ATTACHMENT J1

WICC II

CONTRACT NNG14WA44C

Statement of Work

Wallops Institutional Consolidated Contract II

10/3/2012

SCOPE

The Wallops Institutional Consolidated Contract (WICC) will be a mechanism for institutional services, with the exception of security, for the Wallops Flight Facility (WFF).

This WICC Statement of Work (SOW) includes: facilities planning, engineering, and construction management services; facilities operations and maintenance; construction and mission support services (Indefinite Delivery/Indefinite Quantity (IDIQ) only); grounds maintenance services (IDIQ only); logistics; occupational medicine; environmental management support services; duplication services; visitor center services; mail services; records management; custodial services and solid waste (IDIQ only); chemical and biological laboratory support services; technical facility operations (IDIQ only); telecommunications and engineering support services; and emergency services to support programmatic operations for the National Aeronautics and Space Administration (NASA) and the Navy at the WFF located at Wallops Island, Virginia.

Grounds Maintenance Services (SOW 5) and Custodial Services and Solid Waste (SOW 6) services, when requested in IDIQ Task Orders, will be a directed subcontract to an Ability One vendor selected by NISH. The Contractor shall be responsible for establishment of the subcontract and management of the services.

Other Federal, State and commercial tenants at WFF may also request services through NASA issued IDIQ Task Orders. If specified in an IDIQ Task Order, services may be requested for NASA at Goddard Space Flight Center in Greenbelt, Maryland or at other locations worldwide.

All requirements listed in this SOW are core except for those specifically designated as IDIQ which may be required through issuance of Task Orders as per H.7 TASK ORDERING PROCEDURE. Attachment J-2, Appendix to Statement of Work, identifies core SOW requirements as either NASA or Navy by SOW section. The WICC Contractor will also be responsible for providing IDIQ Task Order support within any functional area of this SOW for institutional services which exceed the core requirements described in Attachment J-2, Appendix to Statement of Work, and for support, within any functional area of this SOW, which is in direct support of WFF missions or other WFF operations.

NASA and the Navy will retain overall management of the WFF institutional program through a Joint Performance Management Operation Board (hereafter referred to as "the Government") including certain elements such as: policy development; strategic and master planning; construction of facility project selection; institutional support agreements; oversight and approval of safety and environmental processes; jurisdiction and other legal matters related to and/or about interface with other Federal, State and local agencies; and ownership of physical plant assets. The WICC Contractor shall manage and be responsible for providing all services, equipment and supplies, except as provided as Government Property, to implement institutional management operations as specified in the WICC for the WFF. An exception is for services provided in support of SOW 12, Telecommunications and Engineering Services Support and services provided in support of SOW 14.2, Duplicating Services. The Government will

provide all telecommunications equipment to be installed, parts to be replaced, and cabling in support of SOW 12. The Government will also provide all consumable supplies such as paper, ink cartridges, and binders used in support of SOW 14.2. As such, the Contractor shall provide overall management of a variety of institutional functional area operations.

To maximize the full utilization and the best use of the Wallops Flight Facility (WFF) institutional infrastructure to sustain and enhance facilities and lower operational costs for future NASA mission needs, the WICC may also serve as the mechanism for the Contractor to use WICC resources and capabilities for commercial customers on a non-interference basis, with the approval of the Contracting Officer, through direct Contractor to commercial customer agreements.

1.0 INSTITUTIONAL PROGRAM IMPLEMENTATION AND BUSINESS MANAGEMENT

Introduction:

Statement of Work (SOW) Section 1 identifies the overall management and administrative duties that cannot be identified for the performance of a single SOW functional area, or are applicable to, or related to performance of all of the functional areas described in sections 2 through 15 of this SOW. This section contains guidelines related to the requirement for SOW Section 1 (below); however, the Contractor has the responsibility to establish and maintain its management program that is innovative and responsive to dynamic institutional and direct mission support requirements, in a cost effective and customer oriented manner.

The Contractor shall provide all technical and business management functions to plan, organize, implement, control, track, report, and deliver all requirements within the scope of the Wallops Institutional Consolidated Contract (WICC) as described in this SOW for both NASA and the Navy. The program implementation and business management shall include all elements in subsections 1.1, 1.2, and 1.3 of this section and any other functions determined to be necessary by the Contractor based on their technical and business approach to contract performance. IDIQ Task Order management is also included as part of the program implementation and business management function.

The SOW subsections include 3 categories of information technology (IT) systems for which the Contractor has some responsibility:

> Category 1 - Existing Government-wide, NASA-wide, or Navy-wide IT systems which the Contractor may input to or receive output from, but for which the Contractor has NO system administration, operation, or maintenance responsibility.
>
> Category 2 - Existing GSFC/WFF IT systems which the Contractor is required to, or may use during contract performance, for which the Contractor has input, output, and system administration, operation and maintenance responsibility including NASA information technology security requirements.
>
> Category 3 - New automated IT systems that are to be developed by the Contractor. Once developed, the Contractor will have ongoing administration, operation and maintenance responsibilities including NASA information technology security requirements. The Contractor shall integrate these systems into the Integrated Management System (IMS) discussed in Section 1.1.

The specific category 1-3 system requirements within each functional area are specifically identified in individual SOW sections 1-15.

Deliverable Reports and Documentation includes both automated and manually completed reports and documentation required by all SOW sections and by clause F.6 DELIVERY AND/OR COMPLETION SCHEDULE. SOW Sections 1-15 do not specifically identify all possible deliverable reports and

documentation that may be required by the individual SOW section, or as required by clause F-6 DELIVERY AND/OR COMPLETION SCHEDULE.

1.1 General

Requirement:

a. The Contractor shall effect, and report to the Government, these management functions through a comprehensive integrated management approach that shall be evidenced through an Integrated Management System (IMS) which utilizes the existing Wallops Institutional Information System (WIIMS), the Contractor's business management system(s), and the existing NASA Maximo work management system, also referred to as the Computerized Maintenance Management System (CMMS). WIIMS is the principle program management tool for institutional program management. It consists of a set of web applications designed to facilitate both IDIQ Task Order management and data flow between the Government and Contractor and includes real time Task Order cost and schedule reporting. WIIMS utilizes Java technologies and data stored in a MySQL database.

At the beginning of the contract phase-in period, the Government will provide the Contractor with a copy of the existing Wallops Institutional Information Management System **(Category 2**) source files for all WIIMS web applications (approximately 45) and database tables (approximately 290). WIIMS applications currently consist of approximately 400,000 lines of logical source code and includes Java, JavaScript, JSP, XHTML, HTML, CSS, XML, Ruby, and C code. WIIMS is currently integrated with the Government's existing CMMS and the current contractor's business management system. The Contractor shall integrate their business management system(s) with the existing WIIMS and the existing CMMS as part of an IMS to assure accomplishment of contract technical, safety, schedule, and cost objectives. All current modules of the IMS shall be functioning on day one of the contract. This includes daily cost updates showing current labor and materials loaded costing information, for all IDIQ Task Orders. All historic data shall also be available through the IMS on day one of the contract. The Contractor shall be responsible for system development, operation and maintenance of the IMS. The IMS shall fully integrate all program implementation and business management identified in SOW subsections 1.2 and 1.3 for both NASA and the Navy, including work input and control, progress, completion, reporting, and customer feedback required by the SOW including those of major subcontractors and vendors. The IMS data and information shall be available in an automated, web accessible, full cost format.

The Contractor is also responsible for managing the WIIMS modules that enable the documentation and transmission of IDIQ task orders from customers to the Protective Services contractor for security services and managing the WIIMS modules that enable the transmission of technical, schedule, and cost data input by the Protective Services contractor to be reported to the customer. WIIMS system modules that must be developed, or the costs of modifications to existing modules, to enable this will not be the responsibility of this Contractor.

b. As part of the IMS, the Contractor shall develop, within 30 calendar days of contract start, a document repository that is accessible to the Government through the WIIMS. This document repository

shall be referred to in this SOW as the Government's Records Management System (RMS) **(Category 3)**. The document repository shall be a central repository for all contract deliverables unless otherwise specified in this SOW. A deliverable will be considered delivered to the Contracting Officer (CO) or designee when placed in the repository. The document repository shall allow documents to be categorized and searched by SOW section, document name, document type, document date, and document originator; have access control capability to limit access, as required by the Government, to sensitive documents; and provide email notification to the CO or designee when a new or revised document is placed in the repository.

c. It is the Contractor's responsibility to remain cognizant of and compliant with the most current version of applicable Federal, State, and local laws and regulations; Presidential Executive Orders; NASA Policy Directives (NPD); NASA Procedural Requirements (NPR), Goddard Policy Directives (GPD), Goddard Procedural Requirements (GPR), and Goddard Work Instructions (WI).

The most current version of NPDs and NPRs can be found in the NASA Online Directives Information System at: http://nodis3.gsfc.nasa.gov/Rpt_current_directives.cfm

The most recent version of GPDs, GPRs, and WIs can be found in the Goddard Directives Management System at: http://gdms.gsfc.nasa.gov/home.jsp

d. In order to comply with the Section 508 Electronic and Information Technology Accessibility Standards, the Contractor shall perform all work required under this contract in compliance with the following technical standards delineated in Code of Federal Regulations (CFR) Title 36:

1194.21 Software Applications and Operating Systems

1194.22 Web-based Intranet and Internet Information and Applications

1194.23 Telecommunications Products

1194.24 Video and Multimedia Products

Standard:

No findings or accumulation of findings from metrics, reporting, reviews, or audits which indicate a systematic problem in the contract which could result in work stoppages or which could impact safety, the environment, quality, reliability, facility and system functionality, or major schedule milestones of the effort under the contract. This shall include no violations or noncompliances of Public Laws, Executive Orders, FAR/NASA FAR Supplement contract clauses promulgated by public laws and Executive Orders; no OSHA citations or EPA violations.

IMS functioning on day one of the contract.

Document repository developed and integrated into WIIMS in accordance with requirements of SOW Section 1.0.

1.2 Program Implementation

Introduction: The Contractor shall provide overall WFF institutional program implementation and Task Order management which shall include all planning and scheduling, work reception, estimating, purchasing, documentation of management activities, engineering oversight, tracking, measurement, reporting, and customer interface.

1.2.1 Overall Program and Task Order Planning and Scheduling

Requirement: The Contractor shall be responsible for all planning and scheduling associated with the overall core institutional program and IDIQ Task Order requirements. All core work and Task Orders shall be planned and scheduled to ensure all material, labor and equipment are available to complete work requirements within the specified time requirements and within the prescribed quality standards. Work must also be planned and executed in a manner that does not interfere with the normal occurrence of NASA, Navy, and other facility tenant, business and missions; or the timely and cost efficient completion of all other ongoing and future institutional efforts. The planning and scheduling shall also track performance to the major milestones for any assigned Task Order activity. The overall planning and scheduling process shall furnish accurate overall information which provides the Government sufficient insight into the Contractor's ability to analyze, mitigate, and control scheduling risks to maintain institutional flexibility and maximize the performance of contract requirements to the performance metrics while optimizing the use of available resources. The schedule shall be available on-line as part of the IMS required in section 1.1 of this SOW.

Standard: Accurate work schedule is available in the IMS for IDIQ work. Work is planned and scheduled utilizing a priority system that includes safety and risk to mission. Any anticipated schedule impacts are coordinated and communicated to the customer.

1.2.2 Work Reception and Controlmis

Requirement: As part of the IMS described in section 1.1 of this SOW, the Contractor shall implement all necessary work control procedures to ensure timely processing of all work requirements as well as to permit tracking of work in progress for all SOW areas. The work control process shall provide a centralized point of contact 24 hours per day, 7 days a week for work reception, customer interface, work status and all other inquiries related to institutional services at WFF including Protective Services with the exception of 911 emergency calls. Customer inquiries may be telephone, email, or in person. This function shall be referred to as the institutional services Help Desk. Personnel shall be available to answer questions, to receive routine and emergency trouble calls and dispatch appropriate personnel for all functional areas under the contract, and provide status of emergency work. Routine trouble calls are defined as those that are estimated to be less than 20 hours or $2,000 (including labor and materials). They shall be responded to in two working days or less. Emergency calls are defined as work that requires immediate action to eliminate immediate hazards to personnel or equipment, prevent damage to Center property, or restore critical services that have been disrupted. Emergency work is usually a response-type work effort and due to its nature, emergency work is not restricted to a level of effort as are routine trouble calls. Response time for emergency calls shall be 20 minutes on the Main Base and 40

minutes on the Island during regular business hours of 8 AM to 4:30 PM. Monday through Friday for all requirements other than Emergency Services defined by SOW Section 11. During non-regular business hours the response time shall be two hours for emergency calls with the exception of Emergency Services defined by SOW Section 11. Non-regular business hour response time for Emergency Services defined by SOW Section 11 shall be the same as regular business hour response time. During normal business hours, if the call is classified as an emergency, the work receptionist shall immediately notify the Contracting Officer's Technical Representative (COTR) or the Government's Task Area Monitor (TAM) by phone or in person that the call has been received and that the work authorization has been issued. After normal business hours including weekends and holidays, the COTR or a TAM shall be notified within two hours. The data for each trouble call or work request shall be entered into the IMS daily. In addition, work requests to eliminate immediate hazards to personnel shall be designated as Safety Work Request and reported monthly to NASA's Executive Safety and Health Council.

Standard: Work reception and control services available 24 hours per day, 7 days a week, 365 (366) days a year. Emergency calls, other than Emergency Services defined by SOW Section 11, are responded to within the time requirements of Section 1.2.2.

1.2.3 Staffing

Requirement:

a. The Contractor shall continuously maintain an adequate qualified staff with suitable management, professional, trade, or administrative expertise to assure that work is scheduled, performed, and completed in accordance with this SOW. This requirement shall be met in accordance with clause H. 17 CRITICAL POSITIONS AND QUALIFICATIONS.

b. The Contractor's training records shall document thorough, accurate, and complete education levels, certifications, licenses, and any other supplementary training programs or courses, which demonstrate that all personnel employed for work under the contract have adequate and appropriate qualifications including training, licenses, and certifications required by Federal, State, and local laws and regulations; NASA Policy Directives (NPD); NASA Procedural Requirements (NPR), Goddard Policy Directives (GPD), and Goddard Procedural Requirements (GPR) and the records shall indicate the current status of all required training.

c. The Contractor shall take any and all action necessary to ensure the conduct of its employees complies with all applicable laws, rules, regulations and Contractor policies, and shall take any and all action necessary to ensure the safety of individuals and the work place at Wallops up to removing and excluding an employee from access to the Wallops Flight Facility. While the Government reserves the right to direct action up to removal and exclusion from the site, if the Contractor's actions are inadequate and/or untimely to effectively address misconduct and/or safety matters, the Contractor shall not decline to take, or delay taking, such action as is necessary and prudent which would have the effect of forcing the Government to direct such action, whether for liability, labor relations, or any other reason. The Contractor shall at all times be fully accountable for its employees and for adequately addressing all issues raised by their presence on site.

Standard: Contractor shall retain qualified personnel and resources to accomplish SOW requirements. Training records are continuously updated and available for CO review to document that the requirements of SOW Section 1.2.3 are met.

1.2.4 Licenses

Requirement: All Contractor and subcontractor employees shall hold a valid state driver's license and any other licenses that may be required to operate Government and/or Contractor vehicles and equipment.

Standard: Records are continuously updated and available for CO review to document that requirements of SOW Section 1.2.4 are met.

1.2.5 Replacement, Modernization, and Renovation

Requirement: During the term of the contract, the Government may replace, renovate, or improve equipment, systems, facilities, components, and fixtures at the Government's expense. All replaced, improved, updated, modernized, or renovated equipment, facilities, components, and systems shall be maintained, operated, and/or repaired by the Contractor within the scope of the contract and with no change to Appendix J-2 unless such changes result in an increase in contract core requirements.

Standard: All replaced, renovated, or improved equipment, systems, facilities, components, and fixtures are maintained, operated, and/or repaired in accordance with requirements in the appropriate SOW.

1.2.6 Interface with the Government, Tenants, and Other Contractors

Introduction: During the contract phase-in, the Contracting Officer (CO) will provide the Contractor with a list of the Facility Operation Managers (FOMs), TAMs and COTRs. These Government representatives will interface with the Contractor on a day-to-day basis as provided through documentation by the CO.

Requirement: The Contractor shall notify FOMs of any work to be performed in a building or other area under the FOM's control that would in any way disrupt the conduct of normal Government or tenant business. The Contractor shall notify the FOM at least two (2) working days in advance of the scheduled work. Notification shall include the location of the work, type of work to be done, and the estimated completion date. The Contractor shall not proceed with work until they have received an acknowledgement from the FOM that the notification was received. The Contractor shall reschedule any work that the CO deems necessary to avoid unacceptable disruption to Government or tenant business. Rescheduling under these conditions shall not be at any additional cost to the Government.

Standard: Documentation is available showing the FOM has confirmed receipt of notification for planned work that meets the requirement that there would be a disruption of the conduct of normal Government or tenant business.

1.2.7 Formulation Activities and Program Reviews

Requirement: The Contractor shall participate in, and support, as requested by the COTR, project planning and formulation activities, and management operations meetings which include the Greenbelt and WFF Facilities Utilization Review Board (FURB) meetings, and other engineering, environmental, and program reviews as requested by the CO or designee. This may include presentations on the Contractor's implementation status, impacts on the program due to proposed requirement changes or budget and funding conditions, or any other aspect of the program for which the Contractor is responsible for managing on behalf of the Government. The Contractor shall also work with each Integrated Product Team (IPT) to develop a charter and participate in monthly IPT meetings for each SOW area.

Standard: Contractor personnel participate in project/program planning, formulation, and review activities, and management operations meetings when requested by the CO or designee.

1.2.8 Facility/Hazardous Operations Program Safety

Introduction: Requirements listed in this section are specific to the program and facilities controlled and/or utilized by the Contractor in execution of the contract. This section is not intended to include provisions of the Safety and Health Plan required by the contract schedule.

Requirement:

a. Any design changes to existing or previously approved facility safety devices or systems must be coordinated through and approved by the CO.

b. For hazardous operations, the Contractor shall define hazard areas and exclusion zones that will protect participating and non-participating personnel in the event of a mishap. The Contractor shall establish and implement personnel limits in areas where hazardous operations occur. The Contractor shall also control access into these areas during the conduct of hazardous operations and shall ensure that only active essential personnel are in these areas during hazardous operations.

c. The Contractor shall provide information to NASA as requested regarding hazardous systems or operations for which the Contractor is responsible.

Standard: No design changes to existing facility safety devices or systems unless approved by the CO. No non-essential personnel access/enter hazardous operations zones.

1.2.8.1 Personnel Safety

Introduction: The safety of the public, and NASA and Navy civil service and contractor personnel are of the paramount importance for the conduct of all contract activities.

Requirement: The Contractor's Safety and Health Plan, required by clause H.8, shall address the general policies for the conduct of occupationally safe operations. These requirements are applicable to

Contractor personnel who work on or around hazardous systems. These requirements also identify personnel assignments and limits necessary to ensure a safe and effective working environment.

Personnel who work directly with or around hazardous materials or systems shall be properly trained and certified. Personnel who operate cranes and materials handling equipment (forklifts, etc.) and pressurized systems shall be properly trained and certified. The Contractor shall provide trained and certified personnel for all conditions specified by OSHA and NASA standards and NASA policies. The Contractor's training and certification program to meet these requirements shall be submitted to and approved by the CO prior to implementation. For hazardous operations, the Contractor shall provide a person or persons whose primary responsibility is safety oversight of the operation at the site of the operation. This person will interface directly with the CO in resolving real-time safety concerns. Hazardous materials that Contractor personnel may be exposed to during the support of this contract depend on individual work assignments. Classes of hazardous materials may include, but are not limited to: corrosives; flammables; volatile organics (paint, paint thinners, fuels, etc.); toxics (lead, mercury, chromium, etc.); particulates (dust, welding fumes, aerosols, etc); cryogens; explosives.

For occupational injury or illness sustained by Contractor employees while working at WFF, the Contractor shall collect all NASA Incident Reporting Information System (IRIS) required information from the employee and input the information into IRIS (**Category 1**) within 24 hours of the occurrence.

The Contractor shall also enter monthly exposure hours for the contract into the NASA IRIS system. Exposure hours include all hours worked by the employees of the prime and all subcontractors in support of the WICC contract. Monthly exposure hours shall be entered into the IRIS system by the tenth calendar day of the following month.

Standard: Documentation is available to prove Contractor personnel are properly trained and certified for hazardous operations prior to participation in a hazardous operation. IRIS information is submitted within 24 hours of a sustained occupational injury or illness by Contractor personnel. Exposure hours are entered into IRIS by the 10th calendar day of the following month.

