

PERFORMANCE-BASED WORK STATEMENT

FOR

INSPECTION, MAINTENANCE AND REPAIR SERVICE

OF BAR CODE ISSUE MANAGEMENT SYSTEM

FOR

SELF-HELP STORE AT YOKOTA AIR BASE, JAPAN

28 Aug 2008

1. DESCRIPTION OF SERVICE/GENERAL INFORMATION: The Contractor shall provide inspection, maintenance and repair service for the Bar Code Issue Management System, Bar Code Wireless Handy Terminal System, Bar Code Flower Order Management System and Data Backup System for Self Help Store, Bldg 933, at Yokota Air Base, Japan, in accordance with terms and conditions specified in Performance-based Work Statement (PWS).

1.1. BASIC SERVICES: The service shall include obstacle support of the development software and restoration support by the hardware disorder as support service. The Contractor shall ensure that the equipment functions in conformance with the equipment design specifications as listed in the technical literature.

1.2. PREVENTIVE MAINTENANCE INSPECTIONS (PMIs).

1.2.1. PMIs are the inspection, maintenance and repair service of the Bar Code Management Systems (in accordance with manufacturer's specifications) for the purpose of retaining the systems in a serviceable condition. The PMIs shall be performed on a monthly basis. This inspection includes checking for proper operation, detection and correction of incipient failures either before they occur or before they develop into major defects; and includes, but is not limited to actions pertaining to periodic technical inspections, lubrications, adjustments, and replacement of worn or deteriorated parts.

1.2.2. The Contractor shall coordinate PMIs ten (10) calendar days in advance with the using activity. (If there is scheduling problem and the Government is at fault, the Contractor must notify the Government Representative (GR) immediately. The Contractor must provide documentation of this notification, including names, dates and times, if scheduled maintenance is not completed within the time parameters of this PWS. PMIs shall be performed during normal duty hours; (normal duty hours are 0800 hour to 1730 hours, five days per week, Monday through Friday coverage, excluding U.S. and Japanese national Holidays). Failure to accomplish PMIs or provide evidence of inspection by the first day of the month following the inspection due month, shall be resolved in accordance with FAR 52.212-4.

1.3. ON-CALL REMEDIAL MAINTENANCE:

1.3.1. On-call remedial maintenance is the service required to restore the Bar Code Systems to a condition within the manufacturer's specifications at times other than that described in paragraph 1.2 and 1.2.1. It includes all services except that which is required as a result of damage to the systems by accident, neglect, abuse, power surge, power failure, or operation in an environment not compatible with the system's specifications, unless such is caused by the Contractor. Parts and/or service not provided by the contractor for the above reasons will only be provided upon the approval of the Contracting Officer using another contract tool.

1.3.2. The Contractor shall be available 8:30 a.m. to 5:30 p.m., Monday through Friday (excluding U.S. and Japanese national holidays), to receive service calls for on-call remedial maintenance. The Contractor's service technician must respond within twenty-four (24) hours. However, no part of a Saturday, Sunday, U.S. or Japanese national holiday shall be counted against this 24-hour requirement.

1.3.3. Unserviceable system shall be restored to a serviceable condition within 24 hours after arrival at work site. The service must be completed within three (3) working days from date of service.

1.3.4. The Contractor's service technician shall continue uninterrupted on all services being performed until the system is 100% operational according to the manufacturer's specifications.

1.4. REPLACEMENT AND REPAIR PARTS: 374th Civil Engineering Samurai Self-Help Store will be responsible to provide all replacement and/or repair parts.

1.5. EXCLUDED SERVICES: The following services are not included under the contract.

1.5.1. The system support work is not included the work for addition of new function and the revision work under the current function on a large scale.

1.5.2. In the case when the formation in hardware causes hard operating situation to systems due to the Government reason, the revision cost for the system is not included. Separate contract tool will be required, if repaired. Especially, the upgrade work for operation system (Windows) and the upgrade for application software (Microsoft Access) are applied in these cases.

