

**LOGISTICS READINESS CENTER (LRC)  
PERFORMANCE WORK STATEMENT  
FORT WAINWRIGHT, AK  
DINING FACILITY ATTENDANT FOOD SERVICE-  
18 April 2019**

## **Performance Work Statement (PWS)**

### **Dining Facility Attendants (DFA) with Contingency Cook Augmentation**

#### **1 Introduction**

This PWS is developed to support Fort Wainwright, Alaska area of responsibility food service requirements to meet Dining Facility Attendant (DFA) needs. The Contractor shall provide quality services in support of the installation food service program that supports the Warfighter with flexible, efficient and cost effective service. The service outlined in this requirement encompasses Dining Facility Attendant functions, facility sanitation and janitorial duties, and the potential for food preparation, on an as needed basis, during a contingency. Performance criteria for overall Dining Facility duties fall under Contractor responsibilities.

#### **1.1 Background**

The Army in its acquisition pursuit of quality food service has improved its method of contracting. To capitalize on new approaches; e.g., proven commercial practices, management innovations, and best value contracting, the Army will award its food service contracts as a Performance Based Service Acquisition. This idea will foster partnering arrangements between Government and Industry. This approach is in keeping with the Undersecretary of Defense for Acquisition initiative to convert federal service contracts to performance-based on Installation Approach.

#### **1.2 Objectives**

To provide a quality food program that supports the warfighter with flexible, efficient and cost effective contract food service support.

### **2 Requirements**

This section describes the general requirements for this effort.

#### **2.1 General**

##### **2.1.1 Scope**

The Contractor shall provide the appropriate amounts of qualified labor and management necessary to perform quality FFS ordered under this Indefinite Delivery Indefinite Quantity contract in a cost effective, safe and environmentally sound manner. This support will focus primarily on the following areas: dining facility management functions, food receiving and storage, food preparation, and facility sanitation and janitorial duties, and the associated logistics analysis and management functions in support of the Alaska Interior DFA mission.

### **2.1.2 Description of Services**

The Contractor shall provide all supervision, labor, personnel, equipment, materials and supplies, with the exception of Government Property (GP), to perform activities that comprise the **full dining facility attendant services in support** of an Army Dining Facility. This includes, but is not limited to, requisitioning, receiving, storing, and preparing of food. Also, included is the performance of related administrative, custodial and sanitation functions in the Dining Facilities.

### **2.1.3 General Information**

The Period of Performance (PoP) is a five (5) year ordering period and includes FAR Clause 52.217-8, Option to Extend Services.

### **2.1.4 Place of Performance and Hours of Operation**

This PWS is developed to support Fort Wainwright installation DFA requirements and remote site feeding requirements. Attachment B, AFMIS/Historical Headcount Summary and **Attachment F, Workload Data**, outlines workload requirements for each facility listed in this contract. Requirements may fluctuate during performance of the contract.

Hours of Operation: The meal service hours for the dining facilities are listed in Attachment F, Workload Data/Capabilities. These hours are subject to change based upon supported unit requirements. Usually this change occurs on short notice. In most instances, there shall be a minimum of four (4) hours advance notice provided by the Government.

SURGE: In the event that the military cooks (92G) have to deploy, the Contractor must provide contingency cooks in their absence, as identified in paragraph 3.1.2. The Contractor will follow its approved staffing plan to execute the surge requirements.

Extended Service Hours. It is expected that a dining facility may periodically be required to extend its service beyond normal hours, e.g., in the event of fire, aircraft accident, rescue operations, civil disturbances, severe weather, alerts, training exercises, and troop movements. The Contracting Officer (KO), may authorize the Contractor to provide extended services by giving four (4) hours prior notice of any change. In the event of extenuating circumstances (i.e. war, natural disasters, etc.) or mission requirements, short and/or no advance notifications are subject; however, notifications will be given as soon as possible.

### **2.1.5 Recognized/Government Holidays**

|                                    |                         |
|------------------------------------|-------------------------|
| New Year's Day                     | 1st day of January      |
| Birthday of Martin Luther King Jr. | 3rd Monday of January   |
| Presidents' Day                    | 3rd Monday of February  |
| Memorial Day                       | Last Monday of May      |
| Independence Day                   | 4th day of July         |
| Labor Day                          | 1st Monday of September |
| Columbus Day                       | 2nd Monday of October   |

|                  |                          |
|------------------|--------------------------|
| Veterans Day     | 11th day of November     |
| Thanksgiving Day | 4th Thursday of November |
| Christmas Day    | 25th day of December     |

### **2.1.6 Holiday Decorations**

The Contractor is responsible for providing appropriate holiday decorations to include Thanksgiving, Christmas and the Army Birthday to highlight these periods and special meals as appropriate.

### **2.1.7 Emergency Services**

The contractor shall be responsible for providing medical services to its employees. Emergency medical services will be provided by the government to support life-saving injuries or illnesses until proper medical support can be administered from an external source to the government from a medical treatment facility or transport.

### **2.1.8 Contract Administration and Management**

The Contractor shall establish processes and assign appropriate resources to effectively administer the requirement. The Contractor shall respond to Government requests for contractual actions in a timely fashion. The Contractor shall have a single point of contact between the Government and Contractor personnel assigned to support contracts or task orders. The Contractor shall assign work effort and maintain proper and accurate time keeping records of personnel assigned to work on the requirement. The Contractor shall establish clear organizational lines of authority and responsibility to ensure effective management of the resources assigned to the requirement. The Contractor shall ensure management personnel is on-site during all dining facility hours of operation and each manager manages no more than one dining facility per shift. The Contractor shall maintain continuity between the support operations at Ft. Wainwright, Alaska and the Contractor's corporate offices. The Contractor shall provide guidance to employees during designated Government non-work days or other periods where Government offices are closed due to weather or security conditions. The contractor shall provide initial and refresher training for all employees as required to meet the requirements in the PWS. The Contractor shall make necessary travel arrangements for employees. The Contractor shall provide necessary infrastructure to support contract tasks. The Contractor shall provide administrative support to employees in accordance with (IAW) state and federal employment policies (time keeping, leave processing, pay, emergency needs).

### **2.1.9 Quality Control**

The Contractor shall develop and maintain an effective quality control process to ensure services are performed IAW this PWS. The Contractor shall develop and implement procedures to identify, prevent, and ensure against recurrence of defective services. The Quality Control Plan (QCP) is addressed at paragraph 4.2.

### **2.1.10 Government Point of Contact**

The KO or his/her designated representative will be the point of contact concerning administration and performance of the contract. Designation of Government personnel (COR and Alternate COR, if applicable) and their limitations will be delineated in writing by the contracting activity. The COR will be designated on official letterhead appointment signed by the appropriate KO. The COR monitors all aspects of the contract and assists in contract administration. A letter of designation issued to the COR, a copy of which is sent to the Contractor, states the responsibilities and limitations of the COR, especially with regard to changes in cost or price, estimates or changes in delivery dates.

### **2.1.11 Subcontract Management**

The Contractor shall manage all subcontracts necessary to integrate work performed on this requirement and the Contractor shall be responsible and accountable for Subcontractor performance on this requirement. The Contractor shall manage work distribution to ensure there are no Organizational Conflict of Interest (OCI) considerations. Contractor shall file subcontract reports in the electronic Subcontracting Reporting System (eSRS). Prime/ Higher Tier Subcontractors shall inform their Subcontractors to enter their reports in eSRS under the flow down requirement. Contractors shall provide a notification e-mail address in the report for the federal government agency.

### **2.1.12 Contractor Employees**

The Contractor shall accomplish the assigned work by employing and using qualified personnel with appropriate combinations of education, training, and experience. The Contractor shall provide the necessary resources and infrastructure to manage, perform, and administer the contract.

### **2.1.13 Business Relations**

The Contractor shall successfully integrate and coordinate all activity needed to execute the requirement. The Contractor shall manage the timeliness, completeness, and quality of problem identification. The Contractor shall provide corrective action plans, proposal submittals, timely identification of issues, and effective management of Subcontractors. The Contractor shall seek to ensure customer satisfaction, and professional and ethical behavior of all Contractor personnel.

## **2.2 Special Requirements**

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

### **2.2.1 Access and General Protection/Security Policy and Procedures**

Contractor and all associated sub-contractor employees shall provide all information required for background checks to meet installation access requirements to be accomplished by installation Provost Marshal Office, Director of Emergency Services or

Security Office. Contractor workforce must comply with all personal identity verification requirements (FAR clause 52.204-9, Personal Identity Verification of Contract or Personnel) as directed by DOD, HQDA and/or local policy. In addition to the changes otherwise authorized by the changes clause of this contract, should the Force Protection Condition (FPCON) at any individual facility or installation change, the Government may require changes in contractor security matters or processes.