1.2.8.2 Hazardous Operations Equipment Safety

Introduction: These safety requirements are specific to the various types of equipment utilized during the inspection, assembly, and checkout of hazardous systems or in a hazardous operation. Equipment covered under these requirements includes, but is not limited to, work platforms, trailers, basket trucks, cranes, slings, pressure vessels and hoses, boilers, transformers, switchgear, chillers, generators, and meters.

Requirement:

a. The Contractor shall comply with the requirements of NASA-STD-8719.9, GPR 8719.1, GPR8834.1, OSHA 29CFR 1910.179, and ANSI B30.XX Series regulations for Lifting Devices and Equipment and NASA-STD-8719.17, NPR 8715.3, GPR 8710.3, ASME B31.XX and OSHA 29 CFR 1910.169 for Pressure Vessels and Systems. All operators of overhead lifting devices and mobile cranes shall have a Crane Operator's License issued by the GSFC/WFF RECERT Program.

b. The designs, electrical schematic diagrams, and checkout and use procedures for all equipment utilized in the checkout, control, test, monitoring, or other support function for any hazardous system or operation shall be submitted to and approved by the CO or designee prior to utilizing the equipment in support of any hazardous operation. All such equipment utilized in support of hazardous systems or operations shall be certified by appropriate means for that particular equipment (mechanical test, electrical calibration, etc.) and tagged with appropriate certification data and date. The Contractor shall ensure this equipment is in good working order and that all calibrations/certifications are current. To this end, the Contractor shall develop and implement a plan for the periodic certification and calibration of all applicable equipment used in support of hazardous systems or operations. The plan shall be provided to the CO or designee within 60 calendar days of contract start.

Standard: Certification and calibration plan is up to date and accurate.

1.2.9 Performance, Reliability and Quality

Requirement: The Contractor shall maintain and update the Quality Assurance Plan (QAP), Attachment 19. Any changes to the plan shall be approved by the CO or designee. This plan shall integrate Task Order functions as they are assigned. The plan shall include any policies and procedures the Contractor will employ to accomplish, monitor, and control all functional areas (including those of subcontracts that the Contractor determines to be critical to the successful fulfillment of contract requirements), and shall correlate to the requirements and standards contained in this SOW.

The QAP shall meet the requirements of GPR 1280.1, The GSFC Quality Manual, for the following portions of the WICC: receiving Government procured equipment and material that are project controlled requirements of SOW 15.6 and 15.6.2. The Contractor shall write, maintain, and revise work instructions (WIs) for these functional areas and operations and deliver them to the CO or designee for approval within 60 days of contract start. These WIs shall document the processes and procedures followed for accomplishing the requirements of the SOW pertaining to these functional areas and operations, and shall comply with the requirements of GSFC's Quality Management System, as described in GPR 1280.1. The existing Work Instructions and Standard Operating Procedures shall be followed until the new/updated WIs have been approved. Once approved by the CO or designee, the Contractor shall operate in accordance with the WIs. During the contract, the Contractor shall revise the WIs, using relevant current procedures as appropriate under this contract, whenever the Contractor implements a CO or designee approved change to the Contractor's work processes.

The QAP shall address how the Contractor will implement the requirement to maintain a monitoring, inspection, testing, and quality control program which documents compliance of all work performed, and all procured items, with applicable Government standards referenced herein. This program shall also document deficiencies and appropriate corrective action, and due dates versus actual completion dates for Contractor operations.

The QAP shall include general risk management by detailing how the Contractor will integrate the assurance issues of safety, reliability, maintainability and quality as they correlate to the program and contract goals of cost, schedule, and the probability of institutional management success. The QAP shall

include the Contractor's process for considering risk and the mitigation of risk in the planning and day-to-day management process.

Standard: The Contractor's Quality Assurance Plan meets all the requirements of SOW Section 1.2.9.

1.3 Business Management

Introduction: The Contractor shall provide business management to include contract management, reviews, and reporting; financial resources management; subcontract management; information and document management; and Government real and other property management.

1.3.1 Contract Management, Reviews, and Reporting

Requirement: The Contractor shall provide overall management of the prime contract requirements. The Contractor shall provide for informal technical interchange between Contractor and Government personnel, including other Government contractor personnel, for the purpose of assuring insight into problems involved in the performance of WICC requirements. The Contractor shall conduct semiannual contract management reviews and provide a written report to the Government, by the 15th calendar day of the following month, to provide the Government with a self-assessment of the current status of the Contractor's financial and technical activities.

The Contractor shall integrate their business management systems with the existing IMS and maintain the IMS to accumulate, document, and submit all reporting required by the SOW and the contract schedule. The CO, the COTR, and any others designated in writing by the CO shall have on-line access to the reporting system. The Contractor shall submit progress reports of all work accomplished during each month of contract performance. Reports shall be brief in content and include a quantitative description of overall progress, an indication of any current problems that may impede performance and proposed corrective action, and a brief discussion of the work to be performed during the next monthly-reporting period. The monthly reporting data shall be available for the Government's on-line review on the 10th calendar day after the close of the monthly reporting period.

Standard: Contractors semiannual and monthly reports submitted per the schedule requirements of SOW Section 1.3.1.

1.3.2 Financial Resources Management

Requirement: Beyond the requirements of clause G.2 NASA CONTRACTOR FINANCIAL MANAGEMENT REPORTING, the Contractor shall provide and maintain, as part of the IMS, a resource management system for the accumulation, documentation, and analysis of cost and work force data. The resources management system will be the basis for communication with the Government concerning financial planning and control, accounting of accrued expenditures and other liabilities, evaluation of cost performance, and forecasting of cost and work force requirements, and customer billing. Information such as resource plans, staffing, and full cost actuals shall be available as part of the Contractor's on-line integrated reporting system. Modules of the IMS supporting resources management shall be functioning on day one of the contract. The system shall track: the cost of SOW 1 that cannot be directly allocated

to a single SOW area (SOWs 2 – 15); the cost of total core (SOWs 1- 15); the cost of core for each individual SOW area; the cost of individual IDIQ task orders; and the facility and equipment credits due NASA from commercial work performed using NASA resources. The Contractor shall also provide financial planning as required to support the Government budget process. The format and content of the Contractor's inputs and supporting rationale shall be in accordance with the budget or special request guidelines and reporting format specified by the CO or designee.

Standard: Costs are accurate, current and available to the CO or designee through the IMS and per the requirements of SOW Section 1.3.2.

1.3.3 Subcontract Management

Requirement: The Contractor shall manage and provide all technical control for all subcontractor and vendor activities necessary to accomplish the WICC requirements. The Contractor's plan for providing appropriate management visibility for subcontracted efforts shall be part of requirements for the prime Contractor, and shall be included in the IMS within 30 calendar days of contract start.

Standard: No evidence of systemic issues in meeting core contract or Task Order requirements due to the Contractor's failure to appropriately manage subcontractor and vendor activities.

1.3.4 General Requirements for Contractor's Information Systems and Document Management

Requirement: As part of the IMS, the Contractor shall develop, maintain, and operate information systems which provide for the preparation, publication, control, dissemination, and data base management of information and data required by this contract. The Contractor shall develop, maintain, and operate these systems so that the Government designated personnel, including as necessary other Government Contractor and other personnel, can easily and routinely access and analyze such systems and the information they contain. The data of this system shall be the property of the Government in accordance with the RIGHTS IN DATA-GENERAL (FAR 52.227-14) clause of the contract.

For non-Government furnished information technology resources, the Contractor shall meet the requirements of the NASA Minimum Interoperability Software Suite and the Minimum Hardware Configurations standards that is referenced online at http://www.nasa.gov/offices/ocio/itsecurity/. Office Automation generated products communicated electronically to and from Contractor owned or operated information systems must conform to minimum standards as required by the NASA CIO and defined in the executive notices issued by that office within 3 months of the issuance of such notices. In addition, the daily operation of the Contractor's information technology resources should, under no circumstances, impact the operation of NASA network resources beyond that which is caused by the transmission or receipt of (deliverable products) or administrative communications (email) which are compliant with the NASA Minimum Interoperability Software Suite Standard. NASA network resources are the NASA Corporate Network and interconnected NASA data networks, including WAN, remote access and guest services, as well as those systems utilizing or connected to the data networks.

Standard: No evidence that the daily operation of the Contractor's information technology resources impact the normal NASA network resources.

1.3.5 Government Real and Other Property Management

Introduction: The Contractor will be provided Government real property and Government Property for utilization on the WICC. Government Property is defined as Installation Accountable Government Property listed in Attachment J-3 provided in accordance with clause G.6 for use onsite a WFF facility and Government Furnished Property is listed in an IDIQ Task Order, which is furnished in accordance with clause G.10 for use offsite a WFF facility.

1.3.5.1 Real Property Management

Requirement: The Contractor shall operate all Government provided real property for implementation of the WICC and commercial activities authorized under this contract. The Contractor shall provide a Facilities Management Plan, which shall describe the approach to managing and implementing real property responsibilities. The Contractor shall manage provided facilities to accommodate Contractor, NASA, other Government agencies, and non-government tenant needs as required.

Standard: No evidence that Government provided real property is used for other than WICC or commercial activities authorized by the CO.

1.3.5.2 Property Management

Requirement:

The Contractor shall manage, operate, maintain, repair, and provide sustaining engineering and logistics for all Government Property utilized for performance of the contract effort as a direct cost under core services. Replacement of Government Property with a replacement value up to $25,000 is a direct reimbursable cost under Core services, following Contracting Officer notification and approval. Government Property with a replacement value of $25,000 or more will be replaced, after Contracting Officer notification and approval, via an IDIQ task order. The Contractor shall acquire, refurbish, receive, inspect, accept, and store, as necessary, all supplies such as material, hardware, components, systems, and equipment required for implementation of the WICC that is not provided as Government Property. The Contractor shall be responsible for all stock and inventory management to track and control all WICC materials, supplies, and equipment to ensure that all are available to support contract requirements when needed. The Contractor shall identify excess and obsolete supplies.

The Contractor shall also ensure through a proactive monitoring and control program that all materials, supplies, Government Property, and Contractor acquired equipment and property are used only for authorized purposes in accordance with the contract and Government property regulations. The Contractor is also responsible for meeting all requirements of clause G.6 INSTALLATION-ACCOUNTABLE GOVERNMENT PROPERTY and clause G.10 LIST OF GOVERNMENT PROPERTY FURNISHED PURSUANT TO FAR 52.245-1. The Contractor shall maintain Government Property in accordance with the original manufacturer's specifications and provide all equipment calibrations necessary to keep instruments operating within manufacturer's specifications. The Contractor shall make available to the Government documentation indicating type and date of maintenance and calibrations performed.

Property with a NASA Government Equipment Control Number (ECN) tag shall be entered into the Government owned and maintained system, NASA Property System (N-PROP) (**Category 1**) by the Contractor. For property that does not have an ECN listed in Attachment J-3, the Contractor shall develop their own methodology, in accordance with Clause G.6, for tracking and controlling Government Property.

Standard: No evidence that provided Government Property is used for other than authorized purposes in accordance with the contract and Government property regulations. Documentation is available indicating the type and date of equipment maintenance and calibrations performed.

1.4 Emergency Preparedness and Response (IDIQ)

Requirement: The Contractor's obligation may include resolution of unusual or emergency situations. The Contractor may be required to assist NASA, within the general scope of work, but in currently unidentified ways, in preparation for, or in response to emergencies. Obligations under this requirement shall only arise when one or more of the criteria of FAR 18.001, enabling NASA to utilize Emergency Acquisition Flexibilities, are met.

Standard: When NASA utilizes Emergency Acquisition Flexibilities per FAR 18.001, the Contractor responds as required in the IDIQ task order.

1.5 eMOD System (Category 2)

Introduction: The Electronic Management Operations Directorate System (eMOD) is an electronic work ordering system for institutional services at NASA, Goddard Space Flight Center, Greenbelt, Maryland. The system is currently hosted on a server at WFF that is provided to the WICC Contractor as Government Property. For eMOD, there are approximately 3 web applications and 33 database tables. eMOD applications currently consist of approximately 80,000 lines of logical source code and includes Java, JavaScript, XHTML, HTML, CSS, and XML.

1.5.1 eMOD System Administration, Operation, and Maintenance

Requirement: The Contractor shall provide system administration, operation and maintenance services including NASA information technology security requirements for eMOD.

Standard: eMOD system administration, operation and maintenance services are provided to ensure system availability.

1.5.2 eMOD System Modifications (IDIQ)

Requirement: The Contractor shall provide services for the modification to existing modules of the eMOD system and shall develop new modules for eMOD.

Standard: The Contractor shall comply with all requirements stated in the IDIQ Task Order.

2.0 FACILITIES PLANNING, ENGINEERING & CONSTRUCTION MANAGEMENT SERVICES

2.1 General Information

2.1.1 Introduction

The Contractor shall provide the facilities planning, engineering and construction management services required by the Government as identified in this statement of work. These services will be required to support NASA, Navy, and other tenant institutional and project specific facilities activities; on-site and worldwide.

Core services include support for the geographic information system, internet web page, configuration record control drawings from as-builts, central engineering files, scheduling, estimating, miscellaneous Computer Aided Design and Drafting (CADD), graphics, underground utility locating, surveying, space utilization, Facility Project Management Information System, and pre-project planning and budget cost estimating.

All other services of this SOW may be requested through IDIQ task orders. These services include project management, engineering studies, architectural/engineering design services including cost estimates and specification development, and construction management and inspection services.

Off-site travel is not required as part of core services. If travel off-site travel is required, an IDIQ task will be issue for travel costs.

2.1.2 Restrictions, Limitations, and Special Conditions

The Contractor shall take into account entry restrictions to certain facilities to accomplish the work called for in this SOW. All work performed by the Contractor is the property of the Government and shall not be disclosed, distributed, or modified without the consent of the CO or designee.

2.1.3 Architectural/Engineering Services Overview (IDIQ)

The Contractor may be requested in IDIQ task orders to provide Architectural/Engineering (A-E) services to perform engineering studies, conceptual designs, preliminary cost estimates, final designs, construction scheduling, engineering calculations and analyses, cost estimates, construction specifications, and to participate in design reviews and construction follow-on services, including submittal reviews, during and after construction. These services shall include civil, structural, architectural, mechanical, electrical, fire protection, Utility Control Systems (UCS), environmental engineering, specification writing, and site surveys. The design of special facilities equipment such as ground support and rocket/balloon launch facilities and equipment may also be required under this contract.

The general scope of services may include the turn-key preparation of conceptual designs, studies, development of projects scope, basis of need and cost estimate documentation, and architectural/engineering services that include Building Information Modeling (BIM), Leadership in Energy

and Environmental Design (LEED), and other energy conservation and sustainability initiatives required by the Government for the design of new facilities and for the alteration, modification, and rehabilitation of existing facilities.

All work shall be conducted by competent architects, engineers, technicians and surveyors. All designs shall be coordinated with the site Safety, Environmental, Fire Safety and other cognizant offices to ensure each design meets all applicable codes, regulations and Government requirements.

For NASA, the services shall be provided in accordance with the most recent version of the NASA Procedural Requirement NPR 8820.2.

All Navy designs shall comply with the International Building Code, latest edition, NAVFAC design guidelines and criteria, and with the Unified Facility Guide Specifications. For design tasks, provide documentation in accordance with requirements in OPNAVINST 11000.16 (series), OPNAVINST 11010.20 (series), NAVFACINST 11010.44 (series), NAVFAC P-80, and applicable industry standards and codes. For projects with construction value over $200,000; the Contractor shall provide designs in accordance with UFC 1-300-09N “Design procedures”, or the latest revision.

2.1.4 Computer-Aided Drafting

All CADD drafting called for by this SOW shall be performed using AutoCAD Revit, or later versions.

2.2 Policies, Procedures, & Guidelines

Requirement: The Contractor shall develop, maintain, and implement policies, plans, procedures, & guidelines in the field of facilities planning, engineering, and construction management for all NASA, Navy, and tenant work. All Contractor policies, procedures, and guidelines will be documented, organized, and made available electronically in the Government’s Records Management System (RMS) **(Category 3)**. Whenever existing Government procedures can be made more efficient and/or effective, the Contractor shall make formal recommendations to the CO or designee.

Standard: All Contractor developed policies, procedures, and guidelines are available in the RMS prior to implementation by the Contractor.

2.3 Information Management Systems (Category 2)

Introduction: The Contractor shall operate and maintain a Facilities Management Branch (FMB) Information Management System (IMS). The systems included as part of the FMB IMS shall include the ArcGIS Geographic Information System (GIS), GIS Intranet web site, ARCHIBUS, computer-aided design and drafting system (CADD), NASA SpecsIntact system, the Real Property and Space Utilization System, Facility Project Management Information System, Facilities Management Branch (FMB) web site, and data management systems such as MS Project, MS Excel, and MS Access. Services shall include limited hardware, software, network, documentation, and programming support. Software support includes administration, operation and maintenance, and excludes development and modification unless otherwise noted in this SOW.

All data and databases used and/or developed by the Contractor are the property of the Government. Data and images generated are for Government use only unless authorized by the CO or designee and shall not be distributed without permission of the CO or designee.

2.3.1 Geographic Information System (GIS) Support (Category 2)

Introduction: The GIS is an electronic system, utilizing ArcGIS software, that manages facility-wide geo-referenced data and the associated attribute information.

Requirement: The Contractor shall:

a. Develop, configure, operate, program, document, integrate, provide user support, and collect and input the geographic and facility asset data with existing datasets, as well as maintain the attribute databases and configuration files.

b. Develop user specific custom mapping products to fulfill requirements of requesters. The Contractor shall also develop custom interfaces and/or integration of open database connectivity (ODBC) compliant databases (specifically Oracle, MS SQL, MS Access, Arc/Info & dBase), and shall support users by developing reports (Seagate Crystal Reports), statistical analysis, programming unique user applications, 3-D infrastructure models, and providing custom analysis.

c. Maintain and integrate existing and newly developed databases to include space utilization records, real property assets, current condition assessment for all building systems, land use and characteristics, cartographic data, infrastructure including underground utilities and cabling, surveying data, topographical data, environmental data, hazardous material location, and confined space inventory. Changes shall be made in the systems and reported within 30 calendar days of completion and acceptance of the modification. Make available to authorized users/customers, information contained in the GIS databases via web network resources using the Government's custom set of web applications **(Category 2).** Ensure proper software and hardware updates to maintain system viability.

Standard: Records are compliant with the Spatial Data Standards for Facilities, Infrastructure and Environmental. Updates to databases shall be completed within 30 calendars days of receipt to reflect accurate conditions.

2.3.2 Internet Web Page (Category 2)

Requirement: The Contractor shall:

a. Maintain existing and develop new FMB web pages. These web pages shall be updated on a monthly basis reflecting changes since the last update. This includes documentation, web page security access levels, image capture, creation of editable text Adobe PDF files, and the development of web enabled databases for the purpose of disseminating FMB information to internal and external customers.

b. Support users by formatting databases to be linked with the system, support users in interfacing the central system, program unique user applications, provide custom web page design and update existing

web pages to reflect current status. (Examples of existing web pages would include but not be limited to organization charts, project lists and status, and listed work processes.)

Standard: Contractor accurately maintains the web pages and other associated systems on a routine basis, but no less than every 30 calendar days. Information contained in these systems shall be available to users at all times.

2.3.3 Configuration Record Control Drawings from As-Builts

Requirement: The Contractor shall:

a. Utilize the Configuration Record Drawing database currently MS Access **(Category 2)** for management and control of all documents, including those under configuration record control.

b. Not later than 30 calendar days from Government acceptance of any facility modification or new construction work, incorporate redlined changes (provided by others or developed in-house) from NASA, Navy, and other resident agencies to reflect as-built conditions. This service shall be performed when a facility modification or new construction results in a change to Government property, real property, infrastructure to include electrical and climate control systems, plumbing, utilities, roads and grounds, and other changes to the Record Control Drawings. For those facilities that are not under configuration record control, the Contractor shall create, not later than 30 calendar days from receipt of redlines, Record Control Drawings for the facility systems that were modified.

c. Incorporate redlined details to the level of detail found on the as-built Record Control Drawings. These drawings shall be in electronic format, maintained in the Central Engineering Files. (See Section 2.3.4, Central Engineering Files Services.)

d. Provide to the Government full electronic accessibility to the database maintaining these records. All files are the property of the Government.

e. Maintain electronic and hard copy records. The records shall cover all as-built work and records shall be up-to-date within 48 hours of receipt with confirmation reporting to the CO or designee of work completed.

f. Review and use all available sources, including redlines, shop drawings, submittals and field investigations to validate the information to be transferred to the affected Record Control Drawings.

g. Perform all drafting to develop and/or update as-built drawings affected by all projects that affect facilities at WFF, whether designed in-house or by others.

h. Maintain Record Control Drawings and all other facilities drawings and documents, and produce and provide copies to others at the request of the CO or designee as references for planning, design, construction, and operations efforts. Once the Record Control Drawings have been updated, the final design drawings (As-Builts), and the updated Record Control Drawings shall be maintained in Central Engineering Files (CEF).

i. Utilize the standard industry AutoCAD layering formats for all designs.

