

**PERFORMANCE WORK STATEMENT**  
**FOR**  
**FREQUENCY CONVERTERS PREVENTIVE AND REMEDIAL**  
**MAINTENANCE SERVICE**  
**436<sup>th</sup> MAINTENANCE SQUADRON**  
**DOVER AFB, DE**

**18 May 2023**

## SECTION ONE: Scope

**1. Description of Services:** The Contractor shall provide all labor, tools, equipment, test equipment, material, parts, quality control, transportation and inspection manuals necessary to perform Preventive Maintenance and Remedial Maintenance on the Frequency Converters in the Dover Air Force Base (DAFB), DE. The contractor must possess current state electrician license and must be presented during Preventative Maintenance and Remedial Maintenance. Additionally, the contractor shall train users on proper usage and care of the converters provided under this contract.

**1.1** The Contractor shall be responsible for ensuring all Frequency Converters (FC) services (preventative and remedial), parts, and Original Equipment Manufacturer (OEM) components provided under this contract are in accordance with (IAW) the terms and conditions outlined herein and conform to the OEM specifications.

**1.2 Equipment Requiring Service:** All equipment requiring this maintenance service is listed within table 1.3.1.3. Inventory.

### 1.3 PM Frequency, Schedule, and Inventory.

**1.3.1 Preventive Maintenance (PM)** is maintenance performed in order to protect the equipment capability and investment by removing causes of failure, performing routine maintenance, and providing adjustment to compensate for normal wear before failure occurs. This includes:

- i. Cleaning air intakes, exhaust filters, and accumulation of dust on interior and exterior surfaces of unit.
- ii. Visual inspection of the unit to ensure there are no loose connections, premature wear or capacitor leaks.
- iii. Lamp test to ensure that all indicator lights are working.
- iv. System check to ensure the unit is functioning properly.
- v. Repair of any deficiencies or malfunctions that are detected during inspections.

**1.3.1.1. Frequency.** The Contractor shall perform **ANNUAL PM** on all FC covered by this contract IAW the OEM specifications.

**1.3.1.2. Schedule.** The Contractor shall provide PM within the first six (6) months of the New Fiscal Year (October through March). The Contractor shall notify the Customer 10 business days prior to each scheduled PM visit.

**1.3.1.3. Inventory.** PM shall occur as follows:

Item	Location	PM Frequency	RM Frequency
Piller S/N 9506026754	Hangar 711	Annually	As Needed
Hobart S/N 91225/7.3	Hangar 714	Annually	As Needed
FCX PFC072-V-40-FM-12P-2 S/N 03091	Hangar 714	Annually	As Needed
Piller S/N 9506026753	Hangar 945	Annually	As Needed
ITW Military S/N 12867C4032	Hangar 706	Annually	As Needed
Hobart Power Master 2300	Hangar 715	Annually	As Needed

**1.4 Remedial Maintenance (RM)** is the repair of equipment and systems with parts, materials, and labor to restore performance to the designed function in the event of any breakdown or stoppage of equipment or system where the equipment or system is unable to perform its designed function. RM includes repairs and replacement of related components,

parts, and appurtenances that have failed, no longer perform reliably, or have worn beyond safe tolerances. The Contracting Officer (CO) will make final determination of any RM work being within scope.

#### **1.4.1 RM Procedures:**

- A. Upon occurrence of an equipment or system malfunction, the Customer will contact the Contractor by telephone or email and provide the following information:
  - i. Equipment Name with Serial Number if necessary
  - ii. A brief description of the malfunction
  - iii. Location of equipment
  - iv. Name and telephone number of the Government's POC (Customer)

Note: if the Contractor receives this notification via telephone, the Customer will provide a written copy of the request by email or fax at their earliest convenience.

- B. The contractor shall report to the work location within 7 business days to inspect/verify what RM must be completed, if necessary, at no cost to the government. When RM is required, the Contractor shall submit the RM Work Request (WR) form to the Customer for coordination.
- C. The Customer will coordinate the WR with the Contract Administrator (CA) in order to validate the Contractor's quoted repair time, labor hours, labor rate IAW the contracted negotiated rate, materials, other direct costs and warranties provided (material and workmanship). Downtime shall be kept to an absolute minimum. The contractor must notify the customer and the contracting office of all projected downtime and estimated time for maintenance work (found on WR). The WR is a firm quoted amount and should not be an estimate.
- D. After the CA reviews and confirms the quote, the WR will be submitted to the CO for final review and approval.
  - i. If the CO approves the RM, the CO will sign the WR and provide a fully executed contract modification. This establishes RM approval for the dollar amount found on the WR and modification. \*The contractor shall not begin work until an approved WR and modification are received from the contracting office.\*
  - ii. If the Contractor exceeds the approved WR/modification amount, the Contractor does this at their own risk, and the Government is not liable to pay for anything over and above this amount.
- E. If the CO does not approve the WR, the Contractor will be notified and the CO's rationale for disapproval will be provided.
- F. The contractor shall prepare and submit a written report IAW with paragraph 1.5 Service Report after all work is completed.

