

**PERFORMANCE WORK STATEMENT (PWS)  
MARSHALL SPACE FLIGHT CENTER (MSFC)  
MSFC LOGISTICS SUPPORT SERVICES (MLSS)**

**SECTION 1 – GENERAL REQUIREMENTS**

**1.1 INTRODUCTION**

**1.1.1 Objective**

The Government's objective is to obtain MSFC Logistics Support Services (MLSS) at MSFC by means of a performance based, Firm Fixed-Price (FFP) Contract with emphasis on achieving performance results. Contract requirements are identified as FFP Mission Services, Indefinite Delivery/Indefinite Quantity (ID/IQ), No Cost to the Government, or Unplanned/Emergency Activities. The Contractor shall provide the necessary expertise, capabilities, management, equipment, supplies, materials, and personnel (not otherwise provided by the Government) to perform MLSS for MSFC. The MLSS consists of:

- (a) Transportation Services
  - Mail Services
  - Shipping & Receiving Services
  - Equipment Maintenance and Repair (M&R)
  - Flight Hardware Services
  - Transportation & Motor Pool Services
- (b) Property Services
  - Move Services
  - Disposal Services
  - Warehouse Services
  - Equipment Management
- (c) No Cost
  - Retail Store
  - Food Services

While tasks will be principally performed onsite, some effort during a work day shall be performed at near-site (within fifty (50) miles) locations, or as authorized under ID/IQ as necessary to provide the services described in this PWS. An example of an ID/IQ service would be providing group transport services from MSFC to the Von Braun Civic Center in Huntsville, AL. These activities shall emphasize supporting the missions of MSFC in a safe, reliable, and timely manner.

**1.1.2 Background**

The work requirements in the Contract are specified as performance based. The Contractor's approaches, methods, and technologies achieve the desired results and thereby develop the procedures and schedules to perform the work as defined herein. The required comprehensive result is for MLSS to support all MSFC customer requirements necessary for accomplishment of the Center's mission.

### **1.1.3 Documentation/Data Deliverables**

The Contractor shall report and document this work and fulfill the requirements of associated Data Requirement Descriptions (DRD's) as outlined in Data Procurement Document (DPD) 1369. The Contractor shall determine the data restriction that applies to each data deliverable and mark or transmit the data restriction in accordance with Section 2.3.3, *Data Restriction Marking* of the DPD.

### **1.1.4 Definitions and Acronyms**

Definitions and acronyms for terms listed herein are contained in Attachment J-16, *Definitions/Acronyms*.

## **1.2 GENERAL REQUIREMENTS**

Contract requirements specified below are part of the FFP Mission Services portion of the Contract and include: Program Management; Industrial Safety, Health, and Environmental Program; Security; Personnel Qualification/Certification; Quality Control /Quality Assurance (QC/QA); and Work Control System. The key Contract requirements are contained in the Attachment J-3, *Performance Requirements Summary (PRS)*.

### **1.2.1 Contractor Program Management**

The Contractor shall manage and administer the work effort associated with the Logistics Support Services Contract to assure fully adequate, disciplined, and timely completion of these work requirements in a safe manner.

The Contractor shall:

- (a) Provide the full range of FFP Mission Services, ID/IQ, and No Cost management duties including; but not limited to planning, scheduling, implementing, cost accounting, report preparation, establishing and maintaining records, work control, customer satisfaction, and QC.
- (b) Provide an adequate staff of personnel with the necessary management expertise to assure the performance of the work in accordance with sound and efficient management practices.
- (c) Make provisions to accommodate fluctuations in work magnitude and type, and have the flexibility to respond to emergencies and changing priorities/requirements in an effective and efficient manner.
- (d) Work closely with the Logistics Services Office (LSO) and fully cooperate with other Contractors (see Clause H.13, *Associate Contractor Agreements (ACAs)*) and Government employees, heeding any direction that may be provided by the Contracting Officer (CO) or Contracting Officer's Technical Representative (COTR).
- (e) Distribute Government provided customer-satisfaction surveys. The completed surveys shall be submitted directly to the COTR or designee. The Government will validate customer complaints and work with the Contractor to resolve them.
- (f) Comply with all Government directives, instructions, policies, and regulations, and abide by requirements as required by the Contract. See J-

14, *Applicable Regulations, Procedures, and Documents* for a listing of applicable NASA and other Federal agencies directives, instructions, policies, and regulations.

- (g) Prepare, implement, and maintain a Management Operating Plan (MOP) in accordance with DRD 1369MA-001, *Management Operating Plan*.
- (h) Comply with affirmative procurement requirements in accordance with per Marshall Work Instruction (MWI) 8540.2, *Green Purchasing Program*.
- (i) Submit all reports that include the Annual Green Purchasing Report, Waste Reduction Activity Report, Energy Efficiency Product Procurement Report, Ozone Depleting Substances (ODS) Notification, and Equipment Notifications in accordance with DRD 1369EE-001, *Environmental and Energy Consuming Product Compliance Reports* and report the Green Purchasing data in accordance with DRD 1369LS-013, *Monthly Retail Store Activities Report*.
- (j) Implement a continuous Risk Management process throughout the life cycle of the Contract. The risk assessment approach shall be included in the MOP to provide specific information on how the Contractor shall implement the risk management requirements of NASA Procedural Requirements (NPR) 7120.5, *NASA Space Flight Program and Project Management Requirements*, and how risk items will be documented and communicated to the Government. In addition, the risk analysis and risk tracking reports shall be provided throughout the life cycle of the Contract in accordance with DRD 1369MA-003, *Monthly Status Report*.
- (k) Attend applicable meetings to appropriately plan and execute Contract requirements.
- (l) Serve as LSO's Organizational Information Technology Manager (OITM) and perform duties as detailed in MPD 2800.1, *Management of Information Technology Systems and Services at MSFC*.
- (m) Provide a detailed monthly status report in accordance with DRD 1369MA-003, *Monthly Status Report*.
- (n) Provide all voucher reports in accordance with DRD 1369MA-004, *Contractor Voucher Report*.
- (o) RESERVED
- (p) Establish, implement, and maintain a warranty program to administer warranties received for/by the Government until they expire. The program shall include all warranties for furniture and equipment that are transferred to the Government regardless of the source of the warranty.
- (q) Provide inventory of government furnished property in accordance with DRD 1369LS-020, *Government Furnished Property (GFP) Inventory*.

## 1.2.2 Contractor Safety and Health Program

The Contractor shall:

- (a) Establish and implement an industrial safety, occupational health, and environmental program that (1) prevent employee fatalities, (2) reduce the number of incidents, (3) reduce the severity of employee injuries and illnesses, and (4) protects the environment through the ongoing planning, implementation, integration and management control of these programs in accordance with the MSFC SHE core program requirements, including their sub-elements, identified in DRD 1369SA-001, *Safety, Health, and Environmental (SHE) Plan*, Clause H.25, *Documentation of Training and MSFC Onsite Required Training Courses* and Attachment J-10, *Safety, Health, and Environmental Plan*. The SHE Plan shall address each of the following MSFC SHE core program requirements, including their sub-elements, in sufficient detail that are applicable to the contracted effort. Include a matrix that identifies where each MSFC SHE core program requirement, including their sub-elements, is addressed in the contractors SHE Plan:
  - CPR 1 - Management Leadership and Employee Involvement
  - CPR 2 - Worksite Analysis
  - CPR 3 - Hazard Prevention and Control
  - CPR 4 - Safety, Health, and Environmental Training
  - CPR 5 - Environmental Compliance
- (b) Perform all associated safety, health, and environmental activities in accordance with Marshall Procedural Requirements (MPR) 8715.1, *Marshall Safety, Health, and Environmental (SHE) Program*.
- (c) Serve as building managers for assigned buildings. Associated responsibilities are contained in MPR 8715.1, *Marshall Safety, Health, and Environmental (SHE) Program*.
- (d) Provide all safety equipment required to perform the work specified in this Contract. All work shall be conducted in a safe manner and shall comply with all Occupational, Safety, and Health Administration (OSHA), and NASA requirements, and MPR 8715.1, *Marshall Safety, Health, and Environmental (SHE) Program*.
- (e) During Phase-In, meet with the CO, COTR, and SHE representative to discuss and develop mutual understandings relative to implementation of the Safety and Health Plan and administration of the Safety and Health Program.
- (f) Report mishaps and safety statistics to the MSFC Industrial Safety Branch in accordance with DRD 1369SA-002, *Mishap and Safety Statistics Reports*.
- (g) Submit directly into the NASA Incident Reporting Information System (IRIS) or use the form listed in Section 15.4, *Format* of DRD 1369SA-002, *Mishap and Safety Statistics Reports*, or electronic equivalent, to report mishaps and related information required to produce the safety metrics.

### **1.2.2.1 Accidents and Close Calls**

The Contractor shall report to the COTR and the MSFC Industrial Safety Officer any possible exposure to hazardous substances outside of the standard Job Hazard Analyses, 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 Office (PSO) within four (4) hours. The Contractor shall complete reports in accordance with MPR 8715.1, *Marshall Safety, Health, and Environmental (SHE) Program*; MWI 8621.1, *Mishap and Close Call Reporting and Investigation Program*; and DRD 1369SA-002, *Mishap and Safety Statistics Reports*. 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.

### **1.2.2.2 Inspections/Investigations**

The Contractor workspace may be inspected periodically for OSHA and NASA compliance. Abatement of violations shall 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 inspector if a complaint is filed or an investigation or inquiry is initiated on a Contractor employee.

### **1.2.2.3 Damage and Loss**

Damage and loss reports for Government property and equipment shall be submitted to the Supply Equipment Management Officer (SEMO), the responsible Property Administrator, COTR, and the MSFC Industrial Property 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 256-544-4357, Option 1.

## **1.2.3 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 Contract, 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 a Contract deduct.

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 Contract.

The Contractor shall:

- (a) Comply with the instructions of the MSFC Industrial Safety Office, Environmental Engineering and Occupational Health Office with respect to avoidance of conditions which create a nuisance or which may be hazardous to the health and safety of onsite personnel.
- (b) 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 in accordance with MWI 8550.1, *Waste Management*).

## 1.2.4 Security

### 1.2.4.1 Information Technology (IT) Security

The Contractor shall:

- (a) Protect the confidentiality, integrity, and availability of NASA Electronic information and IT resources from unauthorized disclosure.
- (b) Prepare, implement and maintain the IT Security Program Plan in accordance with DRD 1369MA-001, *Management Operating Plan*.

### 1.2.4.2 Access Control

The Contractor shall:

- Be responsible to coordinate with Protective Services Office (PSO) to access buildings and facilities not open to the general MSFC public and for any required after hours access.
- Obtain authorized access to buildings and facilities, and arrange for them to be opened and closed to accomplish work under this Contract. 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. MPR 1600.1, *MSFC Security Procedural Requirements* 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 PSO. MPR 1600.1, *MSFC Security Procedural Requirements* 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 be deducted the cost of that replacement. The Contractor shall be deducted 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.

The Contractor shall interface with the COTR or COTR designee to accomplish the annual audit of all keys issued to the Contractor.

No employee or representative of the Contractor shall be admitted to the site of work unless they furnish satisfactory proof that they are a citizen of the United States (U.S.), or, if a foreign national, their residence within the U.S. is legal.

#### **1.2.4.3 Security Administration**

The Contractor shall:

- (a) Provide an employee listing in accordance with DRD 1369CD-002, *Onsite Employee Location Listing*.
- (b) Provide an employee clearance document in accordance with DRD 1369MA-005, *Contractor Employee Clearance Document*.
- (c) Remove from the site any individual whose behavior is deemed by the CO, COTR, and PSO to be contrary to the public interest or inconsistent with the best interests of Government security.

#### **1.2.5 Records**

The Contractor shall:

- (a) Maintain historical records of all work performed, recurring operating records, reports, logs, and other documents specified as Contract element submissions in the technical sections and PRS of the Contract documentation and reporting requirements. All information and the media (if applicable) on which it is delivered to the Government shall become the property of the Government and will not be returned to the Contractor except for correction of errors.
- (b) Maintain a Records Plan for all records required by the Government during the term of the Contract. The Records Plan shall be provided, delivered, and maintained in accordance with MPR 1440.2, *MSFC Records Management Program*.
- (c) Provide all correspondence, records, reports, logs, and other documents submitted by the Contractor to the Government in electronic format as specified in DPD 1369.
- (d) Turn over to the COTR all records and copies of reports within five (5) calendar days or as agreed by the COTR following Contract completion or termination.

##### **1.2.5.1 Data Collection and Reporting**

The Contractor shall collect data and prepare reports as specified herein. The Contractor shall notify the Government within twenty-four (24) hours 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 1369.

### **1.2.6 Contractor Personnel Licensing, Certification, and Specific Experience Requirements**

The Contractor shall:

- (a) Provide, implement, and maintain a personnel training plan that includes verification of required licenses, certificates, and experience in accordance with DRD 1369MA-002, *Personnel Certification and Training Plan*.
- (b) Maintain all licenses and certifications current throughout the Contract period.

The Contractor specific certifications, proficiencies, and licenses are referenced in the DRD 1369MA-002, *Personnel Certification and Training Plan*. 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. All expenses associated with this training are included in the FFP Mission Services of this contract. The Safety, Health, and Environmental (SHE) courses outlined in DRD 1369MA-002, *Personnel Certification and Training Plan* are offered at no cost to the Contractor (see Paragraph 15.3.b). The certification courses outlined in Paragraph 15.3.c are offered to the Contractor on a limited space available basis. MSFC makes no obligation to provide this training to Contractor personnel. MSFC Contractors may develop their own training for those courses not provided. Certification courses developed by a Contractor and/or verification of certification by an outside vendor, the course material shall be submitted to the MSFC Industrial Safety Branch/SHE Training Subcommittee for approval.

