

**PERFORMANCE WORK STATEMENT
FOR
MEDICAL CENTER DINING FACILITY
EQUIPMENT REPAIR
CONTRACT**

Eglin AFB FL

24 Feb 2025

PERFORMANCE WORK STATEMENT
FOR
MEDICAL CENTER DINING FACILITY EQUIPMENT REPAIR

1.1.Description of Service: The Contractor shall provide a comprehensive maintenance program for the 96th Medical Group Food Service operations occurring on Eglin AFB, Florida.

The Contractor shall provide maintenance service that conforms to the most recent applicable Office Safety Health Agency (OSHA), Joint Commission on Accreditation of Healthcare Organization (JCAHCO) standards, Food and Drug Administration (FDA) Food Code and other government agency.

1.2.SCOPE OF THE WORK. The contractor shall provide all personnel, equipment, tools, materials, transportation, supervision, and other items and services necessary to perform kitchen Equipment Repair as defined in the Performance Work Statement (PWS) at the Medical Center Dining Facility, Bldg. 2825, Eglin AFB, Florida. The contractor shall provide maintenance labor, parts, tools, materials, facilities, and transportation necessary to maintain the equipment in good operating condition. The contractor shall perform to the standards in this contract.

1.3.PROFESSIONAL CERTIFICATION, RESUME. The contractor shall make sure employees have the following current and valid professional certifications before starting work under this contract. The contractor shall be an authorized agent for one or more reputable food service equipment manufacturers recognizing the contractor for its ability to provide quality equipment maintenance service. The contractor shall provide resumes of the service technicians and provide a minimum of three references from commercial restaurants.

1.3.1 The contractor shall be an authorized agent of one or more reputable commercial food service equipment manufacturers recognizing the contractor for its ability to provide quality equipment maintenance service. Service Technicians shall possess a current certification (recognizing either by the equipment manufacturer or accredited independent third party known by industry standard) of proficiency on the subject equipment. Service technicians must be certified to perform maintenance on Hobart, Cleveland, Insinkerator, Hoshizaki, Delfield, Hatco, Garland, Vulcan, Blodgett, Victory, Cres Cor, Aladdin, Central Restaurant products, Dinex, Legion equipment Co., True Manufacturing Co., Caddy Corporation and other types of Commercial restaurant equipment. Service technicians must maintain expert qualifications in performing maintenance of the commercial flight ware washer machine, pot and pan machine, combi ovens and various refrigeration units.

1.4. GENERAL INFORMATION

1.4.1.1. REPLACEMENT PARTS:

1.4.1.2. The contractor shall be responsible for identifying any worn or defective parts which require replacement. The decision to purchase those parts under this agreement is reserved for the Flight Chief, Non-Commission Officer in Charge (NCOIC) and Equipment Custodian. Any equipment that is custom manufactured that needs repair may not have a model or serial number attached, must be inspected by contractor and discussed with either the Flight Chief, Non-Commission Officer in Charge (NCOIC) or Equipment Custodian to determine if repairs can be accomplished.

1.4.1.3. All replacement parts must meet manufacturer's specifications; tolerances and all applicable government and industry standards. Only few standard parts or parts equal in performance to and interchangeable (without alteration) with new parts shall be used in performing repairs. Remanufactured parts are to be utilized only with the prior approval and consent of Nutritional Medicine Flight (NMF) all parts must have at least a 90-day warranty. Installed parts shall become the property of the government. Parts which have been replaced shall become the property of the contractor.

1.4.2.1 PREVENTIVE MAINTENANCE

1.4.2.2 The contractor shall perform preventive maintenance on equipment. This preventive maintenance should be conducted on a quarterly basis. Preventive maintenance is designed to keep equipment in good operating condition. At a minimum, the contractor shall inspect equipment for excessive wear and tear, check gaskets/seals, clean condenser coils, and coolant for refrigerators is charged. The following pieces of equipment need to have preventive maintenance (combi ovens, evaporators coil units on mobile refrigerators & mobile freezers, and under cabinet units, ice makers, ice cream machine, ware washing machine).

1.4.3 REMEDIAL MAINTENANCE

- 1.4.3.1 The contractor shall provide remedial, on-call maintenance service on a 24 hour basis and seven days a week. Time shall be no more than 24 hours for normal response.
- 1.4.3.2 The contractor shall provide telephone numbers for nutritional medicine personnel to call to help troubleshoot any equipment problem with a maintenance service technician and can be used for emergency and remedial maintenance service calls. The contractor needs to have an emergency number for after business hours assistance.