**1.5 Service Report:** Immediately upon completion of any maintenance and before leaving the Dover AFB, DE, the Contractor shall provide a draft, written Service Report to the Customer. When necessary, the Customer will forward the service report to the CO within 2 business days of receipt. The Contractor shall provide, by fax or email, the final service report within 5 business days to the Customer.

As a minimum, the final service report shall contain the following information:

- A. Company Name
- B. Requested service date
- C. Contract #
- D. Equipment ID #
- E. Description of Services provided
- F. Additional Services recommended (if any)
- G. Printed Name and Signature of Technician who performed the Services (electronic signatures are acceptable)
- H. Printed Name and Signature of on-site Customer (electronic signatures are acceptable)
- I. Start and Completion dates

- J. Complete Breakdown of the Labor Cost (hours and rate)
- K. Materials and Parts used
- L. Printed Name and Signature stating only new parts and materials were used (electronic signatures are acceptable)
- M. Written verification statement that a performance check to verify operational condition was performed and that the equipment is in working order. (electronic signatures are acceptable)

**1.6 Quality Assurance:** According to the contract's inspection clause – Federal Acquisition Regulation (FAR) Clause 52.212-4 para. (a), *Inspection/Acceptance* – the Government will evaluate the Contractor's performance under this contract. The Customer will participate in the administration of this contract. Any matter concerning a change to the scope, prices, terms, or conditions of this contract shall be referred to the CO. All services to be performed by the Contractor during the period of this contract will be subject to review by the CO.

**1.7 Corrective Action Report (CAR)/Customer Complaint Response Time:** Upon receipt of a CAR or customer complaint from either the CO or COR, the Contractor shall provide both the CO and COR with a written response within 3 business days. The response shall address the root cause, corrective action, and preventive actions in relation to the submitted CAR or complaint.

**1.8 Continuation of Essential Department of Defense (DoD) Contractor Services During Crisis:** This requirement is not considered an essential service and does not require continued support during a crisis as defined in Defense FAR Supplement (DFARS) Clause 252.237-7023, *Continuation of Essential Contractor Services*.

**1.9 Hours of Operation:** The Contractor shall perform the work required under this contract on Monday through Friday from 0700 hrs-1600 hrs (7:00 AM to 4:00 PM). If work hours are required outside the hours stated, the Contractor shall contact the Customer for approval from the CO. Upon approval from the CO, the Customer must be present with the Contractor.

**1.9.1** These dates and hours exclude Federal Holidays, base closures due to inclement weather, and furlough days, as applicable.

**1.10 Contractor Personnel:** The Contractor shall provide the name of the Point of Contact (POC) and any alternates who shall act for the Contractor when the Primary POC is absent. They shall be designated to the CO and Customer in writing within 10 business days after the contract award date. The Contractor shall provide telephone numbers and email addresses where the POC and alternates may be contacted at any time. The POC or alternate shall have full authority to act for the Contractor on all matters relating to operation of this contract at the 436 Maintenance Squadron Frequency Converters on Dover AFB, DE. The POC or alternate shall be available to meet on the installation with Government personnel designated by the CO to discuss problem areas. The Contractor shall provide a POC who can read, write, speak, and understand English fluently.

**1.10.1** The Contractor and Contractor personnel shall be required to identify themselves as Contractor personnel by introducing themselves or being introduced as Contractor personnel. The Contractor personnel shall also display distinguishing badges or other visible identification for meetings with Government personnel or while performing work for the Frequency Converters on DAFB. The Contractor and Contractor personnel shall identify themselves as Contractor employees in telephone conversations and in formal and informal written correspondence.

