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## SECTION 1 – GENERAL REQUIREMENTS

### 1.1 INTRODUCTION

#### 1.1.A Objective

The Government's objective is to obtain Logistics Services at the Marshall Space Flight Center (MSFC) by means of a performance based, Firm Fixed-Price (FFP) order with emphasis on achieving performance results. Order requirements are identified as Lump Sum FFP, Indefinite Delivery Indefinite Quantity (IDIQ), or No Cost to This Order. The Contractor shall provide the necessary expertise, capabilities, management, equipment, supplies, materials, and personnel (not otherwise provided by the Government) to perform Logistics Services for MSFC. The Logistics Services consists of: Environmental Services, Mail Services, Equipment Maintenance and Repair (M&R) Services, Motor Pool Services, Property Services, Move Services, Disposal Services, and Food Services. While tasks will be principally performed on-site, some effort will be performed at near-site locations. These activities shall emphasize supporting the missions of MSFC in a safe, reliable, and timely manner.

MSFC is committed to safety, quality, and core values. As a result, a MSFC Safety, Health and Environmental (SHE) Policy, a Quality Policy, and MSFC Core Values have been established. These are provided below:

#### **MSFC SHE Policy:**

**Safety:** MSFC will strive to prevent human injury and occupational illnesses and ensure safety for all operations and products.

**Health:** It is MSFC's policy to promote and maintain the physical and mental well-being of its employees.

**Environmental:** MSFC will strive to protect, preserve, and enhance the quality of the environment while conducting its primary mission activities.

#### **MSFC Quality Policy:**

MSFC policy is to provide quality products and services to our customers through the Marshall Values.

#### **MSFC Core Values:**

People, Customers, Excellence, Teamwork, and Innovation. See Attachment 6-5 for a listing of the subelements.

**Logistics Services Values**

The Logistics Services Department (LSD) Values are People, Financial Integrity, Learning and Growth, and Operational Excellence. See Attachment 6-6 for a listing of the subelements.

**1.1.B Background**

The work requirements in the order are, in most instances, specified as performance results rather than as specific work tasks. The Government is providing relatively little specification detail and few limits on work and management processes. The Contractor shall propose approaches, methods, and technologies to achieve the results and develop the procedures and schedules to perform the work as defined herein. The required comprehensive result is for Logistics Services to support all MSFC customer requirements necessary for accomplishment of the Center's mission.

**1.1.C Documentation/Data Deliverables**

The Contractor shall develop the required deliverable documentation referenced in this Performance Work Statement (PWS) and described in Data Procurement Document (DPD) 988, Attachment 2.

**1.1.D Definitions and Acronyms**

Definitions and acronyms for terms listed herein are contained in Appendix A.

**1.2 GENERAL REQUIREMENTS**

Order requirements specified are part of the Lump Sum FFP portion of the order and include: Industrial Safety, Health, and Environmental Program; Program Management; Security; Technical Reference Library (TRL); Personnel Qualification/Certification; Quality Control (QC)/Quality Assurance (QA); and Work Control System. The key order requirements are contained in the Performance Summary (PS) below.

<b><u>PERFORMANCE SUMMARY</u></b>		
<b>Function: General Order Requirements --- Contractor Industrial SHE Program</b>		
<b>WORK REQUIREMENT</b>	<b>PERFORMANCE MEASURE</b>	<b>PERFORMANCE STANDARDS</b>
Contractor Industrial Safety, Health, and Environmental Program	Safety and Health Plan In Accordance With (IAW) Marshall Procedures and Guidelines (MPG) 8715.1	Performing Safety and Health Program In Accordance With the Safety and Health Plan, Data Requirements Description (DRD) 988SA-001.
	Safety audits and walk-through inspections	No major audit findings. IAW the Safety and Health Plan.
	Management commitment and employee involvement in the Safety and Health Program	Performed and maintained IAW the Safety and Health Plan.
	System and Worksite Hazard Analysis	Performed and maintained IAW the Safety and Health Plan.
	Hazard prevention and control	Performed and maintained IAW the Safety and Health Plan.
	Safety and Health training	Completed IAW any applicable required training.
	Environmental compliance	No major findings or fines.

**1.2.A Contractor Safety and Health Program**

The Contractor shall establish and implement an Industrial Safety, Health, and Environmental Program and provide a Safety and Health Plan IAW DRD 988SA-001. The Contractor's Industrial Safety, Health, and Environmental Program shall incorporate the following Safety and Health Program Core Process Requirement (CPR) elements documented in MPG 8715.1.

- 1.2.A.1 Management commitment and employee involvement in the Safety and Health Program.
- 1.2.A.2 System and worksite hazard analysis.
- 1.2.A.3 Hazard prevention and control.
- 1.2.A.4 Safety and Health training.
- 1.2.A.5 Environmental compliance.

All associated safety, health, and environmental activities shall be performed IAW MPG 8715.1. The Contractor shall serve as building managers for assigned buildings. Associated responsibilities are contained in MPG 8715.1.

The Contractor shall provide all safety equipment required to perform the work specified in this order. All work shall be conducted in a safe manner and shall comply with all Occupational, Safety, and Health Administration (OSHA), and National Aeronautics and Space Administration (NASA) requirements, and MPG 8715.1.

Prior to commencing work, the Contractor shall meet in conference with the Contracting Officer (CO) and Contracting Officer Technical Representative (COTR) to discuss and develop mutual understandings relative to implementation of the Safety and Health Plan and administration of the Safety and Health Program.

The Contractor shall report safety statistics IAW DRD 988SA-002.

**1.2.A.6 Accidents and Close Calls**

The Contractor shall report to the COTR and the MSFC Industrial Safety Officer exposure to any substance, possible exposure to any substance, and all accidents resulting in death, trauma, occupational disease, bodily injury, asset damage, or environmental damage. All accidents and close calls shall be reported to the COTR, the MSFC Industrial Safety Officer, and the Protective Services Department (PSD) within four (4) hours. The Contractor shall complete reports IAW MPG 8715.1, MPG 8621.1, and DRD 988SA-002. The Contractor shall report all emergencies immediately.

The Contractor shall ensure that its employees know how to report any accident, close call, fire, toxic chemical, electrical, security, flooding, or police emergency.

**1.2.A.7 Inspections/Investigations**

The Contractor workspace may be inspected periodically for OSHA and NASA compliance. Abatement of violations will be the responsibility of the Contractor as determined by the Government. The Contractor shall provide assistance to applicable NASA/MSFC organizations, investigative organizations, and the OSHA inspector if a complaint is filed or an investigation or inquiry is initiated on a contractor employee.

**1.2.A.8 Damage and Loss**

The Contractor shall submit to the COTR a full report of damage or loss to Government or personal property, Government equipment, or the on-site environment by Contractor employees. Damage and loss reports for Government property and equipment shall be submitted to the cognizant Property Administrator, COTR, and the MSFC Industrial Safety Officer within twenty-four (24) hours of the occurrence. Suspected incidents of vandalism or purposeful destruction of property shall be reported immediately to the Protective Services Control Center (PSCC) for investigation. The PSCC operates twenty four (24) hours a day/seven (7) days a week and may be reached at 544-4357, Option 1.

**1.2.B Environmental Protection and Policies**

The Contractor shall coordinate all environmental protection matters with the COTR. Inspection of any of the facilities operated by the Contractor may be accomplished by the Government or individual(s) authorized by the Government, without notice at any time.

In the event a regulatory agency assesses a monetary fine or penalty against the Government for violations, which directly result from performance by the Contractor in carrying out its responsibilities under this order, the Contractor shall reimburse the Government for the amount of fine or penalty and other related costs incurred by the Government. Any such reimbursement shall be accomplished by an order deduct.

The Contractor shall implement energy and water conservation practices in accordance with 48 Code of Federal Regulation (CFR) Federal Acquisition Regulation (FAR) Subpart 23.2, "Energy Conservation."

The Contractor shall use trained personnel to cleanup any hazardous waste spill that result from Contractor operations. The costs associated with such cleanup shall be the responsibility of the Contractor.

The Contractor shall comply with the instructions of the cognizant MSFC Industrial Safety Office, Occupational Medicine and Environmental Health Services (OMEHS), and the Environmental Engineering Department (EED) with respect to avoidance of conditions which create a nuisance or which may be hazardous to the health and safety of on-site personnel.

The Contractor shall observe and adhere to all requirements for handling and storage of combustible supplies, materials, waste, and trash. Any oils and lubricants generated by the Contractor, including those removed from Government-owned equipment, resulting from work of the Contractor (i.e., Preventive Maintenance {PM}) shall be disposed of IAW Section 3, Environmental Services.

If, during the performance of this order, the Contractor brings any hazardous materials (hazardous as defined under the latest version of Federal Standard No. 313, including revisions adopted during the term of the order) on-site to MSFC, the Contractor shall comply with Marshall Work Instructions (MWI) 8550.5 for approval and submission of MSFC Form 4099. The Contractor shall be responsible for ensuring that all Contractor/subcontractor personnel are made aware of and comply with these requirements.

Nothing contained herein shall relieve the Contractor from complying with applicable Federal, state, and local laws, codes, ordinances, and regulations (including the obtaining of licenses and permits) in connection with hazardous material; or with other clauses regarding hazardous materials, which may be contained in the order.

<u>PERFORMANCE SUMMARY</u>		
<b>Function: General Order Requirements - Contractor Program Management</b>		
<b>WORK REQUIREMENT</b>	<b>PERFORMANCE MEASURE</b>	<b>PERFORMANCE STANDARDS</b>
Contractor Program Management	Management commitment and employee involvement in the Management Operating Plan (MOP)	Managing day-to-day operations as specified in the MOP, DRD 988MA-001, handling all employment matters relating to Contractor employees, and ensuring that the Contractor employee relationship with the NASA Government employees are performed IAW the Contractor's MOP, and all delivered services meet the performance standards identified in the order.  All management practices IAW activities specified in Contractor MOP.  Balance and implementation of MSFC and Logistics Values into MOP.
	Timeliness	Reports are submitted per DPD 988 or as required herein.

**1.2.C Contractor Program Management**

The Contractor shall manage and administer the work effort associated with the Logistics Services order to assure fully adequate, disciplined, and timely completion of these work requirements in a safe manner. Included in this function is a full range of management duties including, but not limited to, planning, scheduling, implementing cost accounting, report preparation, establishing and maintaining records, work control, customer satisfaction control, and QC. The Contractor shall provide an adequate staff of personnel with the necessary management expertise to assure the performance of the work IAW sound and efficient management practices. The Contractor shall make provisions to accommodate fluctuations in work magnitude and type, and shall have the flexibility to respond to emergencies and changing priorities/requirements in an effective and efficient manner.

Because of the work, Contractor personnel shall work closely with the LSD and the EED and fully cooperate with other Contractors and Government employees, heeding any direction that may be provided by the CO or COTR.

The Contractor shall plan, schedule, assess, monitor, and report work described under this order in a manner that maximizes visibility and efficiency.

The Contractor shall distribute Government provided customer-satisfaction surveys. The surveys shall be submitted directly to the COTR. The Government will validate customer complaints.

The Contractor and its employees shall become acquainted with and comply with all Government directives, instructions, policies, and regulations, or abide by requirements as required by the order. See Attachment 11 for a listing of applicable NASA and other Federal agencies directives, instructions, policies, and regulations.

The Contractor shall leave area(s) where property is removed or relocated in a clean and orderly condition and shall reimburse the Government or repair damages, at no cost to the Government, to the property (such as wall, flooring, furniture, equipment) caused by negligent removal operations of the Contractor or Contractor agents.

The Contractor shall address implementation of the MSFC and LSD Values in the MOP.

The Contractor is strongly encouraged to demonstrate proactive and innovative practices on a continual basis throughout the order period.

During the performance of the requirements, the Contractor shall meet affirmative procurement requirements per MWI 8540.2.

Risk management is a continuous process and shall be implemented throughout the life cycle of the order. The risk assessment approach will be included in the MOP to provide specific information on how the Contractor will implement the risk management requirements of NASA Procedures and Guidelines (NPG) 7120.5 and how risk items will be documented and communicated to the Government. In addition, the risk analysis and risk tracking reports will be provided throughout the life cycle of the order IAW DRDMA-003.

The Contractor employees, Contractor employee family members, or persons acting for or on behalf of the Contractor, are prohibited from bidding on any property offered for sale through the disposal process.

No price adjustment shall be made for work elements within the plus or minus 10 percent range of the original quantities as represented in the historical data for work elements included in Clause 18, Variation in Quantity.

**Deleted:** The Contractor shall provide a Risk Management Plan and Analysis and Tracking Reports IAW DRD 988MA-002.

The Contractor shall be required to attend applicable meetings to appropriately plan and execute order requirements.

The Contractor shall provide Monthly Status Reports IAW DRD 988MA-003.

The Contractor shall provide Contractor Cost Reports IAW DRD 988MA-004.

