

ATTACHMENT #1

STATEMENT OF WORK

PREVENTATIVE AND REMEDIAL MAINTENANCE MATERIAL HANDLING EQUIPMENT

GENERAL

1.1 SCOPE OF WORK The contractor shall provide all personnel, equipment, tools, materials, supervision, and other items and services necessary to perform Preventative and Remedial Maintenance on Government owned Material Handling Equipment (MHE), as defined in this Statement of Work except for those items specified as Government Furnished Property, Facility work areas, and Services in this SOW. This Statement of work provides for requirements of the Defense Distribution Depot Corpus Christi (DDCT), Corpus Christi, Texas. MHE capacity ranges from 2,600 pounds to 40,000 pounds. MHE includes diesel, gasoline, propane and electric powered forklifts, warehouse tractors, electric scooters, aircraft K-loaders, side-loaders, flatbed trailers, stock selectors, electric battery chargers, portable loading ramps, and pallet jacks. The contractor shall perform maintenance services in accordance with the terms and conditions specified herein. These various MHE are currently located at the Defense Logistics Agency's Defense Distribution Depot Corpus Christi, 540 First Street, Corpus Christi, Texas, 78419-5255.

1.2 PERSONNEL

1.2.1 Contract Manager The contractor shall provide a contract manager who shall be responsible for the performance of the work. The name of the person and alternate (s), who shall act for the contractor when the manager is absent, shall be designated in writing to the contracting officer.

1.2.1.1 The contract manager, or alternate, shall have full authority to act for the contractor on all contract matters relating to the daily operations of this contract.

1.2.1.2 The contract manager or alternate shall be available during normal duty hours within one (1) hour to meet on the installation with Government personnel designated by the contracting officer to discuss problem areas. The contractor shall provide telephone numbers of the contract manager and alternate(s) who shall be available within (2) hours after normal working hours.

1.2.2 EMPLOYEES Contractor employees shall wear required government furnished badge, 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 names.

1.2.2.1 The contractor shall not employ any person who is an employee of the United States Government if the employment of that person would create a conflict of interest, nor shall the contractor employ any person who is an employee of the Department of Defense, either

ATTACHMENT #1

military or civilian, if such employment would be contrary to the policies contained in DLAR 5500.1, STANDARDS OF CONDUCT.

1.2.2.2 The contractor is prohibited from employing off duty quality assurance evaluators (QAEs) who are surveilling any contracts/subcontracts awarded to the contractor.

1.2.2.3 Contractor personnel shall comply with directives pertaining to operation of privately owned vehicles on the Naval Base in accordance with the Naval Air Station Instructions 5560.6A.

1.2.3 SECURITY REQUIREMENTS

1.2.3.1 The contractor or authorized representative shall submit to the COR a roster of names of all employees who will be engaged in work at DLA Facilities in the Defense Distribution Depot Corpus Christi. The roster shall contain the following information about each individual:

- (1) Name (last, first, middle initial), aliases
- (2) Status (type of employment)
- (3) Name of company
- (4) Office Phone
- (5) Home address
- (6) Date of birth
- (7) Weight, height, color hair and eyes
- (8) Length of anticipated employment

1.2.3.2 In addition to the above, the contractor shall provide the make, model, vehicle identification number, and insurance policy number to obtain a DOD decal for access to the base.

1.2.3.3 The roster shall be furnished to the COR within 5 days from the date of award. The above information shall be provided no later than two working days after hiring a new employee. The prompt submission of this information will keep to a minimum any delay and inconvenience to the contractor and employees in performance of the contract. The information will be used for accomplishment of the DLA Form 1486, Application for Civilian Identification, and Electronic Access Card, completed by the DLA DDCT-D, Site Security Officer, Building 1846, Telephone (361) 961-2085.

1.2.3.4 Employees must bring personal identification and all completed forms to the Site Security Officer, Bldg 1846, for badge photograph and identification.

1.2.3.5 The contractor and employees shall comply with all security requirements imposed by the installation commander (NAS), and the DDCT Commander at all times while on base. Contractor personnel involved in civil crimes and/or other incidents of misconduct may be restricted entry to the base. The contractor is responsible for insuring the badges,

ATTACHMENT #1

DOD decal, and DDCT stickers are returned within three days of employee termination or contract completion.