#### **2.2.1.1 Alien Employment**

The Contractor shall not employ anyone who does not have a valid US Immigration I-551, Green Card or I-94, Arrival/Departure Record. The Contractor shall provide valid social security numbers and US citizenship status of all employees to the Government, upon request. Contractor shall hire employees who are able to read and speak the English language in order to fulfill their assigned duties.

#### **2.2.1.2 Employee Health, Hygiene, and Dress Code**

The Contractor shall follow the requirements for health, personal hygiene, and uniforms IAW the regulatory guidance in Tri Service Food Code (TB MED 530) and state local policies for Contractor employees. The Contractor (to include Subcontractors) shall wear and display an Identification (ID) Badge. Each Contractor (to include Subcontractors) employee shall wear the ID Badge in a conspicuous place on the front of exterior clothing and above the waist except when safety or health reasons prohibit. Contractor employees that have not been issued an ID badge shall coordinate with the COR to obtain appropriate security clearance. The Contractor shall ensure employees wear a Government approved uniform. The Contractor shall submit uniforms to the COR 10 days after the award to determine acceptability.

#### **2.2.1.3 Employee Conduct, Behavior, and Ethics**

The Contractor employees shall comply with all applicable Government regulations, policies and procedures. The Contractor shall ensure all personnel employed under this task order conform to conduct regulations contained in FAR 52.203-13, Contractor Code of Business Ethics and Conduct. The Government may direct the Contractor to remove any Contractor employee from the Government premises IAW the authority of the Installation Commander. Removal does not relieve the Contractor of the responsibility to continue providing the services required under the task order.

#### **2.2.1.4 Contingency Plan**

The Contractor shall address, in detail, its procedures, personnel, and the means to accomplish mission requirements without delay in the event of sudden or unusual events that could impact the Contractor's performance and contract requirements such as, but not limited to mobilization, terrorism, natural disaster, utility outages, or labor disputes. The Government will not supplement the Contractor's work force. The Contractor shall ensure personnel required to accomplish tasks designated as 'mission essential personnel' report to assigned work locations (or Government Continuity of Operations Plan (COOP) designated facilities) and perform required tasks, regardless of weather or security conditions. Government will identify tasks qualifying performers as

essential personnel as applicable with the Contractor providing a list of essential personnel required to perform those tasks to the COR. The COR will be responsible for providing Government security personnel with a list of Contractor 'mission essential personnel' to enable access to Government facilities when 'non-essential' personnel are barred. Contractor will operate IAW DoDI 1100.22, 'Continuation of Essential DoD Contractor Services during Crisis'. The Contractor shall include a strike contingency plan as part of its Plan IAW FAR Clause 52.222-1, Notice of Labor Disputes. The contingency plan will be submitted to the Government with the offeror's proposal IAW DFARS Clause 252.237-7024, Notice of Continuation of Essential Contractor Services, however it will not be part of the evaluation process for selecting an offeror for award. The final contingency plan will be approved by KO/COR within 45 days after award.

### **2.2.1.5 Training and Other Security Requirements**

In IAW Army Policy, Contract Requirements, Antiterrorism/Operations Security Review, the following applies to this requirement:

#### **2.2.1.5.1 DoD Level I Antiterrorism Training (AT)**

All contractor employees, to include subcontractor employees, requiring access to Army installations, facilities and controlled access areas shall complete AT Level I awareness training within 30 calendar days after contract start date. The contractor shall submit certificates of completion for each affected contractor employee and subcontractor employee, to the COR or to the KO, if a COR is not assigned, within 05 calendar days after completion of training by all employees and subcontractor personnel. AT Level I awareness training is available at the following website: <http://jko.jten.mil> and takes approximately two (2) hours to complete. In the event the automated system at <http://jko.jten.mil> cannot be accessed or is not available (e.g. server problems), Level I AT Awareness Training can be provided by a qualified instructor. If the training is not completed online, the Level I AT Awareness Instructor qualification must be coordinated with the Installation Antiterrorism Officer (or Installation Security equivalent) and the resultant names(s) of approved instructors shall be provided to the KO or designee along with all associated cost or schedule impacts to the contract.

#### Reporting

A15 AT/OPSEC Training

#### **2.2.1.5.2 Army Training Certification Tracking System (ATCTS) registration for contractor employees who require access to Government information systems.**

All contractor employees with access to a government info system must be registered in the ATCTS (Army Training Certification Tracking System) at commencement of services, and must successfully complete the DOD Information Assurance Awareness prior to access to the IS and then annually thereafter.

**2.2.1.5.3 OPSEC Training.** Per AR 530-1 Operations Security, the contractor employees shall complete Level I OPSEC Awareness training. New employees must be

trained within 30 calendar days of their reporting for duty and annually thereafter. Course takes approximately one (1) hour to complete.

Reporting  
A15 AT/OPSEC Training

**2.2.1.5.4 Cyber Awareness (Information assurance (IA)/information technology (IT)) training.** All contractor employees and associated sub-contractor employees must complete the DoD Cyber awareness training before issuance of network access and annually thereafter. All contractor employees working IA/IT functions must comply with DoD and Army training requirements in DoDD 8570.01, DoD 8570.01-M and AR 25-2 within six months of appointment to IA/IT functions. DoD Cyber Awareness Challenge Training is available at the following website: <https://cs.signal.army.mil/UserMngmt/Cyber5/launchPage.htm>. Course takes approximately one (1) hour to complete.

**2.2.1.5.5 iWATCH Training.** The contractor and all associated sub-contractors shall brief all employees on the local iWATCH program (training standards provided by the requiring activity ATO). This locally developed training will be used to inform employees of the types of behavior to watch for and instruct employees to report suspicious activity to the COR. This training shall be completed within 30 calendar days of contract award and within 5 calendar days of new employees commencing performance with the results reported to the COR NLT 10 calendar days after contract award.

**2.2.1.5.6 Common Access Card (CAC)**

Before CAC issuance, the contractor employee requires, at a minimum, a favorably adjudicated National Agency Check with Inquiries (NACI) or an equivalent or higher investigation IAW Army Directive 2014-05. The contractor employee will be issued a CAC only if duties involve one of the following: (1) Both physical access to a DoD facility and access, via logon, to DoD networks on-site or remotely; (2) Remote access, via logon, to a DoD network using DoD-approved remote access procedures; or (3) Physical access to multiple DoD facilities or multiple non-DoD federally controlled facilities on behalf of the DoD on a recurring basis for a period of 6 months or more. At the discretion of the sponsoring activity, a CAC may be issued based on a favorable review of the FBI fingerprint check and a successfully scheduled NACI at the Office of Personnel Management. If at any time during the contract period of performance, an employee who is assigned a CAC leaves/departs contractor employment, the contractor shall ensure that the employee's CAC be retrieved and provided to the assigning office and notify the COR by the departing employee's last duty day.

**2.2.1.6 Organizational Conflict of Interest**

Contractor and Subcontractor personnel performing work under this task order may receive, have access to or participate in the development of proprietary or source

selection information (e.g., cost or pricing information, budget information or analyses, specifications or work statements, etc.) or perform evaluation services which may create a current or subsequent OCI as defined in FAR Subpart 9.5. The Contractor shall notify the KO immediately whenever it becomes aware that such access or participation may result in any actual or potential OCI and shall promptly submit a plan to the KO to avoid or mitigate any such OCI. The Contractor's mitigation plan will be determined to be acceptable solely at the discretion of the KO and in the event the KO unilaterally determines that any such OCI cannot be satisfactorily avoided or mitigated, the KO may affect other remedies as he or she deems necessary, including prohibiting the Contractor from participation in subsequent contracted requirements which may be affected by the OCI.

#### **2.2.1.7 E-Verify**

The Contractor shall use E-Verify to facilitate verification status of employees. E-Verify is an Internet based system operated by the Department of Homeland Security (DHS) in partnership with the Social Security Administration (SSA) that allows participating employers to electronically verify the employment eligibility of newly hired employees. E-Verify is currently free to employers and is available in all 50 states. E-Verify provides an automated link to federal databases to help employers determine employment eligibility of new hires and the validity of their Social Security numbers.