<b><u>PERFORMANCE SUMMARY</u></b>		
<b>Function: General Order Requirements - Security</b>		
<b>WORK REQUIREMENT</b>	<b>PERFORMANCE MEASURE</b>	<b>PERFORMANCE STANDARDS</b>
Security Process Implementation and Contractor Information Technology (IT) Security Plan for general support systems and major applications	Management commitment and employee involvement/ compliance in the Security Process per MPG 1600.1 and IT Security Plan per NPG 2810.1	Maintaining the safeguards as specified in the IT Security Plan, DRD 988CD-001, providing for the availability, integrity, and confidentiality of Information Technology resources.  No major security audit findings.  All IT security activities IAW the IT Security Plan.

**1.2.D Security**

**Information Technology Security**

All known, obvious, or identifiable security violations or breaches will be immediately reported IAW NPG 2810.1.

The performance of this order requires that Contractor personnel process, update, and maintain information/data utilizing government provided data bases/automated data systems including upgrades and Government-provided replacement systems.

The Contractor shall prepare an IT Security Plan that documents how the Contractor and subcontractor personnel will utilize, in a secure manner commensurate with sensitivity of the information involved, those Federal computer systems and software applications managed by others.

The Contractor shall prepare a system-level IT System Security Plan for each Federal general support computer system and major software application managed by contractor and subcontractor personnel in the performance of the order. The security plan(s) shall be based on an

assessment of risks and document the safeguards necessary to ensure sufficient electronic information availability, integrity, and confidentiality as required by NPG 2810.1. The Contractor shall prepare the security plan(s) IAW DRD 988CD-001.

The Contractor shall ensure that its employees do not disclose information relating to the services listed herein to persons not entitled to the information, which includes any classified, unclassified sensitive, and export controlled information.

#### **Access Control**

Each Contractor employee requiring extended Center access (one hundred twenty [120] Day Rule) shall be required to undergo a background check with favorable adjudication by the PSD required for continued access. The Contractor shall also be required to work in mission essential areas at MSFC that requires an increased level of security. Failure to strictly abide by the security requirements may result in future denial of access to these areas (e.g., propping open doors and granting entry to unauthorized personnel). Contractor employees needing regular access to these areas to perform their jobs shall be approved by the COTR and affected area manager and trained by the Government (usually several hours in duration) for access. The Contractor shall obtain proper badges to allow easy access for accomplishing work. Access to secure areas will be an impact for some work that is to be performed. Lack of planning to enter secure area access will not be an acceptable reason for failure by the Contractor to perform timely work. For requesting identification badges for employees, contact PSD at (256) 544-4541, Building 4200, Room 222.

It shall be the Contractor's responsibility to coordinate (with PSD) access to buildings and facilities not open to the general MSFC public and for any required after hour access.

It shall be the Contractor's responsibility to obtain authorized access to buildings and facilities, and arrange for them to be opened and closed to accomplish work under this order. Note, that a higher level of security and limited access to some buildings demands that scheduled work be well coordinated. Typically, access may be coordinated through the building manager and/or approved by an employee listed on the posted Label 24, Controlled Security Area. MPG 1600.1 (Chapter 9) provides guidance for entrance into secure areas or offices.

Keys may be issued to the Contractor on a case-by-case basis when there is an established need approved by the PSD. MPG 1600.1 (Chapter 10) provides guidance for ensuring compliance with MSFC lock and key procedures. However, it shall be the Contractor's responsibility to

arrange for adequate security of the buildings and facilities at the end of each workday. The Contractor shall be responsible for the cost of replacing any keys that are furnished to and lost by its employees. If the COTR decides that a lock must be replaced because of the loss of a key by any Contractor employee, the Contractor shall pay the cost of that replacement. The Contractor shall pay the cost of changing a lock or a lock combination if the COTR has reasonable cause to believe the combination has been compromised. The Contractor shall identify a single point key coordinator to interface with the Government for all issues related to key control.

No employee or representative of the Contractor will be admitted to the site of work unless they furnish satisfactory proof that they are a citizen of the United States, or, if an alien, their residence within the United States is legal.

**Security Administration**

The Contractor shall provide NASA with a list of all on-site Contractor employees working under this order and its designated locations IAW DRD 988CD-002.

The Contractor shall provide assistance to applicable NASA/MSFC organizations, investigative organizations, and the OSHA inspector if a complaint is filed or an investigation or inquiry is initiated on a company employee.

The Contractor shall remove from the site any individual whose behavior is deemed by the CO, COTR, or PSD to be contrary to the public interest or inconsistent with the best interests of Government security.

<b>PERFORMANCE SUMMARY</b>		
<b>Function: General Order Requirements - TRL</b>		
<b>WORK REQUIREMENT</b>	<b>PERFORMANCE MEASURE</b>	<b>PERFORMANCE STANDARDS</b>
TRL and back-up process	Management commitment and employee involvement in the TRL and back-up process	100 percent data/records available and electronically accessible within one (1) day.

**1.2.E TRL**

An onsite TRL shall be set up by the Contractor within six (6) months of order effective date and shall be accepted by the Government. The Contractor shall maintain and update all TRL data relevant to this order throughout the entire order period. The Government will own the TRL data and Government personnel shall have continuous access at a minimum, 6:00 a.m. to 8:00 p.m. Monday through Saturday. TRL data shall be current and shall include, but not limited to:

- 1.2.E.1 Records and reports.
- 1.2.E.2 All applicable Government publications and regulations.
- 1.2.E.3 Operation and maintenance procedures, plans and drawings.
- 1.2.E.4 Government and manufacturers' equipment operation and maintenance manuals.
- 1.2.E.5 Historical data.
- 1.2.E.6 International Organization of Standardization (ISO) documents/standard operating procedures.
- 1.2.E.7 QC/QA.
- 1.2.E.8 Completed Delivery Orders (DO).
- 1.2.E.9 Hard copy of all sections of this order.
- 1.2.E.10 All modifications.
- 1.2.E.11 All Lump Sum H-Orders, and applicable modifications.

**1.2.E.12** All IDIQ H-Orders and applicable modifications.

**1.2.E.13 Records**

The Contractor shall maintain historical records of all work performed, recurring operating records, reports, logs, and other documents specified as order element submissions in the technical sections and PS of the order documentation and reporting requirements.

All correspondence, records, reports, logs, and other documents submitted by the Contractor to the Government will be provided in electronic form where feasible and software compatible, unless otherwise specified. Acceptable formats are Microsoft Word®, Microsoft Excel®, or formats readable by Microsoft Word® or Microsoft Excel®.

Delivery shall be made on Compact Disk-Read Only Memory (CD-ROM) in Personal Computer (PC) format. The Government utilizes Microsoft Windows® and Office 2000® for the PC.

All information and the media (if applicable) on which it is delivered to the Government will become the property of the Government and shall not be returned to the Contractor except for correction of errors.

All records and copies of reports shall be turned over to the COTR within five (5) calendar days following order completion or termination.

**1.2.E.14 Data Collection and Reporting**

The Contractor shall collect data and prepare reports as specified herein. The Contractor shall notify the Government immediately of any anomalous conditions it becomes aware of through the collection or analysis of this data.

The Contractor shall develop the required deliverable documentation referenced in this PWS and described in DPD 988, Attachment 2.

**1.2.E.15 Electronic Data Back-up**

The Contractor shall determine and document the back-up process for all electronic systems, records, and data per MPG 2800.1.

<u>PERFORMANCE SUMMARY</u>		
<b>Function: General Order Requirements --- Personnel Training</b>		
Personnel licensing, certification, and specific experience requirements	Quality	Implement Personnel Certification and Training Plan IAW DRD 988MA-002 and MWI 3410.1.  All personnel licensed and certified as required.
	Timeliness	Employee safety, health, and environmental training and certifications are entered and maintained current on CERTRAK.  Maintained current and not allowed to lapse.

**1.2.F Contractor Personnel Licensing, Certification, and Specific Experience Requirements**

The Contractor shall submit verification of required licenses, certificates, and experience IAW DRD 988MA-002. All licenses and certificates shall be maintained current throughout the order period.

The Contractor shall provide personnel that have the appropriate skill commensurate with that required for the work. The Contractor should be aware that MSFC is classified as a hazardous waste-site as defined in the Comprehensive Environmental Response Compensation and Liability Act (CERCLA). All field workers who work at this site in areas of potential contamination must have completed a twenty-four (24) hour hazardous waste site operators training class as defined in OSHA regulations. The Contractor shall provide or make available training courses in environmental compliance, hazardous materials, hazardous waste management, and emergency response IAW applicable laws. Specific requirements are listed in Section 3, Environmental Services.

Specific training is required to execute some duties at MSFC. In general, training for its employees and subcontractors shall be the responsibility of the Contractor. When the Government provides training applicable to the requirements of this order, it may make such training available to the Contractor at no expense on a space availability basis. In either case, training will occasionally remove the Contractor's staff from normal work activities. Attachment 6-2 lists some, but not all, training that will be necessary to execute order requirements. Government-provided training is denoted on the attachment.

### Personnel Certification and Training Plan

Many of the elements in this order require work on systems that are critical to the success of the Center's mission that are potentially hazardous. Therefore, the Contractor shall have a Personnel Certification and Training Plan, which establishes the Contractor's certification requirements for personnel working in these situations, describes plans for providing necessary training, and defines controls to assure only qualified personnel perform this work. The Contractor shall provide this plan IAW DRD 988MA-002.

Appropriate certifications shall be entered into the MSFC CERTRAK database and maintained current.

<b>PERFORMANCE SUMMARY</b>		
<b>Function: General Order Requirements - Contractor Quality Control</b>		
<b>WORK REQUIREMENT</b>	<b>PERFORMANCE MEASURE</b>	<b>PERFORMANCE STANDARDS</b>
Contractor QC Program	Management commitment and employee involvement in the QC Program	Perform QC IAW QC/QA Plan, DRD 988QE-001.  No major QC audit findings.
	Recurrence control	IAW QC from QC/QA Plan.
	Customer Satisfaction	Minimum of 95 percent customer satisfaction from survey assessments in determining service performance for all contracted tasks.

#### 1.2.G Contractor QC Program

The Contractor shall be responsible for all QC/QA aspects associated with the performance of this order, evaluating all individual PWS tasks and PS results metrics. The Contractor shall implement an effective QC Program that provides continuous assessment and evaluation of performance. Weaknesses and vulnerabilities shall be identified; root causes determined, and corrective action taken.

The Contractor shall establish and follow a complete QC/QA Plan to ensure the requirements of the order are provided as specified. The Contractor shall prepare this plan IAW DRD 988QE-001.

As a minimum, the Contractor QC Program shall be compliant with The American National Standards Institute (ANSI), the American Society for Quality (ASQ), and ANSI/ISO Q9001-2000. Write or call ASQ, P.O. Box 3005, Milwaukee, Wisconsin 53201-3005, telephone 414-272-8575 or 800-248-1946, FAX 414-272-1734, to obtain this document.

**1.2.G.1** The Contractor established QC Program shall be maintained IAW the FAR Section 1 Clause 52.246-4, "Inspection of Services-Fixed Price," to ensure that the work performed under the order conforms to the order requirements. The Contractor's Quality Planning (QP) shall provide Contractor management with an effective and efficient means of identifying and correcting problems throughout the entire scope of operations.

**1.2.G.2** An up-to-date file of all inspection records (both performed and scheduled), inspection results, dates, and details of corrective actions taken, shall be maintained by the Contractor through the term of this order. The file shall be the property of the Government and made available to the COTR or designated representative during normal duty hours. The file shall be turned over to the CO within five (5) normal duty working days following completion or termination of this order.

**1.2.H Government Inspections**

IAW the FAR 52.246-4, "Inspection of Services Fixed Price," each phase of the services rendered under this order is subject to Government inspection, or inspection by individual(s) authorized by the Government, during the Contractor's operations and after completion of the tasks. The Government's QA Surveillance Program is not a substitute for the QC Program by the Contractor. All costs associated with rework to make the performance satisfactory are the responsibility of the Contractor. In addition, performance deductions will be made pursuant to the Clause 13, "Consequences of Contractor's Failure to Perform Required Services For Lump Sum Work," and Clause 14, "Consequences of Contractor's Failure to Perform Required Services for IDIQ Work." The Government reserves the right to choose the inspection methods to be used in implementing its QA Program and vary the inspection methods utilized during the work, without notice to the Contractor.

The Contractor shall be subject to special audits, vulnerability assessments, and functional/internal control reviews conducted by various Government review teams, such as the Government's General Accounting Office (GAO), NASA Office of Inspector General (OIG), or any other NASA review teams.

The Government will inform the Contractor of deficiencies discovered and make data containing these deficiencies available to the Contractor. Inspection results will be used by the Government as input in determining monthly payments to the Contractor.

<b><u>PERFORMANCE SUMMARY</u></b>		
<b>Function: General Order Requirements to Include Program Management Efforts</b>		
<b>WORK REQUIREMENT</b>	<b>PERFORMANCE MEASURE</b>	<b>PERFORMANCE STANDARDS</b>
Work Control System	Input into a Government provided Work Control System for Logistics Services	Provides single source of customer assistance for all Logistics Services.  98 percent accuracy of entries.
	Development of required databases	Meets customer requirements by providing service processing, dispatching, tracking, and statusing; management notification and escalation of problems; DO metrics and customer satisfaction statistics.
	Timeliness	System is maintained current.