Many of the elements in this Contract 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.

Contractor Employee Specialized Training and Unique Certifications – The Contractor shall obtain specialized training and equipment unique certifications for maintenance, repair and/or operations of specialized cranes and other equipment required for performing this Contract, or as directed by the COTR. For specialized equipment where a certification program does not exist, the Contractor shall develop a certification program to be provided to the CO within sixty (60) days of Contract Award. Within thirty (30) days after the completion of the Certification Plans, all certification requirements defined in these plans, along with a list of all individuals certified to these requirements, shall be made available for the COTR, or designated representative, for view upon request. The Contractor shall maintain this record to reflect current status and update as additional equipment is procured. As a minimum, this plan shall include company provided training if available. As examples, maintenance and repair certifications shall be provided for the Grove GMK 4100B (100 Ton) Crane and the Grove GMK 5165 (165 Ton) Crane. Also, the Contractor shall be able to operate both cranes simultaneously and service both cranes simultaneously.

Up-to-date required certifications shall be entered into the MSFC CERTRAK database.

### **1.2.7 Contractor Quality Control/Quality Assurance (QC/QA) Program**

The Contractor shall be responsible for all QC/QA aspects associated with the performance of this Contract, evaluating all individual PWS tasks and PRS results metrics.

The Contractor shall:

- (a) Implement an effective QC/QA Program that provides continuous assessment and evaluation of performance. Weaknesses and vulnerabilities shall be identified; root causes determined and corrective action taken.
- (b) Provide, implement, and maintain a quality plan in accordance with DRD 1369QE-001, *Quality Control/Assurance Plan* to ensure the requirements of the Contract are provided as specified.
- (c) As a minimum, be compliant with The American National Standards Institute (ANSI), the American Society for Quality (ASQ), and ANSI/ISO Q9001. 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.
- (d) Maintain the QC/QA Program in accordance with FAR 52.246-4, *Inspection of Services---Fixed-Price*, to ensure that the work performed under the Contract conforms to the Contract requirements. The Contractor's Quality Planning shall provide Contractor management with an effective and efficient means of identifying and correcting problems throughout the entire scope of operations.
- (e) Maintain an up-to-date file of all QC/QA 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 Contract. 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 Contract.

### **1.2.8 Government Inspections**

In accordance with the FAR 52.246-4, *Inspection of Services---Fixed-Price*, each phase of the services rendered under this Contract 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 in accordance with AS40-OWI-010, *Quality Assurance Surveillance Plan Guidance for Logistics Services Order* is not a substitute for the QC/QA 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 Clause B.6, *Price Deductions for Failure to Meet Acceptable Performance Levels (APLs)*. 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, NASA Office of Inspector General, 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.

## **1.2.9 Work Control System(s) (WCS)**

### **1.2.9.1 Government Provided Work Control System(s) (WCS)**

The Contractor shall use and electronically transmit all Logistics FFP and ID/IQ information in the Government-provided, electronic WCS, Service Request System (SRS) including upgrades, and Government-provided replacement systems.

The WCS capabilities will provide online access to designated Logistics civil servant and Contractor personnel. Government-provided training on the system functionality will be provided. The WCS plans, tracks, controls, and reports work accomplishments, schedules, and resources across functional Logistics activities. The WCS tracks and reports labor hours and material by contract line item for all FFP Mission Services work and ID/IQ work. The WCS also provides ad hoc inquiry capability. This provides the Contractor a single source of information in which to provide comprehensive customer assistance for all MLSS.

MSFC civil servants and Contractors requesting services listed in the Contract herein shall utilize the electronic order entry function of the WCS, phone, facsimile, or walk-in.

The Contractor shall:

- (a) Implement all necessary internal work control procedures to ensure fully adequate and timely submission of applicable information.
- (b) 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.
- (c) Close all work orders in SRS completed the previous work day within twenty-four (24) hours of completion.
- (d) Be responsible for entering work control information as identified in the PWS, into the following systems or subsequent systems:
  - Agency Legacy Logistics Business Systems: Property, Plant, and Equipment (PP&E), NASA Property Disposal System, NASA Material Management Initiative, NASA Online Supply Catalog.
  - MSFC Legacy Systems: Procurement Discrepancy Tracking System (PDTs), Bigfoot/Transportation Equipment Operations (TEO), Bigfoot for M&R, Black Bair inventory scanner software, Flight

Hardware Service Requirements System (FHSRS), Traffic Management Database, and the MSFC Integrated Financial Management System SAP.

- A limited number of fourteen (14) licenses will be provided for the Bigfoot application.
  - Provide additional support and application administration utilizing Microsoft ACCESS or a Commercial Off-the-Shelf (COTS) program that tracks personnel moves as they are scheduled in the Government provided Remedy system, by name; location moving from; location moving to; manage the number of moving crates required to complete the move; type of move Personnel Move Categories (PMC) 1-4; move start date; move completion date.
  - Provide additional support and application administration utilizing Microsoft ACCESS or a COTS program that gives an up to date status and history of all relevant ID/IQ actions that affect this Contract.
- (e) Perform Application Administration for Bigfoot for M&R, Black Bair inventory scanner software, FHSRS, and Traffic Management Database.
- (f) Make their daily work schedule available electronically each prior work day by 3:00 p.m.

#### **1.2.9.2 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 Contract, it shall be available COTS Software. Any data stored on Contractor software shall be made available electronically to the Government. The software shall 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 Process shall be completed in accordance with MPR 2800.2, *Marshall Information Technology (IT) Services*.

### **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 Contract. The use of Government property and services for other purposes is prohibited. Government property or facilities shall not be modified without written permission from the CO. 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 Contractor shall reimburse the Government by deduct for any negligent operations by the Contractor or its employees for Government facilities or property.

#### **1.3.1 Installation-Provided Property and Services**

The Government will make available to the Contractor the facilities listed in Attachment J-12, *Installation-Provided Property and Services*. The Contractor shall take adequate

precautions to prevent safety, health and environmental hazards. Normal and routine maintenance will be provided by MSFC. The Contractor shall obtain written approval from the CO and COTR prior to making any modifications or alterations to the facilities. Any such modifications or alterations approved by the Government shall 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 Contract, 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.

### **1.3.2 Installation-Accountable Government Property (IAGP)**

The Government will make available to the Contractor the IAGP described in Attachment J-13, *Installation-Accountable Government Property (IAGP)* (Government is responsible for repair or replacement) in accordance with NFS 1852.245-71, *Installation Accountable Government Property*. As well as the *Government Furnished Property (GFP)* in Attachment J-13A, provided in accordance with FAR 52.245-2, *Government Property Installation Operation Services*. The Contractor shall participate in a joint inventory of GFP annually.

Transfer of Contractor acquired property in accordance with the NFS clause 1852.245-71, Installation-Accountable Government Property clause of this contract, accountability for that property which is acquired for the Government under this contract shall be passed to the Government using the following procedure:

The transfer of accountability shall be initiated by the Contractor submitting a MSFC Form 4554 Transfer and Shipping Document (or equivalent DD Form 1149), accompanied by a copy of the Contractor's applicable purchasing and receipt document for the property. The Contractor shall reference both the Contractor's Subcontract/ Purchase Order number and the Government contract number on the Form 4554. For purchases of supplies and materials (exception only material items purchased to repair equipment), this document shall be submitted within thirty (30) calendar days after the end of each calendar-year quarter (that is, not later than January 30, April 30, July 30, and October 30). For equipment purchases, the Form 4554 shall be submitted within ten (10) working days after acceptance of each item of equipment by the Contractor.

### **1.3.3 Government Fueling Services**

Subject to availability and Government priorities, the Contractor may purchase fuel (unleaded gas, E-85, if available, and diesel) from the Government for Contractor provided vehicles operated in conjunction with this Contract. The Contractor is encouraged to use vehicles that comply with EO 13514, *Federal Leadership in Environmental, Energy, and Economic Performance*, October 5, 2009. Unforeseen circumstances may arise that impact Government priorities which limit the Contractor's ability to purchase fuel from onsite sources.

### **1.3.4 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 be reached at 256-544-4357. The MSFC Medical Center is located on Morris Road, at Building 4249, and the phone number is 256-544-2390. 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, and Nuclear Regulatory Commission.

NOTE: For private cellular phone service, 911 calls are received in the local municipal government 911 service instead of the Redstone Arsenal (RSA), Alabama 911 service.

### **1.3.5 Government Property Management Plan**

The Contractor shall prepare, implement, and maintain a detailed Government property plan in accordance with DRD 1369LS-001, *Government Property Management Plan*. The Contractor shall provide a property plan which describes the Contractor's methods and processes for the identification, control, maintenance, and safeguard of government property.

## **1.4 CONTRACTOR FURNISHED ITEMS**

The Contractor shall provide all facilities, vehicles, equipment, materials, and services other than those provided by the Government to perform the requirements of this Contract. The Contractor shall ensure that all required materials and parts are readily available within the timeframes required for all work on this Contract unless otherwise noted. Vehicles will not be provided to the Contractor other than those listed in Attachment J-12, *Installation-Provided Property and Services*.

### **1.4.1 Materials Required for Repair of Government-Owned Equipment**

The Contractor shall provide new or factory reconditioned parts and components when practicable in providing maintenance and repair services as described herein, with the exception of furniture repairs. For furniture only, the Contractor shall perform repairs using cannibalized parts from non-serviceable (as determined by the Technical Monitor (TM)) furniture, if available. All replacement units, parts, components, and materials to be used in the maintenance, repair, 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; and used in accordance with original design and manufacturer's intent.

### **1.4.2 Procurement and Maintenance of Government-Owned Equipment**

For equipment procurements, the Contractor shall ensure equipment specifications and acceptance criteria as defined by the customer are met. The Contractor shall apply manufacturer's maintenance criteria in performing maintenance on existing in-service equipment.

### **1.4.3 Consumable and Incidental Tools, Supplies, and Materials**

The Contractor shall provide all incidental tools, supplies, and consumable materials for accomplishing FFP Mission Services and ID/IQ work under this Contract unless otherwise noted. These materials are collectively considered bin materials. Bin materials and supplies are the minor materials and supplies that are incidental to the job. The Contractor shall itemize all appropriate bin materials on ID/IQ proposals and apply the appropriate coefficient as allowed in Section 1.5.2, *Pricing Information*.

#### **1.4.4 Contractor's Site Office**

The Contractor shall:

- (a) Staff the onsite Contractor's Site Office during core hours.
- (b) Core hours for Mission Services will be 7:00 a.m. to 5:00 p.m. CST/CDT, unless noted otherwise in the specific PWS section.
- (c) Post designated representative and emergency contact telephone numbers on the main entrance door of each building that is Contractor occupied and on all buildings that Contractor personnel have been designated as the building manager.
- (d) Provide all contact information to the CO, COTR, and the Center Utility Control System (UCS). Immediately notify the CO, COTR, and UCS of any contact information changes.

### **1.5 ID/IQ**

#### **1.5.1 General**

These services to be provided are on an as needed basis of a broad variety of Service Requests (SR) resulting in ID/IQ work. Pursuant to Clause B.1.b, *Indefinite Delivery/Indefinite Quantity (ID/IQ)*, the CO will approve the ID/IQ work to be performed. The Government reserves the right to require three (3) quotes.

The Contractor shall furnish ID/IQ work in accordance with the requirements set forth in each paragraph that are applicable to the particular service being ordered by the CO. The Contractor shall include the supervision, planning, estimating, and scheduling efforts of ID/IQ work as part of the unit prices.

Either the Contractor or the Government will initiate the requirement for ID/IQ work, but work shall not begin without approval of the CO and concurrence of the COTR. The ID/IQ proposal shall clearly identify all aspects of the scope of desired work.

Sections 2 through 10 shows ID/IQ work associated with the specific functions covered by the section to include Unplanned/Emergency Activities (see Clause H.2, *Unplanned/Emergency Activities*). This ID/IQ work shall not be construed as all-inclusive, but is merely a representation of the type of work that may be ordered.

#### **1.5.2 Pricing Information**

For ID/IQ work the Contractor shall use the appropriate pricing classifications set forth below. The following types of task orders will be used as specified by the Government.

- PPW

- FFP
- Unplanned/Emergency Activities

#### **1.5.2.1 Pre-Priced Work (PPW)**

PPW is ID/IQ work to provide specific units of work specified in applicable parts of the PWS and in accordance with Attachment J-4, *Schedule of Prices*. At the Government's discretion, more than one (1) PPW TO may be in place for the same Contract Line Item Number (CLIN) at the same time. The Government will also exercise multiple PPW CLIN's with a single TO. Discussion will take place for work performance schedules. PPW shall be quoted fully burdened including profit.

#### **1.5.2.2 Firm Fixed Price (FFP)**

Items that are not pre-priced shall be quoted using FFP (see Attachment J-4, *Schedule of Prices*) based on the Attachment J-4A; Tab J-4B, *MLSS ID/IQ Labor Rate Schedule*, and bare cost of materials and equipment and the allowable coefficient per Attachment J-4A; Tab J-4C, *MLSS ID/IQ Coefficients Schedule* for the proposed work to complete the specified task. When the bare cost of any individual piece of equipment exceeds \$3,000, the Contractor shall establish a competitive range from multiple vendor quotes to justify selection of a particular piece of equipment. Quotes shall be of sufficient detail to delineate: each labor category and associated labor hours including installation; equipment type, quantity, and unit pricing with unit category total pricing; and subtotals for labor and materials. FFP ID/IQ Flight Hardware Support Operations shall be quoted using Attachment J-4A; Tab J-4F, *MLSS FFP ID/IQ Flight Hardware Support Operations Schedule*.