#### **2.2.2 Safety**

**Safety Rules and Regulations:** In performing the services required hereunder, the Contractor shall conform to all safety rules and regulations applicable to the dining facilities which are in effect during the time of performance of this contract and shall take such other precautions as may be reasonably required hereunder IAW the Tri Service Food Code (TB MED 530). All accidents which occur in association with performance of services required in this contract shall be reported in writing to the COR on the day of the accident or not later than the next working day. Any accident involving personal injury resulting in possible hospitalization or lost time from work or death shall be reported within one work day to the COR. Full details of the accident, including statements from witnesses, shall be provided if requested by the safety officer. If any claim is made by a third party against this contract, the COR shall be informed immediately.

#### **2.2.3 Key Personnel**

The Government has determined that certain positions for the purpose of ensuring the Contractor can satisfy minimum experience, education and/or credential requirements are key and essential. Key positions must be filled within 24 hours of being vacated, as a temporary mitigation and filled within 30 days with a permanent employee. The COR must be notified immediately upon temporary replacement of key personnel and the KO must be notified within 72 hours.

##### **2.2.3.1 The Project Manager (PM)**

The Contractor shall provide an on-site Project Manager (PM) who will be responsible for all work under this task order. The PM will have no less than 5 years management and must be highly familiar with Army Food Management Information Systems (AFMIS). The PM must be highly qualified with general supervisory experience, and must have at least 3 years specific management experience in managing cafeteria style or multi-entrée operations providing complete meal service (breakfast, lunch and dinner). The PM must have a current sanitation certificate (within 4 years) as defined in Tri Service Food Code (TB MED 530). The PM will have full authority to act for the Contractor on all matters relating to this contract. The PM has overall responsibility for the site's Quality Assurance / Quality Control (QA/QC). The PM will be the primary point through which technical communications, prioritization of effort, team standardization and technical direction flow between the Government and the Contractor. During any absence of the PM, a qualified alternate shall have full authority to act for the Contractor on all matters relating to work performed under the resulting contract. The PM shall return all Government calls within one hour during operational hours and two hours during non-operational hours.

#### **2.2.3.2 Supervisory Personnel**

The Contractor shall provide first line supervisors as required for completion of PWS requirements.

#### **2.2.4 Environmental Considerations**

The Contractor shall follow local, state and federal policies concerning Environmental and Public Health while in performance of the contract. The Contractor's QCP shall include provisions to enforce environmental policies at the supporting dining facility operations.

### **3.0 Performance Requirements and Standards**

The following sections in entirety specifies the Performance Objectives and Performance Elements for a task order.

#### **3.1 High Level Objectives**

##### **3.1.1 Dining Facility Sanitation and Custodial Operations**

The Contractor shall perform sanitation and duties in support of dining facility operations. Perform duties as prescribed in this section.

##### Reporting

A09 QCP Inspection Schedule

##### **3.1.1.1 The Contractor shall clean and sanitize food service equipment and surfaces to support dining facility operations:**

##### Performance Standards

a) STD: The Contractor shall clean and sanitize food contact surfaces and equipment in designated serving and self service locations (e.g. serving lines, self-service salad bars, and condiment areas, drink dispensers, bussing carts, display refrigerators and warmers) IAW Tri-Service Code/TB MED 530.

b) STD: Equipment too large to fit in three (3) compartment sinks (e.g. prep tables, warming cabinets, ice making machines, freezers, reach in refrigerators and refrigerated display cases) shall be cleaned and sanitized after each use or the approved cleaning schedule (identified in the Contractor's QCP) using alternative procedures listed in Tri Service Food Code (TB MED 530). Protect clean and sanitized equipment and utensils from contamination between uses and clean and sanitize storage compartments of ice making machines, in self service areas using alternative procedures listed in Tri Service Food Code (TB MED 530).

c) STD: The Contractor shall clean exterior of exhaust hoods and filters for dining facilities. Cleaned to prevent grease, oily sludge buildup and frequent intervals with the approved QCP schedule IAW Tri Service Food Code (TB MED 530).

d) STD: The Contractor shall clean daily (before, during and after use) the interior and exterior of equipment used to support preparation and storage of subsistence (e.g. ovens, stoves, walk-in refrigeration units and reach-in warmer units) IAW Tri Service Food Code (TB MED 530).

**3.1.1.1.1 The Contractor shall wash, rinse, and sanitize pots and pans in three compartment sinks:**

The Contractor shall clean, sanitize and air dry utensils, pot and pans, using appropriate methods listed in Tri Service Food Code (TB MED 530).

Performance Standards

a) STD: All food preparation equipment and serving utensils shall be protected, cleaned and sanitized from contamination between uses.

b) STD: Maintain wash, rinse, and sanitize sinks at proper temperatures for manual ware washing in three-compartment sinks IAW Tri Service Food Code (TB MED 530).

c) STD: Pots, pans, serving pans, food containers shall be cleaned and sanitized IAW Tri Service Food Code (TB MED 530).

**3.1.1.1.2 The Contractor shall operate and maintain the mechanical dishwashing machine**

The Contractor shall setup, maintain and resupply the mechanical dishwashing machine using appropriate methods listed in the manufacturer's user manual and Tri Service Food Code (TB MED 530). All supporting mechanical equipment shall be protected, cleaned and sanitized from contamination between uses.

### Performance Standards

a) STD: Mechanical dishwashing machine shall be operated IAW Tri Service Food Code (TB MED 530), and applicable user's manual.

b) STD: Plates and eating utensils are protected from cross contamination. Plates and eating utensils are visibly free of grease, food particles and foreign matter prior to use. Sanitize all dinnerware using mechanical dishwashing machine IAW Tri Service Food Code (TB MED 530) and Code of Federal Regulations (CFR) 178.1010.

c) STD: The Contractor shall clean, sanitize, buss and replace cups, plates, dinnerware, and trays during meal serving periods IAW Tri Service Food Code (TB MED 530) and CFR 178.1010.

d) STD: The Contractor shall clean, sanitize, and replace bussing carts during meal serving periods IAW Tri Service Food Code (TB MED 530) and CFR 178.1010.

### **3.1.1.2 The Contractor shall clean and maintain dining facility interior and exterior areas.**

Non-food contact surfaces and equipment shall be cleaned before, during and after meal period IAW Tri Service Food Code (TB MED 530).

### Performance Standards

a) STD: Clean restrooms, dining facility hand washing stations and employee locker rooms. Fixtures, partitions, and mirrors are visibly free of dirt, grime, grease, residue and foreign matter, prior to the schedule start of each meal serving period and prior to closing of day. Restroom trash has been removed and new liners installed in waste containers. Soap dispensers are supplied with manufactures recommended products. Paper towels and toilet tissue are available during operations 100% of the time IAW Tri Service Food Code (TB MED 530) and approved cleaning schedule identified in the Contractor's QCP.

b) STD: Clean walls, doors, windows and ceilings. Walls, doors, windows and ceilings are visibly free of dust, dirt, grease and debris IAW Tri Service Food Code (TB MED 530) and approved cleaning schedule identified in the Contractor's QCP.

c) STD: Maintain and clean all dining facility floors before, during and after each meal service. Wax and buff floors IAW the approved cleaning schedule identified in the Contractor's QCP and Tri Service Food Code (TB MED 530).

d) STD: Clean dining facility sidewalks, loading dock, and entry ways daily to prevent grease, dirt and refuge buildup IAW the approved QCP. Snow and ice, or sand, is removed from sidewalks, and access areas IAW Attachment F, Workload Data/Capabilities.

e) STD: Dispose of trash at the end of each scheduled meal serving period, prior to closing for the day and/or when containers are full. Used grease and oil are disposed of in proper containers. Clean surrounding areas of waste and recycling containers daily or as required IAW Tri Service Food Code (TB MED 530).

f) STD: Follow installation, local, state and federal policies concerning recycling and environmental waste program. This includes the folding and segregation of cardboard boxes, separation of recyclable cans and plastic bottles and the use of trash reductions systems to include items like trash compactors or dehydrators IAW Tri Service Food Code (TB MED 530), Environmental Compliance and Protection Manual, MCO P5090.2.

g) STD: Clean waste and recycling containers daily or as prescribed in the cleaning schedule identified in the Contractor's QCP.

h) STD: Used grease and oil are disposed in proper Government provided containers.

#### **3.1.1.2.1 The Contractor shall maintain and prepare dining room service area of operations.**

This task includes dining room chairs, tables, booth, chair legs, rungs and framework, walls, baseboards, window ledges, doors/doorframes, ceiling fans, TVs, pictures, wall art, artificial plants, light fixtures, globes/lenses, trophies/display cases, drapes/curtains and venetian blinds.