**1.11 Listing of Contractor Employees:** The Contractor shall provide an initial listing of names, position titles of employees and copies of their current professional licenses who will come to DAFB to the Customer and the CA within 5 business days after the contract award date. The Contractor shall also provide an updated listing of personnel to the Customer when employees affecting the work of this contract change status or position within 10 calendar days of this change.

**1.11.1** The Contractor shall not employ persons on this contract if such employee is identified to the Contractor as a potential threat to the health, safety, security, and/or general well-being, or operational mission of the installation and its population. The Contractor shall not employ any person who is an employee of the US Government if the employment of the person would create a conflict of interest. The Contractor shall not employ any person who is an employee of the Department of the Air Force (DAF), either military or civilian, unless such person seeks and receives approval according to the DoD

5500.7-R, *Joint Ethics Regulations*. In addition, the Contractor shall not employ any person who is an employee of the DAF if such employment would be contrary to the policies contained in Air Force Instruction (AFI) 64-106, *Air Force Industrial Labor Relations Activities*. The Contractor shall be prohibited from employing off-duty Customers who are providing surveillance on any contracts/sub-contracts awarded to the Contractor. All contract personnel, depending on particular condition, occasion, or place or job assignment shall be required to wear professional and suitable attire. All Contractor personnel shall conduct themselves in a professional and courteous manner. The selection, assignment, reassignment, transfer, supervision, management, and control of contractor personnel in performance of this PWS shall be the responsibility and prerogative of the Contractor; however, the Contractor shall comply with the requirements set forth in this PWS and DAFB regulations concerning the conduct of employees as referenced herein. The Contractor shall employ and maintain a technically trained and experienced work force.

**1.12 Environmental Protection & Safety:** The Contractor shall be knowledgeable of and comply with all applicable federal, state and local laws, regulations, instructions and requirements regarding environmental protection and occupational safety and health. The Contractor shall comply with any laws, instructions or regulation changes during the term of this contract.

**1.12.1** In performing any work under this contract on premises which are under the direct control of the Government, the Contractor shall conform to all safety rules and requirements prescribed in Air Force Pamphlet 91-210, Contract Safety and Public Law 91-596, The Occupational Safety and Health Act of 1970. Effective on the date of this contract, the contractor shall take such additional precautions as the Contracting Officer may reasonably require for security, safety, traffic fire, personnel clearances and accident prevention purposes. The Contractor agrees to take all reasonable steps and precautions to prevent accidents and preserve the life and health of the Contractor, Government Property and Government personnel performing or in any way coming in contact with the performance of this contract on such premises. These requirements are additional to and do not replace the standards promulgated by the Department of Labor under the Occupational Safety and Health (OSHA) Act. In the event of a conflict between the OSHA Standards and these requirements, the most stringent shall apply. Any violation of such rules and requirements, unless promptly corrected, as directed by the Contracting Officer, may be considered grounds for termination of this contract in accordance with the default provisions hereof.

**1.13 Housekeeping:** The Contractor shall keep the work areas clean and neat IAW industry standards, OSHA, fire and safety standards, and this PWS.

#### **Contractor Badge Policies:**

All requests for contractor badges will be submitted through the Base Contracting Squadron Office and/or the requesting agencies base point of contact. The Contracting Squadron Office or base point of contact will then fill out an Operational Risk Management Assessment Form (ORM) for the requesting agency and submit it to the Pass and Registrations section for approval IAW OPlan 31-101. As a minimum the ORM will be submitted 10-days prior to the requested date of employment.

All contractor employees who'll be granted unescorted access to the Installation are required to consent to a Criminal Background Investigation (CBI) prior to being granted entry to the Installation. Continued employment is contingent upon successful completion and favorable reporting of the CBI.

DAFB Contractor badges will be issued for a maximum period of one year. Prior to reissuing new badges, all old badges must be returned to 436 SFS, Pass and Registration for destruction. Also before a new badge will be issued an ORM must be resubmitted to the Pass and Registration section for approval again. In the event a badge is lost or stolen, immediately contact the 436 SFS, Pass and Registration office. The badge holder must accomplish the Loss/Theft of Identification Worksheet and provide it to his/her supervisor. The supervisor of the contractor will investigate the loss and report in writing the circumstances in which the badge was lost to the 436th Contracting Squadron and 436 SFS, Pass and Registration office and submit a new request for badge before a new badge can be reissued.

Base Contracting Office or base point of contact will immediately notify 436 SFS, Pass and Registration when a contractor's employment has been terminated. The Site Supervisors are responsible for notifying and returning the contractor's badge to Pass and Registration when this occurs. At no time will a contractor contact Security Forces directly regarding badge denial; they need to contact the Contracting Office.