#### **1.5.2.3 Unplanned/Emergency Activities**

At the discretion of the CO, the Contractor may be requested to perform work that is not fully defined. Such actions will be implemented pursuant to contract Clause H.2, *Unplanned/Emergency Activities*.

Application of PPW or ID/IQ FBLR pricing methods may be necessary to complete the required pricing. If multiple pricing methods are employed (i.e. work begins in Mission Services hours and ends in non-Mission Services hours). The Contractor shall group and clearly identify the quoted effort by hierarchy within each ID/IQ quote. The specific coefficient factor will be listed if appropriate.

#### **1.5.2.4 Pricing Coefficients**

The following pricing coefficients shall be used in accordance with Attachment J-4A; Tab J-4C, *MLSS ID/IQ Coefficients Schedule*:

- Material Handling Coefficient
- Specialty Services and Equipment Coefficient
- Flight Hardware Coefficient

#### **1.5.3 Change Conditions**

If, during performance of an ID/IQ task order, the Contractor encounters conditions outside its immediate control (which increase the work scope and could not be evaluated during the initial quoting 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 authorization. The CO will direct the Contractor to quote the change for the unforeseen condition only, or prepare a new quote for the total job as revised. The CO will, after review and approval of the quote, issue a modification to the existing SR and to the task order for the change in scope. Modifications shall be quoted in the same manner. The Contractor shall notify the COTR, TMs, and customers being affected of any schedule delays. (See Clause G.3, NFS 1852.242-70, *Technical Direction*).

#### **1.5.3.1 Additional Items of Work**

Additional items of work determined to be within this Contract scope and general intent may be negotiated by the CO and added to the Contract by modification any time during the Contract or TO period. Quotes negotiated for an item for a specific SR may be used in that TO. The negotiated quote for the additional items of work incorporated by modification shall remain in effect for that Contract year. Quotes for additional items of work shall be negotiated each period of the Contract.

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

#### **1.5.3.2 Commencement, Performance, and Completion of Work**

The Contractor shall be required to (a) commence work on SR's within the time stated on the quote; (b) perform the work diligently; and (c) complete all work and make ready for use not later than the time schedule set forth in Section 1.5.3.3, *Delivery Schedule* or the time specified on the SR, unless otherwise advised in writing by the CO or a designated representative. The time stated for completion shall include final cleanup of the premises.

#### **1.5.3.3 Delivery Schedule**

The time for completion of the work targeted by each SR shall be stated therein and shall be completed in accordance with the respective ID/IQ requirements listed in each appropriate functional section. Any days for which work on SR is scheduled; but cannot be performed because of Government prohibition, shall not be considered a working day. Interruptions 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, tooling, and transportation shall not be an acceptable cause for unsatisfactory performance or failure to complete ID/IQ work. Noncompliance with scheduled completion dates shall be subject to deductions per the PRS.

#### **1.5.3.4 Inspection of ID/IQ Work**

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

The Government will accept ID/IQ work only after all work has been completed and noted discrepancies have been corrected, and accepted by the Government. Following final acceptance by the Government, the Contractor shall invoice for payment as specified in the TO, (see Clause G.2, *Submission of Invoices for Payment*).

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## SECTION 2 – MAIL SERVICES

### 2.1 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 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. For overnight letter and data shipments, reference the General Services Administration (GSA) small package contract carriers in Section 3.2.3, *Goods Shipment*.

### 2.2 CONTRACT REQUIREMENTS

#### FFP Mission Services Work

The following shall be performed to meet the following requirements and are included in the FFP Mission Services:

#### 2.2.1 Specific Requirements for Mail Services

The Contractor shall be responsible for managing MSFC's Mail Services in accordance with MPR 1551.1, *Mail Management and Distribution*. The Contractor shall perform these specific requirements during working hours of 7:30 a.m. to 4:00 p.m. Monday through Friday.

The Contractor shall:

- (a) Provide Personal Protective Equipment (PPE) (i.e., nitrile gloves, facemasks, or aprons) for the Contractor employees as safety requirements dictate.
- (b) Provide a comprehensive monthly mail report documenting the comprehensive results of all Mail Services performed in accordance with DRD 1369LS-012, *Mail Services Report*.
- (c) Pickup and delivery of mail to MSFC mail stations onsite and near-site locations of the NASA Space Science & Technology Center (NSSTC), and the NASA facilities located at the Intergraph site, three (3) days per week.
- (d) Perform scheduled pickup/delivery to the Marshall Institute adjacent to the Space & Rocket Center once per week.
- (e) Operate the Government-furnished postage metering equipment meter, scale, printer, and software.
- (f) Execute outgoing mail through the United States Postal Service (USPS) via the USPS daily pickup at Building 4200.
- (g) Prepare certified/registered mailings as requested by customers.
- (h) Receive, store, and distribute MSFC mail in accordance with the established SDL.
- (i) Follow procedures established by USPS and MSFC for handling any suspicious packages or mail in accordance with MPR 1551.1, *Mail Management and Distribution*.

- (j) Scan all received goods from the USPS, which will physically fit through the Government-furnished x-ray equipment (currently American Science and Engineering MICRO-DOSE X-Ray Inspection System, Model 66Z), to identify any suspicious contents. Training will be provided by the Government.
- (k) RESERVED
- (l) Provide mail support such as stuffing packages, preparing mailing labels, and special mail outs.
- (m) Maintain mailing lists and the SDL's.
- (n) Provide accurate traceability of postage expenditures by class and organization through the Government provided metering equipment software.

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## SECTION 3 – SHIPPING & RECEIVING SERVICES

### 3.1 GENERAL REQUIREMENTS

The Contractor shall provide for outbound shipping services and for the receipt and delivery of all incoming freight and small package deliveries. Overall objective is to meet customer shipping and delivery requirements.

### 3.2 CONTRACT REQUIREMENTS

#### FFP Mission Services Work

The following shall be performed to meet the following requirements and are included in the FFP Mission Services:

#### 3.2.1 Specific Requirements for Shipping & Receiving

The Contractor shall be responsible for all central shipping and receiving services. The Contractor shall perform these specific requirements during Mission Services hours. 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 reports documenting the comprehensive results of all work performed in accordance DRD 1369LS-008, *Receiving Report*; and DRD 1369LS-009, *Traffic Management Workload Report*.

#### 3.2.2 Receive and Deliver Goods

The Contractor shall:

- (a) Receive and accept Government-owned or Contractor-acquired personal property (including furniture items) at MSFC in accordance with MWI 4520.1, *Receiving*, from sources such as other NASA Centers, other Government Agencies, loans and/or leases, donations, and commercial suppliers. Store or deliver property to the customer. Furniture receipt processing shall be executed in accordance with MWI 4500.1, *Property Support: Furniture Operations, Retail Supply Operations, Warehousing, and Food Services*.
- (b) Research inbound packages with incorrect or incomplete addresses to determine the customer.
- (c) Document all undeliverable items and notify the Traffic Management Officer for disposition instructions.
- (d) Follow procedures established by USPS and MPR 1551.1, *Mail Management and Distribution* for handling any suspicious packages or mail.
- (e) Scan all received goods, which will physically fit through the Government-furnished x-ray equipment (e.g. currently using American Science and Engineering MICRO-DOSE X-Ray Inspection System, Model 66Z) to identify any suspicious contents. Only trained personnel shall operate the equipment. Training will be provided by the Government.
- (f) Verify the count and condition of all goods received and process all visible shortages/damage findings in accordance with MWI 6220.1,

*Lost or Damaged Freight* for inbound shipments. Maintain hard copy record of all freight bills, supporting Commercial Bills of Lading (CBLs), and any discrepancy documentation.

- (g) Execute receipts in the MSFC Integrated Financial Management System SAP and in PDTS in accordance with MWI 4520.2, *Use of the Procurement Discrepancy Tracking System (PDTS)*.

### **3.2.3 Goods Shipment**

The Contractor shall:

- (a) Manage, operate, and perform packing/crating (fabricate wood crates, prepare braces, skids and supports on commercial transportation equipment) and tarp loads, to ensure complete, accurate, and timely response to customers request, with no damage or loss to Program Critical Hardware (PCH) items and minimal loss or damage to other goods.
- (b) Procure transportation and related services via motor, rail, and water for MSFC inbound and outbound shipments (both domestic and international) using CBLs. Freight charges will be charged to the Government or to designated collect account.
- (c) Only use lawfully approved carriers and comply with the best commercial practices and regulatory directives (Title 41 Code of Federal Regulations (CFR), *Public Contracts and Property Management* and NPR 6200.1, *NASA Transportation and General Traffic Management*).
- (d) Maintain two (2) onsite small package locations for express shipment of small packages by GSA Domestic Delivery Services Blanket Service Agreement contracted commercial express carriers (Buildings 4631 and 4200).
- (e) Maintain and make available continuously to the Government documentation for all shipments to include:
  - Shipping Requests
  - U.S. Customs Documents
  - Export and Import Documentation
  - Transportation Discrepancy Reports
  - Tracer Actions
  - Receipt Confirmation
  - Tonnage by Mode
  - Number of Shipments by Destination
  - Types of Commodities Shipped
  - Certification for Carrier Payment
- (f) Enter shipment details into Traffic Management Database by NASA Shipping designated unique shipping number and update with certification date and any other pertinent information.
- (g) Maintain and make available continuously the following:
  - Carrier Tariff Information

- Carrier Evaluation Data (i.e., Description, Date of Service Failure, Date Carrier Offered Shipment, Name of Carrier, Shipment Origin, Destination, and CBLs Number)
  - Loss/Damage Claims in accordance with MWI 6220.1, *Lost or Damaged Freight*
- (h) Provide all supplies/materials required for packaging outbound shipments.
- (i) Provide full traceability from receipt to delivery to customer for all items received and make this information available to the Government at all times.

### **3.3 ID/IQ Work**

The following shall be performed to meet the following requirements and shall be performed under the ID/IQ portion of the contract:

#### **3.3.1 Packaging and Crating/Dedicated Support**

The Contractor shall provide dedicated support to MSFC organizations for specified periods of time. This support shall include the skills to properly package and fabricate crates for the transfer or storage of Flight Hardware.

#### **3.3.2 Barge Towing Services**

The Contractor shall provide subcontract oversight and administration for towing services of the NASA-owned marine barges, either for single shipments or multiple round trips, as directed by the CO.

## SECTION 4A – EQUIPMENT MAINTENANCE AND REPAIR (M&R) SERVICES

### 4A.1 GENERAL REQUIREMENTS

The Contractor shall maintain, in proper operating condition, the Government-owned equipment (see Section 4A.1.1, *Equipment Type List*) on Center and near-site.

The Contractor shall:

- (a) 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 CO or designated representative.
- (b) Provide a ninety (90) day warranty on all Contractor labor. Warranty work shall not be submitted as a Trouble Call (TC) or proposed as ID/IQ work.
- (c) Identify any problem with the equipment and bring the problem to the attention of the COTR immediately.
- (d) Input M&R workload data into the WCS per Section 1.2.9, *Work Control System(s)* (WCS) and fully populate the Government provided software (Bigfoot) for maintenance planning and documenting all work performed (Preventive Maintenance (PM)/Predictive Test and Inspection (PT&I), TC, and ID/IQ). TCs and ID/IQ work must also be documented in the Government's SRS.
- (e) Maintain up-to-date manuals, schematics, and drawings on all equipment serviced under this Contract. Each unique piece of equipment shall have a complete data history provided in the jacket file (hardcopy or electronic).

#### 4A.1.1 Equipment Type List

The Contractor shall provide the skilled labor force necessary to provide the requirements of this contract (i.e. PM and repairs). Types and quantities of equipment will continue to vary over time. Non-listed items with similar functions are considered to be in-scope and are not to be construed as a change to the contract or new/additional work. Duplicate items should not be used as an indicator of an increased frequency of repair.

- (a) Audio Equipment
- (b) Cafeteria Equipment
- (c) Chambers
- (d) Chemical Equipment
- (e) Computer (excluding equipment serviced by the Center IT support contract)
- (f) Fire Extinguishers
- (g) Gym Equipment
- (h) Hydraulic Equipment

- (i) Inspection Measuring and Test Equipment
- (j) Lab Electrical Equipment
- (k) Laser Equipment
- (l) Machine Shop Equipment (excluding equipment located in Buildings 4650, 4653, and 4705)
- (m) Mechanical Equipment
- (n) Medical Equipment
- (o) Office Equipment (excluding equipment serviced by the Center IT support contract) (Value of \$500 or greater)
- (p) RESERVED
- (q) Pumps (excluding pumps associated with the facility heating, ventilating, and air conditioning system)
- (r) Water Systems
- (s) X-ray Equipment

#### **4A.2 FFP MISSION SERVICES WORK CONTRACT REQUIREMENTS**

FFP Mission Services work under this section includes preparing and executing a PM Plan. FFP Mission Services work also includes responding to Trouble Calls (TCs). TC work is separate from PM and is based upon executing 1,200 TC units per contract year (inclusive of M&R and Motor Pool TCs). Each TC unit includes the labor and materials to respond to the trouble call except as described in Section 4A.2.4, *Trouble Calls (TCs) (Remedial Maintenance)*. Additional TC units may be ordered as PPW under the ID/IQ portion of this contract. At contract start date, the Contractor shall have assessed the spare parts needs of the contract.