Standard: All work shall be completed within the stated timeframes and follow the standard industry AutoCAD layering format.

2.3.4 Central Engineering Files Services

Requirement: The Contractor shall:

a. Maintain a central depository of all hard copies and electronic copies of Record Control Drawings, construction drawings, as-built drawings, redlined drawings, specifications, submittals, shop drawings and other controlled documents. All material shall be cataloged and indexed and the information shall be made electronically accessible in the Record Drawing database currently MS Access **(Category 2)**. This central depository, designated as Central Engineering Files (CEF), shall be co-located with the NASA Facilities Management Branch.

b. Manage documentation storage, document filing services, and document retrieval. Maintain a database of all Record Control Drawings.

c. Develop for CO or designee approval, proposed changes to procedures regarding the management of the CEF to ensure the integrity, access, and security of Record Control Drawings, redlined drawings, construction drawings, technical documentation, and as-built drawings.

Standard: All requests for copies of Record Control Drawings are completed within 24 hours (Monday through Friday) or within the requested time frame specified by the customer. Changes to procedures are approved by the CO or designee prior to implementation. No instances of the lack of a hard copy in the CEF. Record Drawing database contains a documentation entry for all CEF electronic or hard copy items.

2.3.5 Scheduling, Estimating, CADD and Graphics Support

Requirement: The Contractor shall plan, research, develop, prepare, review, update miscellaneous CADD drawings, project schedules, estimates, other graphic designs, and shall revise or create, graphs, charts, presentations or other graphical output, utilizing AutoCAD, Excel, ArcView, Visio, Adobe, Power Point and/or other appropriate software packages. The exact schedule and completion time for each service request shall be given when the CO or designee provides the service request.

Standard: Contractor meets the schedule and technical requirements of the CO or designee for each product as documented in the service request and TTMS.

2.3.6 Underground Utility Locating and Surveying Support

Introduction: The Contractor shall support the excavation permit process for all underground installations through the route planning and documentation to accommodate underground utility infrastructure. This includes documentation, validation, field locating of underground utilities, and

recommendations for issuance of permits. The Contractor shall also provide underground utility locating and surveying support for planning, facility design, or updating of the GIS.

2.3.6.1 Underground Utility Locating

Requirement: The Contractor shall:

a. Support the excavation permit process by reviewing submitted construction drawings or sketches and using underground utility locating equipment to identify visually in the field with paint or tape all underground utilities.

b. Recommend to the CO or designee, at least 24 hours prior to the scheduled excavation, approval or disapproval of the excavation permit request after completion of the underground utility locating.

c. Document electronically in the WIIMS system all requests for permits and their disposition, whether approved or disapproved.

d. Utilize GPS to capture underground utilities during construction while trenches are open and utilities are exposed. The Contractor shall copy GPS data to electronic master utility drawings maintained in the GIS.

Standard: No instances of unmarked utilities being damaged during an approved excavation provided the underground utility is traceable with the underground utility locating equipment. No project delays due to the Contractor's failure to complete the excavation permit support requirements if the excavation request is provided with three (3) working days notice.

2.3.6.2 Surveying Support

Requirement: The Contractor shall:

a. Perform institutional related geographic surveying for the NASA facility engineering and construction activity utilizing an electronic total station surveying and a global positioning system. Support shall include interfacing with facility technical representatives to determine the best methods for meeting data capture requirements, field surveying, data processing, and mapping of captured data.

b. Provide all captured data, on an as needed basis, in an electronic format compatible with the CAD software and the Geographic Information System.

Standard: Meets quality, timeliness and documentation requirements to support established construction schedule milestone on an as needed basis.

2.3.7 Space Utilization Plans

2.3.7.1 Space Utilization Plan Format

Requirement: The Contractor shall maintain and update the existing Space Utilization Plan drawings and maintain these drawings in formats compatible with CADD, Computer Aided Facility Management tools such as Archibus, and ArcView ESRI software. The Space Utilization Plan shall represent the current architectural configuration of the area including room numbers and layouts, room type, gross square footage and net usable square footage total. The format of each update shall be similar to the configuration of the existing Space Utilization Plan and all room numbers and other data shall be made available in Adobe pdf, and cataloged and referenced on the FMB internet web page.

Standard: The space utilization plans shall be provided per the format requirements of Section 2.3.7.1.

2.3.7.2 Space Utilization Plans Field Check Updates

Requirement: The Contractor shall:

a. Perform field inspections of the onsite facilities to verify all Space Utilization Plan drawings are accurate. All onsite buildings shall be field checked at least once per year. Provide to the CO or designee for approval, within 180 calendar days following the contract start date and by the annual anniversary thereafter, a schedule for performing space utilization field inspections. All inspections shall be performed in accordance with the approved schedule. The field check schedule shall be updated by the Contractor when buildings are added or deleted from the WFF. New buildings and modifications shall be field checked within 60 calendar days of Government acquisition. Changes to the schedule, for reasons other than including or deleting buildings, are allowed only with the prior approval of the CO or designee.

b. Update Space Utilization Plan drawings to reflect current Configuration Record drawing information or modifications found by field checks. All updates shall be completed within 14 days of the field inspections. Revised Space Utilization Plan drawings shall be made available on 8-1/2" x 11" and 17" x 22" plots, upon request. Full size drawings shall be plotted to scale: 1/8" = 1'-0" for 28" x 40". Reductions to 8 ½ " x 11" shall be labeled "not to scale".

c. Maintain one original copy of each size plot for their use, provide one original copy of each size plot to the CO or designee and maintain the original in CEF. The Government shall be notified of any incorrect or missing room numbers.

Standard: Field inspection schedule is submitted to the CO or designee per the requirements of Section 2.3.7.2. Contractor performs inspection on time relative to the approved schedule. Space Utilization Plan updates are completed per the schedule requirements of Section 2.3.7.2.

2.3.7.3 Space Utilization Plans Construction Updates and Emergency Evacuation Plans (IDIQ)

Requirement: The Contractor shall create new Space Utilization Plan drawings and emergency evacuation plans where none exist, or update existing Space Utilization Plan drawings and emergency evacuation plans affected by construction projects performed at WFF. When a construction project involves a change in floor plans, wall modifications or room number changes, the Contractor shall provide, within 30 calendar days of the receipt of the final construction drawings, an updated Space

Utilization Plan drawing representing the new configuration and an updated emergency evacuation plan if necessary.

Standard: Contractor meets quality, timeliness and documentation requirements established in the IDIQ Task.

2.3.7.4 Review and Comments of Modified Space Utilization Plans

Requirement: The Contractor shall distribute, by December 1st of each year, updated Space Utilization Plan drawings and space utilization information to an established distribution list, for review and comments. Approved comments shall be incorporated into the Space Utilization Plan Manual by January 15th of the following calendar year.

Standard: Modified Space Utilization Plan drawings are distributed as per requirements of Section 2.3.7.4 and meet quality, timeliness and documentation requirements of Section 2.3.7.2.

2.3.7.5 Distribution of the Electronic Space Utilization Plan Manual

Requirement: The Contractor shall:

a. Assemble the updated Space Utilization Plan drawings into the existing Space Utilization Plans Document, and make available in a web accessible electronic format. All Space Utilization Plan updates completed prior to November 30 of each year shall be included in the document. The CO or designee will review and approve the assembled document before publication on the web. The document shall be available for electronic distribution by January 15th of each year.

b. Maintain one original copy and 5 stock copies in the CEF.

Standard: Space Utilization Plan Manuals are accurately distributed in a timely manner as per requirements of Section 2.3.7.5.

2.3.8 Facilities Project Management Information System

Introduction: The Government will provide the Contractor with a Project Management Information System (FPMIS) software application to be used for tracking design and construction projects and managing all project documentation including producing other official NASA documents (including but not limited to NASA forms 1509 and 1510).

Requirement: The Contractor shall:

a. Submit for CO or designee approval, not later than three (3) months after contract start, a plan to integrate the FPMIS into the Government's existing WIIMS system and subsequently operate the system as a Category 2 system. The Contractor may propose an alternative to the Government provided FPMIS application to be developed as part of core services, but the alternative must be approved by the CO or designee.

b. Make FPMIS available in WIIMS and electronically link information updates and input from related project status and financial data systems for task orders administered under SOW 2 and 4.

c. Update and input data other than WIIMS into the FPMIS. Updates shall be made on a weekly basis.

d. Prepare reports and other documents and make available as requested by the CO or designee.

e. Provide training when requested by the CO or designee.

Standard: Updates are accurately performed and within the time established in Section 2.3.8. Reports are distributed per the request of the CO or designee.

2.3.9 Task Tracking and Management System (TTMS) (Category 2)

Requirement: The Contractor shall maintain a Task Tracking and Management System (TTMS) in the form of an electronic database for all services provided in SOW Section 2.3 (Category 2). This tracking system shall include deliverables, reporting requirements, date of receipt, start date, due dates, and schedule to complete including Government review time. This shall be updated weekly not later than 3:00 PM each Monday and be made available for review at anytime by the CO or designee.

Standard: The Contractor's task tracking and management system includes all of the required information and is updated weekly.

2.4 Project Management (IDIQ)

Introduction: Government employees are inherently responsible for managing all projects and initiatives at GSFC/WFF. However, the Contractor shall provide Project Management in directed areas of facilities planning, engineering, and construction supervision. This support shall include liaison activities required between the various users of GSFC/WFF facilities and, where the use of facilities are required outside the GSFC/WFF facility, between GSFC/WFF and the remote ranges or test facilities. The services shall be required on an IDIQ task order basis for a broad range of facilities services from major construction projects to providing engineering support for planning and/or studies.

Requirement: The Contractor shall provide the following project management services:

(1) pre-project planning

(2) scope development

(3) requirement development

(4) project schedules and cost estimates

(5) project leadership in the development, design and monitoring of major facilities projects from conception through final acceptance

(6) review and recommendations for approval/disapproval of architectural and engineering (A/E) and consultant submittals, construction shop drawings, and project changes.

Standard: Contractor meets quality, timeliness and documentation requirements as established in the IDIQ Task Order.

2.5 Pre-Project Planning and Budget Cost Estimating

Introduction: The Contractor shall support the development of facilities engineering and construction programs and budgets. These programs include, but are not limited to Center Funded (Rehab & Mod), Multi-year (Rehab & Mod), Construction of Facilities (CoF), MILCON, and small maintenance construction project programs.

Requirement: The Contractor shall:

a. Follow all existing policies, plans, procedures and guidelines in the field of facilities planning to include, but not limited to, multi-program development, preliminary project management plans, requirements documentation planning, concept level feasibility assessments and trade studies, economic comparative analysis (Econpac), risk assessment criterion, conceptual engineering solutions development program/project milestone scheduling development, and program and project budget cost estimating. Wherever existing procedures can be made more efficient and/or effective, the Contractor shall make recommendations to the technical staff to improve accuracy and effectiveness. Cost estimating for budgetary purposes shall include all related costs to include but not limited to, design costs, parametric or rough order of magnitude construction costs to include construction Contractor overhead and profit, and any other appropriate mark-ups or burdens.

b. Provide Architectural/Engineering Planning services for the Wallops Facilities Management organization that includes Project Management, Engineering, and Operations and Maintenance interests. These services shall include, but not be limited to, customer interface for space utilization plans, Center Master Planning (CMP), Capital Improvement Program Plan (CIPP), Rehab & Mod Center Funded Program (CF), Construction of Facilities Program (CoF), customer funded projects, Engineering Studies, and plant engineering/system owner project planning for small maintenance or repair projects.

c. Provide Architectural/Engineering Planning services directly related to the Navy Shore Facilities Planning System and Public Works management including customer interface for design, planning, management and coordination.

Standard: Planning and budgetary cost estimates shall accurately reflect relative market costs of firms doing business at WFF including escalation for inflation of out-year projects and shall comply with latest edition of NPR 8820.2. Cost estimates are delivered to the CO or designee within the time frame established when the support is requested. The Contractor shall organize, catalog, and maintain existing databases of project information and shall make available all information in the FPMIS. For Navy MILCON or Special Projects, cost estimates shall be based on the latest edition of the DoD Facility Pricing Guideline, UFC 3-701. For other Navy projects, cost estimates shall be based on the latest edition of Means pricing guidelines.

2.6 Engineering Studies (IDIQ)

Introduction: The Contractor shall perform formal and detailed reports in the form of technical engineering assessment studies, special engineering investigations and analysis, infrastructure condition analysis, coordination analysis for future requirements, life-cycle feasibility studies, project preliminary engineering reports (PER), design studies, and energy efficiency and conservation studies.

Requirement: The Contractor shall:

a. Perform field investigation, research, analysis, and execute all engineering necessary to produce report documents relative to:

(1) Investigate, analyze, and evaluate facility operational anomalies to make corrective action recommendations.

(2) Modification and or upgrade of existing facility structures and systems.

(3) Design of new facilities and systems.

(4) Development of RCM and PT&I procedures for new and existing systems.

b. Address project feasibility, constructability, cost effectiveness, schedule, and energy efficiency as applicable in all engineering studies. Study report shall describe all data used for the final conclusion and shall provide analysis of the problem or issue with sound engineering recommendations including cost estimates and schedules.

Standard: Shall comply with latest edition of NPR 8820.2 and meets quality, timeliness and documentation requirements established in the IDIQ Task Order.

2.7 Preparation of Project Management Plans (PMPs) (IDIQ)

Requirement: The Contractor shall:

a. Prepare Project Management Plans for each facilities engineering design project with a construction budget estimate of $25,000 or more. The PMP shall document project stakeholders and other design team members, the basis of design, design budget, construction budget, and design milestone schedule data. The PMP shall include an overview understanding of the design scope of work; proposed design solution(s); design features; feasibility investigations (if applicable); design exclusions and a budgetary construction cost estimate. The document shall be reviewed and approved by the CO or designee before design execution. Subsequently, the Contractor shall submit a revised construction cost estimate with each design phase submittal. The estimate shall reflect the developing understanding of the project in detail and in scope of work. Requirements change during design, will require the PMP be reviewed by the Contractor to determine if projected budget and schedule estimates can be met. Any adjustments to the approved PMP are the responsibility of the Contractor. All agreed upon changes between the

Contractor and CO or designee will be formalized within three working days in the revised PMP and submitted for CO or designee concurrence.

b. Make PMPs available in electronic format.

Standard: PMPs are delivered on time, meet quality requirements, and are electronically accessible.

2.8 Design Engineering Services (IDIQ)

Introduction: Design engineering services shall include planning, engineering, drafting, specification production and cost estimating. These services shall be issued on an IDIQ task order basis for a broad range of facilities engineering projects. The Contractor shall provide, for CO or designee review and approval, a design quality management plan and shall adhere to its protocols prior to submittal of all deliverables at each phase of design.

The Government requires one final and a variable number of interim formal reviews of the design process and design deliverables. The specific personnel, requirements, scope and deliverables of the design effort and the design review processes shall be addressed on a per project basis with the CO or designee. Designs shall provide adequate detail for accurate contractor bidding and construction.

2.8.1 Architectural/Engineering Services (IDIQ)

Requirement: The Contractor shall provide Architectural/Engineering services.

a. All requests for design services shall be accomplished according to the priorities established by the Government and shall fulfill the design requirements of Government and tenant programs. Designs shall address and meet the specific requirements detailed in the approved Project Management Plan (PMP).

b. All designs created shall require specifications, construction drawings, cost estimates, and project schedules. All engineering designs shall reference the specifications developed for the construction project. Latest and most applicable specifications shall be edited and tailored to meet specific project requirements. The final designs shall include all the required materials and shall be delivered per PMP schedule.

c. As projects are assigned to the Contractor for engineering and planning design services, the Contractor shall develop and update, within three calendar days of receipt of new IDIQ tasks, an integrated plan that outlines a schedule for the completion of all projects.

d. The Contractor shall achieve energy consumption levels that are at least 30% below the levels established in the current version of ASHRAE Standard or the International Energy Conservation Code as appropriate.

e. The Contractor shall apply sustainable building design principles to the siting, design, and construction of all new and replacement buildings.

f. The Contractor shall implement water conservation technologies that are life-cycle cost-effective and will support a facility wide reduction of Wallops' water intensity (gallons/gross square foot) compared to Fiscal Year 2007 usage by two percent per Government fiscal year

g. The Contractor shall ensure all new buildings, entering the design phase in 2020 or later, are designed to achieve zero net energy by 2030.

h. The Contractor shall pursue cost-effective, innovative strategies (e.g., highly-reflective and vegetated roofs) to minimize consumption of energy, water, and materials.

The Contractor shall provide Architectural/Engineering services described in the following areas:

a. Architectural/Engineering designs for CoF, Center Funded, Customer Funded, MILCON and small maintenance projects related to institutional and R&D facilities projects for real property and infrastructure assets.

b. Architectural/Engineering designs for space utilization, Center Master Planning, rehabilitation design for outmoded facilities, and designs for new institutional and R&D facilities.

c. Architectural/Engineering project management services for multiple simultaneous design projects involving institutional and R&D facilities accomplished by this contractor and other A&E contractors.

d. Electrical Engineering designs for institutional and R&D facilities.

e. Mechanical Engineering designs for institutional and R&D facilities.

f. Civil/Structural Engineering designs for institutional and R&D facilities.

g. Plant Engineering designs in support of the Operations and Maintenance Programs at WFF.

h. AutoCAD drafting design to include Building Information Modeling for institutional and R&D facilities designs.

i. Geospatial Information System services support for institutional and R&D facilities.

j. SpecsIntact specifications production for institutional and R&D facilities designs.

k. Other Architectural/Engineering disciplines on an as needed basis.

Standard: Shall comply with NPR 8820.2 and United States Government sustainability and energy conservation requirements. The specifications are produced using the most current version of the NASA SpecsIntact Submasters and the NASA SpecsIntact Mastertext. All design drawings shall be developed using AutoCAD Revit software. Shall meet the schedule requirements established in the IDIQ Task Order.

2.8.2 Detailed Design Cost Estimates (IDIQ)

Requirement: The Contractor shall provide an itemized construction cost estimate with each design review package. A final construction cost estimate, based upon the final Government approved design, shall be provided with the final design. The final cost estimate shall accurately reflect the costs for work of a similar nature competitively bid at the location of the work.

Standard: Meets quality, timeliness and documentation requirements established in the IDIQ Task Order.

2.8.3 Design Specifications (IDIQ)

Introduction: Specifications shall describe all major and minor equipment and systems as appropriate, in order for a construction bidder to have a complete understanding of the project requirements described in the design.

2.8.3.1 Specification Preparation (IDIQ)

Requirement: The Contractor shall:

a. Create new project specifications for construction projects using NASA SpecsIntact software and text. Each new or edited project specification shall be based upon marked-up specifications developed at various stages of design. The specification edits shall occur at 60%, 90%, and 100% design, or as defined in the approved PMP, and are provided at the appropriate design review milestone.

b. Develop specifications that are complete and accurately detail the project.

c. Track the number and value of change orders due to errors, omissions or discrepancies among actual on-site existing conditions, the design drawings, and the generated specifications.

Standard: Design specification shall meet quality, timeliness and documentation requirements established in the IDIQ Task Order.

2.8.3.2 Distribution and Filing of Specifications and Reports (IDIQ)

Requirement: The Contractor shall:

a. Track all specifications and reports.

b. Prepare and distribute all specifications and reports.

c. File all specifications and reports in the CEF.

Standard: All requests for specifications and reports shall be fulfilled according to the PMP and shall meet all quality, timeliness and documentation requirements established in the IDIQ Task Order.

2.9 Construction Management and Inspection Services (IDIQ)

2.9.1 Management of Contractor Administered Construction and Sub-Contracts (IDIQ)

Introduction: The Contractor shall administer construction sub-contracts for construction activities at GSFC/WFF and other remote locations. These services shall include, but not be limited to, soliciting, awarding, and administering construction contracts.

Requirement: The Contractor shall:

a. Provide staff planning, documentation and reporting as required by the Government for the preparation of bid packages, solicitation of bids to award to include administration and oversight of subcontracts through completion, acceptance, closeout, and resolution of warranty issues. All subcontracts shall be completed in accordance with the Government approved schedule.

b. Provide a complete record of each subcontract for the Government Construction office record files within 45 calendar days of project completion and acceptance by the Contracting Officer. The record shall comprise a history of the contract including a copy of the contract, all original approvals (shop drawings, material samples, and tests), construction logs and photographs, vouchers, invoices, inspection records, dig permits, change orders, claims, warranties, and certification and acceptance documents.

Standard: All services are completed in accordance with the Government approved schedule, are completed in a manner that results in no Contracting Officer validated customer complaints, and fulfill documentation requirements.