**1.2.I Work Control System**

**1.2.I.1 Government Provided Work Control System**

The Contractor shall use and electronically transmit all Logistics FFP and DO information in the Government-provided, electronic Work Control System, including upgrades and Government-provided replacement systems.

The Work Control System capabilities shall provide online access to designated Logistics civil service and Contractor personnel. Government-provided training on the system functionality will be provided. The Work Control System plans, tracks, executes, controls, and reports work accomplishments, schedules, and resources across functional Logistics activities. The Work Control System tracks and reports planned versus actual resource utilization and provides ad hoc inquiry capabilities, with data being readily available. This provides the Contractor a single source of information in which to provide comprehensive customer assistance for all Logistics Services.

MSFC civil servants and Contractors requesting services listed in the order herein will utilize the electronic order entry function of the Work Control System, phone, fax, walk-in or contractor provided web-based ordering system (retail store).

The Contractor shall implement all necessary internal work control procedures to ensure fully adequate and timely submission of applicable information. The Contractor shall

plan and schedule work to assure material, labor, and equipment are available, and environmental and safety concerns are met to complete work requirements within the specified time limits and in conformance with the quality standards established herein.

The Contractor is advised that the Government plans to transition (at sometime during the performance of this order) existing IT systems to a Government-provided system (i.e., SAP R3 product) which will support the Integrated Financial Management Program (IFMP).

The Contractor shall be responsible for entering work control information into the Agency Legacy Logistics Business Systems: NASA Equipment Management System (NEMS), NASA Property Disposal Management System (NPDMS), NASA Supply Management System (NSMS), NASA Online Supply Catalog (NOSC); MSFC Legacy Systems: Procurement Discrepancy Tracking System (PDTS), Vehicle Equipment Operations (VEO) software application and the Flight Hardware Service Requirements System (FHSRS) as identified in the PWS, until such time as those systems are replaced by the Integrated Asset Management (IAM) part of IFMP; and Agency Financial Business System: Integrated Financial Management (IFM).

#### **1.2.I.2 Contractor Provided Databases/Systems**

The Contractor shall provide databases/systems to meet the following requirements:

##### **1.2.I.2.a Retail Store Database/System Functionality**

The Contractor on line system shall provide the following minimum capabilities and/or performance characteristics. Section 7.1.I contains additional requirements for this system.

- 1.2.I.2.a.(1)** Ability to transmit/receive transactions via the Internet.
- 1.2.I.2.a.(2)** Ability to collect management data that the Government may use to prepare standard and ad hoc reports.
- 1.2.I.2.a.(3)** Ability to track user/organization unit/activity/order.

- 1.2.I.2.a.(4) Ability to maintain three (3) calendar years of transaction history, one (1) calendar year online and two (2) calendar years off-line with off-line data to be made available online within twenty-four (24) normal duty hours of notification.
- 1.2.I.2.a.(5) Ability to support encryption of data transmitted to customer/users IAW NPG 2810.1.
- 1.2.I.2.a.(6) Ability to handle large volume of transactions and ability to expand to support growing number of transactions without degradation in service level.
- 1.2.I.2.a.(7) Ability to provide user access to functionality via a web browser without requiring client software.
- 1.2.I.2.a.(8) Ability to handle items utilizing Graphical User Interface (GUI).
- 1.2.I.2.a.(9) Robust search capability.
- 1.2.I.2.a.(10) If service is provided from a Contractor supported central server, ability to maintain 99 percent availability continuously.
- 1.2.I.2.a.(11) The Contractor shall ensure that the system (including data and the web browser) is 508 compliant.
- 1.2.I.2.a.(12) The Contractor shall provide a system-level IT Security  
DRD 988CD-001.

Plan IAW

**1.2.I.3 File Maintenance Features**

The Contractor retail store web-based system shall include the following minimum capabilities and/or performance characteristics:

- 1.2.I.3.a Ability to select views to be presented to any given user (i.e., not all catalogs would be available to all users online at a given time. The latter can be accomplished by creation of sub-catalogs, if necessary).
- 1.2.I.3.b Ability to limit user access to specific commodities (e.g., office code searches only).
- 1.2.I.3.c Description of "help" button/function.

- 1.2.I.3.d Ability to assign synonyms to define alternate terms for words in an item's description.
- 1.2.I.3.e Ability to store and provide item pictures if provided by vendor.
- 1.2.I.3.f Access by user to "user profiles," which contain data such as including, but not limited to name, e-mail address (if provided), telephone and facsimile numbers (w/area code), last order placed, with date, item, and total price, for review and purposes of updating profile information.

**1.2.I.5 Environmental Services**

The current database, Fingerprint, shall be utilized to track hazardous waste and hazardous materials. For additional information about the software, the following website can be viewed: <http://www.em-ci.com/>. The Government is evaluating new software and the Contractor shall be required to help evaluate new software. The Government will be responsible for having data moved from the current database to any new database. Six (6) computers will be provided and maintained by the Government for Contractor use. This database shall be accessible to the Government continuously.

- 1.2.I.6 The Contractor shall provide all data pertinent to the Affirmative Procurement Purchasing requirements in response to MWI 8540.2. The Contractor's purchasing system shall assure the applicable items are screened for the Affirmative Procurement guides, and the compilation of the reports will be submitted. The Contractor shall provide Annual Affirmative Procurement Reports IAW DRD 988LS-016.

**1.3 AVAILABLE GOVERNMENT PROPERTY, MATERIALS, AND SERVICES**

The Government will make available to the Contractor certain Government-owned facilities, equipment, material, and utilities for use in connection with this order. The use of Government property and services for other purposes is prohibited.

All such facilities, equipment, and materials will be made available in its "as is" condition. The Contractor shall maintain all shop, worksites, and storage areas in a safe and clean condition at all times.

The Government may occasionally elect, at its discretion, to make available to the Contractor additional Government-owned materials and equipment beyond those listed in this specification, if available, throughout the term of this order.

**1.3.A Government Furnished Facilities (GFF)**

The Government will make available to the Contractor the facilities listed in Attachment 9. The Contractor shall take adequate precautions to prevent fire hazards, odors, and vermin in GFF. All GFF shall receive the normal services (i.e. emergency, janitorial, refuse, grounds maintenance) provided at MSFC. Normal and routine maintenance shall be provided by MSFC. The Contractor shall obtain written approval from the COTR prior to making any modifications or alterations to the facilities. Any such modifications or alterations approved by the Government will be made at the expense of the Contractor and shall be in compliance with all applicable building codes and standards. At the completion of the order, all facilities shall be returned to the Government in the same condition as received, except for approved modifications or alterations and reasonable wear and tear. The Contractor shall be held responsible for the cost of any repairs caused by negligence or abuse on its part, or on the part of its employees.

**1.3.B Government-Furnished Material (GFM)**

The Government does not intend to provide any material for this order but reserves the right under equitable circumstances.

**1.3.C Government-Furnished Equipment (GFE)**

The Government will make available to the Contractor the GFE described in Attachment 10. The Government will retain title to all GFE provided under this order. Equipment shall be classified as either Special Purpose or General Purpose. At the end of the phase-in period, the Contractor shall notify the Government of any equipment it does not want to keep.

**1.3.C.1 Special Purpose Equipment (SPE)**

Equipment considered unique to this effort and essentially permanent in duration. The responsibility to control, maintain, replace or otherwise modify the inventory of SPE lies with the Government. The Contractor shall operate these items in the best possible manner to ensure maximum utilization of this equipment. The Contractor shall be responsible for routine daily operator inspections on all mobile SPE.

The Government will determine when replacement of SPE is required. Government replaced equipment is subject to funding approval; therefore, specific replacement schedules are not available.

If replacement is due to Contractor negligence in operation or maintenance of equipment, the Contractor shall reimburse the Government for the replacement of the equipment.

**1.3.C.2 General Purpose Equipment (GPE)**

GPE that has historically been provided to the Contractor in performance of these services shall be made available to the Contractor in an "as is" condition. Use of this equipment for work not directly associated with this order is strictly prohibited. If the Contractor elects to use any of the equipment offered, the Contractor shall be fully responsible for maintenance and upkeep of the equipment. The failure of any of this equipment to perform shall not excuse the Contractor for work performance under this order. The Contractor shall return to the Government any Government-owned GPE that can no longer economically be repaired or maintained. If the Contractor determines the equipment turned in is still necessary to accomplish the work, the Contractor shall replace the necessary equipment at no change in order price. Any replaced equipment shall remain the property of the Contractor.

**1.3.D Availability of Utilities**

The Government will furnish the following Utility Services, at existing locations, for use in those facilities provided by the Government: electricity, steam, natural gas, water, sanitary sewer, storm drain, and local communications on-site.

Utilities specified above will be furnished at no cost to the Contractor. However, certain communication services, such as commercial telephone lines, long distance service, pagers, cellular telephones, radios, and high-speed fax/data communications, will be the responsibility of the Contractor. Contractor-provided communication shall be coordinated through the Government.

**1.3.E Government Fueling Services**

The Contractor may purchase fuel (unleaded gas and diesel) from the Government for Contractor provided vehicles operated in conjunction with this order. The Contractor shall use vehicles that comply with Executive Order (EO) 13149. Attachment 6-1 provides recent monthly fuel costs.

**1.3.F Government Furnished Emergency Services**

The Contractor shall post emergency telephone numbers at the job site. Emergencies may be reported by dialing 911 for ambulance, fire, security, or environmental incidents. Security may also be reached at 544-4357. The MSFC Medical Center is located on Morris Road, at

Building 4249, and the phone number is 544-2390. It is open Monday through Friday, between 7:00 a.m. and 3:30 p.m. The MSFC Medical Center may only be used for emergencies and NASA mandated physicals under the general guidelines established by OSHA, Environmental Protection Agency (EPA), and Nuclear Regulatory Commission (NRC). If the Contractor chooses to purchase its own telephone service, 911 calls would be received in local municipal government 911 services instead of the Redstone Arsenal (RSA), Alabama 911 service.

**1.3.G Government Property Management Plan**

The Contractor shall prepare a Government Property Management Plan that defines the Contractor's methods of care, accounting, and control of Government property. The Contractor shall prepare this plan IAW DRD 988LS-001.

**1.4 INVENTORY**

**1.4.A Joint Inventory**

During the last fifteen (15) days of the phase-in period, the Contractor and the Government will conduct a joint inventory of all facilities and equipment to be made available to the Contractor. This inventory shall not be the cause of an adjustment in order price.

**1.4.A.1** During the inventory, the Contractor shall determine which items it chooses to accept for use under this order and the exact quantity, condition, and serviceability of those items.

**1.4.A.2** Items not desired for use by the Contractor shall be identified by written notification on completion of the phase-in period. The Contractor shall stage equipment not desired at an on-site location indicated by the CO for Government pick-up within thirty (30) days after the end of the phase-in period.

**1.4.A.3** The Contractor shall prepare an electronic inventory listing (jointly accepted by the Government and the Contractor) IAW DRD 988LS-012, and maintain the inventory in a current status for the duration of the order. The Contractor shall submit to the CO and COTR an electronic inventory listing whenever changes occur.

**1.4.B Inventory Discrepancies**

The Contractor shall provide a report of inventory discrepancies as they are discovered or suspected IAW DRD 988LS-013.

One (1) month prior to expiration of the base order year and each option year and any earned award-term period, the Contractor shall conduct a joint inventory with the Government of all Government facilities and equipment made available to the Contractor to ensure no discrepancies exist.

**1.4.C Inventory at Order Completion**

At the completion of the order (including option period and award-term period, if any), the Contractor shall return the same property equal in type, kind, quality, and quantity of items as originally made available by the Government and accepted by the Contractor, exclusive of those items of equipment turned over to the Government for disposal during the course of performing the order.

At order expiration, the Contractor shall return all Government-provided equipment, including that which the Contractor replaced but title remains with the Government. Such property shall be in the same or better condition as when originally made available except for normal wear and tear.

**1.5 CONTRACTOR FURNISHED ITEMS**

The Contractor shall provide all facilities, equipment, materials, and services other than what is accepted Government-Furnished Property (GFP) to perform the requirements of this order. The Contractor shall assure that all required materials and parts are readily available within the timeframes required for all work on this order unless otherwise noted.

**1.5.A Materials Required for Repair of Government-Owned Equipment**

The Contractor shall provide new or factory reconditioned parts and components when practicable in providing M&R as described herein, with the exception of furniture repairs. The Contractor shall perform repairs using cannibalized parts from non-serviceable furniture upon approval of the Government. All replacement units, parts, components, and materials to be used in the M&R and alteration of equipment shall be compatible with that existing equipment on which it is to be used; shall be of equal or better quality than original equipment specifications; shall comply with applicable Government, commercial, or industrial standards; shall conform to the metric system of measurement when it is most cost effective for the Government; shall conform to the applicable specifications listed in the technical specifications, Sections 3 through 10 and used IAW original design and manufacturer intent.