The following shall be performed to meet the following requirements and are included in the FFP Mission Services:

##### **4A.2.1 Specific Requirements**

The Contractor is responsible for coordinating the equipment availability and accessibility for scheduled maintenance with the customer. The Contractor shall:

- (a) Perform all maintenance and repair services for equipment detailed above to include any new equipment of the specified types above by establishing a maintenance schedule within five (5) normal working days.
- (b) Perform these specific requirements during Mission Services hours.
- (c) Provide the M&R workload data in accordance with DRD 1369LS-016, *M&R Workload Data*.
- (d) Send out a missing fire extinguisher notification to proper building manager. Fire extinguisher replacement is the responsibility of the Contractor unless the item is reported missing in SHETrak by the appropriate building manager.
- (e) Prior to commencing work on any equipment less than one (1) year old, the Contractor shall question the equipment owner and investigate whether any manufacturer/vendor warranties are

- applicable. The Contractor shall exercise existing manufacturer/vendor warranties.
- (f) Provide maintenance procedures, update and revise all maintenance procedures on a continuing basis as required by physical changes at no additional cost to the Government.

#### **4A.2.2 M&R Maintenance Plan**

The Contractor shall:

- (a) Prepare, implement, and maintain a maintenance plan in accordance with DRD 1369LS-002, *Maintenance Plan for Maintenance and Repair* on all equipment types listed in Section 4A.1.1, *Equipment Type List*. The Maintenance Plan shall address all equipment types and incorporate the Reliability Centered Maintenance (RCM) process. The Contractor's basis for maintenance activities and frequencies of service shall be in accordance with manufacturer's current recommended PM schedule and RCM analysis for appropriately designated equipment, and other available manuals and documentation. Any deviation to manufacturer's schedule shall be approved in writing by the TM with customer concurrence.
- (b) Apply RCM processes in accordance with NPR 8831.2, *Facilities Maintenance and Operations Management* to all critical equipment when failure of the equipment might result in damage to Flight Hardware which in turn would cause significant disruptions in flight, research, or operations schedules, cause severe injury or death; or cause significant embarrassment to the Agency.

#### **4A.2.3 Perform Preventive Maintenance**

The Contractor shall perform all preventive maintenance prescribed in accordance with DRD 1369LS-002, *Maintenance Plan for Maintenance and Repair*. The Contractor shall submit the workload report in accordance with DRD 1369LS-016, *M&R Workload Data*.

The Contractor shall:

- (a) Get signature/electronic documentation from the equipment Government customer to close the PM.
- (b) Assess the spare parts needs of the contract prior to completion of the phase-in period, so that upon contract start date, the Contractor shall perform the PM program satisfactorily.
- (c) Maintain current manufacturer's parts ordering information in order to reduce research time needed for spare parts.

PM activities have varying frequencies of service. Time intervals associated with the frequency of service are listed in Attachment J-16, *Definitions/Acronyms*. This is intended to provide the Contractor adequate planning and access time to perform PM. Lack of required spare parts, other materials, or staffing which delays PM work will not be an acceptable cause for non-performance of PM

work. Access restriction shall not be an acceptable cause for failure to perform PM within the time interval unless the Contractor can demonstrate that attempts were made early in the time interval and the Government delayed PM performance. The COTR will unilaterally accept or reject the Contractor's reason for delay.

#### **4A.2.4 Trouble Calls (TCs) (Remedial Maintenance)**

TCs are the method by which the Contractor performs remedial M&R to correct malfunctions and failures. Each TC is equivalent to a single TC unit, and TCs may not be divided to form additional TCs. A request submitted for work on a system that has multiple Equipment Control Numbers (ECNs) shall be treated as one (1) TC. MSFC or Contractor personnel generally identify the need for a TC. TCs, which require material price of \$1,000 (fully burdened) or less to complete, are included in the FFP Mission Services. TCs with a material cost exceeding \$1,000 are ID/IQ (see Section 4A.3.2, *FFP Work Exceeding TC Material Cost Limit*).

The Contractor shall:

- (a) Receive all TCs through the Contractor operated Work Reception Center in accordance with Section 1.2.9, *Work Control System(s) (WCS)*.
- (b) Classify each TC as routine or emergency, record and process all TCs in the Work Control System as described in Section 1.2.9, *Work Control System(s) (WCS)*.
- (c) Notify the COTR or designated representative by telephone, within fifteen (15) minutes of receipt, of all calls classified as emergency and the response status.
- (d) At the point a TC is determined to require ID/IQ support, the SR shall be closed in SRS, and two (2) new SRs will be generated for this TC one (1) ID/IQ to provide the part(s) and one (1) SR under the FFP Mission Services for all subsequent labor to complete the work) and shall be submitted in accordance with Section 4A.3, *ID/IQ Work*. All SR numbers shall be referenced in the ID/IQ quote.

Non-Mission Services Hours - TC work required by the government to be performed during non-Mission Services hours will be addressed as ID/IQ in Section 4A.3.6, *FFP ID/IQ Non-Core Labor*.

The Contractor shall respond to TCs and perform corrective action as follows.

##### **4A.2.4.1 Emergency TCs**

Emergency calls are those TCs where the work consists of correcting situations that constitute an immediate danger or threat to personnel, property or MSFC mission operations. Emergency call situations include, but are not limited to 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 establish service restoration within forty-eight (48) hours from customer request and notify the COTR or designated representative of all calls classified as emergency and the response status. Emergency TCs will be closely monitored by the Contractor as well as the COTR to ensure rapid response and speedy completion of the work required. Emergency TCs are not considered ID/IQ Unplanned/Emergency Activities as defined in Section 1.5.2.3, *Unplanned/Emergency Activities*.

#### **4A.2.4.2 Routine TCs**

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

The Government will determine whether any Commit Date changes are warranted. The Commit Dates changes will only be permitted for TCs that are required to be sent to the Original Equipment Manufacturer (OEM). Documentation concerning delays from OEM shall be provided by the Contractor to the TM prior to TM concurrence.

#### **4A.2.4.3 Equipment Modification/Integration/Installation TCs**

The Contractor shall modify, integrate, and install equipment to the manufacturer's latest configuration and/or the customer's requirements. The Contractor shall coordinate the work with the customer and the TM before proceeding with the work. Each modification/integration/installation shall be issued as one (1) TC.

For any equipment relocation that requires support equipment that would exceed the capabilities of a two (2) ton forklift, coordination for heavy equipment support shall be made with the heavy equipment support Contractor. If equipment is to be relocated, the Contractor shall inspect onsite equipment prior to movement to determine that said equipment is in proper mechanical, electrical, and operating condition. The Contractor shall perform equipment movement as described in Section 6.2.3, *Specific Requirements for Move Services*. The Contractor shall install and checkout the equipment at the destination site.

The Contractor shall notify the TM in writing to get concurrence before any equipment is modified or relocated.

### **4A.3 ID/IQ WORK**

Work not Specified in FFP Mission Services portion. Work may be ordered for any Type of Equipment (see Section 4A.1.1, *Equipment Type List*) specified herein.

#### **4A.3.1 PPW ID/IQ Additional TC Units**

Additional work in accordance with all requirements specified in Section 4A.2.4, *Trouble Calls (TCs) (Remedial Maintenance)* shall be ordered based on units of TCs. For additional TC units that exceed the FFP Mission Services amount, one (1) TC is equivalent to a single unit. Blocks of PPW TCs may be ordered multiple times in quantities defined below:

- TC units of 100
- TC units of 250
- TC units of 500

#### **4A.3.2 FFP Work Exceeding TC Material Cost Limit**

When the completion of a TC will exceed the FFP Mission Services material price limits of \$1,000 (fully burdened), the Contractor shall notify the COTR with a description of the work needed and a detailed quote for the part only. The COTR shall determine whether to proceed with the scope beyond the limit. If so, the work shall be ordered as ID/IQ work. The Contractor shall not stop work on an emergency call until the emergency is resolved regardless of the threshold.

If fire extinguisher replacement is required due to a National Fire Protection Association (NFPA) revision after the contract is issued, those replacements will be processed through a bulk request.

#### **4A.3.3 FFP ID/IQ Test/Dedicated Support**

The Contractor shall provide personnel to support dedicated facilities for limited testing durations and for full time support. Support shall include; but not be limited to technical or mission support to maintain equipment, assemble/disassemble apparatus for test configurations, configuration of laboratories and other areas to emphasize test development capabilities, and implementation of corrective actions resulting from technical or mission problems.

Work performed by dedicated personnel shall not count toward TC units.

#### **4A.3.4 FFP ID/IQ Subcontract Support**

When unique requirements dictate support provided by the equipment manufacturer or specialty vendor, the Contractor shall document and get TM concurrence on the limiting factors that require the use of subcontractor support.

Support shall be limited to technical support to maintain equipment, assemble/disassemble equipment, and corrective actions resulting from technical problems.

#### **4A.3.5 FFP ID/IQ Equipment Purchases**

As directed by the CO, equipment acquisitions may be ordered to meet new customer requirements or to replace existing equipment.

#### **4A.3.6 FFP ID/IQ Non-Core Labor**

Work shall be ordered for non-core labor outside of core hours. The rates shall be applied against the appropriate factor (see Attachment J-4, *Schedule of Prices* based on the Attachment J-4A; Tab J-4B, *MLSS ID/IQ Labor Rate Schedule*).

#### **4A.3.7 FFP ID/IQ Marine Subcontract Support**

The Contractor shall acquire and administer the subcontract for the maintenance and repair of Government marine vessels and equipment as directed by the CO.

The Contractor shall provide support which may include, but is not limited to:

- (a) Develop marine equipment Maintenance Plan.
- (b) Maintain, repair, or replacement of government owned equipment (i.e. communication equipment, radar systems, ancillary deck equipment, machinery systems, lines, doors, decks, anchors, chains, marine transportation equipment, cargo handling equipment, and life saving equipment.) This work will not be to the extent that the vessel requires dry-docking.
- (c) Maintain inventory of repair parts, supplies, and other selected barge equipment.
- (d) Replenish barge consumables such as fuel oil, lubricating oil, potable water, and marine sanitation device items.
- (e) Preparation of barge(s) for scheduled dry-docking and periodic shipyard operations including removal and storage of supplies, tools, and loose galley equipment.
- (f) Ensure, when applicable, all maintenance and repairs are made in accordance with the U.S. Coast Guard, American Bureau of Shipping, and manufacturer's equipment instruction manuals.
- (g) Perform emergency repairs.

## SECTION 4B – FLIGHT HARDWARE SERVICES

### 4B.1 GENERAL REQUIREMENTS

The Flight Hardware Services are documented in MWI 4530.1, *Flight Hardware Support Operations (FHSO) Component Acquisition, Inventory Control, and Kitting Services* and include the acquisition, kitting, inventory management, and control services for Flight Hardware.

Flight Hardware and Flight Hardware Services are defined as:

- (a) Electrical, Electronic, or Electromechanical (EEE) components parts, non-capital assemblies; mechanical fasteners, connectors, commercially available or build-to-print mechanical or electrical subassemblies; modified commercially available parts, and commercially available items incidental to the development of Flight Hardware. Included in this definition are parts procured from vendors who have been approved by the Safety and Mission Assurance (S&MA) Directorate to provide flight and/or quality sensitive bare unpopulated printed circuit boards, custom magnetic assemblies, build-to-print circuit assemblies, build-to-print cable assemblies, build-to-print electronic enclosures, and mounting hardware. Also, this definition includes vendor modified commercially available parts such as hybrids that are modified by replacing an internal standard piece part with a space grade radiation hardened piece part to meet the flight environment. This definition also includes subassemblies that may contain internal piece parts or kits of parts furnished to the vendor by MSFC through Flight Hardware Support Operations (FHSO).
- (b) Non-flight development versions of the aforementioned items may be procured from sources as recommended by the requestor and as governed by procurement regulations.
- (c) Incidental items included in this definition are manufacturing support items such as stencils to MSFC artwork and all shop consumables (flight and non-flight). Shop consumables to include cleaning agents, epoxies, conformal coating, inks, solders, flux, pastes and any item considered a consumable for normal flight manufacturing processes. Other incidental items include certificates of compliance, attributes, travelers, test reports, etc. that document the pedigree of the Flight Hardware. Also, included are parts tags for any parts furnished by FHSO to the vendor to internal use.
- (d) Other services as defined as the design, fabrication, and test services, in-house or out-of-house, which supplement the Flight Hardware as defined above is considered within the bounds of FHSO allowable services as long as it is documented on the purchase order.
- (e) Included in this definition are services routed or procured by FHSO for screening and/or analysis of Flight Hardware by government approved laboratories testing facilities (in-house or out-of-house).

FHSO shall be allowed to send various components including; but not limited to integrated circuit boards, resistors, capacitors, semiconductors, hybrids, magnetic, printed circuit boards, etc. for in-house screening or to outside vendors for various types of testing and screening. Typical in-house screening includes Particle Impact Noise Detection and Radiography. Typical out-of-house screening includes Destructive Physical Analysis, Residual Gas Analysis, Ionizing Radiation testing, and/or additional screening that may be done by Defense Supply Center Columbus approved screening house.