## **Installation Access:**

The contractor shall obtain personal contractor identification badge for all employees and vehicle passes for all contractor and personal vehicles requiring entry onto Dover AFB from 436 SFS, Pass and Registration, for the duration of the contract. Employees are only permitted to enter the Installation during the date and time periods indicated on their contractor badge.

Vehicle registration, proof of insurance and a valid driver's license must be presented for all vehicles while operating on the Installation. All vehicles entering the DAFB Main Base, Military Family Housing or sensitive areas are subject to search. Any refusal or non-consent by an employee will result in termination of their base access and immediate confiscation of this access badge.

During Force Protection Condition (FPCON) Normal and Alpha, personnel without base issued badges must be sponsored onto the installation.

During FPCON Bravo, Charlie and Delta, personnel without base issued identification shall be physically escorted onto the installation.

During Higher FPCONs (Charlie and Delta) the base will normally curtail non-essential operations/functions; access by non-essential Contract operations will be suspended as the direction of the Installation Commander.

### **Antiterrorism Awareness Level I Training:** *(select applicable category based on type of contractor support)*

DoD Contractors possessing a Common Access Card (CAC) embedded in an organization (e.g., Civilian Medical Physicians, Flight Safety Instructor, etc.) will complete AT Awareness Level I training IAW AFI 10-245, *Antiterrorism*, Standard 25, by completing the—Force Protection computer based training (CBT) course through the Advanced Distributed Learning System (ADLS) site. This training site is available through the AF Portal at [https://golearn.csd.disa.mil/kc/main/kc\\_frame.asp?blnWhatsNew=True](https://golearn.csd.disa.mil/kc/main/kc_frame.asp?blnWhatsNew=True). This site automatically records members completion of training and enables the user to print a certificate if needed by the Unit or Base Training Manager.

DoD Contractors supporting a Base Service Contract (e.g., Custodial Services, Ground Maintenance, etc.) are highly encouraged to complete AT Awareness Level I training IAW AFI 10-245, *Antiterrorism*, Standard 25, by completing the—Force Protection computer based training (CBT) course through the Joint Knowledge Online (JKO) Learning Management System (LMS) at <http://jko.jten.mil/courses/at11/launch.html> for individuals without access to government Non-classified Internet Protocol Router Network (NIPRNET) computer and who do not possess a CAC card.

DoD Contractors or subcontractors without a CAC or who do not have access to a government Non-classified Internet Protocol Router Network (NIPRNET) computer performing construction on the installation should consider completing AT Awareness Level I training IAW AFI 10-245, *Antiterrorism*, Standard 25, by completing the—Force Protection computer based training (CBT) course through the Joint Knowledge Online (JKO) Learning Management System (LMS) at <http://jko.jten.mil/courses/at11/launch.html> IMPORTANT: The standalone course MUST be completed on the computer in which it is started. Course progress is not transferable between computers. The standalone course does provide a completion certificate but will not be tracked on JKO and no record will be maintained. AT Awareness Level I Training should be provided by the requiring unit after contract award or the sponsoring organization.

[https://golearn.csd.disa.mil/kc/main/kc\\_frame.asp?blnWhatsNew=True](https://golearn.csd.disa.mil/kc/main/kc_frame.asp?blnWhatsNew=True). This site automatically records members completion of training and enables the user to print a certificate if needed by the Unit or Base Training Manager.

DoD Contractors supporting a Base Service Contract (e.g., Custodial Services, Ground Maintenance, etc.) are highly encouraged to complete AT Awareness Level I training IAW AFI 10-245, *Antiterrorism*, Standard 25, by completing the—Force Protection computer based training (CBT) course through the Joint Knowledge Online (JKO) Learning Management System (LMS) at <http://jko.jten.mil/courses/at11/launch.html> for individuals without

access to government Non-classified Internet Protocol Router Network (NIPRNET) computer and who do not possess a CAC card.

DoD Contractors or subcontractors without a CAC or who do not have access to a government Non-classified Internet Protocol Router Network (NIPRNET) computer performing construction on the installation should consider completing AT Awareness Level I training IAW AFI 10-245, *Antiterrorism*, Standard 25, by completing the— Force Protection computer based training (CBT) course through the Joint Knowledge Online (JKO) Learning Management System (LMS) at <http://jko.jten.mil/courses/at11/launch.html> IMPORTANT: The standalone course MUST be completed on the computer in which it is started. Course progress is not transferable between computers. The standalone course does provide a completion certificate but will not be tracked on JKO and no record will be maintained. AT Awareness Level I Training should be provided by the requiring unit after contract award or the sponsoring organization.