2.9.1.1 Pre-solicitation Activities (IDIQ)

Requirement: The Contractor shall:

a. Check documentation for accuracy, appropriate technical approvals for the reproduction of design documents as required.

b. Consider legal, labor, funding and safety requirements and provide necessary resolution of such issues.

c. Development and approval of required documentation shall be completed prior to the pre-solicitation conference. Consideration and resolution of issues to be implemented prior to pre-solicitation conference.

Standard: Meets quality, timeliness and documentation requirements as stated in the IDIQ Task Order.

2.9.1.2 Solicitation Activities (IDIQ)

Requirement: The Contractor shall:

a. Technically review the solicitation package for accuracy and for development of the anticipated construction schedule.

b. Plan and manage the pre-bid conference, documentation and resolution of amendments.

Standard: Meets quality, timeliness and documentation requirements as stated in the IDIQ Task Order

2.9.1.3 Award Activities (IDIQ)

Requirement: The Contractor shall:

a. Manage and document the bid opening process.

b. Develop the Implementation Cost Worksheet (which details design costs, construction cost estimates and available funds), Bid Summary, Technical Evaluation and updates to the Construction Report. The Contractor shall manage Government Property (GP) issues and the coordination of the Post-Award conference.

c. Upon obtaining approval from the CO, make award of subcontract(s) in accordance with FAR standards.

d. All documentation is to be collected, registered and delivered to the CO within five (5) calendar days of the bid opening**.**

Standard: Meets quality, timeliness and documentation requirements as stated in the IDIQ Task Order.

2.9.1.4 Construction Activities (IDIQ)

Requirement: The Contractor shall:

a. Process and deliver all submittals with recommendations for approval or disapproval to the CO or designee

b. Review and submit for approval the proposed construction schedule to the CO or designee

c. Conduct daily inspections of the project site keeping records of progress and issues in a daily construction log.

d. Ensure that work is being performed as per approved project plans and specifications and that all codes and standards are being met. Submit any recommended deviations from project plans and specifications to the CO or designee for approval.

e. Perform quality control surveillance and submit any deviations from project plans and specifications to the CO or designee for acceptance or rework.

f. Ensure the approvals of all necessary permits and coordinate all elements of construction activities. These include updating construction reports, management of construction costs, Facility Change Requests, Material Safety Data Sheets (MSDS) issues, utility outages, safety compliance, mishap reporting, Subcontractor access to restricted areas and all related documentation including collection of all red-lined drawings.

g. Meet with the CO or designee weekly for briefing on status of all projects assigned to the Contractor.

Standard: Meets quality, timeliness and documentation requirements as stated the IDIQ Task Order.

2.9.1.5 Contract Closeout Activities (IDIQ)

Requirement: The Contractor shall:

a. Conduct a walk-through inspection prior to acceptance of the completed work with the CO or designee ensuring the completion, as specified, of all components of the subcontract. Inspection reports shall be provided in electronic and hard copy format to the CO or designee within one week of completed work.

b. Collect and distribute to the CO or designee within 30 calendar days all documentation related to the construction effort including required NASA Real Property forms, redlined As-built drawings, Certificate of Completion and Occupancy documents, parts lists, warranties, equipment operations and maintenance manuals, vendor submittals and construction logs.

c. Ensure all punch-list items are completed and all documentation is distributed to the CO or designee prior to project completion.

Standard: Meets quality, timeliness and documentation requirements as stated in the IDIQ Task Order.

2.9.2 Construction Management for Government Procured Construction Contracts (IDIQ)

2.9.2.1 Pre-Solicitation Activities (IDIQ)

Requirement: The Contractor shall, before a construction project is put out for bids, coordinate the following with the CO or designee:

a. Check documentation for completeness and for appropriate technical approvals.

b. Be responsible for the reproduction of design documents.

c. Develop a complete Statement of Work synopsis.

d. Develop and implement an approved Construction Management Work Plan as required.

e. Ensure quality checking is completed prior to the pre-bid distribution of documents. Ensure reproduction is completed prior to the pre-bid distribution of documents.

Standard: Meets quality, timeliness and documentation requirements as stated in the IDIQ Task Order.

2.9.2.2 Solicitation Activities (IDIQ)

Requirement: The Contractor shall:

a. Review technical portions of the solicitation package for accuracy and return any relevant comments to the CO or designee.

b. Attend the pre-bid conference and document the details of the meeting, any proposed amendments, and details of GP issues to the CO or designee.

c. Attend the post-award conference and support the orientation of the accepted bidder. Minutes of all meetings shall be documented and delivered to the CO or designee.

Standard: Meets quality, timeliness and documentation requirements as stated in the IDIQ Task Order.

2.9.2.3 Construction Activities (IDIQ)

Requirement: The Contractor shall coordinate the following with the CO or designee:

a. Coordinate the processing of all Contractor submittals including approvals by designated reviewers according to accepted protocols.

b. Ensure that all approval signatures are in place on appropriate documents.

c. Ensure that work is being performed as per approved project plans and specifications. Discrepancies shall be documented and resolution recommended within 24 hours. The Contractor shall conduct daily inspections of the project site keeping records of progress and issues in a daily construction log available for review in the FPMIS.

d. Coordinate elements of construction activities including updating construction reports, change requests, MSDS issues, utility outages, permits, Contractor access to restricted areas and all related documentation including construction Contractor's issuance of completed redlined drawings within one week of completion of construction activities.

e. Meet with the CO or designee weekly for briefing on the current project status.

f. Manage the submittal review and all other related processes with the goal of minimal impact on the construction effort.

g. Address all construction management requirements daily.

Standard: Meets quality, timeliness and documentation requirements as stated in the IDIQ Task Order.

2.9.2.4 Contract Closeout Activities (IDIQ)

Requirement: The Contractor shall:

a. Conduct a walk-through inspection prior to acceptance of the completed work with the CO or designee ensuring the completion, as specified, of all components of the work. Inspection reports shall be provided in electronic and hard copy format to the CO or designee within one week of construction completion.

b. Collect and distribute to the CO or designee all documentation related to the construction effort as defined in the construction specification and including required NASA Real Property forms, redline As-built drawings, contract close-out documents, parts lists, warranties, equipment operations and maintenance manuals, submittals and construction logs within 30 calendar days of construction completion.

c. Ensure all punch-list items are completed and all documentation is distributed to the CO or designee prior to recommending project completion acceptance.

Standard: Meets quality, timeliness and documentation requirements as stated in the IDIQ Task Order.

2.10 Surveying Services (IDIQ)

Requirement: The Contractor shall:

a. Perform customer requested surveying services for both NASA and Resident Agencies utilizing an electronic total station and a global positioning system. Services shall include interfacing with customer to clarify project requirements, determination of best method for data capture, field surveying, data processing, and mapping of captured data.

b. Provide all captured data within the timeframe agreed to by the CO or designee, in an electronic format compatible with the FMB CAD software and the Geographic Information System and meet the requirements of the CAD Standards Manual.

Standard: Meets quality, timeliness and documentation requirements in the IDIQ Task Order.

2.11 NAVY Maintenance of Facilities Record Drawings and Miscellaneous GIS and Graphic Support (Category 1)

Requirement: The Contractor shall:

Maintain Navy record drawings as described in Section 2.3, Information Management Systems, above. Drawings shall be maintained using the most current version of the American Institute of Architects layering convention.

Standard: Meets quality, timeliness and documentation requirements.

3.0 FACILITIES OPERATIONS AND MAINTENANCE

3.1 General Information

The Contractor shall provide broad support in facilities operation and maintenance basic requirements to both NASA and Navy. All core work shall be accomplished at the Wallops Flight Facility, Wallops Island, VA, inclusive of the Main Base, Mainland, and Island. The Main Base includes the NASA Visitor Center. The Island and the Mainland are connected by the causeway and causeway bridge which are also part of the Wallops Flight Facility. Service categories of support such as Preventive Maintenance, Trouble Calls, and the like are defined in NASA Procedural Requirement NPR 8831.2.

a. Core services for NASA include Preventive Maintenance (PM), Predictive Testing & Inspection (PT&I), Operations, Repairs, Routine Trouble Calls and Emergency Trouble Calls for all facilities and equipment at WFF as listed in Appendix J-2 including the sewage forced main pipe system that runs from the Main Base to the Mainland through the town of Atlantic, Virginia. Specifically excluded from core services are seawall, security systems, and tower structures which may be requested by IDIQ task order. Programmed Maintenance (PGM), Replacement of Obsolete Items (ROI), facility pest management (insect type) in or around the interior and exterior of facilities, and animal control services may be requested through IDIQ task orders.

b. Core services for Navy include PM, PT&I, Operations, Routine Trouble Calls and Emergency Trouble Calls for all facilities and equipment at WFF as listed in Appendix J-2 with the exception of security systems, Navy housing, and those services listed in SOW Section 3.2.1.1 as IDIQ. Repairs, PGM, ROI, Facility Pest Management, and Animal Control services may be requested through IDIQ task orders.

The Contractor shall supply all management, labor, parts, components, and materials/supplies in the execution of the requirements of this section of the statement of work (SOW).

All operations and maintenance (O&M) personnel requiring access to the Navy's Island facilities V003, V010, V020, V021 and V024 shall possess a current secret clearance unless prior approval has been obtained from the CO and a Government escort is provided. Government escorts shall be reserved for instances that are not routine in nature. All routine work must be accomplished by personnel with secret clearances.

All materials and supplies provided by the Contractor shall be new. Factory reconditioned parts and components may be considered only if new parts are not available and only with the approval of the Contracting Officer (CO) or designee. All replacement units, parts, components and materials/supplies used in the performance of the requirements shall be compatible with the existing equipment on which it is to be used, shall be of equal or better quality than original equipment specifications. Parts and components, once installed in the Government facility, become Government property. If the original manufacturer has updated the quality of parts for current production, parts supplied under this contract shall equal or exceed the updated quality. The Contractor shall retain the parts replaced for at least 10 working days after completion of the job and make these parts readily available for inspection by the CO

or designee, upon request. After 10 working days, parts shall be forwarded to NASA for disposal. The Contractor shall obtain and maintain manufacturer's operating instructions and maintenance manuals on all new equipment they install. Documentation shall be kept in the Facilities Operations and Maintenance Library. These documents are the property of the Government.

All work covered by this statement of work shall comply with the most current version of NPR 8715.3C, NASA General Safety Program Requirements; NPR 8831.2, Facilities Maintenance and Operations Management Handbook; NPR 8570.1, Energy Efficiency and Water Conservation; OSHA 29CFR; all codes and standards of NFPA; Goddard GPR 1700.6 Confined Space Program; Goddard GPR 1700.5 Control of Hazardous Energy; Goddard GPR 1820.2 Respiratory Protection Program; Goddard GPR 1800.3 Bloodborne Pathogens Exposure Control Plan; Goddard GPR 1840.1 Asbestos Management Program; NASA NPR 8621.1 Mishap, Close Call Reporting, Investigating and Record Keeping; NHS/IH 1845.3 NASA Health Standard on Hazard Communication; Navy SCSCINST 5103.4 Working Aloft/Radiation Hazard Protection Procedure; and all other applicable Federal and State requirements. Where requirements between guidelines and/or standards contradict, the most stringent requirements apply.

Open flame work will not be permitted unless the Contractor obtains prior clearances from the Emergency Services Section or the Fire Prevention Inspector.

3.2 General Requirements

3.2.1 Operations, Maintenance & Repair

Introduction: This section of the contract includes but is not limited to the operation, maintenance, and repair of facilities and equipment, including but not limited to air conditioning/refrigeration, utility services, electrical systems, water and wastewater plants, LP gas system and all their connecting distribution systems; independent boilers and furnaces; above/below ground fuel storage tanks and their associated distributions systems; all equipment and personnel elevators and lifting devices; explosives storage and processing magazines (including earth-covered and uncovered); facility lightning protection systems; and obstruction lights. All NASA and NAVY work shall be performed in accordance with the NASA Policy Directive NPD 8831.1 Maintenance and Operations of Institutional and Program Facilities and Related Equipment and the NASA Procedural Requirements NPR 8831.2 Facilities Maintenance and Operations Management Handbook. Within ten calendar days following award of this contract, the CO will provide the Contractor with a list of Government Facility Operations Managers (FOM).

Requirement: The Contractor shall furnish all labor, supervision, tools, materials, incidental engineering, transportation, and management necessary for the operations, maintenance, and repair of all buildings, structures, associated equipment and systems. This requirement shall include:

a. Implement all necessary work control procedures to receive, record, and ensure timely processing of work requirements, as well as to permit tracking of work in progress.

b. Plan, estimate, and schedule all operations, maintenance and repair work to ensure material, labor, and equipment are available to complete work requirements within the specified time limits and in conformance with the quality standards.

c. Schedule and arrange work so as to cause the least interference with normal occurrence of WFF business and mission. Only in cases involving the threat of personal injury or equipment failure, shall equipment in mission critical areas be shut down without prior approval of the CO. Whenever such incidences occur, the CO shall be notified immediately. The Contractor shall notify the FOM of any work to be performed in a building under the manager's control that would tend to be disruptive to the occupants or the operations performed in that facility. The Contractor shall notify the FOM at least two working days in advance of such scheduled work. Notification shall include the location of the work, type of work to be done, and the estimated completion date. The Contractor shall reschedule any work that the CO deems necessary to avoid unacceptable disruptions in the Government's business.

d. Regardless of the type of operations, maintenance and repair work, the Contractor is responsible for sustaining communication with all FOMs in regards to work progress and anticipated completion. To promote good customer relations, the Contractor shall strive to ensure that in each case there is a complete mutual understanding of all core work activity. The Contractor shall keep FOMs advised of any interference problems or necessary changes in scheduling of core work. The Contractor shall work with FOMs in accordance with SOW paragraph 3.2.1(c).

e. Provide verbal status reports on operations, maintenance and repair work when requested by the CO. The status of any item of work must be provided within one hour of the inquiry during regular working hours of Monday through Friday, 8:00 A.M. to 4:30 P.M, and within three hours after regular working hours.

f. The Contractor shall provide a monthly Quality Control (QC) report on all operations, maintenance and repair work that will provide a measure of the quality of goods and services they provide to the Government. The QC report shall provide data reflecting planned and random inspections, customer feedback, validated performance in the execution of performing preventative maintenance, predictive testing & inspection, repairs, trouble calls, code compliance, repeat work and unplanned/unscheduled outages. The monthly report shall be generated and provided to the CO or designee by the seventh calendar day of the following month.

g. Record in the Computerized Maintenance Management System (CMMS) database all work accomplished including a descriptive narrative and labor hours, material used and its cost, and completion date within 24 hours of work completion.

h. Maintain a confined space numbering system coordinated with the WFF Geographic Information System Confined Space Inventory. Contractor shall label confined spaces in accordance with 29 CFR 1910.146 requirements. Labels shall be replaced by the Contractor as needed to ensure they remain legible.

i. The Contractor shall provide an updated Facilities Condition Assessment for all facilities, equipment, and systems every four years with 25% completed annually no later than January 20th of each year per the schedule in the Facilities Condition Assessment database. The Contractor shall provide the annual Facilities Condition Assessment report to CO or designee, no later than January 20th of each year, as to the updated condition of the 25% of all buildings, structures, other real property improvements, including utility systems and other collateral equipment in operation at the facility that were inspected during that year. Maintain the WFF Facilities Condition Assessment electronic database (**Category 1**) with the most current data. The Contractor shall utilize field inspections, PM, PT&I, Trouble Calls, both routine and emergency, and repair data in performing the condition assessment of all equipment, systems, buildings and other collateral equipment. Other data to be utilized in the performance of the annual condition assessment shall include operator, user, and FOM inputs; Construction of Facilities (CoF), Center Funded Rehab & Mod program data and specific facility condition inspections in keeping the assessment program current.

j. NASA Annual Work Plans, both planned core activities and proposed IDIQ activities, shall be submitted to the CO or designee by July 15th of each year. The NASA Operations & Maintenance Core Annual Work Plan shall include the NASA requirements to perform PM, PT&I, Operations, Repairs, Routine Trouble Calls and Emergency Trouble Calls. A NASA Operations & Maintenance IDIQ Annual Work Plan shall be provided to include the NASA requirements to perform PGM and ROI. Both NASA Annual Work Plans shall be prepared to include all materials, labor and services to complete the required work.

k. Navy Core Annual Work Plan shall include only planned core activities and shall be submitted to the CO or designee by July 1st of each year. The Navy Core Annual Work Plan shall be limited to PM, PT&I, Operations, Routine Trouble Calls and Emergency Trouble Calls in all facilities with the exception of Navy housing and the elements listed in SOW Section 3.2.1.1 as IDIQ.

l. During the performance of all NASA and NAVY O&M work, the Contractor shall be responsible for all cleanup, housekeeping, proper storage and disposal of all materials, including hazardous materials and equipment that was used to complete the required work. Prior to beginning work ensure materials to be disturbed are not hazardous. The Contractor shall be certified to perform asbestos inspection and the gathering of suspected samples. If a material is suspected to be hazardous (i.e. asbestos, lead, etc) the Contractor shall immediately contact the WFF Environmental Office for additional testing and verification and notify the NASA WFF Safety Office.

m. Operations, maintenance and repair work shall meet the sustainability requirements of NPD 8500.1B, NASA Environmental Management and NPR 8570.1, Energy Efficiency & Water Conservation, and the most current LEED Existing Buildings Operations and Maintenance standard.

n. The Contractor shall research and present one energy savings project per month for potential IDIQ funding to the CO or designee. These projects shall consist of measures that can be performed to reduce facility energy and/or water consumption at low (<$25K) or no cost to the Government and have a payback period of less than 1 year.

o. The Contractor shall provide a Planned Repairs Report. The report shall initially be provided within 60 calendar days following contract start date. The report shall contain a brief scope of work and a scheduled completion date for each planned repair. The report shall be updated monthly by the 5th working day of the month. Updates shall include new repairs identified and scheduled during the previous month, and completion dates for repairs completed the previous month.

Standard: Work control procedures established and operating in accordance with requirements above. Annual Work Plans delivered in accordance with requirements. Work completion recorded in CMMS in accordance with requirements. PM and PT&I performed in accordance with existing schedule in the CMMS. All trouble call responses within time specified in NPR 8831.2.

3.2.1.1 Navy Operations & Maintenance Work (IDIQ)

Introduction: The Navy Operations & Maintenance work may include maintenance of the V010 mast, the V024 tower, and PGM, Repairs, ROI, and trouble calls for HVAC systems and associated equipment in the Navy "mission critical" facilities which are; V003, V010, V020, V021 and V024 when requested by IDIQ task order. (Note that PM and PT&I for the specified HVAC systems are included in core requirements.)

Requirement: The Contractor shall furnish all labor, supervision, tools, materials, incidental engineering, transportation, and management necessary for the operations, maintenance, and repair of the above Navy buildings, structures, related systems and equipment, and for the provision of other miscellaneous services issued under task orders. This requirement shall include, but not be limited to the following:

a. PGM, Repairs, ROI, and trouble calls on the mast, tower, and HVAC systems listed in the buildings above as requested by task orders.

b. Implement all necessary work control procedures to receive, record, and ensure timely processing of work requirements, as well as to permit tracking of work in progress through the CMMS.

Standard: Work completion recorded in CMMS. All trouble call responses within time specified in NPR 8831.2. All other work completed as requested on the task order.

3.2.2 Computerized Maintenance Management System (Category 1)

Introduction: The existing WFF CMMS utilizes MAXIMO and consists of a set of computer software modules and equipment databases containing facility data with the capability to process the data for facilities maintenance management functions. Currently, the following modules of Maximo are utilized: Assets, Configuration, Inventory, Planning, Preventive Maintenance, Purchasing, Resources, Security, and Work Orders.

Requirement: The Contractor shall operate the Government furnished CMMS to manage the operations and maintenance program; provide work management reports; provide cost reports; manage, monitor and make annual updates to the NASA and NAVY equipment inventory; record/manage condition assessment data; accumulate necessary data and prepare NASA Headquarters and Wallops Flight Facility metric

reports; and enter and track all other core work. All data entered in the CMMS is Government property. The Contractor shall provide the following reports of completed work to the CO or designee: Monthly PM/PT&I Report, Monthly Trouble Call Report, Monthly Repeat Trouble Call Report, Monthly Annual Work Plan Tracking Report, Quarterly PT&I Report, Semi-Annual Planned Repairs Report and a Semi-Annual Unplanned Repairs Report. Monthly reports must be delivered to the CO or designee by the seventh calendar day of the following month. Quarterly reports are based on the Government fiscal year and are due by the seventh calendar day of January, April, July, and October. Semi-Annual reports are also based on the Government fiscal year and are due by the seventh calendar day of April and October.