- (f) Additionally, services such as lead forming/tinning, board population from MSFC furnished kits, cable/harness assembly from MSFC kits, and surface finish/plating of MSFC provided mechanical hardware are allowable.
- (g) Other forms of testing and/or services shall be considered on a case by case by the requesting organization and FHSO to the CO.
- (h) Customers utilizing the FHSO program agree and must provide justification that the services and materials purchased as non-flight will be limited use for the development and/or direct test of Flight Hardware.
- (i) Acquisition requests that do not meet the above mentioned requirements, which includes MSFC, designed mechanical/electrical piece parts, assemblies or subassemblies normally obtainable from MSFC Mechanical Fabrication Branch shall be forwarded to the Government for completion or other material requests outside these limitations shall be forwarded to the MSFC Procurement Office.
- (j) The acquisition limitations are (a) not to exceed \$25,000 per order or for (b) EEE component parts and mechanical fasteners not to exceed \$100,000 per order. Requests exceeding these limits shall be forwarded to the contracting officer for review.
- (k) Only the CO can authorize any purchases that exceed the limitations considered suitable for acquisition by the Contractor and meeting all requirements shall be provided by the Contractor after receipt of approval by the CO.
- (l) Acquisition of parts and materials will exclude stand-alone and capital equipment.

#### **4B.2 FFP ID/IQ Flight Hardware Support Operations**

The Contractor shall:

- (a) Propose an acceptable delivery date with the MSFC customer.
- (b) Utilize the purchasing guidance and vendor qualifications as specified in MWI 5100.1, *Initiating Procurement Requisitions* and MWI 5330.1, *Evaluation/Audits of Contractors, Suppliers, and Vendors*.
- (c) Operate and manage the FHSRS and the PDTS as specified in MWI 4530.1, *Flight Hardware Support Operations (FHSO) Component*

*Acquisition, Inventory Control, and Kitting Services and MWI 4520.2, Use of the Procurement Discrepancy Tracking System (PDTS).*

- (d) Provide accountability of supplies, materials, equipment, storage and program stock (i.e., Flight Hardware).
- (e) Provide the kitting of parts and materials for Flight Hardware activities.
- (f) Utilize and perform Applications Management services for the Government-furnished FHSRS in support of the FHSO.
- (g) Screen all parts purchased, stored, or distributed upon receipt of a Safety Acute Launch Emergency Restraint Tip (ALERT) from the Government Industry Data Exchange Program and disposition hardware with guidance provided in accordance with DRD 1369RM-001, *MSFC ALERT System Documentation*. Document all disposition actions and notify MSFC customers of any unsafe conditions.
- (h) Store the Flight Hardware inventory received and make any residual hardware available to MSFC customers.
- (i) Provide the delivery service of the hardware to the S&MA Directorate and as requested to the MSFC customer for issuance.
- (j) Provide complete traceability of the Flight Hardware items and the document packages with the Government furnished bar code system and in accordance with MPR 8040.2, *Product Identification and Traceability*.
- (k) Develop a process to disposition rejected hardware in accordance with the MSFC customer requirements.
- (l) Segregate Flight Hardware components from normal supply items and execute inventory controls as identified in MWI 4530.1, *Flight Hardware Support Operations (FHSO) Component Acquisition, Inventory Control, and Kitting Services*.
- (m) Record and process all acquisitions of hardware components, as well as the receiving, handling, storing, kitting, and delivery of these items in the Flight Hardware Support Request System (FHSRS).
- (n) Provide Flight Hardware reports in accordance with DRD 1369LS-017, *Flight Hardware Support Activities* and DRD 1369LS-018, *Flight Hardware Purchasing Financial Management Report*.
- (o) Submit to the COTR and TM a report containing any changes to the FHSRS. The Contractor shall update as necessary a FHSRS Operations Manual and User's Guide in accordance with DRD 1369SW-001, *Flight Hardware Support Request System Operations Manual and Users Guide*.

### **4B.3 FFP ID/IQ Flight Hardware Dedicated Support**

The Contractor shall provide personnel to support dedicated full time services to meet program requirements. This support shall include; but not be limited to acquisition of supplies, hardware, software, and services associated with Flight

Hardware, kitting of materials to meet customer needs, inventory management and control of Flight Hardware, interface with customers through both formal and informal meetings to plan methods to meet customer goals and schedule.

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## SECTION 5 – TRANSPORTATION AND MOTOR POOL SERVICES

### 5.1 GENERAL REQUIREMENTS

The Contractor shall provide MSFC Transportation and Motor Pool Services. The requirements include transportation and maintenance of motor pool vehicles and equipment. The Contractor shall facilitate maintenance of the MSFC GSA fleet of vehicles. The Contractor shall provide PCH support to temporarily assign equipment to authorized users and “standby operational support”.

The Contractor shall:

- (a) 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.
- (b) Provide a ninety (90) day warranty on all Contractor labor. Warranty work shall not be submitted as a SR or proposed as ID/IQ work.
- (c) Identify any problem with the equipment and bring the problem to the attention of the COTR immediately.
- (d) Input maintenance and repair workload data into the WCS per Section 1.2.9, *Work Control System(s) (WCS)* and fully populate the Government provided software (TEO/Bigfoot) for maintenance planning and documenting all work performed (PM/PT&I, TC, and ID/IQ). TCs and ID/IQ work shall also be documented in the Government’s SRS.
- (e) Maintain up-to-date manuals, schematics, and drawings on all equipment serviced under this Contract. Each unique piece of equipment shall have a complete data history provided in the jacket file.
- (f) Support the ANSI required annual independent crane inspection.

#### 5.1.1 Equipment Type List

The Contractor is responsible for the skilled labor force necessary to provide the requirements of this contract (i.e. PM and repairs). Types and quantities of equipment will continue to vary over time. Non-listed items with similar functions are considered to be in-scope and are not to be construed as a change to the contract or new/additional work. Duplicate items shall not be used as an indicator of an increased frequency of repair.

- Compressor Equipment
- Construction Equipment
- Mobile Cranes
- Material Handling Equipment
- Generators
- Personnel Lifts
- Pumps
- Scooters
- Trailers
- Welders
- Motor Pool Equipment

## 5.2 FFP MISSION SERVICES CONTRACT REQUIREMENTS

The following shall be performed to meet the following requirements and are included in the FFP Mission Services.

FFP Mission Services work under this section includes transportation services and operations, preparing, implementing and maintaining a PM Plan. FFP Mission Services work also includes responding to TCs. TC work is separate from PM and is based upon executing 1,200 TC units per contract year (inclusive of M&R and Motor Pool TCs) or prorated for any period of performance less than twelve (12) months. Each TC unit includes the labor and materials to respond to the TC except as described in Section 5.3, *ID/IQ Work*. Additional TC units may be ordered as PPW under the ID/IQ portion of this contract. At contract start date, the Contractor shall have assessed the spare parts needs of the contract.

### 5.2.1 RESERVED

### 5.2.2 Specific Requirements for Motor Pool Operations

The Contractor shall perform all maintenance and repair services for equipment listed in Section 5.1.1, *Equipment Type List* Monday through Friday from 7:30 a.m. to 4:00 p.m. The Contractor is responsible for coordinating the equipment availability and accessibility for scheduled maintenance with the customer. The Contractor shall:

- (a) Transport GSA vehicles to and from designated locations for warranty/maintenance/repair work and shall notify the MSFC users of scheduled maintenance. The Contractor will be provided a GSA schedule.
- (b) Perform all maintenance and repair services for equipment detailed above to include any new equipment of the specified types above by establishing a maintenance schedule within five (5) normal working days after acceptance.
- (c) Provide inspections and PM on all appropriate vehicles and equipment prior to thirty-six (36) to forty-eight (48) hours of a scheduled PCH move.
- (d) Provide Emergency Repairs, Lubrication/Fluid Services, and Wrecker Service for MSFC managed Motor Pool Equipment and GSA vehicles onsite and near-site, within four (4) hours of notification.
- (e) Maintain up-to-date manuals, schematics, and drawings on all equipment serviced under this Contract. Each unique piece of equipment shall have a complete data history provided in the jacket file.
- (f) Maintain current manufacturer's parts ordering information to reduce research time needed for spare parts.
- (g) Provide a fuel support service which includes the management of the fuel station operation (Building 4611) and fuel distribution. This fuel is supplied to Government and approved onsite Contractors for self-service fuel dispensing.
- (h) Monitor and maintain records all fuel receiving, dispensing, and distribution activities by vehicle/equipment and organization.

- (i) Notify the Government when fuel levels require the procurement of regular unleaded gasoline, diesel, fuel-oil, and alternative fuels such as Ethanol (E-85) and bio-diesel.
- (j) Operate the GFP fuel truck to dispense fuel to Motor Pool Equipment. Fuel station support shall include facility maintenance for the fuel tank and dispensing equipment. Fuel Operations Meet Government Regulations and NASA/MSFC Specific Requirements (NASA-STD-8719.9, *Standard for Lifting Devices and Equipment*; MWI 6430.1, *Lifting Equipment and Operations*; MPR 6700.1, *MSFC Vehicle and Motor Pool Operations*; MWI 8540.2, *Green Purchasing Program*; *National Fire Protection Association (NFPA) 54*; MPR 8500.1, *MSFC Environmental Management Program*, and MWI 8550.4, *Air Emissions Compliance*).
- (k) Submit a workload report documenting the results of all work performed in accordance with DRD 1369LS-015, *Motor Pool Workload Data*.
- (l) Question the equipment owner and investigate whether any manufacturer/vendor warranties are applicable, prior to commencing work on any equipment less than one (1) year old.
- (m) Exercise existing manufacturer/vendor warranties. The Contractor's work shall be warranted for ninety (90) days.
- (n) Perform all maintenance on the MSFC Fuel Station, Building 4611.
- (o) Perform mobile crane maintenance in accordance with OSHA 29 CFR 1926.1400, *Crane Operator Certification Training*.
- (p) RESERVED
- (q) Contractor shall keep GSA vehicles clean inside and out. This includes regular exterior washes as well as cleaning the interior. Interior cleaning will consist of vacuuming, dusting dash, console, and cleaning windows.

### **5.2.3 Motor Pool Maintenance Plan**

The Contractor shall:

- (a) Prepare, implement, and submit a detailed maintenance plan in accordance with DRD 1369LS-014, *Maintenance Plan for Motor Pool* for all equipment types specified in Section 5.1.1, *Equipment Type List*. The Maintenance Plan shall address all equipment types and incorporate the RCM process. The Contractor's basis for maintenance activities and frequencies of service shall be in accordance with manufacturer's current recommended PM schedule, NASA-STD-8719.9, *Standard for Lifting Devices and Equipment* and RCM analysis, and other available manuals and documentation. The Maintenance Plan shall be submitted to the COTR for approval within ninety (90) days after contract award.
- (b) Apply RCM processes in accordance with NPR 8831.2, *Facilities Maintenance and Operations Management* to all critical equipment when failure of the equipment might result in damage to Flight Hardware which in turn shall cause significant disruption in flight, research, or operations schedules, cause severe injury or death; or cause significant embarrassment to the Agency.

#### **5.2.4 Perform Preventive Maintenance**

The Contractor shall perform all preventive maintenance prescribed Monday through Friday from 7:30 a.m. to 4:00 p.m. in accordance with DRD 1369LS-014, *Maintenance Plan for Motor Pool* which includes all parts/materials to perform necessary PM tasks. The Contractor shall submit a workload data report documenting the comprehensive results of all work performed in accordance with DRD 1369LS-015, *Motor Pool Workload Data*.

The Contractor shall:

- (a) Get signature/electronic documentation from the equipment Government customer to close the PM.
- (b) Assess the spare parts needs of the contract prior to completion of the phase-in period, so that upon completion of the phase-in period, the Contractor shall perform the PM program satisfactorily.
- (c) Maintain current manufacturer's parts ordering information in order to reduce research time needed for spare parts.

PM activities have varying frequencies of service. Time intervals associated with the frequency of service are listed in Attachment J-16, *Definitions/Acronyms*. This is intended to provide the Contractor adequate planning and access time to perform PM. Lack of required spare parts, other materials, or staffing which delays PM work will not be an acceptable cause for non-performance of PM work. Access restriction shall not be an acceptable cause for failure to perform PM within the time interval unless the Contractor can demonstrate that attempts were made early in the time interval and the Government delayed PM performance. The COTR will unilaterally accept or reject the Contractor's reason for delay.

#### **5.2.5 Trouble Calls (TCs) (Remedial Maintenance)**

TCs are the method by which the Contractor performs remedial M&R to correct malfunctions and failures. Each TC is equivalent to a single unit, and TCs may not be divided to form additional TCs. MSFC or Contractor personnel generally identify the need for a TC. TCs, which require material price of \$1,000 (fully burdened) or less to complete, are included in the FFP Mission Services.

The Contractor shall:

- (a) Receive all TCs through the Contractor operated Work Reception Center.
- (b) Classify each TC as routine or emergency, record and process all TCs in the Work Control System as described in Section 1.2.9, *Work Control System(s) (WCS)*.
- (c) Notify the COTR or designated representative by telephone, within fifteen (15) minutes of receipt, of all calls classified as emergency and the response status.
- (d) At the point a TC is determined to require ID/IQ support, the SR shall be closed in SRS, and two (2) new SRs will be generated for this TC (one (1) ID/IQ proposal to provide the part(s) and one (1) SR under the FFP Mission Services for all subsequent labor to complete the work) and shall be

submitted in accordance with Section 5.3.2, *FFP ID/IQ Work Exceeding TC Material Cost Limit*. All three (3) SR numbers shall be referenced in the ID/IQ proposal.

TC work required by the government to be performed during non-core hours will be addressed as ID/IQ in Section 5.3.8, *FFP ID/IQ Non-Core Labor*.

The Contractor shall respond to TCs and perform corrective action as follows.