**1.15 Privately Owned Motor Vehicles (POV):** Contractor Contractor's personnel shall comply with the directives pertaining to the operation of POVs on DAFB per AFMAN 31-116, *Motor Vehicle Traffic Supervision*, in its entirety. The Contractor shall comply with AFBI 24-302, *Vehicle Management*, in its entirety for the operation of POVs within DAFB.

**1.16 Pre-Visit Coordination:** The Contractor shall contact the Customer 10 business days before arriving on DAFB in order to make arrangements for Base Access Pass. The Customer will assign a sponsor for the Contractor from within the organization. The Contractor and the sponsor shall arrange to meet at the Pass and Registration Building at the Dover AFB Main Gate.

**1.17 Foreign Nationals:** The Contractor shall notify the Customer before sending a Foreign National representative to perform services. Special rules apply for foreign nationals visiting a US Government facility.

**1.18 Safety and Health on Government Installations:** While performing work under this contract the Contractor shall comply with all applicable Federal, State, Local, and the specific AF regulations (as applicable) regarding occupational safety and health addressed in the PWS. During the execution of the contract the Contractor shall notify the CO and Customer within one 1 business day of any damage to Government property where the dollar value exceeds \$500,000.00 and within 2 work days for any damage to Government property less than \$500,000.00. The Contractor shall notify the CO within 1 business day of any injury to contract personnel which occurs while on a Government installation.

**1.18.1** Mishap notifications shall contain, as a minimum, the following information:

- A. Contract, Contract Number, Name and Title of Person(s) Reporting
- B. Date, Time and exact location of accident/incident
- C. Brief Narrative of accident/incident (Events leading to accident/incident)
- D. Cause of accident/incident, if known
- E. Estimated cost of accident/incident (material and labor to repair/replace)
- F. Nomenclature of equipment and personnel involved in accident/incident
- G. Corrective actions (taken or proposed)
- H. Other pertinent information

**1.18.2** If requested by the designated CO, the Contractor shall immediately secure the mishap scene/damaged property and impound pertinent maintenance and training records, until released by the Procuring Safety Office. Contractors will not dispose of contract data related to a mishap until notified to do so by the CO. The following is a list of applicable regulations and Air Force Instructions:

- 29 CFR 1910 – OSHA Standards for General Industry
- AFI 91-203 – Air Force Consolidated Occupational Safety Instruction
- AFI 91-207 – The Us Air Force Traffic Safety Program (12 Sep 2013)
- AFI 31-218 – Air Force Motor Vehicle Traffic Supervision

**1.18.3** While on a government installation the Contractor shall be required to follow applicable installation traffic safety regulations and any applicable safety requirements required by the work center supervisor as it pertains to execution of the contract while in the work center; these may include but are not limited to general personal protective equipment such as safety glasses, hearing protection, and hard hats. The Contractor shall comply with base/shop emergency procedures for fire, tornado etc.

**1.19 Commanders Safety Intent:** The safety of everyone on Dover AFB is our top priority. All Individuals must accept personal responsibility for safety and seek opportunities for improving the safety of our work environment. Everyone working on Dover AFB is challenged to find, fix (if able) and report all hazards and near-misses. It is our shared duty to take every reasonable step and precaution to prevent accidents and preserve the health/safety of each contractor and government employee.

**1.20 Emergency Procedures:** The Contractor personnel shall follow the direction of the Government personnel with regard to emergency procedures, such as fire, tornado, active shooter, bomb threats, or other emergency. It is the responsibility of the Contractor to provide guidance and to establish procedures for its employees to respond to an emergency. It is the Contractor's responsibility to account for their employees following an emergency evacuation. The Contractor personnel shall participate with the Government personnel in all fire and tornado drills at no additional cost to the Government.

**1.21 Uses and Safeguarding of Information:** Information from the secure web site is considered to be proprietary in nature when the Contract # and Contractor identity are associated with the direct labor hours and direct labor dollars. At no time will any data be released to the public with the Contractor name and Contract # associated with the data.