During the normal processes of performance of PMs, PT&Is and other scheduled maintenance, the Contractor shall complete a condition inspection report on the maintained equipment and enter this information into the CMMS system. The equipment condition assessment shall be represented by a number ranging from “0” to “5” with the meaning of “remove”, “bad”, “poor”, “fair”, “good”, and “excellent”. When a piece of equipment receives a “3” or below, the Contractor shall enter comments in the CMMS regarding what makes the equipment “fair” condition or worse. The standards for the equipment condition assessment codes are found in NPR 8831.2.

Standard: The Contractor shall comply with the NASA Procedural Requirements NPR 8831.2 Facilities Maintenance Management Handbook. All required reports are completed per the schedule detailed in Section 3.2.2.

3.3 Electric

3.3.1 Medium Voltage 12470 / 7200 Volts

Introduction: Seven aerial distribution power lines provide electricity to Wallops Flight Facility. The overall capacity of the Main Base is 25 MVA and the Mainland/Island is 12 MVA. The local electric utility that provides electricity to Wallops Flight Facility is A&N Electric Cooperative. The operating voltage is a medium voltage distribution system and the nominal voltage is 12.47/7.2Kv. Five aerial distribution power lines provide electricity for the Main Base. One aerial distribution power line provides electricity for the Mainland/Island and one aerial distribution power line provides electricity to the Wallops Flight Facility Visitor Center complex. The electrical distribution system on WFF is an aerial and underground system. The aerial section of the system at the Main Base consists of 2 electric utility poles. The aerial section of the system at the Mainland and Island consists of 2 electric utility poles. The remaining electric distribution system at both locations is an underground system either encased in raceways or is direct buried. The 15KV electrical distribution system is defined to include, but is not limited to: 15KV power VAC circuit breakers (to 1200 amps), protective relays, manually operated pad mounted switches (oil, air and SF6 gas type), pad mounted transformers, 15Kv voltage regulators (to 12MVA), capacitors, 15KV single conductor cable, splices, terminations, lightning arresters, potential and current transformers, fuses, pole top load break switches, meters, concrete encased duct banks, manholes, direct buried PVC and metallic conduit and associated hardware.

Requirement: The Contractor shall:

a. **Comply with the Two Person Safety Rule.** In the following situations the Contractor shall provide at least two (2) persons to work together, one (1) person, trained to recognize electrical hazards, shall be delegated to watch the movements of the other(s) doing the work so that the other(s) can be warned if they get dangerously close to live conductors or perform other unsafe acts and so that they can be assisted by that person in the case of an accident:

1) Work on energized overhead lines, bus and switchgear.

2) Work in energized substations.

3) Work at remote or isolated locations.

4) Work at night or during inclement weather conditions.

5) Work involving handling energized conductors or apparatus.

6) Confined space entry.

b. Provide for the operation, maintenance and repair (24 hours per day, 7 days per week) of the WFF 15KV electrical distribution system. The Contractor shall schedule and obtain approval from the facility FOM for electrical power outages. Unless an emergency, at least two working days notice shall be provided to the FOM.

c. Operate and maintain the electrical systems and their associated components as defined herein and as recommended by the manufacturer. Work shall be comparable to the original construction quality for the system or unit and shall be made in such a manner as to ensure a safe and reliable electrical system.

d. Identify all electric circuits and circuit modifications legibly as to purpose or use on a circuit directory located on the face or inside of the panel door or at each switch on a switch board and shall be maintained at all times.

Standard: Scheduled work is completed in accordance with the requirements listed in the CMMS. All work is in compliance with all Federal, State, and local regulations, codes, and requirements. All work is in compliance with applicable NASA and GSFC policy directives and procedural requirements as listed in Section 3.1.

3.3.2 Medium Voltage 2400 / 1300 Volts

Introduction: The 2400/1300 volt distribution system is a 3 phase 4 wire underground electrical distribution system that provides electricity to the airfield lighting system and is located on the Main Base. The 2.4KV electrical distribution system is defined to include, but is not limited to: manually operated pad mounted switches (air type), pad mounted transformers, 5KV single conductor cable, splices, terminations, grounding, lightning arresters, constant current regulators, fuses, relays, control circuits, meters and associated hardware.

Requirement: The Contractor shall:

a. Comply with the following **Two-Person Safety Rule.** In the following situations the Contractor shall provide at least two (2) persons to work together, one (1) person, trained to recognize electrical hazards, shall be delegated to watch the movements of the other(s) doing the work so that the other(s) can be warned if they get dangerously close to live conductors or perform other unsafe acts and so that they can be assisted by that person in the case of an accident:

1) Work on energized overhead lines, bus and switchgear.

2) Work in energized substations.

3) Work at remote or isolated locations.

4) Work at night or during inclement weather conditions.

5) Work involving handling energized conductors or apparatus.

6) Confined space entry.

b. Provide for the operation, maintenance and repair (24 hours per day, 7 days per week) of the WFF 2.4KV electrical distribution system. The Contractor shall schedule and obtain approval from the FOM for electrical power outages. Unless an emergency, the Contractor shall provide at least two working days notice to the FOM.

c. Operate and maintain the electrical systems and their associated components as defined as recommended by the manufacturer. Work shall be comparable to the original construction quality for the system or unit and shall be made in such a manner as to ensure a safe and reliable electrical system.

d. All electric circuits and circuit modifications shall be legibly identified as to purpose or use on a circuit directory located on the face or inside of the panel door or at each switch on a switch board and shall be maintained at all times.

Standard: Scheduled work is completed in accordance with the requirements listed in the CMMS. All work is in compliance with all Federal, State, and local regulations, codes, and requirements. All work is in compliance with applicable NASA and GSFC policy directives and procedural requirements as listed in Section 3.1.

3.3.3 Service Entrance Systems to 600 Volts

Introduction: These systems provide a current path for service entrance between the facility transformer secondary bushings or sub-feed from another source/facility and the facility main disconnecting means. Service entrance systems are defined to include: air or sandwiched busduct, busway, cable bus, multiplex conductor assemblies, conduit/wire systems, busbar (i.e. straight lengths, elbows, tee's, tap boxes) tap boxes, power takeoffs, plugs, meters, multi-conductor cable, housings, insulation, hangers and associated hardware.

Requirement: The Contractor shall:

Provide for the operation, maintenance and repair of the service entrance systems.

Standard: Scheduled work is completed in accordance with the requirements listed in the CMMS. All work is in compliance with all Federal, State, and local regulations, codes, and requirements. All work is in compliance with applicable NASA and GSFC policy directives and procedural requirements as listed in Section 3.1.

3.3.4 Main Disconnecting Means to 600 Volts

Introduction: The main disconnecting means is a device, group of devices, or other means by which the conductors of a circuit can be disconnected from their source of power. The main disconnecting means is comprised of 240/120, 208/120 and 480/277 volt systems. The main disconnecting means is defined to include: switchboards (indoor and outdoor type), metal clad switchgear, motor control centers, load centers, meters, meter enclosures and wiring, molded case circuit breakers, fuses, receptacles, distribution panels and their components for voltage transformation, grounding components, conduit/wire systems, protective relays and associated hardware.

Requirement: The Contractor shall:

a. Provide for the operations, maintenance and repair of all main disconnecting means located at WFF.

b. Identify all electric circuits and circuit modifications legibly as to purpose or use on a circuit directory located on the face or inside of the panel door or at each switch on a switch board and shall be maintained at all times.

Standard: Scheduled work is completed in accordance with the requirements listed in the CMMS. All work is in compliance with all Federal, State, and local regulations, codes, and requirements. All work is in compliance with applicable NASA and GSFC policy directives and procedural requirements as listed in Section 3.1.

3.3.5 Secondary Distribution Equipment to 600 Volts

Introduction: The secondary distribution electrical equipment at WFF is comprised of 240/120, 208/120 and 480/277 volt distribution, protection and switching equipment. Secondary distribution equipment is defined to include: switching, interruption, control, metering, protective and regulating devices, together with their supporting structures, conductors, electrical interconnections and accessories, grounding, bus, bus supports, heaters, protective devices, enclosures, busbars and terminal connections, disconnects, fuses, contactors, motor overload relays, pilot and miscellaneous control devices, interlocks, frequency converters and associated hardware. Examples of these systems are switchboards, metal clad switchgear, motor control centers, load centers, meter panels or centers, molded case circuit breakers, distribution panels, metering, control circuits, circuit switching and system protection in the secondary electrical distribution system other than service entrance equipment.

Requirement: The Contractor shall:

a. Provide for the operation, maintenance and repair of all secondary electrical distribution equipment located at WFF.

b. Identify all electric circuits and circuit modifications legibly as to purpose or use on a circuit directory located on the face or inside of the panel door or at each switch on a switch board and shall be maintained at all times.

Standard: Scheduled work is completed in accordance with the requirements listed in the CMMS. All work is in compliance with all Federal, State, and local regulations, codes, and requirements. All work is in compliance with applicable NASA and GSFC policy directives and procedural requirements as listed in Section 3.1.

3.3.6 Emergency Power Backup Systems

Introduction: These are systems which serve as an emergency source for supplying electrical power loads in the event of a service interruption or loss of electrical power. Emergency power backup systems are defined to include: stationary and mobile electric generator sets, uninterruptible power systems (UPS), energy storage batteries, rectifiers, inverters and associated controls, transfer switching devices, relay synchronizing devices, protective and auxiliary devices, alarms, control devices and systems, conductors, meters, wiring components, grounds and associated hardware.

Requirement: The Contractor shall:

a. Provide for the operation, maintenance and repair of all emergency power backup systems located at WFF to ensure that emergency backup power is available and operational upon failure or outage of the normal source.

b. Maintain all fixed-mounted UPS systems. The Contractor shall inspect each UPS system every 90 calendar days. The inspection shall include battery fluid level, leaks, cracks, and deterioration, test for specific gravity and voltage output as well as system current and voltage harmonic content, harmonic content of the ground and neutral currents, noise levels, static switch operation, switch closing time, battery bank current, and voltage output. The Contractor shall test all items under a simulated emergency. All defective batteries shall be replaced upon receipt of PT&I data which projects an imminent failure. The Contractor shall retain all inspection and test reports and enter the data into the CMMS within one (1) business day after the test so that the Government can retrieve the information easily and promptly.

Standard: Scheduled work is completed in accordance with the requirements listed in the CMMS. All work is in compliance with all Federal, State, and local regulations, codes, and requirements. All work is in compliance with applicable NASA and GSFC policy directives and procedural requirements as listed in Section 3.1.

3.3.7 Lightning Protection Systems

Introduction: These systems comprise the lightning protection systems for all buildings and structures including electrical substations, towers, masts and antennas. Lightning protection systems are defined to include: arresters, air terminals, shielding systems, overhead static wires, ground wires, ground rods, grids, plates and associated hardware.

Requirement: The Contractor shall:

a. Provide for the semiannual inspection, maintenance and repair of all WFF lightning protection systems.

b. Facilities that use or store explosives shall be inspected and tested in accordance with NASA Safety Standard NASA-STD 8719.12, Safety Standard for Explosives, Propellants and Pyrotechnics.

Standard: Scheduled work is completed in accordance with the requirements listed in the CMMS. All work is in compliance with all Federal, State, and local regulations, codes, and requirements. All work is in compliance with applicable NASA and GSFC policy directives and procedural requirements as listed in Section 3.1.

3.3.8 Obstruction and Warning Lighting Systems

Introduction: These systems comprise the aircraft and watercraft warning lighting system on towers, antennas, masts and bridges located at WFF. Obstruction and warning lighting systems are defined to include: lamps, reflectors, globes, ballasts, timers, controls, fixture mounting systems, conduits, wiring and associated hardware.

Requirement: The Contractor shall:

a. Provide for the operation, maintenance and repair of all WFF obstruction and warning lighting systems.

b. Comply with all Federal Aviation Administration requirements including FAA Advisory Circulars AC 70/7460-1J, Obstruction Marking and Lighting, AC 150/5345–43F, Specification for Obstruction Lighting Equipment, and AC 150/5340-26B, Maintenance of Airport Visual Aid Facilities.

Standard: Scheduled work is completed in accordance with the requirements listed in the CMMS. All work is in compliance with all Federal, State, and local regulations, codes, and requirements. All work is in compliance with applicable NASA and GSFC policy directives and procedural requirements as listed in Section 3.1.

3.3.9 Airfield Lighting System 2400 / 1300 Volts

Introduction: The airfield lighting system provides lighting for aircraft operations. The airfield lighting system is defined to include: taxiway lighting, runway lighting, REIL lighting (runway end identification lights), PAPI lighting (precision approach path indicator), runway identification signs, vehicle warning crossing lights, recessed runway and taxiway lighting, rotating beacon, 5KV single conductor cable, metal

transformer vaults and covers, transformers, lighting fixture mounts, splices, connectors, constant current regulators, arresters, switches, control systems and wiring, relays and associated hardware.

Requirement: The Contractor shall:

a. Provide for the operation, maintenance and repair of the airfield lighting system.

b. Comply with all Federal Aviation Administration requirements including FAA Advisory Circulars AC 150/5340-26B, Maintenance of Airport Visual Aid Facilities, AC 150/5345-46D, Specification for Runway and Taxiway Light Fixtures, and AC 150/5345-42F Specification for Airport Light Bases, Transformer Housing, Junction Boxes, and Accessories.

Standard: Scheduled work is completed in accordance with the requirements listed in the CMMS. All work is in compliance with all Federal, State, and local regulations, codes, and requirements. All work is in compliance with applicable NASA and GSFC policy directives and procedural requirements as listed in Section 3.1.

3.3.10 Exterior Lighting Systems to 600 Volts

Introduction: The exterior lighting systems provide lighting for: Roadways, parking areas, aircraft hangers, building entrances/exits, safety, and security located at Wallops Flight Facility. Exterior lighting systems is defined to include: lamps, reflectors, lens, fixture mounting assemblies, ballasts, poles (concrete and wood), conductors, conduit, control devices (photocells and timing devices), circuit breakers, fuses, switches, contactors and associated hardware.

Requirement: The Contractor shall provide for the operation, maintenance and repair of all exterior lighting systems.

Standard: Scheduled work is completed in accordance with the requirements listed in the CMMS. All work is in compliance with all Federal, State, and local regulations, codes, and requirements. All work is in compliance with applicable NASA and GSFC policy directives and procedural requirements as listed in Section 3.1.

3.3.11 Interior Lighting Systems to 600 Volts

Introduction: These systems comprise the building or facility interior general area lighting from the panel board to the end user. The interior lighting system is defined to include: fixtures, lamps, ballasts, reflectors, lens, diffusers, fuses, switches, circuit breakers, mounting assemblies, conductors, conduit, controls and associated hardware.

Requirement: The Contractor shall provide for the operation, maintenance and repair of all interior lighting systems.

Standard: Scheduled work is completed in accordance with the requirements listed in the CMMS. All work is in compliance with all Federal, State, and local regulations, codes, and requirements. All work is in compliance with applicable NASA and GSFC policy directives and procedural requirements as listed in Section 3.1.

3.3.12 Emergency Lighting Systems to 600 Volts

Introduction: These systems provide life safety lighting including, but not limited to: emergency lighting units, exit lighting, stairwell and egress lighting. Emergency lighting systems must energize automatically upon loss of normal utility power or normal lighting. Light levels must be maintained to provide enough illumination to allow safe egress from the areas involved. Emergency lighting systems are defined to include: lamps, reflectors, ballasts, lens, diffusers, emergency power supplies, batteries, conduit, wiring and associated hardware.

Requirement: The Contractor shall provide the operation, maintenance and repair of all emergency lighting systems/fixtures.

Standard: Scheduled work is completed in accordance with the requirements listed in the CMMS. All work is in compliance with all Federal, State, and local regulations, codes, and requirements. All work is in compliance with applicable NASA and GSFC policy directives and procedural requirements as listed in Section 3.1.

3.4 Electronic Control Systems

3.4.1 Fire Detection Systems

Introduction: The alarm systems for fire detection are located at various facilities throughout Wallops Flight Facility (WFF). Fire detection systems are defined to include: fire protection system central alarm receiver, interface devices, fire alarm control panels, initiating devices, audible alarm devices, visual alarm devices, signaling circuitry, cable, auxiliary relays and devices, annunciator panels and associated hardware.

Requirement: The Contractor shall:

a. Provide 24 hours per day, 7 days per week, operations, maintenance and repair of fire detection systems.

b. Respond with a qualified Electronic Controls System technician on after hours trouble calls at all Navy facilities per the timeliness requirements in SOW 1.2.2.

c. Comply with NASA Safety Standard for Fire Protection NASA-STD 8719.11.

Standard: Scheduled work is completed in accordance with the requirements listed in the CMMS. All work is in compliance with all Federal, State, and local regulations, codes, and requirements. All work is

in compliance with applicable NASA and GSFC policy directives and procedural requirements as listed in Section 3.1 and with NASA-STD 8719.11.

3.4.2 Fire Protection Systems

Introduction: The facility water, potassium carbonate and carbon dioxide FM-200 fire protection systems are located in various facilities throughout WFF. Fire protection systems include: piping, valves, sprinkler heads, booster pumps, wet pipe sprinkler systems, dry pipe sprinkler systems, air compressors, deluge systems, flow switches, tamper switches, pipe hangers and supports, fire hydrants, diesel and electric fire pumps and associated hardware.

Requirement: The Contractor shall:

a. Provide 24 hours per day, 7 days per week, operations, maintenance and repair of fire protection systems.

b. On after hour trouble calls at all Navy facilities the Contractor shall respond with a qualified Electronic Controls Systems technician per the timeliness requirements in SOW 1.2.2.

c. Comply with NASA Safety Standard for Fire Protection NASA-STD 8719.11.

d. Perform maintenance and testing of all fire pumps in accordance with the established PM (Preventative Maintenance) documented in the CMMS.

e. Comply with Federal, Commonwealth of Virginia Department of Health, and local environmental laws, regulations, directives, and rules pertaining to fire protection systems.

Standard: Scheduled work is completed in accordance with the requirements listed in the CMMS. All work is in compliance with all Federal, State, and local regulations, codes, and requirements. All work is in compliance with applicable NASA and GSFC policy directives and procedural requirements as listed in Section 3.1 and with NASA-STD 8719.11.

3.4.3 Security Systems (IDIQ)

Introduction: The alarm systems for NASA and NAVY security are located in various facilities throughout WFF. Systems include, but are not limited to: power supplies, secure access switches, motion detectors, balance magnetic switches, capacitance detectors, vibration detectors, CCTV cameras/monitors, network card access systems, network digital video recording systems, control panels, electric strike locks, raceways, wiring and associated hardware.

Requirement: The Contractor shall:

a. As requested by the Government in IDIQ tasks provide operations, maintenance, repair, and system modifications for security systems. On after hour trouble calls at all Navy facilities the Contractor shall respond with an Electronic Controls System technician per the timeliness requirements in SOW 1.2.2.

b. Comply with NPR 1600.1 NASA Security Program Procedural Requirements and NPR 1620.3 Physical Security Requirements for NASA Facilities and Property requirements and Navy security requirement SECNAVINST 5510.36.

Standard: All work is in compliance with all Federal, State, and local regulations, codes, and requirements. All work is in compliance with applicable NASA and GSFC policy directives and procedural requirements as listed in Section 3.1 and Section 3.4.3. All work is completed per the requirements listed in the IDIQ Task Order.

3.4.4 Energy Management and Control System (EMCS) (Category 2)

Introduction: The energy management control system (EMCS) is an "internet system" consisting of "stand alone" controllers, which interface with two control consoles for system monitoring and operator adjustments. The system is used to control and monitor a wide variety of equipment and processes. The EMCS central consoles serve as the central control points for "real time" monitoring, operation and management of facilities systems and utilities throughout the facility. The current EMCS version is a Johnson Controls Inc. METASYS Extended Architecture 4.1 with approximately 11,000 points that are programmed for the control and monitoring of equipment and systems in operation at the facility. The EMCS is connected to and controls building heating, ventilation, and air conditioning (HVAC) systems, monitors the waste water plant alarms, monitors and controls the potable wells, sewage lift stations and electrical power. The system is defined to include: network control modules, modem racks, RS485 racks, DX-9100 and XT-9100 controllers, unitary controllers, field equipment controllers, air handling unit controllers, variable air volume controllers, electrical power monitors, circuit integrators, radar frequency controllers, keyboards, monitors, printers, tape/disk drives, power protection devices, software, instrumentation, signal cables & wiring, telecommunication links and associated equipment.

Requirement: The Contractor shall:

a. Provide 24 hours per day, 7 days per week operation, maintenance and repair of the EMCS. The Contractor shall provide factory upgrading of software recommended by the system manufacturer. The Contractor shall provide staffing for the operation of all consoles, database management, generation of government requested reports, backup to protect the software, real time management and notification of site utility outages/activities.

b. Comply with the NASA Procedural Requirements, NPR 8831.2 Facilities Maintenance Management.

c. For after hour trouble calls on all NAVY facilities, the Contractor shall respond within 4 hours with a qualified Energy Management Control System Technician.