Items not listed in the technical specifications shall be of acceptable industrial grade and quality. If the original manufacturer has updated the quality of parts for current production, parts supplied under this order shall equal or exceed the updated quality.

- 1.5.B Procurement and Maintenance of Government-Owned Equipment**  
For equipment procurements, the Contractor shall assure equipment specifications and acceptance criteria as defined by the customer. These same criteria shall apply to maintaining existing in-service equipment.
- 1.5.C Consumable and Incidental Tools, Supplies, and Materials**  
The Contractor shall be responsible for providing all incidental tools, supplies, and consumable materials for accomplishing work under this order unless otherwise noted. Examples would include, but are not limited to, wrenches, work gloves, face shields, welding rod, lumber, office supplies, uniforms, miscellaneous gases (inert and flammable), drums, miscellaneous spill kits and supplies, and sample collection containers.
- 1.5.D Contractor's Site Office**  
The Contractor shall post designated representative and emergency contact telephone numbers.
- This office must be staffed during normal duty hours. The Contractor shall have minimal staff onsite for Center early start to Center Late Close, 6:00 a.m. to 6:00 p.m. The Contractor shall immediately notify the CO and COTR of any change in the telephone number.
- Contractor shall receive call assignments from the government-provided help desk via trouble tickets. Contractor shall provide problem resolution and status updates to the trouble ticket.
- 1.5.E Contractor Furnished Software**  
If the Contractor should provide any software to the Government, or install software on any Government-owned equipment as part of this order, it shall be available Commercial Off-the-shelf Software (COTS). Any data stored on Contractor software shall be made available electronically to the Government. The software will be available to the Government continuously. Prior to installation/utilization of any software that will interface with the MSFC network, the Contractor shall obtain approval from the Government and the Operational Readiness Review (ORR) Process shall be completed.

<b><u>PERFORMANCE SUMMARY</u></b>		
<b>Function: General Order Requirements</b>		
<b>B. IDIQ Work</b>		
<b>WORK REQUIREMENT</b>	<b>PERFORMANCE MEASURE</b>	<b>PERFORMANCE STANDARDS</b>
Execute Order Requirements	Timeliness	Meets negotiated deadlines. Work is started and completed on schedule.
	Quality	Work meets all specification requirements in the job package as to materials and workmanship.

**1.6 IDIQ**

**1.6.A General**

**1.6.A.1** This paragraph explains the IDIQ portion of the order. The services to be provided on an as needed basis include the management, planning, accomplishment, and QC of a broad variety of IDIQ Logistics Service Orders (LSO's) resulting from DO's. Pursuant to Clause 8, IDIQ, the CO, or an authorized representative may issue LSO's, but only the CO may issue DO's. The Government may acquire the following services under IDIQ:

**1.6.A.2** The Contractor shall furnish IDIQ work IAW the requirements set forth in each paragraph that are applicable to the particular service being ordered, and any additional or changed requirements as may be set forth in the LSO or DO issued by the Government to obtain the service.

Either the Contractor or the Government may initiate the requirement for IDIQ work, but work shall not begin without an approved LSO or DO. The LSO or DO "package," which may include parts lists, move statement layouts, or additional specification sheets, will clearly identify the scope of desired work. The Contractor shall include the planning, estimating, and scheduling efforts of IDIQ work as part of the unit prices. Approximately 90 percent of all IDIQ work shall be performed during normal duty working hours.

Sections 3 through 10 show IDIQ work associated with the specific functions covered by the section. This IDIQ work shall not be construed as all-inclusive but is merely a representation of the type of work that may be ordered.

**1.6.B IDIQ LSO or DO Ordering And Proposals**

**1.6.B.1** Upon receipt of an LSO or DO request from the Government, the Contractor shall submit a proposal to the Government. Based on scope of work, work schedule, ability to determine full work scope without partial disassembly or similar actions, or other factors that the Government deems pertinent, work may be ordered and proposal prepared as FFP, Pre-Priced Work (PPW), or Time and Materials (T&M). PPW will only require quantity and a schedule with the associated price. The Contractor's FFP proposal shall consist of a detailed cost-estimate prepared IAW the instructions included in this paragraph, a proposal schedule, and other information required by the LSO or DO description of work. T&M work will be limited to those instances where the Government decides that work cannot be adequately defined at any time during the work process to develop a FFP cost estimate. T&M will be based upon a work scope, not-to-exceed cost and schedule agreed to between the Government and the Contractor. It is anticipated this will be less than 1 percent of the total IDIQ work per year. PPW is work that meets the criteria for IDIQ but a unit rate has been established and only quantity is required to determine price. The Contractor's proposal shall reflect pricing instructions specified in Section 1.6.C. Preparation of proposals by the Contractor shall not constitute an obligation by the Government to issue a LSO or DO for performance, nor is the request for proposal to be construed as the Contractor's authority to commence work.

If required by the Government, prior to proposal submission, the Contractor shall respond to the needs of the Government by visiting the proposed work site in the company of the COTR or authorized representative, or establishing verbal contact with the COTR or designated representative to further define the scope of the requirement. Upon establishment of the scope of the individual requirement, the Contractor shall prepare a proposal for accomplishment of the task.

**1.6.B.2** The Contractor shall transmit proposals electronically, by means of a computer disk or local area network, when so directed by the Government. The software used to prepare such proposal submissions shall be Microsoft® Windows compatible. The Contractor may also be required to submit three (3) hard copies of all LSO or DO proposals.

- 1.6.B.3** Proposal estimates shall be submitted within the following schedule:

Pre-Priced	One (1) normal duty day
FFP	Three (3) normal duty days

Note, the Government will monitor adherence to meeting proposal schedule in Clause 14, "Consequences of Contractor's Failure to Perform Required Services for all IDIQ Work," as a performance requirement.

If the Contractor cannot meet the proposal schedule, the Contractor shall notify the Government within one (1) normal duty day of receipt of a Government requirement and explain the reason(s) for proposal submission delay. The Contractor shall also propose an alternate schedule, subject to approval by the Government. The Government reserves the right to unilaterally deny any extension.

The Contractor shall use the LSO number or the DO number to identify all proposals, submittals, and other documents submitted to the Government.

Upon receipt of the Contractor's proposal, the Government will review the proposal for completeness, accuracy, and reasonableness. The Government may accept the proposal as stated or negotiate any aspect of that proposal. The Government will negotiate with the Contractor all non-pre-priced items and any exceptions to the performance periods.

- 1.6.B.4** LSO's and DO's issued by the Government to commence work will include the following information:

- 1.6.B.4.a** Date of the LSO or DO.
- 1.6.B.4.b** LSO or DO number.
- 1.6.B.4.c** LSO or DO price.
- 1.6.B.4.d** LSO or DO commencement and performance data.
- 1.6.B.4.e** Accounting and appropriation data.
- 1.6.B.4.f** Any other pertinent data.

**1.6.B.5** Upon receipt of LSO or DO, the Contractor may use the LSO or DO number for internal control, or an alternate mechanism. However, all proposals, schedules, vouchers, correspondence, and related documentation shall have the Government LSO or DO number included, as it is the Government's tracking mechanism.

**1.6.C Pricing Information**

**1.6.C.1** In preparing its price estimates, the Contractor shall use the appropriate pricing classifications set forth below. Note, the single material coefficient proposed in the Schedule of Prices shall be used with Fixed Labor Rate (FLR) listed below to determine FFP pricing.

**1.6.C.1.a PPW**

PPW is IDIQ work purchased to provide one unit of work-in place. The unit costs for PPW shall include all costs, direct and indirect, including labor, materials, tools, and special equipment, overhead, general and administration, and profit. PPW is specified in applicable parts of Attachment 1 and is proposed by the Contractor in the "Schedule of Prices for PPW." The CO's authorized representative will issue a completed LSO or the CO will issue a completed DO specifying the number of units, expected delivery date (as stated in each applicable line item), and scope of work. Discussion (negotiations) may take place for work performance schedule. PPW is not subject to application of any contractor coefficient factors.

**1.6.C.1.b FFP and T&M**

**1.6.C.1.b.(1) FLR**

Items that are not pre-priced shall be proposed using FLR and bare cost of materials and equipment for work performed as FFP or T&M. Contractor price estimates of these items shall be in accordance with 1.6.D.1.

**1.6.C.1.b.(2) Material Coefficient**

All FFP and T&M material shall be adjusted by the application of the appropriate coefficient factor listed in the Schedule of Prices.

**1.6.C.1.c FFP only****Specialty Services and Equipment**

Some items that are included in IDIQ work shall be priced as specialty services and equipment.

This will include major equipment purchases as single self-functioning units, costing \$10,000 or greater or services such as Research Development, Test, and Evaluation (RDT&E) equipment subcontract repairs, integration or modification and move services subcontracts.

The Contractor's proposed specialty services and equipment quotes will be adjusted by the "Specialty Services and Equipment Coefficient."

**1.6.C.2 Pricing Hierarchy**

The following hierarchy shall be applied except as specified by the Government.

**1.6.C.2.a PPW****1.6.C.2.b FLR****1.6.C.2.c Specialty Services and Equipment****1.6.C.2.d T&M**

The Contractor shall perform work by the method priced. For example, it is not permissible to price performing work with Contractor skill but actually subcontract the work performance.

Application of all pricing methods may be necessary to complete the required pricing. The Contractor shall group and clearly identify by hierarchy within each LSO or DO estimate, and clearly indicate the application of the various names and type of coefficient factors applied.

The Contractor's proposal shall utilize the above pricing option, which results in the lowest price to the Government.

**1.6.D Price Estimates**

The Contractor shall prepare price estimates for all IDIQ proposals, using the applicable methods described below. The Contractor shall utilize Microsoft Excel<sup>®</sup> compatible computerized estimating software.

Bin materials and supplies shall not be included in the list of proposed priced materials because they are to be included as part of the Contractor's coefficient (reference Schedule of Prices).

Should bin materials and supplies be required for an individual IDIQ that exceed a bare material cost of \$200, the material cost may be included in pricing. Bin materials and supplies are the minor materials and supplies that are incidental to the job.

Examples of bin materials and supplies include, but are not limited to, solder, lead, flux, electrical connectors, electrical tape, fuses, nails, screws, bolts, nuts, washers, spacers, masking tape, sand paper, solvent, cleaners, lubricants, grease, oil, rags, mops, glue, epoxy, compound, clips, welding rods, heat sinks, touch up paint, plumbing, spark plugs, belts, gaskets, rings, engine parts, hydraulic oil, filters, Electrical, Electronic, and Electro-Mechanical (EEE) parts, and refrigeration fittings.

#### **1.6.D.1 Price Estimates for FLR Work**

Non-PPW shall be priced per the following procedures:

##### **1.6.D.1.a Labor**

Labor shall be priced per the FLR included in the Schedule of Prices. The Contractor shall prepare in the estimate a detailed line-item-by-line-item breakdown of each type skill hour required to accomplish the necessary work. The Contractor's skill hour rate established in the Schedule of Prices for each skill shall be utilized for each skill to extend and establish the Contractor's extended value. The Government will use its estimate for the number of skill hours needed to accomplish the work in negotiating the final skill hours for each line item.

##### **1.6.D.1.b Material & Equipment**

In its proposal, the Contractor shall submit line-item detail of the types and quantities of materials or equipment required to complete the proposed task. The number of units, unit cost, and extended bare cost shall be provided for each piece of equipment and/or material.

If the estimated or proposed bare cost for any individual item of material or equipment exceeds \$2,500 the Contractor shall provide competitive vendor quotes to support the proposed bare cost of that line item unless otherwise directed by the Government. Furthermore, the Contractor shall use competition to the maximum extent

practical in the acquisition of material or equipment regardless of its estimated value.

The appropriate coefficient factors in the Schedule of Prices shall then be applied to the total bare cost of materials and/or equipment.

**1.6.D.2 Price Element for Specialty Services and Equipment**

Specialty Services and Equipment are used for items that are not pre-priced, and not priceable by FLRs. For Specialty Services, if the estimated or proposed subcontract price of a line item exceeds \$2,500, the Contractor shall provide three (3) competitive subcontractor quotes to support the proposed price of that line item unless otherwise directed by the Government. For services priced in this paragraph, the Contractor's coefficient factor shall apply.

**1.6.E Changes To Scope Of Work**

If, during performance of IDIQ work, the Contractor encounters conditions outside its immediate control (which increase the work scope and could not be evaluated during the initial estimating procedures), the Contractor shall place the work in a safe condition at no cost to the Government and shall not proceed without obtaining the CO's or COTR's authorization. The CO or COTR will direct the Contractor to estimate the change of scope for the unforeseen condition only, or prepare a new estimate for the total job as revised. The Government will, after review and approval of the estimate, issue a modification to the LSO or DO for the change in scope. Modifications will be priced in the same manner and hierarchy as LSO's or DO's. The Contractor shall notify all Technical Monitors (or customers being affected) of any schedule delays by the Contractor.