#### **5.2.5.1 Emergency TCs**

Emergency calls are those TCs 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. The Contractor shall establish service restoration as soon as practicable but, always within forty-eight (48) hours from customer request and notify the COTR or designated representative of all calls classified as emergency and the response status. Emergency TCs will be closely monitored by the Contractor as well as the COTR to ensure rapid response and speedy completion of the work required. Emergency TCs are not considered ID/IQ Unplanned/Emergency Activities as defined in Section 1.5.2.3, *Unplanned/Emergency Activities*.

#### **5.2.5.2 Routine TCs**

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

### **5.3 ID/IQ Work**

Work may be ordered for any Type of Equipment specified herein.

#### **5.3.1 PPW ID/IQ Additional TC Units**

Additional work in accordance with all requirements specified in Section 5.2.5, *Trouble Calls (TCs) (Remedial Maintenance)* shall be ordered based on units of TCs. For additional TC units that exceed the FFP Mission Services amount, one (1) TC is equivalent to a single unit. Blocks of PPW TCs may be ordered multiple times in quantities defined below:

- TC units of 100
- TC units of 250
- TC units of 500

#### **5.3.2 FFP ID/IQ Work Exceeding TC Material Cost Limit**

When the completion of a TC will exceed the FFP Mission Services material price limits of \$1,000 (fully burdened), the Contractor shall notify the COTR with a description of the work needed and a detailed cost estimate for the part only. The COTR shall determine whether to proceed with the scope beyond the limit. If so, the work shall be ordered as ID/IQ work. The Contractor shall not stop work on an emergency call until the emergency is resolved regardless of the threshold. The Material Handling Coefficient

listed in Attachment J-4A; Tab J-4C, *MLSS ID/IQ Coefficients Schedule* shall be applied to all such ID/IQ.

### **5.3.3 FFP ID/IQ Test/PCH Dedicated Support**

The Contractor shall provide personnel to support PCH operations for limited durations. Support shall include; but not be limited to technical support to maintain equipment and implementation of corrective actions resulting from technical problems.

Work performed by dedicated personnel shall not count toward TC units.

### **5.3.4 FFP ID/IQ Engineering Support**

Technical transportation support shall include the movement of flight, space, or other hardware by air, ground, rail, or marine transportation systems under the responsibility of MSFC. This support shall include; but not be limited to knowledge of material handling equipment, planning, preparing detailed written instructions, implementation of instructions for equipment movement, provide technical solutions to problems associated with transportation equipment, simulation modeling, mobile crane engineering analyses, traffic simulation modeling, and perform technical evaluations of transportation processes.

### **5.3.5 FFP ID/IQ Group Transport Service**

The Contractor shall provide a Group Transport Service (i.e., buses, vans, handicapped accessible buses/vans and drivers) for MSFC personnel onsite and near-site of MSFC. Under normal circumstances a two (2) day notice will be given. Unusual Circumstances may be less than twelve (12) hours notice. The Specialty Services and Equipment Coefficient listed in Attachment J-4A; Tab J-4C, *MLSS ID/IQ Coefficients Schedule* shall be applied to all such ID/IQ. Prepare a group transport report in accordance with DRD 1369LS-010, *Group Transport Report*.

### **5.3.6 FFP ID/IQ Equipment Purchases**

The Contractor shall provide equipment acquisitions to meet new customer requirements or to replace existing equipment. The Specialty Services and Equipment Coefficient listed in Attachment J-4A; Tab J-4C, *MLSS ID/IQ Coefficients Schedule* shall be applied to all such ID/IQ.

### **5.3.7 FFP ID/IQ Fuel Purchases**

The Contractor shall provide fuel acquisitions to meet center requirements. The Material Handling Coefficient listed in Attachment J-4A; Tab J-4C, *MLSS ID/IQ Coefficients Schedule* shall be applied to all such ID/IQ. The Contractor shall procure propane, regular unleaded gasoline, diesel, fuel-oil, and alternative fuels such as E-85 ethanol and bio-diesel to satisfy MSFC requirements in accordance with standard specifications.

### **5.3.8 FFP ID/IQ Non-Core Labor**

Work shall be ordered for non-core labor. The MLSS ID/IQ labor shall be applied against the appropriate factor dependent on the labor category.

## SECTION 6 – MOVE SERVICES

### 6.1 GENERAL REQUIREMENTS

The Contractor shall provide move services within a building, building to building, and/or warehouse to/from a building and perform furniture setup and repair. Overall objective is to meet customer move requirements, provide functional office furniture, and manage all MSFC move services in accordance with MWI 4500.1, *Property Support: Furniture Operations, Retail Supply Operations, Warehousing, and Food Services*. Move services shall include movement of the following items:

- (a) Office Furniture
- (b) Crates/Boxes
- (c) Special Event Furniture and Furnishings
- (d) Lab Furniture

The Contractor shall relocate property not classified as a personnel move i.e. (displays, refrigerators, lab furniture). The Contractor is not required to move leased services equipment or individual personal property items exceeding the capacity of a two (2)-ton forklift.

### 6.2 FFP MISSION SERVICES CONTRACT REQUIREMENTS

The following work describes the FFP Mission Services work requirements.

#### 6.2.1 Specific Requirements for Furniture Operations and Relocation of Property

The Contractor shall be responsible for performing all repair services for government owned furniture during core hours. The Contractor is responsible for coordinating the equipment availability and accessibility for scheduled maintenance with the customer.

The Contractor shall:

- (a) Evaluate for refurbishment, repair or disposal all furniture items that are declared excess by customers. The COTR, or designated representative, approval is required for disposal of furniture items.
- (b) Maintain the online Furniture Reutilization website of furniture assets with pictures of all items available (as determined by the Government monthly) for reuse.
- (c) Screen customer requests against on-hand inventory, which consists of Government-owned furniture stock at initiation of order, and furniture added to the inventory as a result of reutilization during the performance of this Contract. If the item is available in inventory, the Contractor shall offer the item to the customer before the customer initiates a purchase request. The COTR or designated representative will approve first time requests for furniture items in accordance with MWI 4500.1, *Property Support: Furniture Operations, Retail Supply Operations, Warehousing, and Food Services* prior to acquisition.
- (d) Deliver, setup, and install furniture items to meet customer floor plans and other requirements. The Contractor shall deliver items that are ready for immediate use and instructions provided to the customer on the functional use of the furniture. The cost of delivery, setup, and installation of furniture items from on-hand inventory

(Government's stock at Contract initiation) shall be included in the FFP Mission Services work.

For furniture acquisition, see Section 10, *Retail Store*.

### **6.2.2 Specific Requirements for Office Furniture Repair Services**

The Contractor shall:

- (a) 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 sixty-six (66) percent of the replacement cost of the item, the Contractor shall inform the customer and recommend replacing the item.
- (b) Perform repairs using cannibalized parts from non-serviceable furniture upon approval of the COTR or designated representative.
- (c) Make repairs at the customer site when practical.
- (d) Make repairs to serviceable items declared excess by customers if it is economical, and if the items are re-useable. Restock the warehouse with repaired items.
- (e) Execute all applicable warranty service prior to performing repairs.

### **6.2.3 Specific Requirements for Move Services**

The Contractor shall:

- (a) Coordinate the schedule for completing personnel moves with the Government central scheduler not managed by this contract and update the Government provided data management system to provide a daily move schedule to the TM.
- (b) Perform a pre-move inspection for each personnel and special event move request, gathering specific requirements, surveying "to/from" locations, verifying items to be moved, coordinating furniture needs (new and reutilized) to fulfill move requirements and special event setup/layout, and identifying special circumstances (i.e., multiple floors, elevator or lift services accessibility, loading dock accessibility, items for excess or repair are documented and processed for removal).
- (c) Ensure proper control, protection, preservation, and disposition of move assets.
- (d) Perform a post-move inspection once a move is completed, ensuring assets were relocated as specified, customer requirements were satisfied, moving crates/boxes were removed and recycled or disposed, and controlled equipment location changes were updated in appropriate Government-provided data management systems.
- (e) Attend move planning meetings as required.
- (f) Provide technical consultation support regarding type; usage; location for furniture applications; i.e. (executive; contemporary; systems; conference room).
- (g) Input Move Services workload data into the WCS per Section 1.2.9, *Work Control Systems(s) (WCS)*. Schedule and move other property using the Relocate Property SR. Property to be moved will not be connected to a personnel move and will vary in size and weight i.e. close out boxes of records; refrigerators; material of different lengths; displays; conference room furniture.

- (h) Provide detailed monthly reports in accordance with DRD 1369LS-003, *Monthly Move Services Progress Report*.

## **6.2.4 Move Requests**

### **6.2.4.1 Personnel Move Categories (PMC)**

As a general rule, only a minimum number of furniture items are relocated during personnel moves (i.e. employee task chair, loaded vertical file cabinets, crates/boxes). There are four (4) PMCs.

- PMC1 moves involve relocating the employee task chair, crates/boxes, and vertical file cabinet(s) loaded. Lateral files must be unloaded and packed.
- PMC2 moves involve all of PMC1 plus rearranging; disassembly/reassembly of furniture; dismounting relocation and remounting of white board; ergonomic keyboard tray; and/or Central Processing Unit (CPU) holder; and/or monitor stand; and/or relocation of personal microwave or refrigerator.
- PMC3 moves involve PMCs 1 and/or 2 plus adding other seats of furniture to accommodate additional people being moved to the office.
- PMC4 moves involve disassembly relocation and reassembly of all furniture i.e. (desk; credenza; systems; L-Unit; bookcases storage cabinet; table with guest chairs) within buildings, between offices or buildings.
- Requesters who insist relocation of furniture to an office that already contains adequate serviceable furniture will be handled as a PMC4 move.
- Mass moves may fall under any of the categories above but will be handled as ID/IQ in Section 6.3.

### **6.2.4.2 FFP Mission Services Work**

FFP Mission Services shall be priced as units according to the following: Each PMC category equals one move. FFP Mission Services work shall execute 1,900 PMC units per contract year or prorated for any period of performance less than twelve (12) months. In the event the Government does not utilize at least 1,400 PMC units in a full contract year (12 month period), the Government reserves the right to negotiate a deduction for unexecuted PMC units. PMC units shall be drawn down based on the following schedule.

- PMC1 = 1.00 units
- PMC2 = 1.75 units
- PMC3 = 2.25 units
- PMC4 = 5.50 units

### **6.2.4.3 Additional PMC Units**

Additional PMC units may be ordered as PPW under the ID/IQ portion of this contract, (see Section 6.3.1, *PPW ID/IQ Additional PMC Units*).

### **6.2.4.4 Special Event (SE) Moves**

Special event moves include transporting, set-up, take-down and returning folding tables, chairs and other items to designated locations for such events as, but not limited to the

Honors Day Awards Ceremony, MSFC Holiday Reception, and Center Director's All Hands Meetings. Special event moves fall into four (4) SE Moves.

- (a) SE1 moves include providing set-up and tear-down of any configuration at any location on site which can be completed in one (1) hour during core hours, agreed by the COTR or designated representative.
- (b) SE2 moves include providing set-up and tear-down of any configuration at any location on site which can be completed in more than one (1) hour and up to and including two (2) hours during core hours, agreed by the COTR or designated representative.
- (c) SE3 moves include set-up and tear-down of any configuration at any location on site which can be completed in more than two (2) hours and up to and including three (3) hours during core hours, agreed by the COTR or designated representative.
- (d) SE4 moves include set-up and tear-down of any configuration that can be completed in more than three (3) hours at any location onsite or near-site within the fifty (50) mile limit of MSFC, or includes work to be done during non-core hours. All SE4 special event moves shall require a cost proposal from the Contractor, funding provided by the Government organization requesting the special event move and approval of the COTR. SE4 moves will be included in the ID/IQ portion of the Contract (see Section 6.3, *ID/IQ SERVICE REQUIREMENTS*).

#### **6.2.4.5 FFP Mission Services Work**

FFP Mission Services work shall be priced as units according to the following: Each SE category equal one (1) move. Units are based off of one (1) SE1 equal 1 unit i.e. SE1 = 1.00 x 1 unit. SE2 = 1.50 x 1 unit and so on for core hours. FFP Mission Services work shall execute seventy-five (75) SE units or prorated for any period of performance less than twelve (12) months.

- SE1 = 1.00 units
- SE2 = 1.50 units
- SE3 = 2.25 units

### **6.3 ID/IQ SERVICE REQUIREMENTS**

Work not Specified in FFP Mission Services Portion.

#### **6.3.1 PPW ID/IQ Additional PMC Units**

Additional Work in accordance with all requirements specified in Section 6.2.4, *Move Requests* shall be ordered based on units of PMC's. Blocks of PMC's may be ordered multiple times in quantities defined below:

- PMC units of 250

Work performed under ID/IQ shall not count towards any FFP Mission Services PMC units.

### **6.3.2 FFP ID/IQ**

Work shall be priced based on the associated pricing structure in Schedules of Prices and magnitude of the move involved which includes, but is not limited to mass personnel moves (as determined by the Government); personnel moves from near site to onsite; onsite to near site as specified in Section 6.2.4, *Move Requests*; relocation of laboratories (including furniture, scientific apparatus not maintained by M&R) (see Section 4A, *EQUIPMENT MAINTENANCE AND REPAIR (M&R) SERVICES*); and other related property; conference room disassembly, removal, and reassembly; and installation. FFP ID/IQ also includes all SE4 Special Event moves in accordance with Section 6.2.4.4, *Special Event (SE) Moves*. Work performed under ID/IQ shall not count toward FFP Mission Services PMC or SE units.

### **6.3.3 FFP ID/IQ Non-Core Labor**

Work shall be ordered for non-core labor outside of core hours. The rates shall be applied against the appropriate factor (see Attachment J-4, *Schedule of Prices* based on the Attachment J-4A; Tab J-4B, *MLSS ID/IQ Labor Rate Schedule*).