**1.22 RECORDS MANAGEMENT.** The contractor understands that when creating, handling and maintaining electronic records for the Air Force, you must meet the requirements established in AFRIMS Records Disposition Schedule (RDS), AFI 33-322, Records Management Program. In order to meet the requirement established IAW the above-mentioned regulations, contact the Base Records Management Office (436 CS/SCXK, Bldg. 310) at 302-677-5157 for guidance and training.



## SECTION TWO: Performance Assessment

The Contractor shall be aware that in the absence of any contract requirement from the Service Summary (SS) does not detract from its enforceability nor limit the rights or remedies of the Government under any other provision of the contract. The Contractor shall ensure the following SS requirements are accomplished:

**Service Summary (SS) Table 2-1**

SS	PERFORMANCE OBJECTIVE	PWS PARA.	PERFORMANCE THRESHOLD
SS 1	<b>1.1</b> The Contractor shall be responsible for ensuring all Frequency Converters (FC) services (preventative and remedial), parts, and Original Equipment Manufacturer (OEM) components provided under this contract are in accordance with (IAW) the terms and conditions outlined herein and conform to the OEM specifications.	1.1	100% Compliance
SS 2	<b>1.3. PM Frequency, Schedule, and Inventory</b>  <b>1.3.1 Preventive Maintenance (PM)</b> is maintenance performed in order to protect the equipment capability and investment by removing causes of failure, performing routine maintenance, and providing adjustment to compensate for normal wear before failure occurs. This includes: <b>i.</b> Cleaning air intakes, exhaust filters, and accumulation of dust on interior and exterior surfaces of unit. <b>ii.</b> Visual inspection of the unit to ensure there are no loose connections, premature wear or capacitor leaks. <b>iii.</b> Lamp test to ensure that all indicator lights are working. <b>iv.</b> System check to ensure the unit is functioning properly. <b>v.</b> Repair of any deficiencies or malfunctions that are detected during inspections.  <b>1.3.1.1. Frequency.</b> <b>1.3.1.2. Schedule.</b> <b>1.3.1.3. Inventory.</b>	1.3 1.3.1 1.3.1.1 1.3.1.2 1.3.1.3	100% Compliance
SS 3	<b>1.4 Remedial Maintenance (RM)</b> is the repair of equipment and systems with parts, materials, and labor to restore performance to the designed function in the event of any breakdown or stoppage of equipment or system where the equipment or system is unable to perform its designed function. RM includes repairs and replacement of related components, parts, and appurtenances that have failed, no longer perform reliably, or have worn beyond safe tolerances. The Contracting Officer (CO) will make final determination of any RM work being within scope.	1.4	100% Compliance
SS 4	<b>1.4.1 RM Procedures:</b>  <b>A.</b> Upon occurrence of an equipment or system malfunction, the Customer will contact the Contractor by telephone or email and provide the following information:  <b>i.</b> Equipment Name with Serial Number if necessary <b>ii.</b> A brief description of the malfunction <b>iii.</b> Location of equipment <b>iv.</b> Name and telephone number of the Government's POC (Customer)  <b>Note:</b> if the Contractor receives this notification via telephone, the	1.4.1	100% Compliance

SS	PERFORMANCE OBJECTIVE	PWS PARA.	PERFORMANCE THRESHOLD
	<p>Customer will provide a written copy of the request by email or fax at their earliest convenience.</p> <p><b>B.</b> The contractor shall report to the work location within 7 business days to inspect/verify what RM must be completed, if necessary, at no cost to the government. When RM is required, the Contractor shall submit the RM Work Request (WR) form to the Customer for coordination.</p> <p><b>C.</b> The Customer will coordinate the WR with the Contract Administrator (CA) in order to validate the Contractor's quoted repair time, labor hours, labor rate IAW the contracted negotiated rate, materials, other direct costs and warranties provided (material and workmanship). Downtime shall be kept to an absolute minimum. The contractor must notify the customer and the contracting office of all projected downtime and estimated time for maintenance work (found on WR). The WR is a firm quoted amount and should not be an estimate.</p> <p><b>D.</b> After the CA reviews and confirms the quote, the WR will be submitted to the CO for final review and approval.</p> <p><b>i.</b> If the CO approves the RM, the CO will sign the WR and provide a fully executed contract modification. This establishes RM approval for the dollar amount found on the WR and modification. *The contractor shall not begin work until an approved WR and modification are received from the contracting office.*</p> <p><b>ii.</b> If the Contractor exceeds the approved WR/modification amount, the Contractor does this at their own risk, and the Government is not liable to pay for anything over and above this amount.</p> <p><b>E.</b> If the CO does not approve the WR, the Contractor will be notified and the CO's rationale for disapproval will be provided.</p> <p><b>F.</b> The contractor shall prepare and submit a written report IAW with paragraph 1.5 Service Report after all work is completed.</p>		
SS 5	<p><b>Service Report:</b></p> <p>Immediately upon completion of any maintenance and before leaving the Dover AFB, DE, the Contractor shall provide a draft, written Service Report to the Customer. When necessary the Customer will forward the service report to the CO <u>within 2 business days</u> of receipt. The Contractor shall provide, by fax or email, the final service report <u>within 5 business days</u> to the Customer.</p> <p>As a minimum, the final service report shall contain the following information:</p>	1.5	100% Compliance