**1.6.E.1 Performance of LSO's or DO's**

The building and work areas may be occupied during performance of work under the order. The Contractor shall take particular care in the execution of the work in all computer, mechanical, electrical, and telephone equipment areas.

**1.6.E.2 Additional Items of Work**

Items of work not initially determined, but within this order scope and general intent, may be negotiated by the CO and added to the order by modification any time during the order period. Prices negotiated for an item for a specific LSO or DO may be used in that order. The negotiated price for the additional items of work incorporated by modification shall

remain in effect for that order year. Prices for additional items of work shall be negotiated each period of the order.

The Contractor's proposed price for additional items requested shall be broken out by labor, material and equipment costs.

**1.6.E.3 Commencement, Prosecution, and Completion of Work**

The Contractor shall be required to (a) commence work under LSO's and DO's within the time stated on the LSO or DO, (b) prosecute the work diligently, and (c) complete all work and make ready for use not later than the time schedule set forth in 1.6.E.4 or the time specified on the LSO or DO, unless otherwise advised in writing by the CO for DO or authorized representative for LSO. The time stated for completion shall include final cleanup of the premises.

**1.6.E.4 Delivery Schedule**

The time for completion of the work targeted by each LSO or DO shall be stated therein and shall be completed IAW the respective IDIQ requirements listed in each appropriate functional section.

Days for which work on an LSO or DO is scheduled and cannot be performed because of Government prohibition shall not be considered working days. Interruptions significantly beyond these described in the Schedule of Prices shall be at no cost to the Government unless the Contractor can provide sufficient justification as determined by the CO that the delay was beyond the Contractor's control, which caused the Contractor to incur additional cost.

Lack of labor, materials, and all necessary equipment, tools, and transportation shall not be an acceptable cause for unsatisfactory performance or failure to complete IDIQ work. Noncompliance with scheduled completion dates shall be subject to deductions per Clause 14, "Consequences of Contractor's Failure to Perform Required Services for IDIQ Work."

**1.6.E.5 Inspection of LSO's or DO's**

Unless otherwise specified in the order, the Government may accept, as promptly as practicable after completion and inspection, all work required by an LSO or DO or that portion of the work the CO or authorized representative determines can be accepted separately.

The Government will accept IDIQ work only after all work has been completed and noted discrepancies have been corrected. A complete LSO or DO package, including a statement of corrective action taken (if other than originally provided in the scope of work), shall be returned to the COTR within three (3) normal duty days. Following final acceptance by the Government, the Contractor shall invoice for payment as specified in Section 1, Clause 23, "Invoices."

**SECTION 2 – RESERVED**

### SECTION 3 – ENVIRONMENTAL SERVICES

#### 3.1 GENERAL REQUIREMENTS

##### 3.1.A The Contractor Shall Provide Environmental Management Support Services to MSFC Designed to Achieve the Following Objectives:

3.1.A.1 Meet Center requirements as defined below.

3.1.A.2 Meet Government regulatory requirements as defined below.

3.1.A.3 Contractor's QC System inspects, evaluates, and reflects Environmental Management Support Service performance.

Some elements of this work, such as inspections, are considered recurring work. For non-recurring work, quantities issued during each performance period may differ from that shown, but the Contractor shall be responsible for all work elements regardless of how many are performed under this order.

3.1.A.4 The Contractor shall input the environmental workload data into the Work Control System per Section 1.2.I.

##### 3.1.B Hazardous and Controlled Waste Management

The Contractor shall provide services to properly manage the MSFC Hazardous and Controlled Waste Program. The Contractor shall establish and maintain internal environmental compliance controls encompassing both management and functional responsibilities for operations at MSFC.

##### 3.1.C Pollution Prevention and Hazardous Material Management

The Contractor shall provide services to properly manage pollution prevention and hazardous material tracking.

##### 3.1.D Storm Water Management

The Contractor shall provide services for Storm Water Management at MSFC.

##### 3.1.E Air Management

The Contractor shall provide services to provide air management support activities.

#### 3.2 ORDER REQUIREMENTS

Key Performance requirements are stated in the summary table below:

**3.2.A Lump Sum FFP Work**

The following shall be bid as FFP work and performed to meet the following requirements:

<u>PERFORMANCE SUMMARY</u>		
<b>Function: Environmental Operations</b>		
<b>A. Lump Sum Firm Fixed Price Work</b>		
WORK REQUIREMENT	PERFORMANCE MEASURE	PERFORMANCE STANDARD
Hazardous Waste Storage Facility (HWSF) Operations	Timeliness of HWSF inspections	Every seven (7) calendar days.
	Timeliness of Satellite Accumulation Areas inspections	Every thirty (30) calendar days.
	Timeliness of Container pickup and issue	Within forty-eight (48) hours
	Quality	No notice of violation or other deficiencies; properly labeled containers; segregated
Hazardous Waste Disposal	Timeliness of disposal	All hazardous disposal actions complete within ninety (90) calendar days and controlled waste within one hundred twenty (120) calendar days.
	Quality	No notice of violations or other deficiencies.
Spill Response Training	Timeliness	Performed at agreed dates.
	Quality	Meets OSHA 29CFR1910.120 requirements.
Hazardous Material Management	Timeliness of hazardous material approvals	Within 48 calendar hours of receipt.
	Quality	95 percent accuracy of database.
Pollution prevention	Quality and timeliness	Three (3) projects implemented annually.
Storm Water Management	Quality and timeliness	No deviations from the AD10 Organizational Work Instructions (OWI)-001. No release of contaminated storm water from systems.
Air Management	Quality and timeliness	100 percent of sources included in Title V permit.
		No notice of violations or other deficiencies.
Reports	Quality and timeliness	On time submission and correct.

**3.2.A.1 Hazardous and Controlled Waste Management****3.2.A.1.a HWSF Operations**

The Contractor shall provide management and operations that include but are not limited to:

- 3.2.A.1.a.(1)** Inspections of the HWSF (every seven (7) calendar days), satellite accumulation points (monthly), medical waste containers (monthly), waste haulers (upon each arrival) to verify cleanliness prior to use, and audit Treatment, Storage, Disposal, Recycling (TSDR) facility utilized IAW AD10-OWI-002.
- 3.2.A.1.a.(2)** Hazardous waste determination, sample collection, pick-up within forty-eight (48) hours, storage, waste consolidation, manifesting (Contractor signature as generator) and cradle-to-grave tracking. The Contractor shall input and maintain hazardous and controlled waste data in the Government provided software, Fingerprint, for tracking of all waste streams. Samples collected will be delivered to the onsite laboratory in Building 4612 at no cost to the Contractor. Sample collection containers shall be provided by the Contractor.
- 3.2.A.1.a.(3)** Transporting to on-site treatment units such as the Groundwater Treatment System and the Industrial Wastewater Treatment Unit.
- 3.2.A.1.a.(4)** Support of spill response within fifteen (15) minutes of notification (as a TC up to \$1,500) and post emergency cleanup, decontamination, neutralizations, and renting tanks. Spill Response is provided in support of RSA Fire Department (first responder). The Center Operations Support Services contractor is the primary spill responder for MSFC with the Logistics Services Contractor providing support. Spill response efforts shall include technical consultation, provision of appropriate containers for spilled materials and miscellaneous initial responder functions until primary organization arrives on the scene.

- 3.2.A.1.a.(5) Provide Department of Transportation containers for waste collection and disposal within forty-eight (48) hours of request.
- 3.2.A.1.a.(6) Provide supplies for spills and operations at the HWSF.
- 3.2.A.1.a.(7) Empty container pickup within forty-eight (48) hours of requests. Acutely toxic containers shall be triple rinsed.
- 3.2.A.1.a.(8) Provide responses within four (4) hours of technical questions to the Government and its contractors.
- 3.2.A.1.a.(9) Attend meetings when requested by the Government or as required to support user organizations.
- 3.2.A.1.a.(10) Maximize storage efficiency of waste materials, but not limited to, use of aerosol can crushing and oil filter crushing.
- 3.2.A.1.a.(11) Input data, update, and coordinate NASA Environmental tracking system for Hazardous Waste and Spills.
- 3.2.A.1.a.(12) Provide training of generators on-site through three (3) sessions per year in proper management of waste containers and Department of Transportation packaging requirements with test.
- 3.2.A.1.a.(13) Collect excess chemicals, batteries, and used oil for excess through Section 9, Disposal Services within forty-eight (48) hours of requests. Drain miscellaneous equipment in support of Disposal Services.
- 3.2.A.1.a.(14) Develop and maintain data to be placed on the EED Home Page.
- 3.2.A.1.a.(15) Seek waste minimization alternatives such as source reduction, onsite and offsite reuse and recycling.
- 3.2.A.1.a.(16) Provide e-mail notification of any waste that exceeds the forty-five (45) day timeframe for exception reporting.

**3.2.A.1.b Hazardous and Controlled Waste Transportation and Disposal**

The Contractor shall provide for Transportation and Disposal Services for hazardous and controlled waste, which require off-site disposal by a certified TSDR facility. The Contractor shall conduct audits of TSDR Facilities IAW AD10-OWI-002 prior to use. The Contractor shall accomplish disposal within the retention times established by Federal, state, and local environmental laws and regulations but not exceeding ninety (90) days for hazardous waste and one hundred twenty (120) days for controlled waste.

Government approval is required for all TSDR's utilized and for selected treatment methods. The Contractor shall require each TSDR utilized to provide current regulatory compliance status. Certificates of disposal and treatment are required for each manifested shipment. The Contractor shall provide manifests of other documentation for Government review and acceptance prior to disposal of waste materials.

All medical waste shall be disposed of on a monthly basis as a minimum or as required by user organizations, which is generally less frequent than monthly.

No wastes shall be mixed with wastes of other generators. Prior to use, waste haulers, trucks, and containers shall be clean and empty. The Contractor shall ensure that all transporters are able to provide transportation and roll-off container support within twenty-four (24) hours of Government request or need.

The Government will consider waste generation outside of normal operations for a determination of inclusion as IDIQ. Typical items for consideration under this element are CERCLA remediation wastes and chemical spill disposal exceeding \$5,000.

**3.2.A.1.c Training Spill Response Personnel**

The Contractor shall provide three (3) eight (8)-hour Hazardous Waste Operations and Emergency Response (HAZWOPER) refresher-training courses for all on-site personnel involved in spill response.

The Contractor shall provide two (2) eight (8) hour Incident Command refresher training courses for all on-site personnel that require Incident Command. The training courses shall comply with all Federal, state, and local environmental laws and regulations (latest edition). Approximately ninety (90) personnel require eight (8) hour HAZWOPER refresher annually, and forty (40) personnel require eight (8) hour Incident Command Refresher training annually. The training sessions will be scheduled and coordinated with the EED and will be conducted in the February-March timeframe each year.

**3.2.A.2 Hazardous Materials Management**

The Contractor shall provide services that include but are not limited to:

- 3.2.A.2.a** Track, control, manage, inventory, and report all hazardous materials used on-site at MSFC. Track all government and Contractor chemical acquisitions. The chemical procurement process is planned to phase in all on-site Government and Contractor procurements as each order is renewed. The Contractor shall input and maintain data in the Government-provided software, Fingerprint, for tracking and scanned images of Material Safety Data Sheet (MSDS's).
- 3.2.A.2.b** Review and approval of Center chemical purchases within forty-eight (48) hours of request.
- 3.2.A.2.c** Inspect hazardous material storage locations twice per year.
- 3.2.A.2.d** Annually train Center users how to report chemicals and obtain approvals and update as required.
- 3.2.A.2.e** Provide responses within four (4) hours of technical questions from the Government and its contractors.
- 3.2.A.2.f** Attend pre-construction conferences and brief Contractors of MSFC environmental issues (including, but not limited, to hazardous waste, hazardous material, solid waste, storm water management, and wetlands).
- 3.2.A.2.g** Attend meetings when requested by the Government.
- 3.2.A.2.h** Develop and maintain data to be placed on the EED Home Page.

**3.2.A.3 Pollution Prevention Program**

The Contractor shall maintain the MSFC Pollution Prevention Program. The following services shall be provided as a minimum:

- 3.2.A.3.a Research pollution prevention and recycling and affirmative procurement opportunities throughout MSFC.
- 3.2.A.3.b Implement pollution prevention projects and Greening the Government EO's throughout MSFC (Government and Contractor operations).
- 3.2.A.3.c Participate in pollution prevention, recycling, and affirmative procurement committees.
- 3.2.A.3.d Support Earth Day activities on Center during the month of April with display and other related activities.
- 3.2.A.3.e Submission of the annual Pollution Prevention Plan Update, survey operations at MSFC for pollution prevention and recycling opportunities.
- 3.2.A.3.f Support implementation of pollution prevention and recycling opportunities.
- 3.2.A.3.g Gather and input data, update, and coordinate NASA Environmental Tracking System for pollution prevention, recycling and affirmative procurement, and ozone depleting substances as required by the Government.
- 3.2.A.3.h Work with MSFC and on-site Contractor procurement personnel to implement the MSFC Affirmative Program and Green Procurements.
- 3.2.A.3.i Prepare materials/data for presentations/awards and perform presentations as required.
- 3.2.A.3.j Provide training for Center personnel in pollution prevention, recycling and affirmative procurement as required.
- 3.2.A.3.k Attend pollution prevention, recycling, and affirmative procurement meetings.