##### Performance Standards

a) STD: Clean dining room tables, chairs, booths (including chair legs, rungs and framework) walls, baseboards, window ledges, doors/doorframes, ceiling fans, TVs, pictures, wall art, artificial plants, light fixtures, globes/lenses, trophies/display cases, drapes/curtains and venetian blinds weekly IAW the approved cleaning schedule identified in the Contractor's QCP and IAW Tri Service Food Code (TB MED 530).

b) STD: Prepare, maintain and clean dining areas. Each diner is afforded a clean area to eat without delay. Condiment containers and napkin holders are visibly clean and contain product. All dining areas are clean prior to the scheduled start of the meal period and prior to closing for the day IAW Tri Service Food Code (TB MED 530).

c) STD: Clean spills and remove soiled dinnerware occasionally left by diners during meal service. Spills cleaned and soiled trays bussed within 5 minutes of occurrence IAW Tri Service Food Code (TB MED 530).

d) STD: Appropriate condiments are available without delay. Condiment containers and napkin holders are visibly clean and contain product. All dining areas are clean prior to the scheduled start of the meal period and prior to closing for the day IAW Tri Service Food Code (TB MED 530).

e) STD: Replenish tray, dinnerware, plate, cup and bowl bussing carts during meal serving periods from serving and self-service areas. Items available without delay to diners for soiled dinnerware 100% of the time.

g) STD: Display and remove holiday decorations. Government furnished decorations are displayed on the day of the Army's birthday and 1-week prior to Thanksgiving and Christmas. Contractor will remove all applicable decorations within 96 hours after the Thanksgiving, Christmas and Army's birthday holidays.

**3.1.1.2.2 The Contractor shall furnish and maintain expendables cleaning and sanitary supplies to support sanitation and personal hygiene practices.**

The Contractor shall ensure custodial supplies (e.g. paper towels, scrub pads, cleaning solutions) are available during operations to support cleaning of the dining facility. Sanitation supplies (e.g. mechanical and manual dishwasher dispensers, hand wash dispensers, bowl capsules, cleaning solutions) are available during operations to support cleaning and sanitation operations. All napkin and towel dispensers are refilled with napkins before, during and after the meal period. For information purposes a typical supplies list is provided in Attachment E (2), Typical Expendable Supplies List.

Performance Standards

a) STD: Maintain dispensers filled with appropriate chemicals while performing duties to support mechanical and manual ware washing.

b) STD: Maintain dispensers filled at all times with appropriate towels and hand wash soap to support all employee and patron handwashing sinks.

**3.1.1.3: The contractor shall perform deep cleaning within each dining facility to include:**

- a. Exterior Window cleaning
- b. Stripping/buffing floors

Reporting

A19 Cleaning Schedule

**3.1.1.4 Short and Long Range Closure and Opening of Dining Facilities**

Facilities to be closed shall be thoroughly cleaned and all subsistence products shall be protected, safeguarded and reallocated to other facilities based the COR recommendation when the facility is prepared for closure. Appliances that are not in use shall be shut-off (electricity, water, and gas) to reduce energy waste, prevent water and fire damage. Before the scheduled closure, the contractor and the COR shall conduct a joint inventory of property and perform a condition check of all Government property.

Facilities to be opened shall be thoroughly cleaned prior to beginning food service operations. The contractor and COR shall conduct a joint inventory of property and

perform a condition check of all Government property (real property, personal and subsistence) when the facility is being turned over to the contractor from the Government. The contractor shall be required to close or open a facility with at least 72 hours' notice upon direction from the KO. This will be exercised on a separate CLIN via a Task Order.

### **3.1.2 Dining Facility Administration and Food Preparation Operations**

This service describes food preparation tasks in a surge environment that support DFA. The Contractor is responsible for the preparation of meals that include: Breakfast, Lunch, Dinner, Brunch, and Supper, when service is requested.

Within those meals, the menus shall include a variety of services which include the following: Breakfast, Lunch and Dinner menus, consisting of regular (Main Entrée), short order, self-service bars and baked goods, condiments and beverages. Other specialty menus to support Army nutritional requirements found at [http://www.quartermaster.army.mil/jccoe/Operations\\_Directorate/QUAD/nutrition/nutrition\\_main.html](http://www.quartermaster.army.mil/jccoe/Operations_Directorate/QUAD/nutrition/nutrition_main.html), and to support holidays and special events shall be prepared in support of Army feeding policy. Service also includes safeguarding foods during preparation and serving using Army regulatory requirements for safety and sanitation.

#### Reporting

A01 Food Handler Training Records

A09 QCP Inspection Schedule

A13 Menu or other cycle menu

#### **3.1.2.1 SURGE Requirements: Dining Facility Contingency Cook Food Preparation Operations, as needed, to support dining facility feeding operations.**

This service describes food preparation task that support Contingency Cook Services. The contractor is responsible for the preparation of meals that include: Breakfast, Lunch, Dinner, Supper, and Brunch, if needed.

#### Performance Standards

a) STD: Follow approved Armed Forces Recipes, TM 10-412, ARSOF Policy 6-18, and approved Standard Operating Procedures and/or manufacturer's instructions.

b) STD: Maintain proper food preparation temperatures and use Hazard Analysis Critical Control Point (HACCP) Plan to support Food Safety standards IAW Tri Service Food Code (TB MED 530).

c) STD: Prepare main-line menu items: IAW AR 30-22, DA PAM 30-22. Prepare Government ethnic observance (monthly observances) and holiday meals. Menu items shall be offered to support nutrition awareness and Army nutritional requirements IAW AR 40-25 and TM 4-41.11.

d) STD: Prepare short order menu items: IAW AR 30-22, DA PAM 30-22 menu standards. Prepare Government ethnic observance (monthly observances) and holiday meals. Menu items shall be offered to support nutrition awareness and Army nutritional requirements IAW AR 40-25 and TM 4-41.11.

e) STD: Prepare Breakfast/fitness and salad bar items: IAW AR 30-22, DA PAM 30-22 menu standards the salad bar shall be properly set up no later than 15 minutes prior and not earlier than 30 minutes prior to serving and maintained throughout the meal serving period. Breakfast/Fitness bar items shall consist of canned fruit, fresh fruit, and approved Army nutritional requirements menu items IAW AR 40-25, TM 4-41.11.

f) STD: Dessert and baked goods: Prepare breads and pastries to support each meal. Pastry items shall be offered during breakfast, lunch and dinner. IAW AR 30-22, DA PAM 30-22 menu standards. Pastries shall consist of sweet dough pastries, cakes, pies and cookies, puddings, gelatins and yogurt. Breads such as hot rolls, biscuits, muffins shall be used complement each meal.

g) STD: Use Progressive Cooking, Batch Cooking, and Cook to order as outlined in Army Food Program Standards to support AR 30-22, DA PAM 30-22 menu standards IAW TM 4-41.11 (Dining Facility Operations), and TM 10-412. The Contractor shall ensure ordered commercial or prepared decorated cakes are available 48 hours prior to the holiday celebration. Prepared cakes for holiday celebrations will not commence earlier than 72 hours prior to the holiday celebration (Thanksgiving, Christmas, and the Army's birthday) IAW AR 40-25, TM 4-41.11.

g) STD: Use Progressive Cooking, Batch Cooking, and Cook to order as outlined in Army Food Program Standards to support AR 30-22, DA PAM 30-22 menu standards IAW TM 4-41.11 (Dining Facility Operations), and TM 10-412.

### **3.2 Transition**

The Contractor will provide a transition plan to ensure an effective and efficient transition-in at **contract start date** and an effective, efficient transition-out at conclusion of the contract. The transition-in will continue until full operational capability (FOC), not to exceed **14** days. At contract end, the Contractor will ensure an effective and efficient transition to incoming Contractor.

#### Reporting

#### A18 Transition In/Out Plan

### **3.3 Enterprise Contractor Manpower Reporting Application (ECMRA)**

The Contractor shall report ALL Contractor labor hours (including Subcontractor labor hours) required for performance of services provided under this contract for the Department of the Army via a secure data collection site. The Contractor is required to completely fill in all required data fields using the following web address:

<http://www.ecmra.mil>, and then click on “Department of the Army CMRA” or the icon of the DoD organization that is receiving or benefitting from the contracted services.