1.5.3. Repair charge for hardware damage is not included, either.

1.6. TECHNICAL DATA: The Contractor shall maintain and make available a complete file of service manuals and technical documentation for the equipment being maintained. All operational and technical documentation (i.e. operational and service manuals, schematics, wiring diagrams, parts lists and troubleshooting guides) which are necessary to meet the performance requirements of this contract shall be available to the field service technician. The Contractor shall not leak information of Yokota Air Base personnel.

1.7. ADMINISTRATIVE CONTROL: The Contractor's service technician shall prepare a service report for each service and obtain the signature of Government Representative (GR). The service report shall include

- (1) Contract number
- (2) Call number
- (3) Purpose of service
- (4) Start date/ time and end date/time
- (5) Description of defect and corrective action taken
- (6) Name of service technician
- (7) Signature of individual acknowledging services

1.7.1. WORKING SCHEDULE: The Contractor shall submit a working schedule in English to the GR. The schedule shall be submitted after the award of the contract

1.8. GOVERNMENT REPRESENTATIVE: The Government Representative (GR) will evaluate the Contractor's performance with 100% inspection (and/or customer complains).

1.9. GOVERNMENT REMEDIES: The Contracting Officer shall follow the requirements of FAR 52.212-4, Contract Terms and Conditions for Commercial Items (Feb 2002), for Contractor's failure to correct nonconforming services.

1.10. CONSERVATION OF UTILITIES: The Contractor shall instruct employees in utility conservation practice. The Contractor shall be responsible for operating under conditions which preclude the waste of utilities, which shall include.

1.10.1. Lights shall be used only in areas where and when work is actually being performed.

1.10.2. Mechanical controls for heating, ventilation, and air conditioning shall not be adjusted by the workers.

1.10.3. DAMAGE: The Contractor shall exercise care not to damage any facilities and/or grounds at Yokota Air Base. Any damages caused by the Contractor to the work site shall be repaired at no additional cost to the Government.

1.11. LOCATION AND TIME:

1.11.1. WORK SITE: The Bar Code Issue Management System, Bar Code Wireless Handy Terminal System, Bar Code Flower Order System and Database Backup Management System are installed at Self Help Store, Bldg 933, at Yokota Air Base, Japan.

1.11.2. HOURS OF OPERATION:

1.11.3. NORMAL HOURS: The Contractor shall maintain the working hours from 0730 hours to 1730 hrs, Monday through Friday.

1.11.4. WEEKEND WORK: The Contractor shall not perform weekend work without advance permission. Submit weekend work requests at least the Wednesday before the desired weekend workday.

1.11.5. RECOGNIZED HOLIDAYS: The Contractor is not required to provide service on the following days:

U.S. HOLIDAYS:

1 January	New Year's Day
3rd Monday of January	Martin Luther King Jr's Birthday
3rd Monday of February	Washington's Birthday
Last Monday of May	Memorial Day
4th July	Independence Day
1st Monday of September	Labor Day
2nd Monday of October	Columbus Day
11th November	Veterans Day
4th Thursday of November	Thanksgiving Day
25th December	Christmas Day

* Holidays falling on a Saturday will be observed on the preceding Friday. Holidays falling on a Sunday will be observed on the following Monday.

1.12. SECURITY REQUIREMENTS: The Contractor and his employees shall comply with all security requirements imposed by the local installation commander at all times while performing the requirements of this contract on this military installation. The prime Contractor is responsible for understanding and insuring subcontractor in compliance with AFI 31-204, Motor Vehicle Traffic Supervision.

1.13. BASE PASSES:

1.13.1. It shall be the Contractor's responsibility to arrange for base passes which shall be carried by the individual at all times while on government premises and necessary vehicle permits required for entry onto this installation. The Contractor shall submit written requests for base pass issuance to the Contracting Officer and shall be responsible for all base passes issued to his employees and employees of any subcontractors. The Contractor shall obtain the necessary base passes and vehicle permits prior to performing any portion of the contract requirements. The Contractor shall return all base passes to the Japanese Pass Section at Yokota Air Base upon termination of employment or completion of the contract. The GR will not be responsible for providing the Contractor with permanent escorts for the Contractor's employees.