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## SECTION 7 – DISPOSAL SERVICES

### 7.1 GENERAL REQUIREMENTS

The Contractor shall provide the labor, equipment, and materials required to perform MSFC's Personal Property Disposal Services. Disposal items include; but are not limited to, scientific equipment; IT equipment; office furniture; scrap metal; other recyclables; and screening for hazardous materials. Disposal Services does not include trash and hazardous waste. These services shall include removal, transportation, storage, reutilization reporting, acquisition surveying, transfer, donation, and preparation for sale activity of excess personal property; and collection and coordinate removal of recyclable items such as metals, toner cartridges, and electronics. The Contractor shall administer the disposal of unused chemicals and the Environmental Engineering and Occupational Health Office will execute handling of chemicals for proper disposal.

The Contractor shall:

- (a) Manage all MSFC disposal operations in accordance with the following:
  - CFR 41 (Chapter 102)
  - Federal Management Regulation (Subchapter B, Personal Property, Part 102-36, *Disposition of Excess Personal Property*)
  - NPR 4300.1, *NASA Personal Property Disposal Procedural Requirements*
  - NPR 4310.1, *Identification and Disposition of NASA Artifacts*
- (b) Utilize the Government-furnished system (e.g. NASA PP&E, NASA Property Disposal System, GSA systems and others as necessary).
- (c) Input Property Disposal Services workload data into the WCS per Section 1.2.9, *Work Control System(s) (WCS)*.

### 7.2 FFP MISSION SERVICES CONTRACT REQUIREMENTS

The following work describes the FFP Mission Services work requirements.

#### 7.2.1 Specific Requirements for Disposal

The Contractor shall:

- (a) Perform all activity in NPR 4300.1, *NASA Personal Property Disposal Procedural Requirements* and NPR 4310.1, *Identification and Disposition of NASA Artifacts* with reference to the Property Disposal Officer (PDO) with the following exceptions: all actions requiring PDO approval/signature must be forwarded to PDO or Government designee. All requests for assistance/direction from NASA Headquarters and GSA Headquarters must be processed through PDO.
- (b) Remove property from customer locations in accordance with written instructions on pickup requests. At the time of removal, the Contractor shall obtain a signature from the equipment user or designee and leave a customer hand receipt, acknowledging removal of the property.
- (c) Perform reutilization and acquisition screening of Government and Contractor inventory in accordance with NPR 4300.1, *NASA Personal*

*Property Disposal Procedural Requirements.* Transfer orders and coordinate shipment/delivery of requested items.

- (d) Process donations of IT equipment to pre-K thru higher education facilities utilizing the Stevenson-Wylder Technology Act or *Computers for Learning Program*.
- (e) Obtain PDO approval before processing requests for the disposal of foreign property.
- (f) Remove all Equipment Control Number (ECN) tags before property is reutilized or sold, unless reutilized by NASA.
- (g) Process electronics recycling per NASA's Memorandum of Agreement with Federal Prison Industries, Inc. (UNICOR) in accordance to FMR B-34 Federal Electronic Assets.
- (h) Contact GSA Region 4 directly to schedule property sales and perform disposal sales activities. Prepare notices and advertise disposal sales through local and Center media including Inside Marshall and REDSTONE ROCKET. Initial advertisement shall be approved by the PDO.
- (i) Weigh all items for transport to the disposal warehouse on MSFC's scales, located at Building 4661. Obtain a weight certification from a designated MSFC representative and report in accordance with DRD 1369LS-007, *Annual Solid Waste Disposal & Recyclables Report*.

NOTE: If the MSFC scales become unavailable for any reason, or it is impractical to obtain a weight certification, the Contractor shall arrange for weighing on certified scales or other scales acceptable to the CO. The Contractor shall report this data in accordance with DRD 1369LS-007, *Annual Solid Waste Disposal & Recyclables Report*.

- (j) Pick up and transport excess property from MSFC and designated areas near-site to the disposal facility for receiving, inspecting, and disposition.

NOTE: The Contractor is not required to remove and transport individual property items exceeding the capacity of a three (3)-ton forklift or equipment affixed to real property. In these instances, MSFC will arrange for removal and transportation to disposal warehouse, or the property shall remain "in-place" while the Contractor performs other disposition activities.

- (k) Provide for accumulation, collection, and removal of recyclables (i.e., toner cartridges) in accordance with DRD 1369LS-007, *Annual Solid Waste Disposal & Recyclables Report*.
- (l) Drain and reclaim all refrigerants and required lubricants from items prior to disposal in accordance with MWI 8550.1, *Waste Management*. With the exception of items that require refrigerants and lubricants to maintain integrity of asset for sale.
- (m) RESERVED
- (n) Assist Property Disposal Customers with gaining access on to MSFC to pick up purchased property and assist with the loading of transport vehicles.

NOTE: The GSA website contains instructions and a point of contact on how to be granted access on to the Center. The Contractor is not allowed to drive Material Handling Equipment (MHE) on to the purchaser's transport vehicle. All MHE assistance must not go beyond the loading dock (i.e. tailgate loading). This assistance shall include

the use of available MHE to insure that transport vehicles are loaded promptly and safely. Blocking, bracing, tie-down, or other services categorized as rigging will not be included and will remain the sole responsibility of the purchaser. The Government will not be held liable for any transport vehicle damage or personal injury to the purchaser associated with this loading support.

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## SECTION 8 – WAREHOUSING SERVICES

### 8.1 General Requirements

The Contractor shall manage the Government furnished storage facilities. All MSFC assets shall be stored in accordance with environmental and security requirements as applicable.

### 8.2 FFP MISSION SERVICES CONTRACT REQUIREMENTS

The following work describes the FFP Mission Services work requirements.

#### 8.2.1 Specific Requirements for Warehousing

The Contractor shall:

- (a) Manage the Government furnished storage facilities (including the Flight Hardware storage areas).
- (b) Track stored assets.
- (c) Provide a warehouse plan in accordance with DRD 1369LS-004, *Warehouse/Storage Requirements Plan*.
- (d) Manage program stock accounts. All accounts contain over 2,000 line items in the Government provided systems PP&E and MMI, stored in five (5) different locations totaling over 142,000 square feet; two (2) of those warehouses have space for custodial storage; one (1) warehouse has over 5,000 square feet storage space for Flight Hardware items in the Government provided system FHSRS. The warehouse monitor verifies a monthly Flight Hardware inventory sample. Establish program stock accounts upon request, but only after approval by the Supply Equipment Management Officer (SEMO). Issue items from the program stock accounts to Civil Servants as authorized by the Program Stock Account Owners. (See Attachment J-16, *Definitions/Acronyms* for Program Stock definition).
- (e) Perform an annual review of assets and resolve all discrepancies.
- (f) Ensure physical security of all warehouse and stocked assets.
- (g) Store and issue all MSFC assets classified as raw materials.
- (h) Identify all unused material to the SEMO to be declared as scrap.
- (i) Monitor warehouse usage and suggest ways to better utilize warehouse space i.e. (warehouse clean out campaigns) to accommodate new material being received for storage as required.

#### 8.2.2 Explosives Storage

MSFC has an Inter-Service Support Agreement with the U.S. Army Garrison-Redstone Arsenal (Agreement #W31G3G-08105-004), for the U.S. Army to warehouse MSFC owned explosive materials, propellants, and devices. The Contractor shall maintain detailed accountable records of receipt of all explosive materials propellants and devices purchased by MSFC users in accordance with Section 3, *SHIPPING & RECEIVING SERVICES*. Storage, issue, and disposition

actions of MSFC owned explosives propellants and devices will be managed by the U.S. Army Garrison-Redstone Arsenal. No explosive transport is required. Explosive transport will be accomplished by freight carrier, U.S. Army personnel, or by designated MSFC Customer personnel.

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## SECTION 9 – EQUIPMENT MANAGEMENT SERVICES

### 9.1 GENERAL REQUIREMENTS

The Contractor shall provide property services to include offering, acquisition, issuing, handling, storage, and accountability of supplies, materials, equipment, storage, and program stock.

The Contractor shall provide property management and accountability including tagging of Government-owned equipment, equipment records management in PP&E, training of equipment custodians and IAGP Contractors who have property custodian authority, and conducting an annual inventory in conjunction with three (3) NASA Civil Service employees of MSFC equipment. Property Custodian responsibilities are assigned to certain IT Contractors.

### 9.2 FFP Mission Services Work

The following work describes the FFP Mission Services work requirements.

- (a) Warehousing  
Receive and capture equipment information for all equipment to be tagged in PP&E in accordance with NPR 4200.1, *NASA Equipment Management Procedural Guidelines*. Store or deliver equipment to the customer.
- (b) Installation-Accountable Government Property (IAGP) and Government Furnished Property (GFP)  
Provisions of property management and accountability involve processing, documenting, reporting, tracking, and managing MSFC property in accordance with NPR 4200.1, *NASA Equipment Management Procedural Requirements*, NPR 4200.2, *Equipment Management Manual for Property Custodians*, and NPR 4100.1, *NASA Materials Inventory Management Manual*. MSFC property includes: controlled equipment, program stock (including Flight Hardware), custodial storage, IAGP, GFP, Customer Supplied Products (CSP), and furniture.
- (c) Tag Controlled Equipment  
Maintain the PP&E database. Maintain accountability of and distribute ECN tags for use on Government equipment assets. Affix ECN tags on Government equipment assets meeting control criteria.
- (d) PP&E Inventory Transactions  
Within ten (10) normal duty days of receipt of equipment, the Contractor shall build the equipment record in the PP&E database; obtain signature accountability for user assignment for controlled property with complete traceability from receipt to delivery to customer. For items received via overnight conveyance, the Contractor shall within five (5) normal duty days build the record and obtain signature accountability.

The Contractor shall update PP&E database to reflect all movement of equipment within five (5) days of notification or discovery.

- (e) **Equipment Leases and Loans**  
Manage equipment leases and loans to NASA employees; other NASA Centers; other Federal Agencies; non-profit institutions; and profit making institutions; in accordance with NPR 4200.1, *NASA Equipment Management Procedural Requirements*. MSFC Form 4241, Employee Equipment Loan Agreement, must be issued for employee loans. MSFC Form 4373, Mobile Equipment Property Pass, must be issued for equipment utilized both on and off the Center during either a loan period or for those mobile equipment items assigned to a Civil Servant or Contractor employee
- (f) **Survey Reports**  
Process all survey reports and maintain all survey records that document the investigation and disposition of loss, damage, or destruction of Government property in accordance with, NPR 4200.1, *NASA Equipment Management Procedural Requirements*. Assist assigned user in the preparation of NF598 Survey Report.
- (g) **Annual Walk-Through**  
Schedule and participate with a Civil Servant an annual walk-through inspection with each MSFC Director or the designated representative who has assigned property and provide results to the Government in accordance with DRD 1369LS-005, *Annual Walk-Thru Report*.
- (h) **PP&E Systems Records**  
Manage and control PP&E transaction source documents (i.e., purchase orders; shipping documents; and transfer documents) in accordance with NPR 4200.1, *NASA Equipment Management Procedural Requirements*.
- (j) **Customer Supplied Products**  
Maintain and track Customer Supplied Product in automated database capturing name of company who owns product, company point of contact/phone, Marshall Lead Representative phone, product name, date received, date shipped, and date/location delivered in accordance with MPR 4000.1, *Control of Customer-Supplied Product*.
- (k) **Annual Physical Inventory**  
Perform an annual physical inventory in conjunction with three (3) NASA Civil Service employees of all MSFC controlled equipment in accordance with NPR 4200.1, *NASA Equipment Management Procedural Requirements*; NPD 4200.1, *Equipment Management*; and MWI 4200.1, *Equipment Control*. The annual inventory shall be conducted through the traditional wall-to-wall visual inspection and recording methodology using

barcode scanning. Scanning shall be accomplished within a ninety (90) day timeframe between October 1<sup>st</sup> and December 31<sup>st</sup> or at the direction of the COTR of each year.

Resolve all discrepancies (overages and shortages) from annual inventory. Input Property Services workload data into the WCS per Section 1.2.9, *Work Control System(s) (WCS)*.

### **9.3 ID/IQ WORK**

#### **9.3.1 FFP ID/IQ Property Dedicated Support**

The Contractor shall provide personnel to support dedicated full time support to meet program requirements. This support shall include; but not be limited to warehousing, property management, equipment tagging, equipment loans, survey reports, PP&E inventory transactions, CSP, annual physical inventory, and interface with customers through both formal and informal meetings to plan methods to meet customer goals and schedule.

#### **9.3.2 RESERVED**

## SECTION 10 – RETAIL STORE

### 10.1 GENERAL REQUIREMENTS

The Contractor shall manage the operation of the mandatory Retail Store. The Retail Store is the exclusive (mandatory) source of supply for all office supply items, including furniture. If Government funds are being expended to procure office supplies or furniture for MSFC by either Government employees or Contractor employees utilizing Government funds, all purchases shall be made from the Logistics Contractor exclusively in accordance with MWI 4500.1, *Property Support: Furniture Operations, Retail Supply Operations, Warehousing, and Food Services*.