SS	PERFORMANCE OBJECTIVE	PWS PARA.	PERFORMANCE THRESHOLD
	<p>A. Company Name</p> <p>B. Requested service date</p> <p>C. Contract #</p> <p>D. Equipment ID #</p> <p>E. Description of Services provided</p> <p>F. Additional Services recommended (if any)</p> <p>G. Printed Name and Signature of Technician who performed the Services (electronic signatures are acceptable)</p> <p>H. 436th Maintenance Squadron Facility Manager. (electronic signatures are acceptable)</p> <p>I. Start and Completion dates</p> <p>J. Complete Breakdown of the Labor Cost (hours and rate)</p> <p>K. Materials and Parts used</p> <p>L. Printed Name and Signature stating only new parts and materials were used (electronic signatures are acceptable)</p> <p>M. Written verification statement that a performance check to verify operational condition was performed and that the equipment is in working order. (electronic signatures are acceptable).</p>		
SS 6	<p><b>Corrective Action Report (CAR)/Customer Complaint Response Time:</b> Upon receipt of a CAR or customer complaint from either the CO or COR, the Contractor shall provide both the CO and COR with a written response <u>within 3 business days</u>. The response shall address the root cause, corrective action, and preventive actions in relation to the submitted CAR or complaint.</p>	1.7	100% Compliance
SS 8	<p><b>Contractor Personnel:</b> The Contractor shall provide the name of the Point of Contact (POC) and any alternates who shall act for the Contractor when the Primary POC is absent. They shall be designated to the CO and Customer in writing <u>within 10 business days</u> after the contract award date. The Contractor shall provide telephone numbers and email addresses where the POC and alternates may be contacted at any time. The POC or alternate shall have full authority to act for the Contractor on all matters relating to operation of this contract at the 436 Maintenance Squadron Frequency Converters on Dover AFB, DE. The POC or alternate shall be available to meet on the installation with Government personnel designated by the CO to discuss problem areas. The Contractor shall provide a POC who can read, write, speak, and understand English fluently.</p>	1.10	100% Compliance
SS 9	<p><b>Listing of Contractor Employees:</b> The Contractor shall provide an initial listing of names, position titles of employees and copies of their current professional licenses who will come to DAFB to the Customer and the CA <u>within 5 business days</u> after the contract award date. The Contractor shall also provide an updated listing of personnel to the Customer when employees affecting the work of this contract change status or position <u>within 10 calendar days</u> of this change.</p>	1.11	100% Compliance
SS 10	<p><b>Pre-Visit Coordination:</b> The Contractor shall contact the Customer <u>10 business days before</u> arriving on DAFB in order to make arrangements for Base Access Pass. The Customer will assign a sponsor for the Contractor from within the organization. The Contractor and the sponsor shall arrange to meet at the Pass and Registration Building at the Dover AFB Main Gate.</p>	1.15	

SS	PERFORMANCE OBJECTIVE	PWS PARA.	PERFORMANCE THRESHOLD
SS 11	<b>Safety and Health on Government Installations:</b> While performing work under this contract the Contractor shall comply with all applicable Federal, State, Local, and the specific AF regulations (as applicable) regarding occupational safety and health addressed in the PWS. During the execution of the contract the Contractor shall notify the CO and COR <u>within one 1 business day</u> of any damage to Government property where the dollar value exceeds \$500,000.00 and <u>within 2 work days</u> for any damage to Government property less than \$500,000.00. The Contractor shall notify the CO <u>within 1 business day</u> of any injury to contract personnel which occurs while on a Government installation	1.18	100% Compliance