**3.2.A.3.1** Develop and maintain data to be placed on the EED Home Page.

**3.2.A.4 Storm Water Management**

Inspect and document IAW AD10-OWI-001, Consolidated Environmental Response Plan. The Contractor shall provide services that include but are not limited to:

**3.2.A.4.a** Environmental Response Plan for all areas identified in the plan (approximately two hundred {200} locations).

**3.2.A.4.a.(1)** Weekly inspections of hazardous material/waste, various vehicle operations, sandblast areas, fueling/material transfer areas, painting/depainting.

**3.2.A.4.a.(2)** Bi-monthly inspections of aboveground and underground storage tank, and emergency generators stored outside in containment areas.

**3.2.A.4.a.(3)** Monthly inspections of storage yards.

**3.2.A.4.b** Releasing and documenting storm water from containment IAW AD10-OWI-001.

**3.2.A.4.c** Maintaining storm water containments free of debris.

**3.2.A.4.d** Maintaining storm water contact list with the appropriate name, organization, and phone number for user organizations. Train users in storm water requirements and document training.

**3.2.A.4.e** Support of storm water sampling as required that occurs every five (5) years.

**3.2.A.5 Air Management Support**

The Contractor shall provide services that include but are not limited to:

**3.2.A.5.a** Inspect Title V permitted significant sources monthly and document as listed in the Title V permit.

**3.2.A.5.b** Inspect insignificant sources twice a year as listed on Government web page.

- 3.2.A.5.c Continually survey MSFC for new sources as defined in Alabama Department of Environmental Management (ADEM) regulations.
- 3.2.A.5.d Ensure user organizations of Title V permitted sources have all applicable records available for review and inspection.
- 3.2.A.5.e Maintain permitted source list current.
- 3.2.A.5.f Notify Government by phone or e-mail upon discovery of any new source or other source that has been removed or changed within twenty-four (24) hours of discovery.
- 3.2.A.5.g Train and document user organizations to meet permit requirements annually. Contractor shall document training.
- 3.2.A.5.h Provide Title V compliance monitoring.
- 3.2.A.5.i Label all permitted significant and insignificant sources within one (1) month. Contractor shall provide labels.
- 3.2.A.5.j Perform vapor balance test of the gas station in November of each year. Coordinate maintenance and repair activities if vapor balance test fails.

**3.2.B IDIQ Work**

<b>PERFORMANCE SUMMARY</b>		
<b>Function: Environmental Services</b>		
<b>IDIQ Work</b>		
<b>WORK REQUIREMENT</b>	<b>PERFORMANCE MEASURE</b>	<b>PERFORMANCE STANDARD</b>
Hazardous and Controlled Waste Transportation and Disposal and Spill Response	Timeliness	Work is started and completed per negotiated schedule.
	Quality	Work meets all specification requirements in the job package.

**3.2.B.1 Hazardous and Controlled Waste Transportation and Disposal**

For subcontracted services, if the estimated or proposed subcontract price exceeds \$5,000, the Contractor shall provide competitive subcontractor quotes to support the proposed price unless otherwise directed by the CO or COTR. See Section 3.2.A.2 for additional requirements.

**3.2.B.2 Spill Response**

IDIQ work will be ordered IAW Section 1.6, IDIQ work, and completed within the number of calendar or normal duty workdays specified in the IDIQ or DO. Included are spill response and cleanup actions that exceed lump sum (\$1,500) per spill event identified in Section 3.2.A.1. This support will need to be accomplished with the following potential skill categories:

Environmental Technician

**3.3 DOCUMENTATION AND REPORTING REQUIREMENTS**

The requirements are contained in the attached DPD.

**3.3.A Environmental Operations Plan**

The Contractor shall develop an Environmental Operations Plan IAW DRD 988EE-001.

**3.3.B Environmental Monthly Report**

The Contractor shall submit Environmental Monthly Reports IAW DRD 988EE-002.

**3.3.C TSDR Facilities**

The Contractor shall provide audit reports IAW DRD 988EE-003.

**3.3.D Biennial Hazardous Waste Report**

The Contractor shall provide Biennial Hazardous Waste Reports IAW DRD 988EE-006.

**3.3.E Polychlorinated Biphenyl (PCB) Annual Report**

The Contractor shall provide PCB annual reports IAW DRD 988EE-007.

**3.3.F Special Waste Permits**

The Contractor shall prepare solid/hazardous waste determinations for three (3) special wastestreams: Spray on Foam Insulation (SOFI) Foam, Abrasives, Petroleum Contaminated Soil annually IAW DRD 988EE-008.

- 3.3.G ADEM Form 8700-12**  
The Contractor shall complete an updated ADEM Form 8700-12 IAW DRD 988EE-009.
- 3.3.H Hazardous and Solid Waste Management Plan**  
The Contractor shall prepare a Hazardous and Solid Waste Management Plan IAW DRD 988EE-010.
- 3.3.I Tier II Report**  
The Contractor shall prepare a Tier II Report IAW DRD 988EE-004.
- 3.3.J Toxic Release Inventory Report**  
The Contractor shall prepare the Toxic Release Report (Form R) IAW DRD 988EE-005.
- 3.3.K Miscellaneous Reporting**  
The Contractor shall Process Safety Reports (29 CFR 1910.119) IAW DRD 988EE-011. The Contractor shall prepare Hazardous Air Pollutant and Air Emission Estimate Reports IAW DRD's 988EE-015 and 988EE-016.
- 3.3.L Annual Pollution Prevention Report**  
The Contractor shall prepare a Pollution Prevention Plan IAW DRD 988EE-012.
- 3.3.M Storm Water Inspection Log**  
The Contractor shall prepare and maintain the Storm Water Inspection Log IAW DRD 988EE-013. The Contractor shall make the logs available to the Government and other environmental inspectors for inspection/review upon request.
- 3.3.N Vapor Balance Test Report**  
The Contractor shall prepare the Vapor Balance Test Report IAW DRD 988EE-014. The Contractor shall make the vapor balance test logs available to the Government and other environmental inspectors for inspection/review upon request.

**SECTION 4 – MAIL SERVICES**

**4.1 GENERAL REQUIREMENTS**

The Contractor shall provide for receipt and delivery of all incoming and MSFC internal mail, including express documents and small packages. Requirements also include desk-to-desk courier service, maintenance of mailing lists and Standard Distribution Lists (SDL), and distribution of periodic documents. Overall objective is to meet customer receipt and delivery requirements for all incoming and outgoing mail and courier requests. For overnight letter and data shipments, reference the General Services Administration (GSA) small package contract carriers in Section 7.2.A.5, Goods Shipment.

**4.2 ORDER REQUIREMENTS**

Key performance requirements are stated in the summary table below:

**4.2.A Lump Sum FFP Work**

The following shall be bid as FFP work and performed to meet the following requirements:

<b><u>PERFORMANCE SUMMARY</u></b>		
<b>Function: Mail Service Operations</b>		
<b>A. FFP Work</b>		
<b>WORK REQUIREMENT</b>	<b>PERFORMANCE MEASURE</b>	<b>PERFORMANCE STANDARD</b>
Receive and deliver U.S. Postal and internal MSFC mail	Receipt and delivery timeliness	Process all outgoing mail designated for the United State Postal Service (USPS) daily before 2:45 p.m. except holidays and weekends.  Deliver incoming USPS mail within eight (8) normal duty hours of receipt.  Deliver incoming internal mail no later than the next normal duty day.
	Quality	Place Daily Planet in holders by 8:00 a.m.  Process all mail IAW USPS specifications.
	Instances of lost or damaged mail	No instances of lost or damaged mail while in Contractor possession.

<b><u>PERFORMANCE SUMMARY</u></b>		
<b>Function: Mail Service Operations</b>		
<b>A. FFP Work</b>		
<b>WORK REQUIREMENT</b>	<b>PERFORMANCE MEASURE</b>	<b>PERFORMANCE STANDARD</b>
Maintain MSFC Mailing Lists, SDL's, and Other Mail Operations Data	Quality/Timeliness	All lists are maintained current and accurate based on available data.

#### **4.3 Specific Requirements for Mail Services**

The Contractor shall be responsible for managing MSFC's Mail Services. The Contractor shall perform these specific requirements during working hours of 7:00 a.m.– 4:30 p.m. Personal Protective Equipment (PPE) (i.e., nitrile gloves, facemasks, or aprons) shall be made available by the Contractor for the Contractor employees as safety requirements dictate. The Contractor shall submit a report documenting the comprehensive results of all Mail Services performed IAW DRD 988LS-023.

- 4.3.A** Pickup and deliver of mail to MSFC mail stations on and offsite. Map of MSFC site in Attachment 6-4.
- 4.3.B** Perform scheduled pickup/delivery to the Space & Rocket Center once per week.
- 4.3.C** Operate the Government-furnished postage metering equipment (Pitney Bowes Mail Meter System) (meter, scale, printer, Central Processing Unit {CPU}).
- 4.3.D** Mail outgoing USPS via the USPS Service that picks up at Building 4200. Prepare certified/registered mailings as requested by customers.
- 4.3.E** Receive, store, and distribute MSFC mail IAW the established SDL.
- 4.3.F** Follow procedures established by USPS and MSFC for handling any suspicious packages or mail, MPG 1551.1.
- 4.3.G** Scan all received goods from the USPS, which will physically fit through the Government-furnished x-ray equipment (currently American Science and Engineering (AS&E) MICRO-DOSE X-Ray Inspection System, Model 66Z), to identify any suspicious contents. Training on equipment provided by MSFC.
- 4.3.H** Deliver the Daily Planet.

- 4.3.I Bi-weekly machine fold and deliver of Earning and Leave Statements using the Government-furnished folding and stuffing equipment (currently Pitney Bowes Folder & Sheet Feeder 5 Series Base Unit).
- 4.3.J Pickup, sort, and distribute payroll documentation.
- 4.3.K Annually machine fold and mail W-2 forms.
- 4.3.L Bi-annually machine fold and mail information statements.
- 4.3.M Provide mail support such as stuffing packages, preparing mailing labels and special mail outs to include, but not limited to, Awards Days, MSFC Family Fun Day, MSFC Safety Day, MSFC annual calendar distribution, annual city telephone directories, and Manned Flight Awareness Mail outs.
- 4.3.N The Contractor shall maintain mailing lists and the SDL's current.

**4.4 IDIQ WORK**

<u>PERFORMANCE SUMMARY</u>		
<b>Function: Courier Service</b>		
<b>B. IDIQ Work</b>		
<b>WORK REQUIREMENT</b>	<b>PERFORMANCE MEASURE</b>	<b>PERFORMANCE STANDARD</b>
Execute Order requirements	Timeliness	Work is started and completed per negotiated schedule.
	Quality	Work meets all specification requirements in the job package.

- 4.4.A **Desk-to-Desk Courier Service**  
This service may be ordered on a monthly basis.

Perform desk-to-desk Courier Service for time sensitive packages of less than sixty (60) pounds within MSFC and near-site.

The Contractor shall receive all Courier Service Requests and process in the Work Control System as described in Section 1.2.I.

The Contractor shall evaluate the regularity of the requests and modify the standard daily mail stop routine with approval by the COTR.

The Contractor shall submit Mail Operations/Courier Services reports LAW DRD 988LS-021.

**SECTION 5 – EQUIPMENT M&R SERVICES**

**5.1 GENERAL REQUIREMENTS**

The Contractor shall maintain, in proper operating condition, the Government-owned photographic, research, development, test and evaluation, machine shop equipment (excluding said equipment located in Buildings 4650, 4653, and 4705), portable fire extinguishers, office equipment (consisting of typewriters, calculators, furniture and miscellaneous equipment), medical equipment and physical exercise equipment on Center and near-site.

The Contractor shall input M&R workload data into the Work Control System per Section 1.2.I.

**5.2 ORDER REQUIREMENTS**

Key performance requirements are stated in the summary tables below:

**5.2.A Lump Sum FFP Work**

The following shall be bid as FFP work and performed to meet the following requirements:

<b><u>PERFORMANCE SUMMARY</u></b>		
<b>Function: Equipment M&amp;R</b>		
<b>A. Lump Sum FFP Work</b>		
<b>WORK REQUIREMENT</b>	<b>PERFORMANCE MEASURE</b>	<b>PERFORMANCE STANDARD</b>
Perform approved Maintenance Plan, DRD 988LS-002 for each equipment type	Timeliness	Perform IAW the approved Maintenance Plan.
	Quality	Designated work procedures followed.  Equipment operations result in required outputs and availability IAW the approved Maintenance Plan.  Equipment operations meet the requirements of NPG-8831.2.  Problems corrected – no repeat call as a result of first service.