Reporting inputs shall be for the labor executed during the period of performance during each Government FY, which runs from October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year. Contractors may direct questions to the help desk by clicking on “Send an email” which is located under the Help Resources ribbon on the right side of the login page of the applicable Service/Component’s CMR website at <http://www.ecmra.mil>. As part of its submission, the Contractor will also provide the estimated total cost (if any) incurred to comply with this reporting requirement.

## 4.0 Performance Requirement Summary Matrix (PRS)

### 3.1.1 Dining Facility Sanitation Operations

| High Level Objective |  | Standard   | Lot Size and AQL   | Surveillance Method | Payment %  |
|----------------------|--|--|--|---------------------|------------|
| 1                    | The Contractor shall clean and sanitize food service equipment and surfaces to support dining facility operations.                         | Service Meets standards of Paragraph <a href="#">3.1.1.1</a>   | Lot size shall be equal to the total number of operational days for all facilities each month<br><b>AQL = (6.5%)</b> | Random              | 12% (.12)  |
| 2                    | The Contractor shall wash, rinse, and sanitize pots and pans in three compartment sinks  | Service Meets standards of Paragraph <a href="#">3.1.1.1.1</a> | Lot size shall be equal to the total number of operational days for all facilities each month<br><b>AQL = (6.5%)</b> | Random              | 14% (.14)  |
| 3                    | The Contractor shall operate and maintain the mechanical dishwashing machine.  | Service Meets standards of Paragraph <a href="#">3.1.1.1.2</a> | Lot size shall be equal to the total number of operational days for all facilities each month<br><b>AQL = (6.5%)</b> | Random              | 14% (.14)  |
| 4                    | The Contractor shall clean and maintain dining facility interior and exterior areas.   | Service Meets standards of Paragraph <a href="#">3.1.1.2</a>   | Lot size shall be equal to the total number of operational days for all facilities each month<br><b>AQL = (10%)</b>  | Random              | 10% (.10)  |
| 5                    | The Contractor shall maintain and prepare dining room service operations.  | Service Meets standards of Paragraph <a href="#">3.1.1.2.1</a> | Lot size shall be equal to the total number of operational days for all facilities each month<br><b>AQL = (10%)</b>  | Random              | 10% (.10)  |
| 6                    | The Contractor shall furnish and maintain expendables cleaning and sanitary supplies to support sanitation and personal hygiene practices. | Service Meets standards of Paragraph <a href="#">3.1.1.2.2</a> | Lot size shall be equal to the total number of operational days for all facilities each month<br><b>AQL = (6.5%)</b> | Random              | 10% (.10)  |
| <b>Total</b>         |  |  |  |                     | <b>70%</b> |

### PRS Matrix for paragraph: 3.1.2 Dining Facility Administration and Food Preparation Operations

| High Level Objective |  | Standard                                    | Lot Size and AQL   | Surveillance Method | Payment %        |
|----------------------|--|---|--|---------------------|------------------|
| 7                    | <b>SURGE Requirements: Dining Facility Contingency Cook Food Preparation Operations.</b> | <b>Service Meets standards of Paragraph</b> | <b>Lot size shall be equal to the total number of operational days for all facilities each</b> | <b>Random</b>       | <b>15% (.15)</b> |

|  |  |                         |                    |  |     |
|--|--|-------------------------|--------------------|--|-----|
|  |  | <a href="#">3.1.2.1</a> | month AQL = (6.5%) |  |     |
|  |  | Total                   |                    |  | 15% |

#### 4.1 Quality Assurance

The Contractor shall have work complete and ready for inspection IAW all terms of the task order. The Government will conduct inspections according to the appropriate random and periodic surveillance method, to compare the Contractor's performance to contract requirements and standards. The Government reserves the right to monitor the contract in any manner necessary, at any time necessary, and at all places necessary to ensure that the services rendered conform to the contract requirements. In addition to random and periodic surveillance, US Army Public Health Command personnel may perform inspections at contracted dining facilities. The Contractor shall provide a copy of the inspection results to the COR. The Contractor shall correct all recorded defects prior to re-inspection if the Contractor fails a service.

##### 4.1.2 Contract Payment

The Contractor shall receive payment commensurate with services performed when contract requirements have been met and each PRS service is performed within the established AQL; e.g., number of recorded defects does not exceed the number allowed.

Payment Reductions. When the Contractor fails to meet contract requirements of those services listed on the PRS; e.g., the number of recorded defects exceeds the number of allowable defects (AQL); performance will be deemed defective. The Contractor will be subject to a reduction in contract price based on the value of the service established by the percentages in column titled "Payment %" of the PRS. Payment for services not conforming to the specified AQL will be calculated as described below.

Determining PRS Reductions for Random Sampling. To determine a reduction in contract payment for unacceptable service, the maximum contract payment per month titled "Payment %" is multiplied by the percentage of the sample found unacceptable. The total number of defects found, not just those in excess of the reject level, are used to determine the percentage of the sample found unacceptable.

Example: Assume the maximum monthly contract payment is \$250,000.00, an AQL of 10%, and a Lot Size of 155 units. Using ANSI/ASQCZ1.4, General Inspection Level II, Normal Degree of Inspection, the resulting Sample Size would be 32 units with a Reject Level of 8 Defects. If 10 defects were found during the evaluation period the payment computation would be as follows:

##### Example payment computation for PRS random inspection:

|  |               |
|--|---------------|
| (1) Maximum monthly contract payment             | \$ 250,000.00 |
| (2) Maximum payment percentage (from PRS) is 15% | x <u>.15</u>  |
| (3) Maximum payment for acceptable work          | \$ 37,500.00  |
| (4) Percentage of sample found unacceptable:     |               |

10 defects exceeds reject level of 8 defects divided  
 by the sample size (10/32 = .31)  
 (5) Unacceptable percentage 31% x .31  
 (6) Reduction for unacceptable work (line 3 X line 5) \$ 11,625.00

Determining PRS Reductions for Planned Sampling. To determine a reduction in contract payment for unacceptable service the maximum contract payment per month (titled "Payment %") is multiplied by the percentage of the sample found unacceptable. The total number of defects found, not just those in excess of the reject level are used to determine the percentage of the sample found unacceptable. To determine the acceptance and rejection level (**different from random sampling**) the number of defects is divided by the lot size and rounded at .5 to the next whole number.

Example: Assume the maximum monthly contract payment is \$250,000.00, an AQL of 4%, and a Lot Size of 50 units. Using ANSI/ASQCZ1.4, Inspection Level II, Normal Degree of Inspection, the resulting Sample Size would be 8 units. Next, multiply 4% (AQL from PRS) times 50 (lot size). The resulting 2 is the number of allowable defects. The established reject level would be 3 defects. If 5 defects were found during the evaluation period the payment computation would be as follows:

**Example payment computation for PRS planned inspection:**

Maximum contract payment per month \$ 250,000.00  
 (2) Maximum payment percentage is 4% x .04  
 (3) Maximum payment for acceptable work \$ 10,000.00  
 (4) Percentage of sample found unacceptable:  
     Five defects exceed the reject level of 3 defects.  
     Divide the number of defects by the lot size (5/50 = .10)  
 (5) Unacceptable percentage 10% x .10  
 (6) Reduction for unacceptable work (line 3 x line 5) \$ 1000.00

**4.2 Quality Control Plan**

Provisions: The QCP shall be submitted along with offeror's proposal and evaluated in accordance with the criteria established for Factor 1 (Technical), Subfactor 3: Quality Control Plan.

1. Elements of the Plan: The QCP shall ensure the enforcement of the required standards for:

- a. Personnel health and hygiene
- b. Workplace Safety
- c. Fire prevention and evacuation
- d. Environmental protection
- e. Energy conservation
- f. Employee training
- g. HAZMAT Program
- h. Hazard communication standards (OSHA) for use of chemicals

- i. Hazard Analysis Critical Control Point (HACCP) Plan
  - j. Security and use of Government Property
2. An organizational chart which provides for QC personnel to have direct accountability to the Contractor's top management.
  3. An inspection system covering all tasks and services required by this task order.
    - a. The system shall include those areas to be inspected on a routine or unscheduled basis, the frequency of inspections, documentation forms, individuals that shall perform the inspections and the follow-up procedures.
    - b. A method or methods of identifying deficiencies in the quality of services performed before the level of performance becomes unacceptable.
    - c. The method of documenting and enforcing QC operations.
    - d. A Process action plan to correct and prevent continuous deficiencies and defects.
  4. A cleaning schedule that addresses items/areas not cleaned as a part of meal preparation and clean up tasks. This shall include (but is not limited to) items such as:
    - a. Window cleaning
    - b. Oven rack cleaning
    - c. Cleaning hoods over food preparation equipment
    - d. Refrigerator rack cleaning
    - e. Storeroom rack cleaning
    - f. Bussing cart cleaning
  5. Methods of communication with the Government regarding quality and contract performance.
  6. A Customer/diner feedback program.
  7. A monthly reporting system to the Contractor's home office.