1.2.4 EMPLOYEE TRAINING

1.2.4.1 The contractor shall give employees training to assure that they completely understand the services and other requirements of the Statement of Work. Contractor shall insure all employees read and are familiar with Section 5 of SOW. An employee need not posses or receive special training to be employed, but should have solid background in MHE repair and meet the following at sections 1.2.4.2 and 1.2.4.3:

1.2.4.2 All Service Technicians must have sound mechanical aptitude and ability; must have basic understanding of machinery, both mechanical and electrical; must have the ability to understand and comprehend technical manuals, drawings, diagrams and any other technical data supplied by various manufacturers.

1.2.4.3 All Service technicians must have working knowledge of lift truck diagnosis and repair and be capable of diagnosis and repair of all the following systems:

INTERNAL COMBUSTION EQUIP

Transmission

Engine

Hydraulic System

Upright

Drive Axle and Brakes

Steering Axle and Brakes

Electrical System

Electronic Control Panels/Computer boards

ELECTRONIC POWERED EQUIP

All Electric Motors

Electric Control Panels

Hydraulic System

Wire Guide Systems

Drive Axle and Brakes

Steering Axle and Brakes

Charging Equipment System

Electronic Control Panels/Computer boards

Also the ability to diagnose and repair various attachments that may be applied to industrial lift trucks and other equipment (i.e. scales, safety chains, etc).

1.4 QUALITY ASSURANCE

1.4.1 The Contracting Officer's Representative (COR) will be a representative of the Contracting Officer and will participate in the administration of any resultant contract. Subsequently to the award of this contract, their identity and a resume of their duties and their authority will be promptly furnished to the successful bidder/offeror.

1.4.1.1 The COR will advise the contract manager in person when discrepancies occur, and will request corrective action. The COR will make annotation of the discrepancy; the date and time the deficiency was noted, and will request the contract manager (or authorized representative) initial the entry.

ATTACHMENT #1

1.4.2 PERFORMANCE EVALUATION MEETINGS As necessary, the contract manager may be required to meet at least weekly with the COR during the first month of the contract. Meetings shall be as often as necessary thereafter, in order to assure a smooth start up of contractor activities.

1.5. PHYSICAL SECURITY The contractor shall be responsible for safeguarding all Government owned property, when removed from the installation. This clause is in reference to items listed at attachment 2.

1.5.1 KEY CONTROL The contract shall prohibit the use of Government issued keys or Electronic Access Cards by any persons other than contractor employees. The contractor shall prohibit the opening of locked areas by contractor employees to permit entrance of persons other than contractor employees engaged in the performance of assigned work in those areas.

1.6 HOURS OF OPERATION

1.6.1 Principal period of Maintenance (PPM): Eight and one-half(8 1/2) working hours per day, Monday through Friday between 7:00a.m. and 3:30p.m. at the Corpus Christi NAS Facility, excluding federal holidays and weekends. PM and RM performed at the installation, shall be during this PPM.

1.6.2 Recognized Holidays: The contractor is not required to provide services on the following days; New Year's Day, Martin Luther King JR's Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day and Christmas Day. If the holiday falls on a Saturday, it is observed on Friday, if it falls on Sunday, it is observed on Monday.

1.7 CONSERVATION OF UTILITIES

1.7.1 The contractor shall instruct employees in utilities conservation practices. The contractor shall be responsible for operating under conditions, which preclude the waste of utilities, which shall include:

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

1.7.3 Mechanical equipment controls for heating, ventilation, and air conditioning systems shall be adjusted by the contractor or by contractor employees unless authorized.

1.7.4 Water faucets or valves shall be turned off after the required usage has been accomplished.

1.7.5 Government telephones shall not be used for personal reason nor for any unauthorized toll or long distance calls.

1.8 ENVIRONMENTAL CONTROL The contractor shall be knowledgeable of and comply with all Department of Defense and DLA directives, regulations, and policies, as

ATTACHMENT #1

well as Federal, State, and Local Laws and regulations, regarding the use, treatment, storage, transport, or disposal of hazardous substance, pollutants, contaminants, hazardous materials, solid or hazardous wastes, or hazardous constituents (herein after collectively “hazardous substances or wastes”). In the event of environmental laws/regulations change during the term of this contract, the contractor is required to comply as such laws come into effect.