1.13.2. Individual base passes for the Contractor's employees will be issued for the work hours of 0800 a.m to 1730 p.m, Monday through Friday. No individual base pass, for the Contract Manager (CM), alternate CM, or the Contractor's employees, will be issued for weekend work during the term of this contract. The GR shall be responsible to provide the Contractor with the necessary escorts in the event of nighttime or weekend work for emergency service.

1.13.3. VEHICLE PASSESS: All Contractor's vehicles used in the performance of work under this contract shall be registered and maintained in accordance with applicable paragraphs of 374 ABW Reg 125-14 Paragraphs 1-5, 1-6, 2-1 through 2-10 when such motor vehicles are operated on a U.S. Government installation. All Contractor personnel operating a motor vehicle on this installation shall be aware of current driving policies and abide by these policies. All Contractor personnel occupying a vehicle, while the vehicle is inside the confines of this installation will wear seat belts at all times. There will be no exceptions to this policy. Any Contractor's traffic violations may result in the denial of further driving privileges on this installation.

1.14. SAFETY:

1.14.1. The general safety requirements of AFR 127-101, AFOSH 127-1 through 161-1, AFOSH 161-1 through 169-9, EM 385-1-1, and NFPA 241, Safeguarding Construction, Alteration, & Demolition Operations with applicable attachments, figures, and tables shall be complied with all Contractor employees related activities pertaining to work performed under this PWS.

1.14.2. The Contractor shall be responsible for ensuring that all work performed under this PWS is accomplished in a safe and proper manner.

1.14.3. All Contractor employees shall be instructed on accident prevention and safety. Special emphasis shall be placed on safe and proper working conditions. The Contractor on appropriate safety measures and on the employee's obligation to obey all existing safety regulations shall conduct training for all employees.

1.15. PERSONNEL:

1.15.1. CONTRACT MANAGER: The Contractor shall provide a Contract Manager (CM) who shall be responsible for the performance of the work. The name of this personnel and an alternate(s) who shall act for the Contractor when the manager is absent shall be designated in writing to the Contracting Officer.

1.15.2. The CM or alternate, upon notification, shall be available during normal duty hours within 24 hours to meet on the installation with government personnel designated by the Contracting Officer to discuss problem areas.

1.15.3. The CM and alternate(s) must be able to read, write, speak, and understand English.

1.15.4. **EMPLOYEES:** The Contractor personnel shall present a neat appearance and be easily recognized. This may be accomplished by wearing distinctive clothing bearing the name of the company or by wearing appropriate badges, which contain the company name and employee's names.

1.16. PERFORMANCE OF SERVICES DURING CRISIS DECLARED BY THE NATIONAL COMMAND AUTHORITY OR OVERSEAS COMBATANT COMMANDER. This service requirement does not require performance during such crisis.

1.17. CLEANING:

1.17.1. **DISPOSAL OF MATERIALS:** All debris and materials generated from the work shall be removed from the job site by the Contractor and disposed of off base in accordance with the applicable Japanese Laws.

2. SERVICE SUMMARY (SS):

Performance Objective	SOW Para	Performance Threshold
SS# 1: Preventive Maintenance Inspection	Para 1.2.	97 % of the time
SS# 2: On-Call Remedial Maintenance	Para 1.3.	100% of the time

3. GOVERNMENT FURNISHED PROPERTY AND SERVICES:

3.1. The U.S Government will furnish water and electricity at no cost in accordance with FAR 52.236-14, Availability and Use of Utility Service (Apr 1984). The Government will also provide, for emergency purposes only, the following services:

- | | |
|--|---------------------------|
| a. Security Police | Telephone 911 or 225-7227 |
| b. Fire Protection | Telephone 911 |
| c. Hospital Emergency (Reimbursable expense) | Telephone 911 |

3.1.1. Any time the Contractor uses one of the above services, the CM shall immediately report to the GR with all of the details. The CM will be required to submit, in writing, within two (2) days, the details surrounding the use of this service to the Contracting Officer (CO).

4. APPENDIX:

A. Systems for Support:

APPENDIX

A. System for Support:

1. Bar Code Issue Management System (PC System)
2. Bar Code Issue Management System (Handy System)
3. Flower Order Management System
4. Data Backup System