## **5. Government Property**

Government Property (GP) will be provided to the contractor as "Incidental to place of performance" IAW FAR 45.000 – Scope of part (b) (5). GP provided to the contractor will be retained by the Requiring Activity (RA) Accountable Property System of Record (APSR) IAW DoDI 4161.02/5000.64 & AR 735-5/710-2.

Government property in the possession of the Contractor shall be maintained and serviced to a fully operational state IAW DA PAM 750-8. The Government will make available the materials, office space, communications capability and information as identified in Attachment C and Attachment D on the dates as specified by the KO for use by the Contractor in the performance of this contract and any subsequent task orders.

The Government will provide the initial quantity of durable supplies as delineated in Attachment E. During the performance of this contract the Contractor shall be responsible for replacing these durable supplies if it is determined that loss of durable supplies is due to contractor negligence.

**6. Contractor Furnished Equipment**

Contractor Furnished Items. Typical Chemicals/Cleaning/Serving/Food Preparation Supplies listed for informational purposes in Attachment E (1) Durable Supplies and Attachment E (2) Expendable Supplies. The Contractor shall furnish all supplies required.

1. Disposable Food Preparation, Serving, and Packaging Materials. The Contractor shall furnish expendable/non-durable food preparation, serving, and packaging materials to meet the requirements stated in the contract.
2. Office Equipment, Supplies, and Tools. The Contractor shall furnish any office equipment, office supplies, or tools necessary to meet the performance requirements stated in the task order. This includes administrative supplies and other products needed to perform the requirements of this contract and any subsequent task orders.

Contractor-Provided Equipment. In order to introduce the Contractor's branded concepts for preparation and service, the Contractor may install its own equipment, fixtures, or furnishings within the Dining Facilities. Installation of Contractor owned equipment shall require prior written authorization from the COR. The COR will require installation drawings, plans, or other information needed to evaluate the installation. If additional electrical power, water, steam or other changes to the Dining Facility are required to support the installation and maintenance, the cost shall be borne by the Contractor.

**7 Reporting**

The Contractor shall provide the following reports:

| Number | Name  | Frequency |
|--------|---|-----------|
| A01    | Food Handler Training Records   | Annually  |
| A02    | Daily Menus<br>Regular and Low Calorie menus shall be conspicuously posted at the dining facility for the current day. Menus for the following day shall be posted prior to the last meal of the day. Calorie Cards shall be posted at the serving line for each menu item. | Daily     |
| A03    | Subsistence Receipts  | Daily     |
| A04    | DA Form 3032/3033 AFMIS/Manual  | Daily     |

|     |   |                                  |
|-----|---|----------------------------------|
| A05 | DD Form 1544 AFMIS/Manual   | Daily                            |
| A06 | Quality Control Program Evaluation Sheets   | Daily                            |
| A07 | Cash Collection Vouchers and Deposit Tickets  | Daily                            |
| A08 | AFMIS Generated Headcount Forms (DA Form 3032/3033, CCV, Deposit Tickets)   | Daily                            |
| A09 | QCP Inspection Schedule   | Daily                            |
| A10 | Remote Site Feeding Food Preparation Record<br>Food Preparation and meets sanitary requirements for food transport IAW Tri Service Food Code (TB MED 530) | Daily                            |
| A11 | Inspection and Maintenance Records<br>Maintenance records DA form 2405;<br>Contractors inspection log   | Daily                            |
| A12 | Pest Inspections<br>Inspections shall be documented.  | Monthly                          |
| A13 | Menu or other cycle menu  | Daily                            |
| A14 | Expendable, Durable Supply purchase records   | Monthly                          |
| A15 | AT/OPSEC Training   | Yearly                           |
| A16 | Government Furnished Property Results   | Quarterly                        |
| A17 | Government Furnished Property Turn In   | As Required<br>due to turn in    |
| A18 | Transition In/Out Plan  | Seven (7)<br>days after<br>award |

## 8. Related Documents

The following websites contain documents that are related to this PWS:

<https://armypubs.army.mil>  
[www.quartermaster.army.mil/jccoe/jccoe\\_main.html](http://www.quartermaster.army.mil/jccoe/jccoe_main.html)

### 8.1 Definitions and Acronyms: Standard Definitions/Definitions and Acronyms

Federal Acquisition Regulation (FAR), Army Regulation (AR) 310-25, Dictionary of US Army Terms, and, AR 310-50, Authorized Abbreviations, Brevity Codes and Acronyms are the references for definitions and acronyms not listed below.

#### 8.1.1 Standard Definitions

1. Acceptable Quality Level (AQL). The AQL is a designated value (percent) of defective outcomes/service that the Government indicates will be accepted using acceptable sampling techniques and procedures.

2. Administrative Contracting Officer (ACO). A Contracting Officer who is administering contracts.
3. Army Federal Acquisition Regulation Supplement (AFARS). The Army's supplement to the Federal Acquisition Regulation.
4. Class A Telephone. Telephone service, which is unrestricted, for use on-post and commercial calls.
5. Class C Telephone. Telephone service, which is restricted to inter-post calls from one post telephone to another.
6. Commercial and Government Entity (CAGE) Code. An identification code assigned to the Contractor and is required by the Contracting Officer (Property Administrator) and Contractor from the Defense Logistics Service Center. The CAGE code is also required on the annual Government facilities report. Use DD Form 2051 to request the CAGE code.
7. Contracting Officer (KO). An individual with the authority to enter into, administer, and/or terminate contracts and make related determinations and findings.
8. Contracting Officer's Representative (COR). An individual from the functional activity appointed by the KO and delegated specific authority to monitor contract performance and to perform specific contract administration functions. Additional personnel appointed to assist the COR are called the Alternate Contracting Officer's Representatives (ACORs).
9. Defective Service. A unit of service, which contains one or more defects and does not conform to specified requirements.
10. Local Access Network Connections (LAN). An installation landline connecting the Army Management Information System modules to the mainframe computer system.
11. Lot. The total number of service outputs in an evaluation period; as defined in the AQL column of the Performance Requirement Summary. The lot size is used to determine the sample size (or number of inspections).
12. Non Conformance Report (NCR). A letter to a contractor that identifies nonconformance of a contract requirement(s) or identifies business system deficiencies and requests contractor corrective action.
13. Percent of Sample Found Defective. A percentage determined by dividing the number of defects by the sample size. The resulting number is used to make an equitable deduction from the contract price or award fee for non-performance.

14. Performance Requirements Summary (PRS). The PRS identifies key performance indicators and standards that represent logical service outputs that will be evaluated by the Government to assure the Contractor is fulfilling the terms of the contract.
15. Performance Standard. A measurable output or result associated with the performance-based description of a requirement found in the PWS.
16. Planned Sampling. A sampling (inspection) method used to evaluate contractor tasks and services performed less frequently than daily. Evaluations that are scheduled when tasks and services are performed; e.g., receiving and storage service, field-feeding service, and tasks scheduled IAW the approved cleaning plan.
17. Quality Assurance Specialist (QAS). Perform, administer, or advise on work concerned with assuring the quality of products acquired and used by the Federal Government.
18. Quality Assurance Surveillance Plan (QASP). Defines what the Government must do to ensure that a contractor has performed IAW specified performance standards. Focuses on the level of performance required by the PWS rather than on the methodology used by the contractor to achieve that performance.
19. Quality Control. Those actions taken by the Contractor to control the in-process performance of goods or services to ensure that contract quality standards are met.
20. Random Sampling. A sampling (inspection) method used to evaluate contract tasks and services performed daily. It is the primary method for measuring contract performance. Each service output in a lot has an equal chance of being selected for inspection. The results of random inspections are evaluated against the number of allowable defects to determine the overall quality of the lot (service).
21. Sample. A sample (inspection) consists of one or more service outputs drawn at random from a lot. The number of outputs in the sample is the sample size.

