. **Technical Exhibit H.1** Performance Requirements Summary (PRS) and Acceptable Quality Level (AQL)
- m. **Technical Exhibit H.2.** PRS Supplement. Technical Exhibit H.2 provides supplements and exceptions to the Technical Exhibit H.1 Performance Requirements Summary (PRS). If there is no guidance in the H.2, then no supplemental requirement exists.
- n. **Technical Exhibit I.** Reference Documents. This Technical Exhibit contains a list of applicable reference documents. The Contractor shall reference the most current version of these publications. Where the publication requires action by a Government entity, and the role or function is being assumed by the Contractor,

then the Contractor should read the requirement as being Contractor required. This Performance Work Statement is intended to satisfy the full range of military operations LOGCAP may be called upon to support, including non-contingent peacetime support to the force. Policy and guidance may differ between normal (non-contingent) sustainment and sustainment provided in operational environments; thus the contractor must consider the applicability of the guidance and apply the appropriate guidelines to the correct operational environment (for example contingency vs non-contingency). Websites where reference documents are available:

- <http://www.wbdg.org/ffc/dod/unified-facilities-criteria-ufc> (Engineering Doctrine)
- <http://www.apd.army.mil/> (Army Doctrine and Policy)
- <http://www.dtic.mil/whs/directives/> (DoD Policy)
- <http://dtic.mil/doctrine/> (Joint Policy and Doctrine)
- <https://www.fcg.pentagon.mil/fcg.cfm> (Guidance on Foreign Clearances)
- <https://www.dtic.mil/IA/searchhome.htm> (International Agreements)
- <http://www.e-publishing.af.mil/> (USAF Policy and Doctrine)
- <http://nso.nato.int/nso/nsdd/listpromulg.html> (NATO STANAGs)

o. Technical Exhibit J. Essential Services

p. Technical Exhibit K. Augmentation Tables.

q. Technical Exhibit L.1. Facilities O&M. Technical Exhibit L.1 provides a listing of facilities the contractor is responsible for O&M.

r. Technical Exhibit L.2. Equipment O&M. Technical Exhibit L.2 provides a listing of equipment the contractor is responsible for O&M.

s. Technical Exhibit M. Health services Personnel Credentialing