<b><u>PERFORMANCE SUMMARY</u></b>		
<b>Function: Equipment M&amp;R</b>		
<b>A. Lump Sum FFP Work</b>		
<b>WORK REQUIREMENT</b>	<b>PERFORMANCE MEASURE</b>	<b>PERFORMANCE STANDARD</b>
Perform approved Maintenance Plan, DRD 988LS-002 for each equipment type (continued)	Response	Respond to routine Trouble Calls (TC's) within Twenty-four (24) hours and complete within fourteen (14) normal duty days.  Respond to emergency TC's within thirty (30) minutes and complete within twenty-four (24) hours.
	Response	Respond within twenty-four (24) hours and completed within five (5) normal duty days from receipt of request.
Perform repair of office furniture	Quality	Problem corrected-no repeat calls as a result of first service.
	Timeliness	No more than thirty (30) minutes per item for in office repairs.

**5.2.A.1 Specific Requirements for M&R and TC's (Remedial M&R)**

**5.2.A.1.a Perform Maintenance Plan**

**5.2.A.1.a.(1)** The Contractor shall prepare a Maintenance Plan for all RDT&E equipment and other equipment types listed below IAW DRD 988LS-002. The plan shall integrate the Reliability Centered Maintenance (RCM) techniques (for improving equipment reliability and reducing costs through the use of innovative techniques as required in NPG 8831.2). The Contractor shall ensure that critical equipment such as that which interfaces with Space Flight Hardware/Systems and other critical hardware is identified. Critical equipment shall not be identified as "run to failure" unless RCM analysis tools cannot reasonably be applied to that particular piece of equipment or that particular piece of equipment would not harm any critical hardware during any failure mode. The Maintenance Plan shall be accepted by the COTR prior to phase-in completion

- 5.2.A.1.a.(1).i** If exercised as an option under contract line item number 00X1.0523, the Contractor shall prepare a Maintenance Plan for the equipment listed below IAW DRD 988LS-002 (as tailored for non-RCM option).
- The Contractor shall ensure that critical equipment such as that which interfaces with Space Flight Hardware/Systems and other critical hardware is identified.
- 5.2.A.1.a.(2) Equipment Type List**
- 5.2.A.1.a.(2).i Printing, Binding and Bookbinding Equipment**  
The Contractor shall provide M&R Services for printing, binding and bookbinding equipment, including, but not limited to: Diazo printers; addressograph machines; graphotype machines; headliners; offset duplicators; print folders; blueprint machines; blueprint folders; offset presses; aperture card duplicators; paper cutters; paper drills; stitchers; sealing machines; and microfiche duplicators.
- 5.2.A.1.a.(2).ii Photographic Equipment**  
The Contractor shall provide M&R Services for photographic equipment including, but not limited to: overhead projectors; slide projectors; reader printers; motion picture projectors; film processors; x-ray processors; enlargers/timers; print dryers; chemical mixers; film cleaners; film editing machines; motion picture cameras; still picture cameras (including digital cameras); camera power supplies, and camera strobes and lighting equipment.
- 5.2.A.1.a.(2).iii Office Equipment and Furniture**  
The Contractor shall provide M&R Services for office equipment including, but not limited to: rotary files; automatic labelers; electric and electronic calculators; cash registers; signature equipment; lettering machines and furniture items such as those shown in Attachment 14.
- 5.2.A.1.a.(2).iv Sound Recording and Reproducing Equipment**  
The Contractor shall provide M&R Services for sound recording and reproducing equipment

including, but not limited to: audio tape recorders; digital audio recorders; wideband recorders; frequency modulation calibration sets; tape degaussers; amplifiers; acoustic horns; monitors, mixers; audio signal processing equipment; speakers; microphones; patch bays; audio cables; and portable sound equipment.

**5.2.A.1.a.(2).v**

**Video Recording and Reproducing Equipment**

The Contractor shall provide M&R Services for video recording and reproducing equipment including, but not limited to: video recorders; cameras and reproducers; video and television monitors; Radio Frequency (RF) sets; and video production equipment.

**5.2.A.1.a.(2).vi**

**Meteorological Equipment**

The Contractor shall provide M&R Services for meteorological equipment including, but not limited to: wind recorders; detectors and translators; barometers; manometers; controllers; control recorders; and monitors.

**5.2.A.1.a.(2).vii**

**Chemical Analysis Instruments**

The Contractor shall provide M&R Services for chemical analysis instruments including, but not limited to: gas chromatographs; mass spectrometers; atomic absorption units; liquid chromatographs; vapor phase absorption osmometers; infrared spectrophotometers; x-ray diffractometers; precision balances; Potential of Hydrogen meters; vacuum ovens; incubators; samplers; concentrators; centrifuges; photometers; analytical balances; temperature controllers; data stations; x-ray recorders; thermo-analysis systems; plotters; furnaces; elemental analyzers; strip chart recorders; roughing pumps; intracoolers; integrators; and integral system components for chemical analysis instruments such as monitors; CPU's; printers, tape drives, controllers and peripherals.

**5.2.A.1.a.(2).viii**

**Physical Properties Testing Equipment**

The Contractor shall provide M&R Services for physical properties testing equipment including, but not limited to: chromatographs; x-ray detectors and

bombardment systems; scanning electron and electron microscopes, optical microscopes; tensile and shear testing equipment; spectrum analyzers; vacuum pumps; diffusion pumps; amplifiers; shock tables; shaker tables; structural, spectral, and dynamic analyzers; filter networks; signal processors; crystal and digital oscillators; data stations; plotters; printers; cathode-ray tubes strip chart recorders; integrators; CPUs; load cells; communication interfaces; Input and Output (I/O) devices; and associated integral system components.

**5.2.A.1.a.(2).ix****Environmental Chambers and Related Equipment**

The Contractor shall provide M&R Services for environmental chambers and related equipment including, but not limited to: autoclaves; thermotron shock test chambers; temperature controllers; filters; amplifiers; power supplies; and vacuum pumps.

**5.2.A.1.a.(2).x****Electrical and Electronic Properties Measuring and Testing Instruments**

The Contractor shall provide M&R Services for electrical and electronic properties measuring and testing instruments including, but not limited to: oscilloscopes; voltmeters; ammeters; hi-pass/lo-pass filters; oscillators; RF generators; signal generators; amplifiers; power supplies; frequency counters; and uninterruptible power supplies.

**5.2.A.1.a.(2).xi****Water Purification Equipment**

The Contractor shall provide M&R Services for water purification equipment including, but not limited to: deionized water systems; tanks; deionizers; and filters.

**5.2.A.1.a.(2).xii****Specialized Semiconductor Microcircuit and Printed Circuit Board Manufacturing Equipment**

The Contractor shall provide M&R Services for specialized semiconductor microcircuit and printed circuit board manufacturing equipment including, but not limited to: gerber photoplotters systems; photoheads; tape drives; magnetic tape transports;

displays; digitizers; artwork generators; graphics displays; printers; power supplies; and controllers.

**5.2.A.1.a.(2).xiii**

**Biomedical and Surgical Equipment**

The Contractor shall provide M&R Services for biomedical and surgical equipment including, but not limited to: Electrocardiogram recorders; stress test equipment; spirometers; defibrillators; respirators; physiological monitors; x-ray developers; x-ray generators; sterilizers; and audiometers.

**5.2.A.1.a.(2).xiv**

**Special Industry Machinery**

The Contractor shall provide M&R Services for special industry machinery including, but not limited to: industrial robots used for welding, painting, stripping paint, and non-destructive evaluation; filament winding machines for developing rocket and engine casing materials; Computerized Numerical Control (CNC) Controllers; positioners and tables for use with industrial welding robots; and other industrial machinery used for RDT&E.

**5.2.A.1.a.(2).xv**

**Metal Finishing Equipment**

The Contractor shall provide M&R Services for metal finishing equipment including but not limited to: plasma coating equipment; I/O racks; power supplies; motion controls; exhaust valves; coating chambers; powder feeders; mechanical and vacuum pumps and chambers; gauges; computer processors; temperature controllers; displays; and CNC controllers and remote units.

**5.2.A.1.a.(2).xvi**

**Other RDT&E Equipment**

The Contractor shall provide M&R Services for RDT&E equipment including, but not limited to: cryogenics systems, rapid prototype systems and equipment; MSFC prototype test and process development systems; CNC machine equipment; data acquisition systems; laboratory peripherals; and other related MSFC RDT&E equipment not specifically mentioned elsewhere in this document.

- 5.2.A.1.a.(2).xvii    Portable Fire Extinguishers**  
The Contractor shall provide M&R Services for all MSFC-owned portable fire extinguishers. Fire extinguishers shall be maintained to applicable National Fire Protection Association (NFPA), OSHA, and NASA standards and regulations.
- 5.2.A.1.a.(2).xviii    Physical Exercise Equipment**  
The Contractor shall provide M&R Services for all MSFC-owned physical exercise equipment including, but not limited to: stairclimber, treadmill, ski machine and multi purpose hydrolic.
- 5.2.A.1.a.(2).xix.    Machine Shop Equipment**  
The Contractor shall provide maintenance and repair services for all MSFC-owned machine shop equipment including, but not limited to lathes, drill presses, milling machines, saws, jointers, grinders, polishers, presses, welders, breaks, shears and other related equipment not specifically mentioned in this document, except for equipment located in Buildings 4650, 4653 and 4705 (which are maintained under another contract). A representative list of machine shop equipment is included in Section 6-1. The list shows the general scope of equipment, however, specific items change from time-to-time. The contractor shall be responsible for all machine shop equipment unless specifically excluded from this document.
- 5.2.A.1.a.(3)**    The Contractor shall be responsible for coordinating the equipment availability and accessibility with the customer.
- 5.2.A.1.b    TC's (REMEDIAL M&R)**
- 5.2.A.1.b.(1)    Scope**  
TC's are the method by which the Contractor performs remedial M&R to correct malfunctions and failures. MSFC or Contractor personnel generally identifies the need for a TC. TC's, which require a total combined labor and material price of \$1,500 (fully burdened) or less to complete, are included in the Lump Sum FFP portion of the order.

**5.2.A.1.b.(2) Response**

Non-availability of materials, equipment or expertise shall not relieve the Contractor from the requirement to complete TC work within the required time.

In those instances where a TC cannot be completed within the required time due to circumstances beyond the Contractor's control, the Contractor shall immediately notify the COTR and provide an explanation for the delay, description of actions taken, and an estimated completion time.

**A Contractor-Operated Work Reception Center will Receive all TC's**

The Contractor shall receive all TC's, classify each as routine or emergency, record and process all TC's in the Work Control System as described in Section 1.2.I. The Contractor will notify the COTR or designated representative by telephone, within fifteen (15) minutes of receipt, of all calls classified as emergency and the response status.

The Contractor shall respond to TC's and perform corrective action as follows.

**5.2.A.1.b.(2).i Emergency Calls**

Emergency calls are those TC's where the work consists of correcting situations that constitute an immediate danger or threat to personnel, property or MSFC mission operations. Examples of emergency call situations are RDT&E equipment failures during critical tests, water purification system outage, inoperative surgical support equipment, imminent safety hazard or any work considered by the COTR to be an emergency. The Contractor shall respond to all emergency calls within thirty (30) minutes.

All work shall be completed within twenty-four (24) hours (or later) with COTR approval.

The Contractor will notify the COTR or designated representative by telephone, within fifteen (15) minutes of receipt, of all calls classified as emergency and the response status.

**5.2.A.1.b.(2).ii Routine Calls**  
 Routine calls involve all other equipment conditions that require repair or remedial maintenance to correct or prevent problems and insure continued normal operations.

**5.2.A.1.c Office Furniture Repair Services**  
 For office Furniture Repair Services, the Contractor shall:

**5.2.A.1.c.(1)** Maintain Furniture Repair Program. Repairs are limited to serviceable furniture. Services include, but are not limited to, cleaning of upholstered items; replacing casters, pneumatic cylinders, and under-seat mechanisms; adjusting drawers; covering scratches; filling holes; and repairing/replacing locks. The Contractor shall estimate the cost of all repairs. If estimated repair costs exceed 66 percent of the replacement cost of the item, the Contractor shall inform the customer and recommend replacing the item.

**5.2.A.1.c.(2)** Perform repairs using cannibalized parts from non-serviceable furniture upon approval of the COTR or designated representative.

**5.2.A.1.c.(3)** Make repairs at the customer site when practical.

**5.2.A.1.c.(4)** Make repairs to serviceable items excessed by customers if it is economical, if the items are reuseable and not discontinued. Rewarehouse the repaired items.

**5.2.B IDIQ WORK**

<u>PERFORMANCE SUMMARY</u>		
<b>Function: Equipment M&amp;R</b>		
<b>B. IDIQ Work</b>		
<b>WORK REQUIREMENT</b>	<b>PERFORMANCE MEASURE</b>	<b>PERFORMANCE STANDARD</b>
Execute Order requirements	Timeliness	Work is started and completed per negotiated schedule.
	Quality	Work meets all specification requirements in the job package as to materials and workmanship.