1.4.4 SERVICE REPORT

- 1.4.4 A copy of the service report shall be left with the equipment custodian on the day the repair service is rendered. This report shall include the following information: The reason for the maintenance call, the time required to perform the maintenance on the equipment, a list of repair parts utilized (with their associated price), and a complete description of all work performed and the name of the technician performing the maintenance. This report shall also include the Signatures of the contractor's service representative and the custodian of the equipment. The only NMF personnel authorized to sign is the Flight Chief and Equipment Custodian. In the absence of the NMF personnel authorized to sign service reports, the shift supervisor can sign. In the event that the Equipment Custodian is not available, the contractor's representative shall leave the report in the Equipment Custodian mailbox or desk for filing.

1.4.5 REPORTING OF CONTRACTOR PERSONNEL

- 1.4.5.1 Contractor service personnel shall report to the NMF kitchen, located on the first floor (emergency room side of the building) of building 2825, room 1M008/1M009, prior to and upon completion of services. The service technician shall sign a logbook provided by NMF, indicating his/her arrival and departure time. Nutritional Medicine Flight hours of operation is from 0500 to 1830, 7 days a week.

GOVERNMENT / CONTRACTOR FURNISHED RESOURCES

2.0 GOVERNMENT RESOURCES. The government shall provide adequate working space at equipment location, including heat, lights, ventilation, electrical current and outlets. The government cannot provide permanent on-site office or desk space.

2.1.2. Telephone Service. The government authorizes the use of the office telephone for local calls to procure parts.

2.2. CONTRACTOR FURNISHED RESOURCES. Except for those items or services specifically stated in section 3 as government furnished, the contractor shall furnish everything needed to perform this contract according to all its terms.

2.2.1. ADDITION AND DELETION OF EQUIPMENT. NMF may add or delete equipment to their current inventory list.

2.2.2 Security Requirements: The contractor is responsible for the storage and safekeeping of all tools and materials to be used in the kitchen. No space for storage of materials shall be provided. Special arrangements can be made with the Nutritional Medicine Flight (NMF) equipment custodian for short term storage while work is being performed. However, the contractor remains responsible for all tools and materials until they are installed and accepted. The contractor shall be issued a hand receipt (Temporary issue receipt) from the equipment custodian from Bldg. 2825 for repairs.

3.0 GENERAL WORK REQUIREMENTS

3.1. CONTRACTOR PERSONNEL

3.1.1. Contract Manager. The contractor shall provide a contract manager who shall be responsible for the performance of the work. The name of this person, and an alternate or alternates, who shall act for the contractor when the manager is absent, shall be designated in writing to the contracting officer.

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

3.1.1.2. The contract manager or alternate shall be available during normal duty hours within 90 minutes to meet on the installation with government personnel (designated by the

contracting officer) to discuss problem areas. After normal duty hours, the manager or alternate shall be available within 24 hours.

3.1.1.3 The contract manager and alternate or alternates must be able to read, write, speak and understand English.

3.2. Contractor Employees. The contractor shall not employ persons for work on this contract if such employee is identified to the contractor by the contracting officer as a potential threat to the health, safety, security, general well-being or operational mission on the installation and its population.

3.2.1 Contractor personnel shall present a neat appearance and be easily recognized as contractor employees. Contractor personnel must wear head covering (ex., hat or hair net) when working in Food Service areas.

3.2.2 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 the Air Force, either military or civilian, unless such person seeks and receives approval in accordance with DOD Directive 5500.7 and Air Force policy.

3.2.3. The contractor is cautioned that off-duty active military personnel hired under this contract may be subject to permanent change of station, change in duty hours, or deployment. Military Reservist and National Guard members may be subject to recall to active duty. The abrupt absence of these personnel could adversely affect the contractor's ability to perform; however, their absence at any time shall not constitute an excuse for nonperformance under this contract.

4.3 HOURS OF OPERATION

4.3.1 **Normal Hours of Operation.** The contractor shall perform the services required under this contract during the following hours: 0700 to 1700 Monday thru Friday. **Any maintenance performed outside the hours of 0700-1700, Monday through Friday, weekends, or holiday service are considered emergency maintenance and are not covered under this contract.**

4.3.2 **Holidays.** Work performed on weekends or holidays shall be classified as emergency services. There are then (10) federally observed holidays each year. They are New Year's Day (observed 1 January), Martin Luther King's Birthday (observed the third Monday in January), President's Day (observed the third February), Memorial Day (observed the last Monday in May), Juneteenth (observed 19 June), Independence Day (observed 4 July), Labor Day (observed the first Monday in September), Columbus Day (observed the second Monday in October), Veterans Day (observed 11 November), Thanksgiving Day (observed the fourth Thursday in November) and Christmas Day (observed 25 December).