1.9 GOVERNMENT OBSERVATIONS Government personnel, other than Contracting Officer (KO) and COR may from time to time, with KO coordination, observe or inspect contractor operations. However, these personnel may not interfere with contractor performance.

1.10 SAFETY REQUIREMENTS The contractor shall conform to all applicable safety standards published in the Federal Register or any other national Occupational Safety and Health Act (OSHA) Public Laws 91.596. Hazardous work processes and hazardous materials utilized or generated in the accomplishment of this contract shall be controlled and disposed of by the contractor in a manner that is safe in accordance with the appropriate local, state and US Government laws and directives established for the control of those processes and materials.

1.10.1 The contractor shall ensure employees observe all safety, traffic control, and fire prevention requirements of the base.

1.10.2 Government Safety personnel may observe contractor operations/processes at any time. Imminent danger situations shall be corrected on the spot; other safety issues shall be processed through the COR.

1.11 DOCUMENTATION AND RECORDS All documentation, records, and schedules, as described in the SOW, which are the responsibility of the contractor, are the property of the Government and shall remain so upon termination or completion of the contract. The contractor shall keep these items current. Documentation and records shall be turned over to the Government upon completion of the contract. All records are subject to the Freedom of Information Act and Privacy Act.

SECTION 2 - DEFINITIONS

2.1 STANDARD DEFINITIONS

2.1.1 Contracting Officer (KO): A government employee with the authority to enter and administer contracts, and make findings and determinations with respect thereto on behalf of the US Government.

2.1.2 Contracting Officer’s Representative (COR): A government employee responsible for monitoring contractor performance.

ATTACHMENT #1

2.1.3 EJON: Equipment Job Order Number. A locally established number recorded in the Equipment Management and Control System (EMACS) to identify maintenance cost on individual equipment end items.

2.1.4 EMACS: The DLA Equipment Management and Control System. A computerized maintenance management system designed to assist DLA primary field level activities and it's elements in the management and maintenance of operating equipment and automated/mechanized material handling systems.

2.1.5 Equipment: An all-inclusive term which refers to individual handling equipment. An equipment list is attached to this document.

2.1.6 Preventive Maintenance: The maintenance performed on the equipment and systems by the contractor on a scheduled basis.

2.1.7 PPM: Principle Period of Maintenance. The hours of operation for the purpose of maintenance at a DLA Defense Distribution center activity.

2.1.8 Quality Assurance: Those actions taken by the government to assure services meet the requirements of the Statement of Work (SOW).

2.1.9 Quality Control: Those actions taken by a contractor to control the performance of services so that they meet the requirements of the SOW.

2.1.10 Remedial Maintenance: The maintenance performed by the contractor on an unscheduled basis.

2.1.11 Rework Maintenance: If the Contractor has performed any maintenance and or repair on MHE and that same type repair is required again within a two week period.

SECTION -3

GOVERNMENT FURNISHED PROPERTY AND SERVICES

3. GENERAL RESERVED

3.1.2 FACILITIES WORK AREA No facilities are available for the contractor's use in the performance of this contract.

3.1.3 EQUIPMENT No equipment shall be provided for the contractor's use in the performance of this contract.

3.1.3.1 GOVERNMENT FURNISHED EQUIPMENT (GFE) Reserved

3.1.3.2 PAPERWORK AREA An area shall be provided to the technician for any

ATTACHMENT #1

paperwork to be completed.

3.1.4 SERVICES

3.1.4.1 UTILITIES Water and electricity for contractor furnished equipment will be available for connection by the contractor.

3.1.4.2 EMERGENCY MEDICAL SERVICES The government will provide emergency medical treatment and emergency patient transportation service for contractor personnel. The contractor shall reimburse the Government the cost of medical treatment and patient transportation service at the current inpatient or outpatient treatment rate as appropriate. Telephone number for Urgent Care is: On Depot, Ext3333; commercial telephone961-3333 or 911

3.1.4.3 SECURITY POLICE RESERVED

3.1.4.4 TELEPHONE Telephone access will be made available for the contractor's use for local calls only. Long distance and toll calls require prior authorization by the COR and will be limited to credit card calls only.