The Contractor shall:

- (a) Utilize Government provided space to operate a limited vendor supply area where customers may purchase a Government provided list of safety items for emergencies, view and be fit for limited furniture samples i.e. ergonomic chairs. The Contractor operated area shall be located in Building 4732 or some other suitable location approved by the Government.
- (b) Offer all supply items directly from the mandatory Retail Store vendor's off-site store to customers through the Just-In-Time (JIT) desk-top delivery method.
- (c) Retain ownership and sole responsibility for all procured supplies and materials (excluding Flight Hardware) until purchased by and delivered to the customers.
- (d) Accept the Government-wide commercial purchase card for payment of supplies and materials (excluding Flight Hardware) within the purchase card limitations for purchases made by U.S. Government employees. Sales tax shall not be charged on purchases paid for by the Government-wide purchase card. The Government purchase card has single and monthly purchase limitations in accordance with MWI 5113.1, *Government-wide Commercial Purchase Card Operating Procedures*. If the U.S. Government purchase card holder makes a purchase that exceeds the card limit, and the Contractor processes the purchase or delivers the merchandise to the customer, the Contractor does so at its own financial risk.
- (e) Publish the acceptable method of payment for Government support Contractors.
- (f) Provide separate vendor invoices/billing to the Government for all purchases.
- (g) Provide a fully automated, web-based ordering system for MSFC customers to obtain office supplies, office materials, office equipment, and furniture that will also accommodate the following features:

- All MSFC customers must be able to browse the vendor supply catalog, create/edit/delete “shopping cart” order, and approve order or route to purchase cardholder for approval.
  - Provide the purchaser with a confirmation of order via email, listing all items purchased and total price of the items ordered. Additionally, provide a web tracking system listing all deliveries by user ID, delivery date, and electronic signature of receipt of delivery.
  - Hold shopping cart orders for up to three (3) days prior to submission and shall track customer “favorites.”
  - Provide for various levels of access (e.g., an employee can view their purchase requests, a supervisor can view all purchases for their group, a manager can view all purchases for their organization, COTR or designated representative, can view all purchases/requests).
- (h) Provide an online as well as, hardcopy catalog(s) exclusive to MSFC (not a general catalog) of all items offered through JIT including furniture, to be updated annually. Both catalogs shall include full item description and pictures of all items. The online catalog of office supplies shall be set up so that when a customer accesses the catalog it opens up to products that are also known as the in accordance with MWI 8540.2, *Green Purchasing Program* as the first choice for customers to purchase.

## **10.2 NO COST CONTRACT REQUIREMENTS**

The Contractor’s cost of providing this service shall be included in the cost of the products sold to the customer. All risk of loss for any Contractor owned and/or leased materials, inventory, furnishings, fixtures, equipment, and supplies are the sole responsibility of the Contractor.

The Contractor shall:

- (a) Provide a full range of quality items, at competitive prices, with either customer pickup (emergency safety items only) or JIT desk-top delivery for MSFC customers.
- (b) Provide furniture layouts for furniture acquisition planning that are compatible with Microsoft Workstation.
- (c) Not sell or offer for sale any of the items on the Prohibited Items Listing in accordance with MWI 5113.1, *Government-wide Commercial Purchase Card Operating Procedures* and MWI 4500.1, *Property Support: Furniture Operations, Retail Supply Operations, Warehousing, and Food Services*.

(d) Provide a report in accordance with DRD 1369LS-013, *Monthly Retail Store Activities Report*.

All new furniture items shall be reviewed and approved by the COTR or designated representative to ensure standardization prior to being added to the catalogs.

The CO and/or the COTR have the unilateral right to add or delete items from the Prohibited Items Listing. Complete listing will be provided upon contract award.

### **10.2.1 Provide Requested Supplies and Materials**

Provision of supplies and materials involves offering commodities, receipt of requests, acquisition, receipt, accountability, storage, and delivery/setup/installation to customers in accordance with NPR 4100.1, *NASA Materials Inventory Management Manual*.

#### **10.2.1.1 Mandatory Retail Supply Store Items**

The Contractor shall maintain mandatory store items per Attachment J-15, *Mandatory Store Items List/Never Out of Stock*. These items shall be available for pick up (emergency after hours) or delivery upon customer demand. To be considered “available” the emergency safety items shall be located in the retail supply area onsite at the time of customer’s request for purchase or delivery. Written permission from the Government shall be obtained prior to deletion of any item from the mandatory retail supply store items list.

#### **10.2.1.2 Retail Supply Store Items**

The Contractor shall offer a variety of items and shall obtain, offer and distribute products from mandatory sources of supplies and materials per the Javits-Wagner-O’Day (JWOD) Act and the Ability One Program if they are available within the period required.

The Contractor shall immediately notify the CO if a mandatory source is unable to provide the supplies by the time required, or if the quality of supplies provided by the mandatory source is unsatisfactory.

#### **10.2.1.3 Furniture**

Furniture shall be priced at GSA or other Government source plus a markup not to exceed a total of ten (10) percent. Markup shall include overhead, G&A, fee, delivery, setup, and installation costs. Since the Retail Store is a no cost effort to the Government, the Contractor and Retail Store subcontractor may agree to any arrangement between themselves that limits the markup as stated above. Under no circumstances shall the Contractor agree to perform any part of the Retail Store purchase, delivery, setup, or installation work and receive credit for that work under FFP Mission Services work or ID/IQ identified elsewhere in this service Contract.

Furniture purchases that consist of special items (made to order), items not included on the approved furniture list, and/or those \$50,000 or greater in total cost shall be formally solicited and the solicitation results be submitted to the COTR or the COTR designee for review of reasonableness prior to the purchase. Items which are on the approved furniture list and do not exceed \$50,000 do not require a formal bid as price reasonableness has been established by GSA and verified as part of the MSFC approved furniture process. The Government may request price verification on any purchase. Installation shall be a component of the bid price and markup shall include overhead, G&A, fee, and delivery. Furniture purchases shall be based on a variable markup scale agreed to between the Contractor and the Government. In no case shall the markup exceed ten (10) percent. The Contractor shall manage all manufacturers' warranties including existing warranties for furniture already purchased for MSFC from multiple vendors to ensure warranted repairs and/or replacements are processed. Provide furniture layouts for planned purchases to check for correctness of blueprints and to ensure furniture fits into the provided space.

#### **10.2.2 Specific Requirements for Retail Store**

The Contractor shall be allowed to order items from Government sources. MSFC will apply for an Activity Address Code (AAC) for the Contractor to be able to order from Government sources if the Contractor does not already have an AAC.

The Contractor shall:

- (a) Offer the items purchased from Government sources, other than furniture, at the respective source price plus a markup not to exceed ten (10) percent. The markup shall include overhead, G&A, fee, delivery, setup, and other installation costs. Any exceptions that exceed a ten (10) percent markup shall be submitted to the COTR or COTR designee for review of markup reasonableness prior to purchase.
- (b) Perform a monthly market analysis of at least ten (10) percent or one hundred fifty (150), whichever is less, different items sold in the retail store or available from the online or hardcopy catalog in accordance with DRD 1369LS-013, *Monthly Retail Store Activities Report*.
- (c) Select a sales date for the month and compare its prices to different commercial vendors and GSA advantage each month. The comparison requirements shall:
  - Not add any transportation costs to commercial vendors utilized for comparison that do not charge for delivery.
  - Make the price analysis available to the COTR or designated representative for review.
- (d) Prepare notices and advertise the retail store through Center media including the MARSHALL STAR and Inside Marshall. Initial

advertisement shall be approved by the COTR or designated representative.

- (e) Process emergency orders during short periods of unexpected electronic-ordering system unavailability, by either scanning, facsimile or telephone. Administrative upgrades to the web-based ordering system shall be made during non-core hours.
- (f) Print and certify the acquisition represents the best value to the Government.
- (g) Have an automated tracking system to allow verification by the Government that the mandatory store items and the retail supply store items are made available and delivered within the timeframes in the PRS.

Operation of the retail supply area in Building 4732 shall be on an “on call” basis. Signage no less than twelve (12)-inch by twelve (12)-inch shall be prominently displayed on the entry door of the retail area listing telephone numbers as well as a fax number for customers to call to gain access to the retail area after core hours as required. The Contractor shall respond to the customer by opening the area within two hours of a request during normal duty hours, 8:00 am – 3:00 pm; Monday – Friday with the exception of Government holidays and/or mandatory base shutdowns. To support emergency operations, the Contractor shall be open during non-core hours, within two (2) hours of notification by the COTR.

### **10.2.3 Retail Store Database/System Functionality**

The Contractor on line system shall provide the following minimum capabilities and/or performance characteristics:

- (a) Transmit/receive transactions via the Internet.
- (b) Collect management data that the Government may use to prepare standard and ad hoc reports.
- (c) Track user/organization/unit/activity/order/green purchases.
- (d) 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.
- (e) Support encryption of data transmitted to customer/users in accordance with NPR 2810.1, *Security of Information Technology*.
- (f) Handle large volume of transactions and ability to expand to support growing number of transactions without degradation in service level.
- (g) Provide user access to functionality via a web browser without requiring client software.
- (h) Handle items utilizing Graphical User Interface.
- (i) Provide a robust search capability.
- (j) Ensure that the system (including data and the web browser) is 508 compliant in accordance with 36CFR Part 1194.

- (k) Provide a system-level IT Security Plan in accordance with DRD 1369MA-001, *Management Operating Plan*.

#### **10.2.4 File Maintenance Features**

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

- (a) 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).
- (b) Limit user access to specific commodities (e.g., office code searches only).
- (c) Description of “help” button/function.
- (d) Assign synonyms to define alternate terms for words in an item’s description.
- (e) Store and provide item pictures if provided by vendor.
- (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.

## SECTION 11 – FOOD SERVICES

### 11.1 GENERAL REQUIREMENTS

The Contractor shall provide Food Services, which includes the following: serving breakfast and lunch at two (2) dining facilities, and catering special events.

Food services shall consist of a variety of entrees including; but not limited to ethnic specialty food, vegetables, soups, salads, breads, confections, beverages, and short orders. All meat, poultry, and fish/seafood are U.S. Government Choice A or better.

### 11.2 NO COST CONTRACT REQUIREMENTS

#### 11.2.1 Food Services

The Contractor shall provide Food Services at the dining facilities, and by catering to the MSFC's employees, Contractors, and visitors, using Government-furnished facilities, utilities, utensils, and equipment these include silverware (which includes forks, spoons, knives); plates; and glasses; food trays and baking/cooking utensils.

Provide food services at the following locations and minimum times of operations when the Center is open.

<u>Building</u>	<u>Times of Operation</u>
4203	Breakfast 7 a.m. - 10 a.m. Lunch 11 a.m. - 1 p.m. Grill 11 a.m. - 1:30 p.m.
4708	Breakfast 6:30 a.m. – 9:15 a.m. Lunch 10:45 a.m. – 12:45 p.m.

The Contractor shall:

- (a) Provide linen tablecloths and table skirts for customer's use during catered and non-catered events, and shall establish and publish a rental charge for this service. All portable equipment and utensils will be furnished/offered on an "as is" basis and shall not be replaced or repaired by the Government.
- (b) Provide all plastic and carryout items (paper bags, paper cups, forks, spoons, knives, and containers in accordance with MWI 8540.2).
- (c) Provide Food Service on a commercial retail basis at No Cost to the Government other than the specified Government furnished facilities, utilities, and equipment (see Attachment J-13, *Installation-Accountable Government Property (IAGP)* (Government is responsible for repair or replacement) and J-13A, *Government Furnished Property (GFP)*).

- (d) Provide purchasers the ability to pay for services with a credit card or debit card.
- (e) Comply with all public health regulations. MSFC uses the current Food and Drug Administration Food Code for a guidance document for food inspection and uses the Alabama Department of Public Health inspection form to document inspection of food establishments.
- (f) Score ninety (90) or better on monthly Food Service Inspections. These inspections are performed by an Inspector other than the Logistics Contractor.
- (g) Adequately meet Government regulatory requirements.
- (h) Provide diverse specialty food products reflecting local/regional/national offerings. The offerings may vary among the facilities e.g. (Building 4203 food court style with varying products; soup/salad bar; short order grill; main entrees) and (Building 4708 pizza & subs). Breakfast at each facility may be of any style. Offerings should include low calorie, low fat items on the menus as well as posting nutritional information in the serving area.
- (i) Post weekly Menus on Inside Marshall.
- (j) Through the Contractor's QC system, adequately inspect, evaluate, and reflect Food Service performance.
- (k) Ensure that price of food is comparable and competitive with three (3) other commercial establishments on RSA and in the Huntsville area.
- (l) When catering events, be responsible for moving food and associated equipment to the designated area. Through the catering services, the Contractor shall offer Table Cloth Rental Services, for catered and non-catered events.
- (m) Comply with all MSFC and Alabama Department of Public Health Regulations, and MPR 1800.3, *MSFC Sanitation Program* regarding Food Service sanitation for all personnel handling/ serving food products.
- (n) Ensure complete, accurate, and timely status and responses to customer inquiries and requests for Food Services, including catering.
- (o) Ensure competent, efficient, and courteous service to all customers.
- (p) Display customer satisfaction survey cards in a highly visible location (cards will be picked up by COTR or designated representative).
- (q) Dispose of used grease at designated locations through a grease recycler.
- (r) Perform a monthly market analysis of menu prices and perform the following:

- Select a date for the month and compare its prices to at least local three (3) commercial vendors.
  - Make the price comparison available for the review by the COTR within ten (10) business days of the selected analysis date.
- (s) Provide a detailed food services activity report monthly in accordance with DRD 1369LS-011, *Monthly Food Services Activities Report*.
- (t) Establish a periodic inspection program as a part of its quality assurance program.
- (u) Prepare, implement, and maintain a detailed food management plan annually in accordance with DRD 1369LS-019, *Annual Food Management Plan* and meet the requirements of MPR 1800.3, *MSFC Sanitation Program*.

The Government will test food items at any time.