Standard: Scheduled work is completed in accordance with the requirements listed in the CMMS. All work is in compliance with applicable NASA and GSFC policy directives and procedural requirements as listed in Section 3.1.

3.4.5 Emergency Warning System

Introduction: The warning system is located throughout WFF. The emergency warning system is defined to include: emergency warning system controllers, mounting poles, solar panels, batteries, electronics, sirens and associated computer systems and hardware.

Requirement: The Contractor shall provide 24 hours per day, 7 days per week, operations, maintenance and repair of the emergency warning system.

Standard: Scheduled work is completed in accordance with the requirements listed in the CMMS. All work is in compliance with all Federal, State, and local regulations, codes, and requirements. All work is in compliance with applicable NASA and GSFC policy directives and procedural requirements as listed in Section 3.1

3.5 Mechanical

3.5.1 Heating, Ventilation, Air Conditioning, and Refrigeration

Introduction: Heating, ventilation, air conditioning, and refrigeration systems include various types of equipment ranging from small water coolers to a 600-ton chill water loop system. The inventory includes: air handling units, packaged air conditioning (AC) units, heat pumps, window AC units, cold food bars, ice machines, refrigerators, chillers, pumps, dehumidifiers, humidifiers, motors, electronic air cleaners, freezers, control panels/systems, cooling towers, chemical & paint exhaust hoods, exhaust fans and air compressors.

Requirement: The Contractor shall:

a. Maintain, service, and repair all AC systems, units, and associated components relative to providing exhaust, climate control, refrigeration and exhaust hood systems.

b. Comply with all Federal requirements in maintaining, servicing, repairing and disposing of equipment containing CFC and HCFC (ozone depleting substances) refrigerants.

c. Comply with equipment manufacturer specifications, National Building/Electrical/Plumbing Codes, Federal, and local regulations.

d. On after hour trouble calls at all Navy facilities the Contractor shall respond with a qualified HVAC&R technician per the timeliness requirements in SOW 1.2.2.

Standard: Scheduled work is completed in accordance with the requirements listed in the CMMS. All work is in compliance with all Federal, State, and local regulations, codes, and requirements. All work is in compliance with applicable NASA and GSFC policy directives and procedural requirements as listed in Section 3.1

3.5.2 Mobile Cranes & Rigging

Introduction: Mobile Cranes include hydraulic rough terrain and truck cranes up to 65 ton capacity and conventional track crawler cranes up to 140 ton capacity.

Requirement: The Contractor shall:

a. Perform specialized rigging and load lifting in support of O&M requirements including critical lifts as defined in the NASA Safety Standard for Lifting Devices and Equipment, NASA-STD 8719.9.

b. Perform daily operational checks on the equipment prior to utilization and immediately report any findings to the Contractor operated vehicle garage.

c. Comply with the NASA Safety Standard for Lifting Devices and Equipment, NASA-STD 8719.9, and all applicable OSHA requirements.

Standard: Scheduled work is completed in accordance with the requirements listed in the CMMS. All work is in compliance with all Federal, State, and local regulations, codes, and requirements. All work is in compliance with applicable NASA and GSFC policy directives and procedural requirements as listed in Section 3.1 and NASA Safety Standard for Lifting Devices and Equipment, NASA-STD 8719.9.

3.5.3 Fixed Cranes

Introduction: Fixed cranes include all overhead bridge, monorail, and chain hoists permanently installed in a fixed location.

Requirement: The Contractor shall:

a. Perform routine inspection, testing, and general preventive maintenance per the requirements specified in the CMMS on all WFF fixed cranes.

b. Perform repairs on a 24 hour, 7 day a week basis.

c. Comply with the NASA Safety Standard for Lifting Devices and Equipment, NASA-STD 8719.9, and all applicable OSHA standards.

Standard: Scheduled work is completed in accordance with the requirements listed in the CMMS. All work is in compliance with all Federal, State, and local regulations, codes, and requirements. All work is in compliance with applicable NASA and GSFC policy directives and procedural requirements as listed in Section 3.1 and NASA Safety Standard for Lifting Devices and Equipment, NASA-STD 8719.9.

3.5.4 Elevators

Introduction: This section includes all personnel and service elevators located at WFF.

Requirement: The Contractor shall:

a. Perform preventive maintenance, testing, and inspection on all elevators at WFF per the requirements specified in the CMMS.

b. Perform repairs as required.

c. Comply with the NASA Safety Standard For Lifting Devices and Equipment, NASA-STD 8719.9, manufacturers' recommendations, National Consensus Standards For Elevators and OSHA Safety Standards.

d. Post all annual elevator certifications in each elevator.

Standard: Scheduled work is completed in accordance with the requirements listed in the CMMS. All work is in compliance with all Federal, State, and local regulations, codes, and requirements. All work is in compliance with applicable NASA and GSFC policy directives and procedural requirements as listed in Section 3.1 and NASA Safety Standard for Lifting Devices and Equipment, NASA-STD 8719.9.

3.5.5 Heavy Equipment

Introduction: The Government provides equipment to be utilized in support of operations and maintenance activities as well as IDIQ construction activities. The Contractor shall provide routine maintenance of this specialized heavy equipment including: backhoes, front end loaders, excavators, bulldozers, motor graders, vibratory compactors, dump trucks with snow plow and spreader capabilities and other various construction type equipment.

Requirement: The Contractor shall:

a. Operate specialized heavy equipment in support of operations and maintenance activities. The Contractor shall provide general equipment maintenance per manufacturer recommendations and routine repairs. This requirement may occur 24 hours a day, 7 days a week.

b. Perform daily operational checks on the equipment prior to utilization and immediately report any findings to the Contractor operated vehicle garage.

Standard: Scheduled work is completed in accordance with the requirements listed in the CMMS. All work is in compliance with all Federal, State, and local regulations, codes, and requirements. All work is in compliance with applicable NASA and GSFC policy directives and procedural requirements as listed in Section 3.1.

3.5.6 Welding

Introduction: Welding activities include welding of carbon steel, aluminum and stainless steel. Work is performed in the field and in the shop area.

Requirement: The Contractor shall:

a. Provide welding services as required for operation and maintenance.

b. Comply with all applicable OSHA and ANSI safety standards. The Contractor shall supply welding services up to and including Section IX of the ASME Boiler and Pressure Code.

Standard: All work is in compliance with all Federal, State, and local regulations, codes, and requirements. All work is in compliance with applicable NASA and GSFC policy directives and procedural requirements as listed in Section 3.1.

3.6 Other Facility Systems

3.6.1 Structural

Introduction: Other facilities include the interior and exterior of buildings, and miscellaneous facilities components. Components include: pavement, roads, bridge(s), roofs, sidewalks, concrete pads, parking areas, fencing, and retaining walls.

Requirement:

The Contractor shall maintain and repair facilities systems and components using the following crafts:

a. Carpentry: Carpentry work shall include the internal and external maintenance and repairs of structures and components. This includes: doors, windows, floors, ceilings, finish trim, hardware, roofs, and exterior finishes. The Contractor shall perform annual roof inspections of all facilities. Information from the inspections shall be integrated into the Facilities Condition Assessment per the schedule requirements of Section 3.2.1(i) and also forwarded to the CO or Designee. Annual roof inspections must be completed prior to January 20th of each contract year so that the condition data can be integrated into the annual Facilities Condition Assessment report.

b. Masonry: Masonry work shall include the interior and exterior repair and maintenance of structures, components, and paved surfaces. This includes: concrete pads, sidewalks, brick structures, foundations, pavement, concrete cutting, and roadways.

c. Painting: Painting work shall include the interior and exterior of structures and components. Work includes preparation of surfaces, application of a wide variety of coatings and finishes, and fabrication of signage. Coatings shall be applied to walls, floors, ceilings, trim, roofs, building exteriors, and parking surfaces.

d. Sheet metal: Sheet metal shall include the fabrication and modification of sheet metal components. This work is in support of all trades and includes, but is not limited to, ductwork, flashing, trim, ventilation assemblies and structural components.

The Contractor shall maintain all appropriate fire ratings for finishes and materials used as they apply to each facility

Work shall comply with the NPR 8831.2, NASA Facilities Maintenance Management and BOCA standards

Standard: All work is in compliance with all Federal, State, and local regulations, codes, and requirements. All work is in compliance with applicable NASA and GSFC policy directives and procedural requirements as listed in Section 3.1 and BOCA standards.

3.6.2 Mechanical Operated Doors

Introduction: There are a variety of mechanically and manually operated doors to include: overhead high bay rollup doors, fabric doors, aircraft hangar doors and single bay garage doors.

Requirement: The Contractor shall maintain, service, perform preventative maintenance and repair or replace damaged equipment or components on all mechanical operated doors. The preventative maintenance and service shall be performed as specified in the CMMS and by the manufacturer's requirements.

Standard: Scheduled work is completed in accordance with the requirements listed in the CMMS. All work is in compliance with all Federal, State, and local regulations, codes, and requirements. All work is in compliance with applicable NASA and GSFC policy directives and procedural requirements as listed in Section 3.1.

3.6.3 Air Compressors (non-HVAC type)

Introduction: There are specialized air compressors and dryer systems used at WFF to provide regular shop air, paint spraying air, pneumatic controls, and hydraulic controls.

Requirement: The Contractor shall provide preventative maintenance, repairs and replacement of units or components as required to maintain compressor and dryer systems. The preventative maintenance shall be performed as specified in the CMMS and by the manufacturer's requirements.

Standard: Scheduled work is completed in accordance with the requirements listed in the CMMS. All work is in compliance with all Federal, State, and local regulations, codes, and requirements. All work is in compliance with applicable NASA and GSFC policy directives and procedural requirements as listed in Section 3.1. and shall meet ANSI standards for air compressor systems.

3.6.4 Seawall Maintenance and Repair (IDIQ)

Introduction: Wallops Island has approximately 4 miles of armor stone seawall.

Requirement: The contractor shall maintain and repair the seawall and seawall access roads.

Standard: Work shall be performed in accordance with requirements listed in the IDIQ task. All work is in compliance with all Federal, State, and local regulations, codes, and requirements. All work is in compliance with applicable NASA and GSFC policy directives and procedural requirements as listed in Section 3.1.

3.7 Utilities

3.7.1 Central LP Gas Distribution System

Introduction: The Central LP gas distribution system stores and distributes LP gas to boilers, furnaces and stationary backup electric generators throughout the Wallops Flight Facility Main Base.

Requirements: The Contractor shall:

a. Operate, maintain, and repair the central LP gas distribution system 24 hours per day, 7 days a week.

b. Comply with all National Consensus Codes, Federal, State and Local regulations, OSHA and Environmental regulations.

Standard: Scheduled work is completed in accordance with the requirements listed in the CMMS. All work is in compliance with all Federal, State, and local regulations, codes, and requirements. All work is in compliance with applicable NASA and GSFC policy directives and procedural requirements as listed in Section 3.1 and meets National Consensus Codes.

3.7.2 Stand Alone Heating Plants

Introduction: Stand alone heating plants consist of small stand alone boilers and hot air furnaces. These include: hot air furnaces, boilers, pumps, fuel storage tanks and associated piping, fuel tank alarm systems, and burners.

Requirement: The Contractor shall:

a. Perform preventative maintenance, inspections, and repairs as necessary on all boilers and furnaces. The preventative maintenance shall be performed as specified in the CMMS and by the manufacturer's requirements.

b. Maintain all fuel tanks in accordance the WFF Integrated Contingency Plan (ICP), Federal, State and Local Environmental Regulations and Policies. Monitor the fuel oil storage tanks daily for leaks or spills and report any findings to the NASA WFF Environmental and Safety Offices.

Standard: Scheduled work is completed in accordance with the requirements listed in the CMMS. All work is in compliance with all Federal, State, and local regulations, codes, and requirements. All work is in compliance with applicable NASA and GSFC policy directives and procedural requirements as listed in Section 3.1 and meets requirements of the WFF Integrated Contingency Plan (ICP).

3.7.3 Water Distribution

Introduction: The water plants and associated distribution systems provide potable water for WFF. The water plant and distribution systems include: pumps, high rise & ground level water storage tanks, potable water, corrosion control chemicals, chlorination chemicals, chemical feed systems, fire pumps, flow meters and charts, testing, valves, fire hydrants, post indicator valves, valve exercise/lubrication program and state certification.

Requirement: The Contractor shall:

a. Operate and maintain the water plants and their associated distribution systems 24 hours per day, 7 days per week, 365(366) days per year.

b. Operate the water plants and their associated distribution systems in accordance with the current Virginia Department of Health permits for the Main Base, Mainland and Island and comply with all local, state and federal regulatory requirements.

c. Conduct an annual hydrant flushing program that tests 100% of hydrants and submit a report to the CO or designee that summarizes any findings and actions taken.

d. Conduct an inspection of all water storage tanks at an interval not to exceed 5 years and submit a report to the CO or designee that summarizes any findings and actions taken. An initial inspection shall be conducted in contract year one within 90 calendar days of contract start.

Standard: Scheduled work is completed in accordance with the requirements listed in the CMMS. All work is in compliance with all Federal, State, and local regulations, codes, and requirements. All work is in compliance with applicable NASA and GSFC policy directives and procedural requirements as listed in Section 3.1.

3.7.4 Wastewater (Sewage and Storm Water) Systems

Introduction: The wastewater system includes the wastewater treatment plant and distribution system. The wastewater treatment plant is located on WFF Main Base and also serves the Mainland and Island by way of a interconnecting forced main system. The wastewater plant is defined to include: pumps, lift stations, bi-filter system, UV disinfection digester, grit removal system, commutators, primary clarifier, enclosed sludge drying beds, vacuum truck, sand filters, flow meters, holding tanks, stand alone septic systems, drain fields and chart recorders. The storm water system includes all piping, drop inlets, curb inlets, manholes, outfalls, and ditches/swales.

Requirement: The Contractor shall:

a. Operate and maintain the wastewater treatment plant and collection system 24 hours per day, 7 days per week, 365(366) days per year.

b. Operate and maintain the wastewater treatment plant in accordance with the State approved Wastewater Treatment Plant Operation and Maintenance Manual, the current VPDES permit, and comply with all local, state, and federal regulatory requirements.

c. Remove all sludge from the drying beds when required to ensure sufficient operational capacity The disposal of the sludge shall be compliant with all local and state laws.

d. Conduct an annual inspection of all wastewater structures and submit a report to the CO or designee that summarizes any findings and actions taken within 30 calendar days of completion of the inspection.

e. Conduct an annual inspection of the storm water system to include removal of any foreign matter from storm water structures including leaves, dirt, and other such debris and perform repairs as necessary. Submit an annual report to the CO or designee that summarizes any findings and actions taken within 30 calendar days of completion of the inspection

Standard: Scheduled work is completed in accordance with the requirements listed in the CMMS. All work is in compliance with all Federal, State, and local regulations, codes, and requirements. All work is in compliance with applicable NASA and GSFC policy directives and procedural requirements as listed in Section 3.1.

3.7.5 Aviation Fuel Farm

Introduction: The 30,000 tank supplies fuel for Wallops Aircraft.

Requirement: The Contractor shall:

a. Perform all preventative maintenance and repairs. Preventative maintenance shall be performed per the requirements in the CMMS and per manufacturer's recommendations.

b. Perform weekly leak tests on the tank and immediately report any findings to the NASA WFF Environmental and Safety Offices. All leaks shall be repaired immediately upon discovery. All test results shall be documented in the CMMS.

c. Comply with Federal, State and local environmental laws, regulations, directives and rules pertaining to aviation fuel farms.

Standard: The activities will be conducted in accordance with requirements in the CMMS and manufacturer's recommendations. All services will be performed in accordance with paragraph 421 of the GSFC/WFF Airport Facility and Operations Manual and the WFF Integrated Contingency Plan.

3.7.6 Backflow Prevention

Introduction: Backflow preventers are strategically located in the potable water system to protect the water from contamination.

Requirement: The Contractor shall:

a. Perform preventative maintenance, testing and annual certification on all backflow preventers in accordance with the requirements in the CMMS. All reports shall be forwarded to the CO or designee.

b. Comply with Federal, Virginia Department of Health, and local environmental laws, regulations, directives, and rules pertaining to backflow prevention.

Standard: Scheduled work is completed in accordance with the requirements listed in the CMMS. All work is in compliance with all Federal, State, and local regulations, codes, and requirements. All work is

in compliance with applicable NASA and GSFC policy directives and procedural requirements as listed in Section 3.1.

3.8 Change of Occupancy Services (IDIQ)

Introduction: Change of occupancy of Navy family housing units includes but is not limited to all maintenance, repair/replacement and other work as required to make a vacant family housing unit ready for the next resident. Work may include replacement of floor coverings.

Requirement: The Contractor shall:

a. Provide change of occupancy services beginning at 8:00 a.m. on the first Contractor workday following the final termination inspection by the Government. Change of occupancy services shall include interior painting, plumbing, HVAC, electrical, carpentry and making necessary repairs/replacements. The Contractor shall also repair or replace damaged, inoperative, or missing interior accessories including but not limited to paper holders, door bells, soap trays, smoke detectors, door stops, light fixtures, globes and mini-blinds.

b. Comply with the NPR 8831.2E, NASA Facilities Maintenance Management and Building Officials and Code Administrators International (BOCA) standards.

Standard: Work performed in accordance with requirements listed in the IDIQ Task Order.

3.9 Pest/Nuisance Management and Animal Control (IDIQ)

3.9.1 Pest Management (Insect)

Introduction: Control of pests includes but is not limited to control of pests (insect type) in or around the interior and exterior of facilities.

Requirement: The Contractor shall:

a. Provide an Integrated Pest Management Plan to control insects at WFF, to the CO or designee as specified in the IDIQ task.

b. Immediately implement plan when approved by the CO or designee.

c. Use pesticides (insecticides, etc.) registered with the EPA. No pesticides are to be applied without the prior approval of the Navy Pest Management Coordinator (Navy areas) or the CO or designee (NASA areas). All pesticide usage shall be in strict conformance with label directions. The Contractor shall maintain a label book of pesticides used and have it readily available for the CO's or designee's inspection.

d. Comply with all applicable Federal and State regulations and NAVY procedure SCSCINST 6250.1 for the application, storage and disposal of pesticides.

Standard: Work performed in accordance with requirements listed in the IDIQ Task Order.

3.9.2 Animal Control

Introduction: Animal control, in this section of the SOW, defines non-insects such as deer, snakes, birds, raccoons, skunks, cats, dogs, and any and all other rodents or animals.

Requirement: The Contractor shall:

a. Be responsible for the general control of the all animals when they become injured, entrapped, or become a nuisance or hazard (as determined by CO or designee) to employees and visitors.

b. Coordinate with local animal authorities in the capture and removal of animals when directed by the CO or designee and report to the CO or designee all actions taken.

Standard: Work performed when directed by the CO or designee. All work is in compliance with all Federal, State, and local regulations, codes, and requirements.

3.10 Salvageable Materials and Debris

Introduction: Excess salvageable material and equipment includes obsolete or damaged equipment and materials which have salvageable value as determined by the CO or designee.

Requirement: The Contractor shall perform quarterly inspections and dispose of all excess salvageable equipment and material in accordance NASA/GSFC Work Instruction 270-WI-4300.0.1.

Standard: All work is in compliance with all Federal, State, and local regulations, codes, and requirements. All work is in compliance with applicable NASA and GSFC policy directives and procedural requirements as listed in Section 3.1 and NASA/GSFC Work Instruction 270-WI-4300.0.1.

3.11 Energy and Water Management

Introduction: The Contractor shall support NASA in managing energy and water usage.

Requirement:

a. The Contractor shall provide NASA an annual plan to meet federal energy and water goals required by the Energy Independence and Security Act of 2007, the Energy Policy Act of 2005, and Executive Order 13514. The plan shall be provided to the CO or designee by July 1st each contract year and shall propose projects for the next Government fiscal year.

Energy Intensity

The annual plan shall identify any measures the contractor proposes to be implemented as part of the core services of this contract or proposed for IDIQ funding by the Government. The plan must show a

reduction in Wallops' energy intensity (btu/gross square foot) compared to Fiscal Year 2003 usage by three percent per Government fiscal year.

Water Intensity

The annual plan shall identify any measures the contractor proposes to be implemented as part of the core services of this contract or proposed for IDIQ funding by the Government. The plan must show a reduction in Wallops' water intensity (gallons/gross square foot) compared to Fiscal Year 2007 usage by two percent per Government fiscal year.

b. The Contractor shall compile and maintain information on monthly basis from all electric, water, and gas meters utilizing the Utility Information System, a module in the WIIMS that pulls data from the EMCS. The Contractor shall modify the module as required to track and report progress toward Energy/Water Management goals.

c. The Contractor shall utilize the existing energy management control system, EMCS, to plan proactive measures for tuning of building performance and implement the measures when approved by the CO or designee. This system shall be used by the Contractor to ensure buildings and facility systems are operating as designed and in compliance with Section 3.4.4 of this statement of work.

d. The Contractor shall perform walk through inspections at every NASA facility on Wallops for energy and water saving opportunities on a cycle of once every four contract years with 25% being completed annually. The findings of the audit shall be made available to the CO or designee in the form of a report identifying opportunities for improvement.