#### **Technical Definitions Peculiar to This Contract**

1. Accredited Sanitation Program. A certificate program that has been evaluated and listed by an accrediting agency as conforming to national standards that certify individuals. Managers, supervisors and food handlers shall satisfy one of the following requirements:
  - a. Satisfactorily complete the Educational Foundation of the National Restaurant Association Course in Applied Food Service Sanitation.
  - b. Pass an examination from the Educational Testing Service (ETS) showing satisfactory completion of the Food Protection Certification Program.
  - c. Satisfactorily complete of a course of study that is offered from an accredited college or university approved by the Installation Medical Authority.

2. Army Food Management Information System (AFMIS). An automated record keeping system used in dining facilities to perform various functions that includes processes and outcomes; e.g., meal production/planning; head counting; subsistence ordering; receipt and storage; and equipment replacement planning. These functions provide the capability to create and adjust menus, shopping lists, and production schedules; make requests against subsistence inventories; facilitate returns to inventory; provide inventory accountability; perform headcount entries; and inquire against a variety of files. The AFMIS is a web based system that operates from a standard computer within each dining facility.
3. Army Food Program. A comprehensive program which encompasses all phases of food service, from; procurement, inspection, transportation, storage, distribution, issue and sale, preparation, and serving meals in garrison dining facilities and in the field.
4. Army Ration Credit System (ARCS). An issue and accounting procedure used by appropriated fund dining facilities. Dining facilities that operate within the Army Ration Credit System are charged for the dollar value of subsistence issued and obtain credit for meals served.
5. Basic Allowance for Subsistence (BAS). A cash allowance paid to military personnel in lieu of subsistence.
6. Basic Daily Food Allowance (BDFA). The computed monetary daily value of a ration. This value, expressed in dollars, is allocated for food cost authorized to feed one soldier daily. The dollar amount (allowance) is computed quarterly using actual costs of a selected sampling of food items (market basket) used in dining facilities.
7. Brunch. A meal consisting of food items served during breakfast and lunch. This combined meal is served during an extended time period beginning at early or mid-morning and ending shortly after the noon hour. When a brunch is served a supper follows.
8. Clean. Free of visible signs of food, food residues, ingredients, grease, soap and foreign matter.
9. Critical Control Point. An essential point in the flow of food, at which control can be applied so that a food safety hazard can be prevented, eliminated or reduced to an acceptable level.
10. Cook Support and Dining Facility Attendant Service. The provision a limited number of fully qualified cooks to supplement the Military food service staff within a dining facility and performance of all DFA functions (see Dining Facility Attendant Service Below).
11. Diner Satisfaction. Methods of feedback through a variety of surveys and comment

programs to determine the degree to which the Contractor is meeting or exceeding contract requirements and established quality levels of food and service.

12. Dinner. Typically the third meal of the day, or evening meal of each day, served during late afternoon or early evening.

13. Dinnerware. Eating, drinking, and serving utensils for table use, such as flatware including knives, forks, and spoons; hollowware including bowls, cups, serving dishes, and tumblers; and plates.

14. Dining Facility Account. The dining facility account is a record of food purchased, issued, used, and on hand as reflected in dollars.

15. Dining Facility Attendant (DFA) Service. Those activities which comprise janitorial and custodial functions within a dining facility including, but not limited to; sweeping, mopping, scrubbing, trash removal, dishwashing, waxing, stripping, buffing, window washing, pot and pan cleaning and related quality control.

16. Dining Facility Operations (DFO) Subsystem. The AFMIS system used to manage dining facility operations. The DFO Subsystem consists of thirteen functions: Recipes, master/field menus, vendors, meal productions, POS sub menu, headcount/cash collection, orders inventory management, issues/transfers/turn-ins, system management, customer/account maintenance, customer operations, and equipment replacement.

17. Discount Meal Rate. The rate charged to reimburse the Government for subsistence at Army appropriated fund dining facilities.

18. Educational Foundation of the National Restaurant Association (NRA). Educational Foundation of the National Restaurant Association, (20 North Wacker Drive, Chicago, IL 60606) is a non-profit education foundation created by restaurateurs and other food service executives and governed by a board of trustees, representing all sectors of the industry and associated academic and commercial institutions.

19. Educational Testing Service. The Educational Testing Service of Princeton, NJ is a non-profit corporation engaged in test development, test administration and educational research. The Food Protection Certificate Program test is designed to test persons who have ongoing on-site responsibility for protecting the consumer from food-borne illness in food preparation, serving, or eating establishments. Educational Testing Service, Food Protection Certification Program, CN 6515, Princeton, NJ 08541-6515.

20. Expendable/Durable Supplies. Items, which are consumed in use, regardless of type classification or unit, price.

21. Facilities. Government furnished buildings provided to the Contractor for use in

performing tasks and services of this contract.

22. Food borne Disease Outbreak. The occurrence of two or more cases of a similar illness resulting from the ingestion of a common food.

23. Food Contact Surface. A surface of equipment or utensils with which food normally comes in contact. This includes equipment and utensils from which food may drain, drop or splash back into food, or onto surfaces normally in contact with food.

24. Food Handlers. Food service personnel who work where unsealed, raw food or drink is handled, processed, prepared or served, and personnel who touch food or food contact surfaces.

25. Food Program Manager (FPM). An officer, warrant officer, noncommissioned officer, or Department of the Army civilian responsible to the installation commander for matters relating to food service.

26. Food Service Management Board. The installation menu board is a panel of Government personnel that plans and provides for all anticipated subsistence requirements for the installation. It provides an interchange of information between food service personnel, SSMO and the contractor concerning menu matters and diner comments. A specific function of the board is to review proposed menus, add or change items, and determine the extent to which it will be implemented.

27. Full Food Service (FFS). Those activities that comprise the full operation of an Army dining facility.

28. Government Property. All property owned by or leased to the Government or acquired by the Government under the terms of the Contract. Government property includes both Government-furnished property and Contractor-acquired property as defined in FAR 45.101.

29. Government Property Administrator (GPA). A Government representative who is responsible for transfers of GFP from organizations/units to contracts and return upon contract completion. The GPA maybe the COR.

30. HACCP Plan: A written document that delineates the formal procedures for following the Hazard Analysis Critical Control Point (HACCP) principles developed by the National Advisory Committee on Microbiological Criteria for Foods.

31. Hazard. A biological, chemical, or physical property that may cause an unacceptable consumer health risk.

32. Headcount Maintenance Function. The AFMIS function that is used to plan menus, compute ingredients and quantities required to feed 100 persons per menu item. This

program provides the user with menus for breakfast, lunch and dinner meals for each day, print outside menu reports, and recipes for each food item to be prepared.

33. Holiday Meal Charges. The rates to be charged for the Thanksgiving and Christmas Day special meal.

34. Independent Government Cost Estimate (IGCE). The IGCE is an estimate of the expected contract cost prepared by the Government prior to the solicitation being advertised for bids or offers. This estimate is used to gauge the price offers submitted by prospective contractors.

35. Installation Commander. A commander of any Army installation, military community for USAREUR, area commander for EUSA, state adjutant general for ARNG, and MUSARC commander for USAR.

36. Installation Medical Authority (IMA). Installation Medical Authority refers to the Unit Surgeon, Command Chief Surgeon, U.S. Army Medical Center Commanders, and the Director of Health Services or Center Commanders, and the Director of Health Services or his/her representative responsible for defining, setting and monitoring sanitary standards and procedures.

37. Inventory Function. The AFMIS function used to complete weekly and monthly physical inventories; vet condemnation, and reports of survey/statement of charges.

38. Leftovers. Leftovers are the un-served portions of any item that was prepared for a specific meal, protected from contamination, and held at a proper temperature.

39. Major Maintenance. The maintenance and repair of equipment, including the restoration or replacement of parts, as necessitated by wear and tear, damage, failure of parts, or the like.

40. Meal Service for Remote Site Feeding. Tasks associated with preparing meals including beverages, packaging food for shipping from a garrison dining facility to feed soldiers at field training sites.

41. Menu Production Planning Function. The AFMIS function that is used to plan menus, compute ingredients and quantities required to feed 100 persons per menu item. This program provides the user with a menu for breakfast, lunch and dinner meals for each day, print outside menu reports, and recipes for each food item to be prepared.

42. Meal Serving Hours. Hours designated by the Government when the dining facility serving lines are open for service.

43. Minor Maintenance. Normal operator care of equipment recommended by the manufacturer. Minor maintenance is limited to cleaning, oiling, greasing, tightening of

nuts and bolts, and other minor tasks.

44. National Stock Number (NSN). A number used to identify a Government supply item.

45. Night Meal. The meal served during the late evening to early morning hours (referred to as the midnight meal). The night meal may be a breakfast or dinner meal.