SECTION -4

CONTRACTOR FURNISHED ITEMS AND SERVICES

4.1 GENERAL The contractor shall furnish all labor, tools, parts, facilities, equipment, materials, and transportation, required to meet the terms of this Statement of Work (SOW), not otherwise provided by the Government. The contractor shall provide for clean-up of all hazardous and non-hazardous spills when they may occur in, around, or as a result of the contractor's operation. The contractor shall also provide for transportation and disposal off the facility of all hazardous and non-hazardous waste products generated in the performance of this contract. The contractor shall immediately notify the COR of any hazardous waste spills.

4.2 CUSTODIAL The contractor shall be responsible for the orderliness and cleanliness of all areas utilized in the performance of this contract. These areas will be neat and clean, free from fire and safety hazards and unsanitary conditions.

SECTION -5

SPECIFIC TASKS

ATTACHMENT #1

5.0 GENERAL The contractor shall perform Preventive Maintenance Service (scheduled), on-call Remedial Maintenance Service (unscheduled), and Technical Inspections as specified in this statement of work.

5.1 INVOICES The contractor shall submit the original invoice to the COR at the address below and a copy of the invoice to the Contract Administrator identified in block seven (7) of the SF 1449. Invoice is to be submitted after the last day of each month and shall include information listed in paragraphs 5.1.1 through 5.1.3

Defense Distribution Depot Corpus Christi
ATTN: DDCT-XP
540 First Street
Corpus Christi, TX 78419-5255

5.1.1 Identify preventive maintenance service provided by contract line item as listed in the bid schedule.

5.1.2 Invoice amounts for remedial maintenance shall include documentation to support hours billed.

5.1.3 Invoice amounts for replaced parts under CLINs X003 shall be supported by actual supplier invoices, published price list and or proof of payment.

5.2 PREVENTIVE MAINTENANCE The contractor shall provide maintenance (PM) on items scheduled under section 5.2.1 with services based on annual, semi-annual and quarterly preventative maintenance task lists (Attachment 2). All oil, lubricants, filters and air cleaners shall be of the type recommended by the equipment manufacturer or equal. All repairs required as a result of preventive maintenance inspection, except as noted below, shall be accomplished under Remedial Maintenance, with the approval of the COR. All oil, lubrication, filters and air cleaners and parts/supplies used for preventive maintenance (PM) and required in performance of PM inspections shall not be invoiced separately. These costs shall be a part of the PM price.

5.2.1 Maintenance scheduling of PM will be accomplished by the DDCT utilizing an automated (computerized) database, known as the Equipment Management and Control Systems (EMACS). Based on previous maintenance services and recommended maintenance intervals, the EMACS will automatically generate a Work Order on the day each maintenance service is due. The Government will provide a list of scheduled PM due dates to the contractor during the post award conference. The contractor shall accept, or propose an alternate schedule within 30 days. The Government will accept or reject any or all of the contractor's proposed changes within 15 days of receipt of the contractor's proposed schedule. Acceptance or rejection of any or all of the proposed changes will not result in any cost adjustments.

5.2.2 Daily, the COR will provide the contractor, the computer generated work orders (Attachment 4) for all equipment due PM that day. Work Orders will identify the

ATTACHMENT #1

equipment job order number and each PM to be completed. Upon completion of the PM, the contractor shall annotate on each work order the time utilized to perform each task identified, the parts used (by part number, part name, quantity and the cost per unit), and the name of the mechanic(s) performing the PM. The completed work orders shall be approved and signed by the Contract Manager, dated and submitted to the COR within 5 days of completion of the PM.

5.2.3 QUARTERLY The contractor shall provide PM on a quarterly basis (Q1, Semi-Annual, (Q3, and Annual) as described in the attached maintenance task lists. Scheduling of preventative maintenance shall be accomplished by the COR.

5.2.3.1 ANNUAL/SEMI-ANNUAL The contractor shall provide preventive maintenance (PM) on an annual and semi-annual basis as described in the attached maintenance task lists. Scheduling of preventive maintenance shall be accomplished by the COR.

5.2.3.2 SEMI-ANNUAL PM on cranes shall include all task indicated as type "A", as identified at Attachment 4, Crane Maintenance Task. Annual PM on cranes shall include all task indicated identified as type "B", in addition to type "A" above.