Standard: The annual plan is submitted per the schedule requirements of Section 3.11.

3.12 Snow and Ice Removal (IDIQ)

Introduction: When snow and ice accumulates on roads sidewalks, steps, and entrances. The Contractor shall provide snow/ice removal following prescribed procedures. Snow and ice removal shall include handwork as well as the use of mechanical equipment, i.e., snowplows, sand spreaders, blowers or other equipment that the Contractor considers necessary. Following snow events where salt and sand are utilized on the roadways, the Contractor shall perform street sweeping. Government furnished equipment available for the Contractor's use is identified in Attachment J-3**.**

Requirement: When directed by the Government in an IDIQ task, the Contractor shall:

a. Purchase and ensure that sufficient quantities of sand, salt, and other ice melting consumables are on hand for the snow and ice season in anticipation of inclement weather and unsafe conditions. The Contractor shall ensure that the snow and ice equipment intended for use is in an acceptable state of readiness, materials are on hand, and personnel are available to promptly and effectively remove and/or treat the surfaced areas at WFF for snow and ice immediately when they are required. Sand buckets shall be placed at all building entrances to ensure ice melting consumables are on hand at all times.

b. The Contractor shall monitor weather conditions and coordinate all snow/ice removal operations and preparations in accordance with the existing WFF Snow Plan located on the WIIMS.

c. At least four (4) hours prior to a forecasted snow or ice storm the Contractor shall contact authorities prescribed in the WFF Snow Plan and thoroughly understand the scope, timing and intensity of the forecasted storm. This information shall be clearly communicated as required by the existing WFF Snow Plan.

d. At least three (3) hours prior to a forecasted snow or ice storm, consider the prescribed procedures in the WFF Snow Plan and provide to the CO or designee a prioritized order and estimated schedule for snow and ice removal operations, and identification of any special circumstances known to the Contractor that may impact on the snow removal operations (such as a known VIP visit or a meeting requiring prioritized, early clearance of a particular parking lot).

e. Following the procedures prescribed in the WFF Snow Plan, commence snow/ice removal operations. This service shall include the sanding and salting of all areas and shall continue until all paved surfaces are clear of accumulated snow; there are no blockages of driveways, sidewalk accesses, and parking lot entrances; there is clear access to safety and emergency systems such as fire hydrants and handicap ramps; and the CO or designee concurs with the Contractor that the Center is safe for vehicular and pedestrian traffic.

f. Remove snow or ice from sidewalks, steps and entrances prior to 8:00 AM unless notified otherwise by CO or designee. The Contractor shall provide and apply sand and calcium chloride to start thawing action and to prevent slipping.

g. Remove ice and snow from the roads, parking lots, dumpster pads, handicap ramps, aircraft ramps, taxiways and other surfaced areas following the procedures prescribed in the WFF Snow Plan.

h. Provide preventive measures against ice in conjunction with snow removal operations. This includes the dispersal of sand, salt and/or other chemicals as well as scraping or taking other manual or mechanical measures during and immediately following snow removal to minimize ice accumulation and buildup and the hazards of slipping, sliding, skidding, or otherwise causing damage to vehicles, Government property or injury to personnel.

i. Situations not immediately associated with snow removal where ice treatment is required, such as snow thaw and freeze conditions and water run-off freezing during cold temperatures may also be required.

Standard: Weather and surface conditions are clearly communicated to the Government as required by the WFF Snow Plan and within the required time frames. Snow and ice removal operations are coordinated and prioritized in accordance with the WFF Snow Plan and as directed by the CO or designee. Snow and ice are removed from surfaces and surfaces are appropriately treated in accordance with the WFF Snow Plan and as directed by the CO or designee.

3.13 Bulk Propane Supply (IDIQ)

Requirement: When directed by the Government in an IDIQ Task Order, the Contractor shall supply bulk propane for tanks of various sizes in support of operations such as boilers and stationary generators.

Standard: The Contractor shall comply with all requirements stated in the IDIQ task order.

4.0 CONSTRUCTION SERVICES (IDIQ)

4.1 General Information

Introduction: Construction services, in support of both institutional and mission requirements, are for large repairs/replacements/modifications not covered by the operations and maintenance budget, Service Requests, and new construction. Service Requests are requests for facilities-related work that are new in nature. Tenant facilities and other structures are included. Services may be required at any location specified in the IDIQ task order including remote launch sites worldwide.

All work covered by this statement of work shall comply with the most current versions of NPR 8715.3C, NASA General Safety Program Requirements; OSHA 29CFR; all codes and standards of NFPA; Goddard GPR 1700.6 Confined Space Program; Goddard GPR 1700.5 Control of Hazardous Energy; Goddard GPR 1820.2 Respiratory Protection Program; Goddard GPR 1800.3 Bloodborne Pathogens Exposure Control Plan; Goddard GPR 1840.1 Asbestos Management Program; Goddard GPR 1700.6 Confined Space Program; NASA NPR 8621.1 Mishap, Close Call Reporting, Investigating and Record Keeping; NHS/IH 1845.3 NASA Health Standard on Hazard Communication, Navy SCSCINST 5103.4G Working Aloft/Radiation Hazard Protection Procedure, and all other applicable Federal and State requirements.

4.2 Construction

Requirement:

a. If design/build is requested, designs (plans, estimates and specifications) provided by the Contractor shall be developed by qualified designers as per Section 2.8.1 and documentation shall conform to requirements of Section 2.3.3

b. The Contractor shall perform major repair, alteration, removal, relocation, modification, installation, and new construction services by IDIQ task order. The Contractor's task plan shall include a detailed line-item cost estimate of labor, materials, and other direct costs (ODC); and an outline schedule of the work to be executed, including start and completion dates. For task plans estimated to be greater than $10,000 in value, a task specific Quality Control (QC) and Safety Plan will be required.

c. At the request of the CO or designee, the Contractor may be required to participate in pre-construction meetings at which, at a minimum, the following will be discussed and agreed upon:

1. Materials submittals to be provided by the Contractor, and their approval schedule
2. The overall task order execution schedule
3. Designation of the Contractor Project Manager for the task order
4. Execution of the work, including subcontracting, safety concerns, and any coordination issues

d. If the Contractor proposes material that deviates from the task plans and specifications, a sample of the substitute material, or sufficient technical information to assure compliance with original task plans and specifications, shall be presented to the CO or designee for approval.

e. The Contractor shall stage materials at a place approved by the CO or designee before beginning work.

f. In performing the work under a task order, the Contractor shall:

1. Conduct daily inspections of the project site keeping records of progress and issues in a daily construction log.

2. Ensure that work being performed is in accordance with approved project plans and specifications and that all codes and standards are being met. The Contractor shall document all discrepancies and corrective actions taken for review by CO or designee.

3. Ensure the necessary dig permits, hot work permits, and utility outage approvals are obtained.

g. Prior to the CO's acceptance of the completion of a task order, the Contractor shall submit the following to the CO or designee:

1. As-Built drawings

2. Operations and maintenance manuals

3. All warranties

4. NASA real property form 1046 as applicable

h. Protection shall be provided by the Contractor for buildings, their contents, and occupants wherever work under this contract is performed. The Contractor shall be responsible for moving and repositioning furnishings in the course of performing work. Equipment that cannot be moved must be protected in place. All work shall be coordinated with the Government's Facility Operations Manager (FOM), who will coordinate with facility occupants/users.

i. Unless otherwise noted on drawings or specified, new or altered work shall correspond in all respects to similar existing conditions, in material, workmanship and finish. Structural members shall not be cut or altered without authorization of the CO or designee.

Standard: The Contractor shall comply with all requirements stated in the IDIQ task order. The Contractor shall comply with OSHA Standards, equipment manufacturer specifications, and the most current version of all Federal, State, NASA and local regulations. In all instances, if there are differences in codes, the most stringent is to be applied.

4.3 Project Management

Introduction: Government employees are inherently responsible for managing all projects and initiatives at WFF. However, the Contractor shall provide project management in directed areas of facilities planning, engineering, and construction.

Requirement: The Contractor shall:

Provide the following project management services:

(1) project planning

(2) scope development

(3) requirement development

(4) project scheduling

(5) project leadership in the development, design and monitoring of major facilities projects from conception through final acceptance

(6) review and recommendations for approval/disapproval of architectural and engineering (A/E) and consultant submittals, construction shop drawings, and project changes

Standard: The Contractor shall comply with all requirements stated in the IDIQ task order.

5.0 GROUNDS MAINTENANCE SERVICES (IDIQ)

5.1 General

Requirement: The Contractor shall provide grounds maintenance and landscaping services at the Wallops Flight Facility (WFF), Wallops Island, Virginia for NASA and Navy facilities on the Main Base, Mainland, and Island including along the causeway road leading from the Mainland to the Island.

Services shall include lawn mowing; field cutting; vegetation control around runway lighting, fence lines, any above ground utilities, and any paved or blacktop surface including runways; tree and stump removal; edging, trimming, leaf and debris removal; and tree, shrub, hedge, and plant bed maintenance.

The Contractor shall provide sufficient number of trained and qualified personnel, and all necessary transportation vehicles, equipment, tools and materials to provide landscaping and grounds maintenance services. The Government will furnish fuel for contractor equipment that is used solely by the Contractor for work on the Wallops Flight Facility. This does not include vehicles used solely for transporting personnel.

The safety, well-being, and convenience of the Center's employees shall be a prime consideration in scheduling and accomplishing all work. The ultimate responsibility of the Contractor is to provide a facility which is uniformly clean, orderly, and attractive, which will reflect favorably upon NASA, Navy, and the Contractor.

Variances in construction schedules, weather conditions, launch range schedules, and other uncontrollable or unpredictable factors must be considered by the Contractor when scheduling work. The Contractor shall schedule and arrange work to avoid interfering with the normal occurrence of Government business and mission at WFF. In those cases where some interference is unavoidable, the Contractor shall make every effort to minimize the impact of the interference by coordinating with the Contracting Officer's Technical Representative (COTR).

The Contractor shall comply with all Federal, State, and local laws, requirements, and regulations including the Federal Occupational Safety and Health regulations.

No pesticides (herbicides, insecticides) are to be applied to areas without the prior approval of the NASA Environmental Office for NASA areas or the Navy Pest Management Coordinator for Navy areas. All pesticide usage shall be in strict conformance with label directions and any applicable laws and regulations. Special precautions shall be taken when spraying around building intakes.

The Contractor shall use and store, when utilizing the Government provided storage facility, all materials, chemicals, and equipment utilized in the performance of services on the installation in accordance with industry standards, local, Federal and State laws and according to manufacturer's recommendations. Misapplication, improper cleaning, spillage, or improper acts shall be reported immediately to NASA Emergency Response.

Grounds maintenance services are generally limited to performance between March 1 and October 31 in the Wallops Flight Facility area.

Standard: Work performed in accordance with requirements listed above.

5.2 Personnel

5.2.1 General

Requirement: The Contractor shall provide all the necessary personnel information so that clearances may be obtained to meet the badging requirement for WFF access. WFF badges shall be worn and visible at all times.

All Contractor employees shall abide by all Federal, state, and local laws and regulations, including WFF rules and regulations, applicable, to their conduct and to the use of roadways, and obstruction of roadways and walks.

It shall be the responsibility of the Contractor to familiarize all of its employees as to NASA traffic, safety, and security requirements. The Contactor shall be responsible for the conduct of its employees while they are on Government property.

Standard: Work performed in accordance with requirements listed above.

5.2.2 Work Schedule

Requirement: The Contractor shall strictly adhere to the Government approved work schedule in order to facilitate the Government's inspection of the work. Generally, the work schedule proposed by the Contractor will be accepted by the Government with the exception of when special events occur that require a service to be performed within a specific date range to accommodate the special activity such as VIP visits, Navy Change of Command, ribbon cutting ceremonies, open house, air shows, and the like. The Contractor shall revise the work schedule, as directed by the CO or designee, in order to accommodate the Government's request.

The CO shall be notified at least two working days in advance of the scheduled work of any requirement that will not be accomplished as scheduled along with rescheduled dates and reasons for these changes. Where unpredictable weather conditions cause schedule delays, the Government shall be informed as soon as possible of the delay along with the rescheduled dates. The Contractor shall perform all work during normal duty hours (7:00 AM to 3:30 PM) Monday through Friday, excluding Government observed holidays, unless otherwise directed by the CO.

Standard: Work performed in accordance with Government approved schedule unless CO notified in advance of schedule change unless change is the result of weather.

5.3 Government Provided Facilities and Equipment

Introduction: The Government will provide a storage facility for storage of tools, equipment, and supplies required to perform landscaping and grounds maintenance services. The facility has limited storage for large equipment but additional paved areas are provided. A paved lot is provided for the Contractor's use to perform all mulching, compost and chipping operations. Water and electricity will be provided as needed. The Government will not be responsible for damage or loss of Contractor's equipment stored at WFF. Provided Government Property is listed in Attachment J-3, IAGP.

Requirement: The Contractor shall maintain the storage area in a neat and organized manner. The Contractor shall maintain Government Property in accordance with the original manufacturer's specifications.

Standard: Work performed in accordance with requirements listed above.

5.4 Protection of Government and Private Property

Requirement: All Government property in and around the contract service areas including trees, shrubs, light and sign posts, catch basin and manhole covers, utility pedestals, railings, and cable trays shall be carefully worked around to avoid damages. The Government will accept normal wear and tear damages. Should excessive damage occur, the Government will hold the Contractor responsible for repairing or replacing the damaged property. All damage shall be reported to the CO immediately. Determination of damage responsibility is to be made by the Government.

The Contactor shall be solely responsible for any damage to private property, including private automobiles, resulting from grounds maintenance operations. The Contractor shall notify the CO immediately and contact WFF Security on (757) 824-2222 if such an incident occurs. The Contractor shall correct any damages caused by the Contractor's work or negligence, at its own expense, within seven (7) working days of the occurrence. Such damage includes, but is not limited to, glass breakage caused by discharge of stones or debris from the Contractor's equipment operations.

Standard: No excessive damage to Government property or any damage to private property resulting from the Contractor's performance of the requirements of this statement of work. Excessive damage is damage that would require equipment repair or replacement to ensure it functions as designed. Excessive damage to vegetation is damage that would require replacement to maintain a uniform and healthy appearance.

5.5 Contractor Equipment

Requirement: The Contractor shall make readily available to employees at the job site the proper equipment for performance of the contract. It shall be the Contractor's responsibility to maintain all contract equipment in satisfactory and safe operating condition. All mowers shall have guards, shields, wheels, anti-scalping wheels, and safety devices in proper working condition. All guards and other safety devices shall be used at all times. All mowing equipment shall be operated in accordance with the

manufacturer's recommendations. Personal protective equipment such as safety shoes, safety glasses, and ear plugs shall be worn when performing grounds maintenance services as required by the Federal, State, and local laws, requirements, and regulations.

Standard: No violation of Federal, State, and local laws, requirements, and regulations. All equipment maintained and operated in accordance with manufacturer's recommendations.

5.6 Vehicles

Requirement: All vehicles furnished by the Contractor in service of this contract shall be equipped and conditioned to meet the State of Virginia license and inspection requirements. Vehicles shall be kept neat, clean, and in safe operating condition.

Standard: Work performed in accordance with requirements listed above.

5.7 Grounds Maintenance and Landscaping Services

5.7.1 Vegetation Control

Requirement: The Contractor shall remove all vegetation along cable trays and pavement cracks twice per year for NASA and once per year for Navy. Pavement cracks are considered to be any crack or separation of road surfaces, driveways, sidewalks, parking lots, curbs, launch and test pads, airfield ramps, runways, and airfield aprons where undesirable vegetation may grow. The use of herbicides is allowable in accordance with the Contractor's Integrated Pest Management Plan (IPMP).

Standard: Work performed in accordance with requirements listed above. No violation of Federal, State, and local laws, requirements, and regulations in the application of herbicides.

5.7.2 Care of Existing Plant Beds

Requirement: Once per year for NASA and once per year for the Navy's operations and administration areas, the Contractor shall weed, edge, and mulch all existing plant beds. Plant beds are defined as any existing areas on the facility to which mulch has been applied. The Contractor shall concurrently remove and properly dispose of all dead, broken, damaged or diseased portions of plants and shrubs. The Contractor shall mulch with insect free mulch the above areas, including around individual trees and shrubs that have existing mulch. Mulch shall match existing. New mulch must be a minimum of two (2) inches. Excluded from mulching are all plant beds at the Navy housing areas with the exception of around buildings Q-7 and Q-8 which are considered part of Navy administration. Navy housing is designated as Blades Circle and Skeeter Lane.

Standard: Work performed in accordance with requirements listed above. Plant beds shall be free of weeds, have a uniform edge, and a neat appearance at the completion of the cycle.

5.7.3 Planting and Care of Annuals

Requirement: For NASA, the Contractor shall plant annuals twice a year, spring and fall. Planting shall only occur at the following, high visibility areas:

- one plant bed located in mapping Section I, Main Base Entrance
- three plant beds located in mapping Section II, which includes the F-6 administration building, flag pole area, E-100 Project Support building
- one plant bed located in mapping Section VII, electronic sign at the intersection of Virginia Route 175 and Atlantic Road
- one plant bed in mapping Section VIII, NASA Visitor Center

See GIS Ground Maintenance Mapping for mapping section locations.

Contractor shall provide maintenance as needed for existing annual beds. This service shall include the watering, mulching, and disposal of debris. The Contractor shall determine the watering frequency required depending on weather conditions.

Standard: Work performed in accordance with requirements listed above. Plant beds shall be free of weeds, have a uniform edge, and a neat appearance at all times.

5.7.4 Care and Maintenance of Trees, Shrubs, and Hedges

Requirement:

Pruning of ornamental trees, shrubs, and hedges shall be provided once a year for NASA and for the Navy's operations and administration areas.

Pruning of shrubs and hedges for unoccupied Navy housing units in the areas designated as Blades Circle and Skeeter Lane, with the exception of buildings Q-7 and Q-8 which are considered part of the administration area, shall be performed concurrent with every other lawn cut in those areas, beginning with the first cut of the season. Therefore pruning shall take place approximately every 20 days beginning in the middle of April through the end of September. The number of unoccupied units varies but averages approximately 50% of the 46 housing units.

Tree pruning shall include evergreen and flowering trees and shall promote healthy trees and prevent interference with pedestrian and vehicular traffic or any structure encroachment. For NASA, these are located in mapping Section I, mapping Section II, Section VIII and around the electronic sign at the intersection of Virginia Route 175 and Atlantic Road. See GIS Ground Maintenance Mapping for NASA mapping section locations. Tree pruning for the Navy is required in the operations and administration areas (all areas with the exception of Navy housing). The removal of dead, broken, damaged or diseased wood, removing or pruning branches to clear roofs, adjacent structures, hanging limbs which encroach onto walks, roadways, and parking lots shall be performed. Pruning debris shall be removed from the areas the same day pruning is done.

For NASA, the Contractor shall remove, trim, shape, top and provide stump removal at WFF for trees other than ornamental trees when requested by the CO or designee due to mission requirements or other factors. If there is a potential for hazard to employees, for example a tree in a roadway, the Contractor shall respond to emergency service calls from the CO within 2 hours. If a tree is removed that has market value, the Government must be reimbursed by the Contractor for the market value. Reimbursement will be coordinated with the CO.

Standard: Work performed in accordance with requirements listed above. Emergency service calls responded to within 8 hours. After pruning, all trees, shrubs, and hedges shall be neat and uniform in appearance and there shall be no interference with pedestrian and vehicular traffic or any structure encroachment.

5.7.5 Maintenance of Security Fence Lines

Requirement: For NASA, the Contractor shall maintain a clear zone 8 feet wide on both sides of all property fence lines, where possible, by controlling brush and weeds twice a year. Vegetation removal must consist of the removal of grass, weeds, trees (less than three inches in diameter at ground level), and all vegetative growth to ground or pavement level. Removal shall be by either mechanical or approved chemical methods, as long as all vegetation is removed. This includes the removal of downed limbs or trees from natural occurrences or storm damage and trees hanging or overlapping fence lines. Fence lines shall be free of all ivy and running vines.

The Contractor shall gather, prepare, package, and dispose of all waste materials from the facility the same day of the removal activity.

Care shall be taken that no damage be done to fences or any property of the Government. Any damaged fences shall be reported to the CO.

Standard: Work performed in accordance with requirements listed above. No damage to security fence line from the Contractor's performance of this requirement.