**5.2.B.1 Work Exceeding TC Cost Limit**

When the completion of a TC will exceed the Lump Sum FFP price limits of \$1,500 (fully burdened) for labor and materials, the Contractor shall notify the COTR with a description of the work needed and a detailed cost estimate. The COTR shall determine whether to proceed with the scope beyond the limit. If so, the work shall be ordered as IDIQ work. The Contractor shall not stop work on an emergency call until the emergency is resolved regardless of the threshold.

IDIQ work may be ordered for any type of equipment specified herein. The work includes equipment M&R beyond Lump Sum FFP limits as well as equipment and other support services below:

**Equipment M&R**

The Contractor shall determine the method of maintaining/repairing the equipment including the decision to return equipment to the original equipment manufacturer or to an authorized service organization with approval from the COTR or designated representative.

**5.2.B.2 Work not Specified in Lump Sum FFP Portion. Work may be Ordered for any Type of Equipment Specified Herein.****5.2.B.2.a Equipment Modification/Integration/Installation**

- 5.2.B.2.a.(1)** The Contractor shall modify, integrate, and install equipment to the manufacturer's latest configuration and/or the customer's requirements.
- 5.2.B.2.a.(2)** If equipment is to be relocated, the Contractor shall inspect on-site equipment prior to movement to determine that said equipment is in proper mechanical, electrical, and operating condition.
- 5.2.B.2.a.(3)** The Contractor shall install and checkout the equipment at the destination site.
- 5.2.B.2.a.(4)** The Contractor shall notify the Technical Monitor before any equipment relocation.
- 5.2.B.2.a.(5)** Contractor shall perform equipment movement as described in Section 8.2.A.4.

**5.2.B.2.b****Test/Dedicated Support**

The Contractor shall provide personnel to support testing for limited durations and dedicated support to MSFC organizations for longer periods of time. This support will need to be accomplished with the following potential skill categories:

- Electronics Technician II
- Electronics Technician III
- Instrument Mechanic
- Pneudraulics System Mechanic
- Photo Technician
- Copier Technician II
- Engineering Technician IV

**SECTION 6 – MOTOR POOL SERVICES**

**6.1 GENERAL REQUIREMENTS**

The Contractor shall operate the MSFC Motor Pool Services. These operations include personnel and group transportation & maintenance of motor pool vehicles and equipment. The Contractor shall maintain, in proper operating condition, the Government-owned SPE to include compressors, construction equipment, mobile cranes, forklifts, generators, personnel lifts, scooters, welders, and special purpose vehicles on Center and near-site. The Contractor shall also facilitate the maintenance of the MSFC GSA fleet to include sedans, pickups, vans, trucks, and tractors. The Contractor shall provide Fuel Support Services to include the fuel station operation and fuel distribution. Additionally, the Contractor shall provide Program Critical Hardware (PCH) support for PCH activities to include equipment checkout and operational standby support.

The Contractor shall input Motor Pool workload data into the Work Control System per Section 1.2.I.

**6.2 ORDER REQUIREMENTS**

Key performance requirements are stated in the summary tables below:

**6.2.A Lump Sum FFP Work**

The following shall be bid as FFP work and performed to meet the following requirements:

<b><u>PERFORMANCE SUMMARY</u></b>		
<b>Function: Motor Pool Services</b>		
<b>A. Lump Sum FFP Work</b>		
<b>WORK REQUIREMENT</b>	<b>PERFORMANCE MEASURE</b>	<b>PERFORMANCE STANDARD</b>
Transportation Services	Timeliness/quality of Personnel Transport Service	Waiting time shall not exceed fifteen (15) minutes with clean equipment operated by courteous, knowledgeable, uniformed personnel.
	Timeliness/quality of Group Transport Service	Meet customer's requirements with clean and correct size vehicle operated by courteous, knowledgeable, uniformed personnel.
	Timeliness/quality of Temporary Duty (TDY) Service	Meet customer's requirements with clean, correct size vehicle, fully fueled.

<b><u>PERFORMANCE SUMMARY</u></b>		
<b>Function: Motor Pool Services</b>		
<b>A. Lump Sum FFP Work</b>		
<b>WORK REQUIREMENT</b>	<b>PERFORMANCE MEASURE</b>	<b>PERFORMANCE STANDARD</b>
Transportation Services (continued)	Compliance with Federal and State Transportation Regulations	Meets Government regulatory requirements, including MWI 3410.1, and performed by trained/certified personnel.
Motor Pool Operations	Timeliness	All PCH SPE and GPE checked within thirty-six (36) to forty-eight (48) calendar hours of scheduled move.
		Meet the GSA schedule for vehicle transport for warranty and maintenance work by others.
		Fuel Distribution: Establish schedule for fuel operations. Respond to call-in requests within 24 hours.
	Quality	Fuel operations meet Government regulations and NASA/MSFC specific requirements (NASA-STD-8719.9, MWI 6430.1, MPG 6700.1, MWI 8540.2, NFPA 54 - National Fuel Gas Code, MPG 8500.1, MWI 8550.4).
Perform approved Maintenance Plan, DRD 988LS-002 for each equipment type	Timeliness	Maintenance actions performed on schedule IAW the approved Maintenance Plan.
	Quality	Designated work procedures followed.  Equipment operations result in required outputs and availability IAW the approved Maintenance Plan.  Operations meet Government regulations and NASA/MSFC specific requirements (NASA Safety Standards/Ground Operation NASA-STD-8719.9, MWI 6430.1, MPG 6700.1, MWI 8540.2, MPG 8500.1, MWI 8550.4).  Problem corrected - no repeat call as a result of first service.

<u>PERFORMANCE SUMMARY</u>		
<b>Function: Motor Pool Services</b>		
<b>A. Lump Sum FFP Work</b>		
<b>WORK REQUIREMENT</b>	<b>PERFORMANCE MEASURE</b>	<b>PERFORMANCE STANDARD</b>
Provide Remedial M&R Services	Response	Respond to routine TC's: For compressors, construction equipment, forklifts, generators, personnel lifts, scooters, and welders within twenty-four (24) hours and complete within seven (7) days.  For mobile cranes and special purpose vehicles within twenty-four (24) hours and complete within fourteen (14) days.  Respond to emergency TC's: Within two (2) hours and complete within forty-eight (48) hours.
	Quality	Problem corrected and no repeat call as a result of first service.

**6.2.A.1 Specific Work for Transportation Services**

- 6.2.A.1.a The Contractor shall provide a Personnel Transport System between the hours of 7:00 a.m. and 4:30 p.m., Monday through Friday for MSFC personnel within the following building complex areas: 4200, 4400, 4600, and 4700. MSFC map is provided in Attachment 6-4. Designated pickup location(s) shall not be more than one hundred (100) yards from customers' building.
- 6.2.A.1.b The Contractor shall provide a Group Transport Service (i.e., including, but not limited to buses, vans, and handicapped vans) for MSFC personnel onsite and near-site of MSFC with a two (2) day notice. Each group transport will be considered a work order. The workload data will include the customer requirements and the actual utilization.
- 6.2.A.1.c All transport capabilities of the Contractor shall be handicap accessible.
- 6.2.A.1.d Drivers shall not use cell phones or hand held devices while driving during support of these services.

- 6.2.A.1.e The Contractor shall manage the Government fleet of compact sedans, trucks, and vans for use of MSFC personnel for TDY transportation or local setups IAW MPG 6700.1 by interfacing directly with the MSFC customers. MSFC will provide a fleet of seven (7) sedans and three (3) vans for TDY purposes.
- 6.2.A.1.f The Contractor shall prepare a Personnel Transport System Report IAW DRD 988LS-020.
- 6.2.A.1.g Any equipment used for personnel transportation shall consist of equipment intended for adult transportation.
- 6.2.A.2 Specific Requirements for Motor Pool Operations**
- 6.2.A.2.a The Contractor shall provide the Motor Pool operations Monday through Friday from 7:00 a.m. to 4:30 p.m.
- 6.2.A.2.b The Contractor shall transport GSA vehicles to and from designated locations for warranty/maintenance/repair work. The Contractor will be provided a GSA schedule. The Contractor shall be responsible for contacting the MSFC user.
- 6.2.A.2.c The Contractor shall provide inspections and PM on all appropriate vehicles and equipment prior to thirty-six (36) to forty-eight (48) normal duty hours of a scheduled PCH move.
- 6.2.A.2.d The Contractor shall provide emergency repairs, Lubrication/Fluid Services, and Wrecker Service for MSFC managed SPE and GSA vehicles on site and near-site, within two (2) hours of notification.
- 6.2.A.2.e The Contractor shall be responsible for the fuel distribution and the management of the MSFC fuel station. The Contractor shall operate the GFE fuel truck for Fuel Distribution Services for all SPE. The MSFC fuel station (Building 4611) is used by MSFC and approved on-site Contractors for self-service fuel dispensing. The Contractor shall monitor all fuel distribution activities.
- 6.2.A.2.f Any problem identified with the equipment will be brought to the attention of the COTR immediately. The Contractor

shall maintain the records of the fuel disbursement by vehicle/equipment and organization.

**6.2.A.2.g** The Contractor shall use the MSFC VEO software application for maintenance of special purpose vehicles.

**6.2.A.2.h** The Contractor shall maintain an up-to-date TRL per Section 1.2.E containing manuals, schematics, and drawings on all equipment serviced under this order.

**6.2.A.3. Specific Requirements for M&R and TC's**

**6.2.A.3 a Perform Maintenance Plan**

**6.2.A.3.a.(1)** The Contractor shall prepare a Maintenance Plan for all Motor Pool equipment types listed below IAW DRD 988LS-002. The plan shall integrate the RCM techniques (for improving equipment reliability and reducing costs through the use of innovative techniques as required in NPG 8831.2). The Contractor shall ensure that critical equipment such as that which interfaces with Space Flight Hardware/Systems and other critical hardware is identified. Critical equipment shall not be identified as "run to failure" unless RCM analysis tools cannot reasonably be applied to that particular piece of equipment or that particular piece of equipment would not harm any critical hardware during any failure mode. The Maintenance Plan shall be accepted by the COTR prior to phase-in completion.

**6.2.A.3.a.(1).i** If exercised as an option under contract line item number 00X1.0523, The Contractor shall prepare a Maintenance Plan for the equipment listed below IAW DRD 988LS-002 (as tailored for non-RCM option).

The Contractor shall ensure that critical equipment such as that which interfaces with Space Flight Hardware/Systems and other critical hardware is identified.

**6.2.A.3.a.(2)** The Contractor shall be required to commence work within the required timeframe, perform the work diligently, and complete the work and make ready for use not later than the customer request, unless otherwise advised in writing by the COTR.

- 6.2.A.3.a.(3) The Contractor shall coordinate the equipment availability and accessibility with the customer.
- 6.2.A.3.a.(4) **Motor Pool Equipment Type List**
- 6.2.A.3.a.(4)i Compressor equipment
- 6.2.A.3.a.(4)ii Construction equipment
- 6.2.A.3.a.(4)iii Mobile cranes
- 6.2.A.3.a.(4)iv Material Handling equipment
- 6.2.A.3.a.(4)v Generators
- 6.2.A.3.a.(4)vi Personnel lifts
- 6.2.A.3.a.(4)vii Pumps
- 6.2.A.3.a.(4)viii Scooters
- 6.2.A.3.a.(4)ix Trailers
- 6.2.A.3.a.(4)x Welders
- 6.2.A.3.b **TC's (REMEDIAL M&R)**
- 6.2.A.3.b.(1) **Scope**  
TC's are the method by which the Contractor performs remedial M&R to correct malfunctions and failures and manages the Fuel Support Services. MSFC or Contractor personnel generally identifies the need for a TC. TC's, which require a total combined labor and material price of \$1,500 (fully burdened), are included in the Lump Sum FFP portion of the order.
- 6.2.A.3.b.(2) **Response**  
Non-availability of materials, equipment or expertise shall not relieve the Contractor from the requirement to complete TC work within the required time.

In those instances where a TC cannot be completed within the required time due to circumstances beyond the Contractor's control, the Contractor shall immediately notify the COTR and provide an explanation for the delay, description of actions taken and an estimated completion time.

**A Contractor Operated Work Reception Center Shall Receive All TC's.**

The Contractor shall receive all TC's, classify each as routine or emergency, record and process all TC's in the Work Control System as described in Section 1.2.I. The Contractor will notify the COTR or designated representative by telephone, within fifteen (15) minutes of receipt, of all calls classified as emergency and the response status.

The Contractor shall respond to TC's and perform corrective action as follows:

**6.2.A.3.b.(2).i Emergency Calls**

Emergency calls are those TC's where the work consists of correcting situations that constitute an immediate danger or threat to personnel, property or MSFC mission operations. Examples of emergency call situations are SPE failures, or any work considered by the COTR to be an emergency.

**6.2.A.3.b.(2).ii Routine Calls**

Routine calls involve all other equipment conditions that require repair or remedial maintenance to correct or prevent problems and ensure continued normal operations.