5.3 REMEDIAL MAINTENANCE This maintenance includes all actions to diagnose and correct equipment malfunctions and restores the equipment to normal operating condition. Remedial maintenance shall be performed by the contractor during PPM after the contractor is notified of equipment malfunction(s) by the COR. Repairs required as a result of Technical Inspections (ref 5.4) shall be performed during the regularly scheduled PPM, or as agreed to by the COR. The contractor shall not be reimbursed for travel time for Remedial Maintenance.

5.3.1 The COR will advise the contractor of the suspected problem and request his evaluation. The DLA number will be the primary means of identifying the piece of equipment. The contractor will inspect the equipment and advise the COR of the problem and provide a cost estimate when major repairs exceed \$500.00 (dollars). The contractor will begin repairs only after approval by the COR.

5.3.2 If repairs are more extensive, or cost more than originally estimated, or are determined to exceed seventy (70) percent of the value of a new and identical item of equipment, the contractor will obtain the approval of the COR before continuing work. Tire repairs and replacement of tires will be authorized by the COR. Tire installation and disposal fees shall be billed under parts for remedial maintenance.

5.3.3 If major repairs require removing equipment from the site to contractor's facility, transportation cost will be billed under CLINS X004. COR approval is required before equipment is removed from site.

5.4 PERFORMANCE DELIVERY TIME

ATTACHMENT #1

5.4.1 PREVENTIVE MAINTENANCE Down time of equipment for preventative maintenance service shall not exceed eight (8) hours from the time the contractor receives the work order and equipment.

5.4.2 REMEDIAL MAINTENANCE Response time by the contractor Repair Technician to the COR's location, at the Installation, shall be accomplished within 24 hours after verbal notification of equipment malfunction. Restoration of the equipment shall be within seventy-two hours, after initial verbal notification. Additional time for parts research and/or restoration repairs, must be approved in advance by the COR.

5.4.3 WORK ORDER COMPLETION Completed Work Orders shall be submitted to the COR as soon as possible, but no later than five (5) working days after completion of maintenance action; exception is noted as requirements in paragraph 5.5.3.

5.5 REPAIR/REPLACE PARTS

5.5.1 The contractor shall use only new parts or parts that have been refurbished to "like new" condition which enable the part to function or operate at a level equal to the specifications of the original equipment. The invoice and maintenance log shall indicate if a "like new" part has been installed or used in the repair of the equipment.

5.5.2 RESERVED

5.5.3 Replacement parts required in the performance of Remedial Maintenance shall be invoiced to the Government on the basis of the Contractor's actual purchase price, plus material handling costs, directly associated with parts cost, such as inbound transportation cost, expedited delivery cost, and hazardous material disposal fees. Any related cost associated with purchasing, receiving, and storage of parts, shall have a maximum mark up, not to exceed 15%. This includes base and option years. The installation fees shall be billed under parts for remedial maintenance. Part used for preventative maintenance (PM) shall not be invoiced separately and are a part of the PM price. No parts or services out of scope of the tasks identified in Attachment #2 shall be covered under CLINS X001.

5.6 REPAIR/REPLACE TIRES Replacement tires shall be of new and equal size and quality, unless otherwise authorized by the COR. All replacement tires shall meet the same size and function as the original tire. Contractor furnished tires shall be delivered in new and undamaged condition. Tire installation and associated disposal cost shall be billed under CLINS X003.

5.7 EQUIPMENT LUBRICANTS AND OILS Lubricants and oils used in the performance of this contract are the same or equal to those recommended by the manufacturers technical manuals or specifications.

ATTACHMENT #1

5.8 WORK ORDERS The COR will provide the contractor, or contractor's designee, an EMACS Work Order form, upon which the following information will be annotated by the contractor.

5.8.1 Meter Readings

5.8.2 Description of work performed

5.8.3 Day

5.8.4 Date

5.8.5 Hours used to accomplish the work

5.8.6 List of individual parts and cost of each

5.8.7 Location of equipment

5.8.8 Typed or legibly printed name of technician who accomplished work

5.8.9 Signature of contractor, or designee, certifying authenticity of work center

5.8.10 The completed work order will be returned to the COR within five (5) work days after the contractor has completed repairs to the equipment.

END OF STATEMENT OF WORK