4.4 QUALITY CONTROL

4.4.1 In compliance with the contract clause entitled “Inspection of Services”, the contractor shall maintain a Quality Control Plan that contains an inspection system to cover all services.

4.4.2. The records of inspections shall be kept and made available to the government throughout the contract performance period and for the period after contract completion until final settlement of any claims under this contract.

4.5 CONSERVATION OF UTILITIES. The contractor shall make sure employees practice utilities conservation. The contractor shall be responsible for operating under conditions that prevent the waste of utilities to include:

4.5.1. Lights shall be used only in areas where work is actually being performed.

4.5.2. Employees shall not adjust mechanical equipment controls for heating, ventilation, and air conditioning systems.

4.5.3. Water faucets or valves shall be turned off when not in use.

4.5.4. Environmental and Hazardous Materials Handling. The contractor shall properly dispose of any hazardous materials used in the performance of their duties. The contractor shall obtain a burn permit from the base fire department (Phone: (850) 882-9910) 24 hours in advance of any scheduled welding procedure.

4.6. GENERAL DEFINITIONS

4.6.1. Arranged Response Time: Only the Flight Chief, NCOIC of Production, or the equipment custodian of Nutritional Medicine Flight can determine if it is an emergency or remedial maintenance response.

4.6.2 Normal Response Time: On remedial maintenance, normal response time shall be no more than 24 clock hours, unless otherwise indicated by an authorized NMF representative.

4.6.3. Inspection/Acceptance or Re-performance: In accordance with FAR 52.212-4 the government has the right to inspect services for acceptance. The government may require replacement or repair of non-conforming supplies or re-performance of non-conforming services at no increase in contract price.

4.6.4. Qualified Service Technician: An individual possessing a current certification (recognized either by the manufacturer or accredited independent third party such as JCAHCO, American National Standards Institute or certifying government agency) of proficiency on the subject equipment. Service technicians must be certified to perform maintenance on Hobart, Cleveland, Insinkerator, Hoshizaki, Delfield, Hatco, Garland, Vulcan, Blodgett, Victory, Cres Cor, Aladdin, Central Restaurant products, Dinex, Legion equipment Co., True Manufacturing Co., Caddy Corporation and other types of Commercial restaurant equipment. Service technicians must maintain expert qualification in performing maintenance of the commercial flight dishwashing machine and various refrigeration units. The contractor shall have service technicians certified in the areas of electrical, gas, plumbing, and steam and refrigeration type equipment.

4.6.5. Remedial Maintenance: Consists of repairs. Remedial maintenance is performed when defective machine operation is observed and repair requested by NMF Flight Chief, NCOIC Production, or Equipment Custodian. The principle objective is to return the machine back to a fully operational status as rapidly as possible. Satisfaction of the strictest set of applicable specification defines “fully operational”.

4.6.6. Response Time: The time between the original service request to the contractor and the time a qualified technician reports to the medical center to provide the required service. This is applicable to remedial maintenance.

4.6.7. Service Time: Contractor’s hours of work will not begin until they report in to NMF to repair equipment. Service time will not include time required to procure parts or travel time. The invoice shall reflect all work accomplished during a single service call identifying equipment needing repair, parts used, a complete description of work and total labor charges.

4.6.8. Warranty: The contractor shall provide 90 day parts and labor warranty (additional manufacturer parts warranties must be presented by the contractor to the equipment custodian).

4.6.9. Authorized Agent: A contractor that acts on the behalf of a reputable food service equipment manufacturer. Proof of agency assures the user activity that the contractor attends training and seminars provided by the manufacturer to maintain current in food service equipment repair technology.

5. **SERVICE SUMMARY**

Performance Objective	PWS Para	Performance Threshold	Method of Assessment	Remedy
SS-1 Service calls are made within the specified time <ul style="list-style-type: none">• Preventative: Quarterly• Remedial: 24 hours	1.4	No more than two errors per month	100% Inspection	Resolution w/in 5 working days
SS-2 Equipment is maintained in good operating condition	1.4.3	Zero Defects	100% Inspection	

6. **APPENDICES**

Appendix A

Publication Number	Name of Publication	Date of Publication	Applicable Paragraph in Publication	Applicable Paragraph in PWS
1	Food and Drug Administration Food Code	2022	Entire Publication	