46. Nonfood Surface. All exposed surfaces other than those included in food or splash zones.

47. Operating Hours. Operating hours for each facility are listed in Attachment F. Operating hours specify the time prior to the scheduled start of meal service for the first meal of the day to time following the scheduled close of meal service for the day of operation.

48. Operational Ration. Packaged, semi-perishable meals issued to personnel for use under field conditions.

49. Perishable Subsistence. Those food items with limited shelf life that normally require controlled conditions of temperature, and/or humidity during transportation and storage.

50. Police. The action or process of cleaning and putting in order of a dining facility to include related areas of responsibility. Tasks include sweeping, raking and picking up trash and debris.

51. Portion Control. Serving of equal amounts to each diner IAW prescribed menus and recipes.

52. Potentially Hazardous Foods (PHF). Any food that promotes the rapid growth of bacteria. Maybe characterized as high protein and acid foods with water activity above 0.86(H<sub>2</sub>).

53. Preventive Medicine Activity. The local medical authority responsible for inspecting sanitary conditions of dining facilities and safe food handling protection.

54. Prime Vendor. A Department of Defense contractor who has responsibility to supply and furnish subsistence to the dining facility.

55. Progressive Food Preparation (Batch Cookery). The continuous preparation of food items at selective time intervals during the entire meal period as the food is consumed. The objective is to match the flow of diners through the serving lines so that freshly prepared, quality food is always provided. Progressive cooking reduces the need to hold foods for long periods of time that result in loss of flavor, color, texture, and nutritive

value. Exceptions to progressive cooking are; baked or prepared desserts, soups, gravies, meat sauces, and other sauce-type items that do not deteriorate in flavor when held throughout the serving period.

56. Ration. The allowance of food for the subsistence of one person for one day.

57. Regular Menu. A menu offered at the breakfast, lunch and dinner meal which provides the diner, as a minimum, with a choice of two meats/entrees, two vegetables, two starches, assorted deserts, beverages and bread/rolls, and appropriate condiments.

58. Safe Temperatures. The internal product temperature of potentially hazardous food (PHF) shall be 41°F (5°C) or below for cold items, and 135° (57.2°C) or above for hot items.

59. Sanitizing. The process of reducing the number of microorganisms on a surface to safe levels.

60. Sanitizing Solutions. A chlorine solution "or any other chemical sanitizing agent allowed under 21 CFR 178.1010" as defined in, Tri Service Food Code (TB MED 530).

61. Semi-perishable Subsistence. Food item that do not spoil or deteriorate rapidly, such as canned, dried, dehydrated, and other items that may under normal conditions be transported and stored un-refrigerated.

62. Sensitive and High Dollar Subsistence. Those subsistence items that require intensive control and documentation. Sensitive and high dollar items are listed in the Federal Supply Classification 8905 group in the C8900 Stock List; e.g., meats, fish, poultry products, coffee, etc.

63. Serving Line(s). The location and equipment within dining facilities where diners are served food or where food/beverage is offered for self-service.

64. Short Order Menu. A fast food menu offered at the lunch and dinner meal which provides the diner, as a minimum, with a choice of prepared to order cold or grilled sandwiches, hamburgers, cheeseburgers, and hot dogs, in addition to other items; e.g., chili, French fries, baked beans, potato or macaroni salad, potato chips, salads, soups, assorted desserts, beverages and appropriate condiments.

65. Special Meals. Meals offered outside of the normal cyclic menu that support special occasions; e.g., Thanksgiving, Christmas, and the Army's Birthday, to include special theme meals to honor ethnic and American heritage events.

66. Standard Meal Rate. The rate charged to reimburse the Government for subsistence and a portion of operating expenses at Army appropriated funded dining facilities.

67. Subsistence. Food items required for feeding troops. This term includes all foods, nonalcoholic beverages, condiments, accessory foods and ice.

68. Subsistence-in-Kind (SIK). Meals furnished to enlisted personnel at Government expense, rather than money in lieu thereof.

69. Subsistence Supply Management Office (SSMO) (formerly Troop Issue Subsistence Activity (TISA)). The accountable element of an installation responsible for managing the acquisition and accounting for subsistence supplies for appropriated fund dining facilities, meals for remote site feeding, operational rations, contingency stocks, reserve component customers and authorized non-appropriated fund activity customers.

70. Subsistence Supply Manager (SSM). An individual who is accountable for Government subsistence and who is responsible for supervising the SSMO functions. Formerly the TISO.

71. Supper. A meal consisting of food items served during dinner. The meal may be served during an extended serving period beginning early afternoon and ending early evening. This meal is served only when a brunch has been served and replaces the normal dinner meal.

72. System Administrator (SA). The individual responsible for planning and controlling the use of the Army Food Management Information System and Subsistence Prime Vendor Interpreter hardware and software.

73. Tableware. Condiment containers, dispensers and napkin holders.

74. Temperature Danger Zone (TDZ). Unsafe temperatures for food between 41°F (5°C) and 135° (57.2°C).

75. Veterinary Activity. A part of VETCOM that is responsible for inspecting all food to determine fitness of safety for human consumption.

76. Work Days. Work days Monday through Friday, excluding national holidays.

77. Work Order. A request made to Directorate of Public Works (DPW) for maintenance (equipment repair, service, and calibration) and facility renovations.

## **8.2 Applicable Publications, Forms and Labels**

Receive, issue and maintain current Government publications, forms and labels listed below.

Standard: Publications and forms listed below are maintained current. Use AFMIS Forms when applicable to support administrative functions listed in Section 3 of this PWS.

### **8.2.1 Army Regulations**

| NUMBER      | TITLE   |
|-------------|---|
| AR 25-2     | Information Assurance                                   |
| AR 25-400-2 | The Army Record Information Management System (ARIMS)   |
| AR 30-22    | Army Food Program                                       |
| AR 40-25    | Nutrition Standards and Education                       |
| AR 70-13    | <i>Management and Oversight of Service Acquisitions</i> |
| AR 420-1    | Army Facilities Management                              |
| AR 600-38   | Meal Card Management                                    |

### **8.2.2 Army Field Manuals, Technical Manuals, Bulletins, and Pamphlets**

| NUMBER                             | TITLE  |
|------------------------------------|--|
| TM 4-41.11                         | Dining Facility Operations                                 |
| ATP 4-41                           | Army Field Feeding and Class I Operations                  |
| TM 10-412                          | Armed Forces Recipe Service (Index Recipes)                |
| TRI SERVICE FOOD CODE (TB MED 530) |  |
| DA PAM 30-22                       | Operating Procedures for the Army Food Program             |
| DA PAM 750-8                       | The Army Maintenance Management System (TAMMS) User Manual |

### **8.2.3 Department of the Army Forms**

| NUMBER    | TITLE   |
|-----------|---|
| DA 285    | Technical Report of U.S. Army Ground Accident   |
| DA 2062   | Hand Receipt/Annex Number                       |
| DA 2405   | Maintenance Request Register                    |
| DA 2765-1 | Request for Issue or Turn-In                    |
| DA 3032   | Signature Headcount Sheet                       |
| DA 3034   | Production Schedule                             |
| DA 4552   | Kitchen Requisition                             |
| DA 2970   | Headcount Report                                |
| DA 7454   | Monthly Earnings and Expenditure Record         |
| DA 3161   | Request for Issue or Turn-In                    |
| DA 3234   | Inventory Record                                |
| DA 3234-1 | Monthly Inventory Recap Sheet for DA 3234       |
| DA 3294   | Ration Request/Issue/Turn-in Slip               |
| DA 3546   | Control Record for Dining Facility DD Form 1544 |
| DA 3988   | Equipment Replacement Record                    |
| DA 5914   | Ration Control Sheet                            |
| DA 7589   | Subsistence Vendor Contract Discrepancy Report  |
| DA 5913   | Strength & Feeder Report                        |

#### **8.2.4 Department of Defense Forms**

| NUMBER    | TITLE   |
|-----------|---|
| DD 577    | Appointment/Termination Record Authorized Signature |
| DD 1131   | Cash Collection Voucher                             |
| DD 1532-1 | Pest Management Maintenance Record                  |
| DD 1544   | Cash Meal Payment Book                              |
| DD 1608   | Unsatisfactory Materiel Report (Subsistence)        |
| DD 1662   | DOD Property in the Custody of Contractors          |

#### **8.2.5 Department of the Army Labels**

| NUMBER | TITLE             |
|--------|-------------------|
| DA 177 | Pre-prepared Food |
| DA 178 | Leftovers         |