5.7.6 Lawn Mowing

Introduction: Lawn mowing is normally performed from April through October for NASA and shall be performed from the middle of April through September for Navy. Lawn mowing will not be considered completed until all areas are inspected by the Government.

Requirement: The Contractor shall mow lawns on the NASA Main Base as stated below. NASA lawns are divided into sections. See GIS Grounds Maintenance Mapping for section locations. Mowing areas and frequencies are:

- Mainbase Section I - mow 12 times per contract year
- Mainbase Section II – mow 12 times per contract year
- Mainbase Section III – mow 10 times per contract year

- Mainbase Section IV – mow 10 times per contract year
- Mainbase Section V – mow 10 times per contract year
- Mainbase Section VI – mow 10 times per contract year
- Mainbase Section VII – mow 12 times per contract year
- Mainbase Section VIII – mow 12 times per contract year

Lawns shall be mowed for Navy operational and administrative areas beginning in the middle of April through the end of September as designated below:

- Monthly for areas on four maps titled: "U-90 Outside – Model"; "V-24"; "V10, 20, 21 – Model" and "V-3 Model"
- Every two weeks for two areas on maps titled: "Q-29" and "Q7-Q8-RAREA"

Lawns shall be mowed for unoccupied Navy housing units every 10 days beginning in the middle of April through the end of September. The number of unoccupied units varies but averages approximately 50% of the 46 housing units. Lawn mowing shall be performed within the fenced rear yard of the unit and in the area immediately surrounding the housing unit including from the front of the unit to the roadway. The contractor shall request a list of unoccupied units from the CO prior to each scheduled mowing.

The Contractor shall perform lawn mowing to include grounds in populated areas, roadway shoulders and roadside ditches. Roadway shoulders shall be maintained to include area from the bottom of the ditch, or level of water if filled, to the edge of the dirt, gravel or asphalt roadway surface, or concrete curb.

Portable items such as picnic tables, recycling containers, butt cans, ash trays, and trash containers require temporary relocation by the contractor to properly maintain the grounds.

Grass areas close or adjacent to buildings, hydrants, parking lots, manholes, fences, trees hedges, and shrubs are included in the mowing requirement and shall require hand mowing or weed trimming.

Edging shall take place concurrent with lawn mowing. Edging is required in grass areas around all obstructions such as buildings, utility poles, utility pedestals, fire hydrants, roadways, curbs, and sidewalks.

The Contractor shall cease mowing and edging operations when pedestrians approach the operating equipment. Mowing and edging operations shall resume only after pedestrians are at a safe distance away from the operating equipment.

The Contractor shall exhibit extreme caution when mowing lawns adjacent to parked vehicles to ensure grass or other discharges do not come in contact with the vehicles.

All drains on the site, including building roof drains, ditches, and pipes, which become obstructed with accumulated grass clipping or any material resulting from performance of work, shall be cleaned of any obstructions resulting from the mowing. All mowing debris shall be removed from paved surfaces.

Standard: For NASA, a properly mowed lawn shall have grass no shorter than two (2) inches and no taller than three (3) inches. For Navy, a properly mowed lawn shall be no shorter than three (3) inches and no taller than four (4) inches. At the end of a mowing cycle, the area will be neat in appearance with uniform edges and no debris on paved surfaces.

5.7.7 Field Cutting

Requirement: The Contractor shall field cut WFF airfield areas three (3) times a year. Sections are designated as Airfield Section I, Airfield Section II, and Airfield Section III on the GIS Grounds Maintenance Mapping. The airfield grass cutting shall be scheduled in an attempt to maintain grass between seven (7) and 14 inches. Airfield grass shall not be shorter than six (6) inches in height to prevent dust and debris on airfield. The Contractor shall coordinate each day's work in the airfield sections with the Wallops airport control tower prior to starting work in these areas. The Contractor's personnel shall be trained to understand the proper procedures to be used on the airfield including hand held radio usage.

The Contractor shall field cut all NASA areas on Wallops Mainland and Wallops Island including the causeway six (6) times a year. These areas are designated as Wallops Island Section I, Wallops Island Section II, and Wallops Island Section III. These areas shall be cut to a height between four (4) and five (5) inches. These areas will generally be cut monthly from May through October but is weather dependent.

The Contractor shall field cut the Navy area shown on map titled "R1 and R2 Landscape". The area shall be cut every two weeks beginning the middle of April through September. This area shall be cut to a height no shorter than three (3) inches and no taller than four (4) inches.

The Contractor shall field cut the Navy housing areas shown on maps titled "Blades Circle" and "Skeeter", with the exception of lawns immediately around the housing units, every 10 days beginning the middle of April through September. This area shall be cut to a height no shorter than three (3) inches and no taller than four (4) inches.

Edging shall take place concurrent with field cutting. Edging is required in grass areas around all obstructions such as buildings, utility poles, utility pedestals, fire hydrants, roadways, curbs, and sidewalks.

The Contractor shall cease cutting and edging operations when pedestrians approach the operating equipment. Cutting and edging operations shall resume only after pedestrians are at a safe distance away from the operating equipment.

The Contractor shall exhibit extreme caution when cutting adjacent to parked vehicles to ensure grass or any discharges do not come in contact with the vehicles.

All drains on the site, including building roof drains, ditches, and pipes, which become obstructed with accumulated grass clipping or any material resulting from performance of work, shall be cleaned of any obstructions resulting from the cutting. All cutting debris shall be removed from paved surfaces.

Field cutting will not be considered completed until all operations are accomplished and inspected by the Government.

Standard: Work performed in accordance with requirements listed above.

5.7.8 Debris Removal

Requirement: The Contractor shall collect and dispose of all natural debris, leaves, tree limbs, litter, and trash that accumulates in entranceways or at building foundations, obstructs sidewalks or roadways, or obstructs access to areas such as utilities as requested by the CO. Contractor must respond within 24 hours. Disposal of all debris shall be done immediately at a CO approved location.

Standard: Work performed in accordance with requirements listed above.

5.8 Inspection and Acceptance

Introduction: Contractor's approved monthly work schedule shall be used by the Government to determine inspection frequency. Areas shall be chosen by the Government on a random and rotating basis. Within 24 hours after the scheduled completion of a selected work element, the Government will make an on-site visit and evaluate each of the work requirements scheduled. The CO or designee will request re-performance if the Contractor has failed to meet performance requirements. All areas re-worked will be re-inspected by the Government.

Requirement: Re-performance shall be accomplished for unacceptable services within 24 hours of notification by the Government.

Standard: Re-performance of work shall be accomplished in accordance with the requirements of the appropriate statement of work area for the type of work being performed and within 24 hours of Government notification.

5.9 Ash Receptacles Cleaning

Introduction: Receptacle cleaning services include cleaning ash receptacles on the Main Base, Island, and Mainland including the Visitor Center for NASA.

Requirement: The Contractor shall clean all exterior ash receptacles twice per week. When cleaning, the Contractor shall remove all cigarette butts, ashes, deposits, and trash. Exterior surfaces of all receptacles shall be wiped clean and be free from oil, stains, liquids, ashes, and foreign matter.

Standard: A cleaned ash receptacle shall be free of all cigarette butts, ashes, deposits, stains, and debris and will have a clean appearance.

5.10 Exterior Trash Cans

Introduction: The Navy has exterior trash cans in the housing common areas and in building R-30 parking lot. NASA has exterior trash cans at various locations on the Main Base and at the Visitor Center.

Requirement: For the Navy, the Contractor shall empty all exterior trash cans concurrent with grass mowing or cutting activities and properly dispose of trash in solid waste dumpsters. For NASA the Contractor shall empty all exterior trash cans three days a week.

Standard: After completion of the requirement all trash cans shall be free of all waste.

5.11 Deliverable Reports

Requirement: A deliverable will be considered delivered to the Government when placed in the electronic document repository that is web accessible through the Wallops Institutional Information Management System (WIIMS). Contract deliverables that are not available in an electronic format or that must be delivered during the first 60 calendar days of the contract prior to the development of the repository will be considered delivered to the Government when received by the Contracting Officer (CO).

The Contractor shall provide the Government an Integrated Pest Management Plan (IPMP) for grounds maintenance services. This plan shall be provided to the Government within seven (7) days of the issuance of an IDIQ Task Order. The plan shall include information on all chemicals proposed to be used for pest control. It shall also include the Contractor's plan for storage, handling, and application of the chemicals. This plan must be approved by the CO prior to implementation.

Material safety data sheets (MSDS) for all chemicals utilized in the performance of this statement of work shall be provided to the Government prior to utilization of the chemical.

The Contractor shall submit to the Government for CO approval an overall proposed work schedule. The detailed proposed work schedule shall be submitted monthly, at least five working days prior to the start of the scheduled month, and shall indicate the proposed dates of accomplishment of all services to be performed in that month. The report shall include work type, location, and proposed completion date. Generally, the work schedule proposed by the Contractor will be accepted by the Government with the exception of when special events occur that require a service to be performed within a specific date range to accommodate the special activity such as VIP visits, Navy Change of Command, ribbon cutting ceremonies, open house, and air shows. The Contractor shall revise the work schedule in order to accommodate the Government's request. If the contract start date is during the grounds maintenance season, the first work schedule will be due within seven (7) days of the contract start date.

The Contractor shall provide to the Government a monthly report by the 15th of each month detailing work completed in the previous month. The report shall include work type, location, and completion date.

The Contractor shall provide a planting plan for annuals, to be approved by the CO prior to purchasing the annuals. The plan shall include plant type, planting location, and proposed planting date.

Standard: Reports completed accurately and in accordance with schedule requirement. Deliverables requiring CO approval not implemented until approval obtained.

6.0 CUSTODIAL SERVICES AND SOLID WASTE (IDIQ)

6.1 General Information

Introduction:

The Contractor must provide all labor, material, and equipment necessary to accomplish the services detailed in this technical section. Materials include cleaning products as well as consumable supplies such as paper hand towels, toilet tissue, and soap products for restrooms and kitchens.

Services for both NASA and Navy that will be required shall include all dusting, washing, mopping, scrubbing, polishing, wiping, vacuuming, shampooing, stripping, waxing, buffing, and trash removal of all areas designated as detailed in this statement of work. The Contractor will implement a single stream recycling program for all NASA facilities including the Visitor Information Center (VIC). For the Navy, support for the existing recycling program is detailed in section 6.6.1.2. The Contractor shall provide solid waste removal for NASA, including the VIC, and Navy facilities. Services will include removal of solid waste for NASA and Navy, and recyclables for NASA from the Main Base, VIC, Mainland, and Wallops Island.

Custodial services for NASA at the Wallops Flight Facility (WFF) occur during, but not limited to, the hours of 0600 and 1600. NASA requires services for approximately 55 buildings on the Main Base, 30 buildings on Wallops Island, and 8 buildings on the Mainland. These buildings include approximately 490,000 square feet of office areas, 376,000 square feet of shop and computer areas, 116,000 square feet of storage area, and 37,400 square feet of restrooms. NASA staffing at WFF consists of approximately 1,000 personnel. Approximately ten percent of the office area is carpeted.

NASA custodial services are required for the VIC, buildings J-17, J-20, and J-93, between the hours of 0700 and 1000 and between the hours of 1300 and 1430, Thursday through Monday, from September 4 through June 25, and 7 days per week from June 26, through September 3, in accordance with the requirements in Section 6.6.5. The square footage for these buildings is included in the square footage listed above. VIC services are also required on three (3) Government Holidays per year, Memorial Day, July 4, and Labor Day.

The Contractor shall provide custodial services for the NASA Cafeteria/Exchange, building E-2 between the hours 1630 and 2130, Monday through Friday, in accordance with the requirements in Section 6.6.3. The square footage for this building is included in the square footage listed above.

Additional NASA facilities with special custodial requirements are detailed in Sections 6.6.2 (Dormitories), 6.6.4 (Management Education Center), 6.6.6 (Health Unit), 6.6.7 (WFF Reception Area), 6.6.8 (Gymnasium), and 6.6.9 (Project Facilities). The square footages for these facilities are included in the square footage listed above.

The Contractor shall also provide custodial services to the Navy's Surface Combat Systems Center (SCSC), buildings R-1, R-23, R-25, R-30, R-40, Q-29, V-3, V-10, V-20, V-21, V-24, and U-90 between the hours 0600 and 1430. These buildings include approximately 188,600 square feet of office, shop,

restrooms, hallways, entrances, and computer areas. Approximately 95% of the office area is carpeted. Contractor's personnel requiring full time, daily access to the Navy's island facilities (V-3, V-10, V-20, V-21, V-24) for the performance of the Navy's work shall possess a current secret clearance.

All personnel performing blood and bodily fluid clean up shall meet the training requirements of Goddard GPR 1800.3A Bloodborne Pathogens Exposure Control Plan and all personnel performing custodial services under this statement of work shall meet the training requirements of Goddard GPR 1840.1B Asbestos Management Program.

Material safety data sheets (MSDS) for all cleaning supplies utilized in the performance of this statement of work shall be provided to the Government and each product's use shall be approved by the CO or designee prior to utilization.

6.2 Restrooms

Introduction: The Contractor will provide cleaning services for NASA and Navy restrooms at WFF.

Requirement: The Contractor shall inspect, replenish supplies, clean, and disinfect all restrooms three days per week for NASA, except as otherwise specified and five days per week, Monday through Friday, for Navy facilities. All waste containers shall be emptied, disinfected, and liners replaced. Restrooms shall be stocked at all times. The Contractor shall use Green Seal Certified cleaning products or products that meet the Bio-based Products Preferred Procurement Program (B4P) when practical, considering both cost and product performance, and when agreed upon by the CO or designee. The Contractor shall utilize products and materials made from recovered materials (e.g. recycled paper and paper products) when practical without jeopardizing the overall quality of services. The Contractor shall report any leaks or unsafe conditions to the institutional services help desk when observed.

a. Toilet Cleaning

The Contractor shall clean all toilets. Toilet cleaning includes wiping and brushing the inside and outside of toilets with an all-purpose synthetic detergent or soap solution. The Contractor shall remove stains, deposits, and dirt. The Contractor shall clean as far as possible into the toilet traps and thoroughly clean the inside rim of the toilet bowls and seats. The Contractor shall flush the toilets to rinse the inside of the toilet bowls of all debris and cleaning solution. The Contractor shall use and provide odor control chemicals or devices approved by the Contracting Officer (CO) or designee for each toilet.

Standard: A clean toilet is a toilet that has been disinfected and is free of all deposits, stains, dust, hair, streaks, marks, film, and odor.

b. Urinal Cleaning

The Contractor shall clean all urinals in the same manner as toilets. The Contractor shall thoroughly clean around piping and the neck of the urinals. The Contractor shall use and provide odor control chemicals or devices approved by CO or designee for each urinal. Any odor control devices shall be maintained and replaced to remain functional and present a clean appearance.

Standard: A clean urinal is a urinal that has been disinfected and is free of all deposits, stains, dust, hair, streaks, film, and odor.

c. Cleaning Sinks and Washbowls

The Contractor shall clean all sinks and washbowls. This includes cleaning countertops and around the hardware to remove scum and debris. The Contractor shall remove grease and dirt with an all-purpose synthetic detergent or soap solution. The Contractor shall remove stains with scouring powder. The Contractor shall clean chromium-plated hardware with care so that the finish is not damaged.

Standard: A clean sink or washbowl is a sink or washbowl that has been disinfected and is free of all deposits, stains, dust, dirt, hair, streaks, grease, film, odor, and have a non-abrasive high gloss appearance or shine. Metal surfaces will be clean and bright, and free of deposits or tarnish.

d. Cleaning Restroom Floors

The Contractor shall clean restroom floors. The Contractor shall thoroughly scrub the areas immediately around urinals, toilets, and corners. The Contractor shall clean, sweep/dust mop, vacuum, and mop with a disinfectant.

Standard: A clean restroom floor is a restroom floor (including tile and grout) that has been disinfected and is free of deposits, stains, dust, dirt, streaks, hair, grease, film, and odor in all areas.

e. Spot Cleaning Restroom Walls and Ceilings

The Contractor shall spot clean restroom walls and ceilings including perimeter walls, tiles walls, partitions, and woodwork. The Contractor shall clean walls and ceilings with all-purpose synthetic detergent or soap and rinse them with clean, clear water. The Contractor shall spot clean walls and ceilings of deposits and stains, as they appear.

Standard: A clean restroom wall or ceiling is a restroom wall or ceiling that has a uniformly clean appearance and is free of deposits, dirt, dust, hair, film, steaks, and odor in all areas.

f. Cleaning and Refilling Dispensers

The Contractor shall supply, install, and maintain wall mounted soap, paper towel, and tissue dispensers. At the beginning of the contract, all restrooms will be equipped with dispensers, but the Contractor is responsible for replacing dispensers that are not properly functioning. The Contractor may also replace functioning dispensers with more efficient or cost effective products with the approval of the CO. The Contractor shall clean and refill paper towel, toilet paper, toilet seat cover, and soap dispensers. The Contractor shall clean and check soap dispenser nozzles to make sure they operate properly. The Contractor shall not overfill paper towel or soap dispensers to ensure proper operation.

Standard: A clean dispenser is a dispenser free of dirt, dust, streaks, deposits, build-ups, and odor. A refilled dispenser is a dispenser containing its intended contents to its capacity, but not overfilled.

g. Cleaning Mirrors

The Contractor shall clean mirrors. The Contractor shall not use ammonia or products containing ammonia to clean mirrors.

Standard: A clean mirror is a mirror with all surfaces free of streaks, films, deposits, stains, and odor. A clean mirror has a uniformly bright appearance and adjacent surfaces have been wiped cleaned.

h. Cleaning Showers

The Contractor shall clean all showers. This includes enclosures, curtains, tiled walls, showerheads, soap dishes, drains, and faucets. The Contractor shall remove soap residue, stains, deposits, and dirt with an all-purpose synthetic detergent, scouring powder, or soap solution. The Contractor shall clean chromium-plated hardware so that the finish is not damaged. The Contractor shall notify the CO when shower curtains require replacement.

Standard: A clean shower is a shower that has been disinfected and is free of all deposits, stains, dirt, hair, streaks, grease, film, and odor.

6.3 Dusting/Cleaning

Introduction: Dusting/cleaning services include removing dust, lint, litter, bugs, cobwebs, and foreign matter from all horizontal and vertical surfaces. Dusting/cleaning consists of two types, low and high and shall include the following:

6.3.1 Low Dusting/Cleaning

Requirement: The Contractor shall remove, from exposed areas, all dust, lint, litter and foreign materials from all horizontal and vertical surfaces of tables, chairs, file cabinets, book cases, baseboards, ledges, doors, piping, radiators, convectors, shelving, trim, walls, frames, HVACs louvers, horizontal and vertical blinds, windowsills, diffusers, grills, corners, behind doors, and return-air vents monthly for NASA facilities and in accordance with the schedule detailed in Section 6.6 for Navy facilities. If NASA spaces are occupied, the custodian shall ask the occupant for access. If the occupants decline, the custodian is waived for services in those spaces for that day. Cleaning/polishing will be performed on wood furniture, fixtures, walls, and vestibule doors with an approved wood cleaner, oil, and/or polish. Treated clothes shall not be used on glass surfaces. Walls, doors, and partitions shall be wiped clean (including glass in partitions and doors) to a height of 7’0” above floor level. The Contractor shall not dust typewriters, adding machines, personal computers, and similar equipment.

Standard: Low dusting/cleaning shall be performed in accordance with the above requirements, the contractor’s schedule of services report for NASA facilities, and the schedule detailed in Section 6.6 for Navy facilities. When properly cleaned, all areas shall be free of dust, soil, cobwebs, bugs, trash, refuse and any foreign material with no streaks. Corners, crevices, moldings, and edges shall be free of all dust.

6.3.2 High Dusting/Cleaning

Requirement: The Contractor shall remove all dirt, soil, bugs, cobwebs, and foreign matter from items, corners, horizontal and vertical surfaces (including fixtures up to 12 feet in height). Lobbies, entrances, and stairwells exceeding 12 feet in height shall also be dusted once a year for both NASA and Navy. If during the cleaning/dusting process any adjacent areas become contaminated with foreign matter including dust, dirt or cleaning product residue, those areas shall also be cleaned. All items moved to accomplish this task shall be returned to their original position. .

Standard: High dusting/cleaning shall be performed in accordance with the above requirements and for NASA facilities, in accordance with the contractor's schedule of services report. When properly cleaned, all dusted surfaces shall be clean and have a uniform appearance, free of any dust, dirt, debris, steaks, and smudges.

6.4 Floor Cleaning

Introduction: The Contractor shall provide floor cleaning for all floors including carpeting, ceramic and resilient tile, concrete floors, and computer floors. The cleaning of the floors shall include vacuuming, shampooing, sweeping, damp mopping, monitoring and spot cleaning, machine scrubbing, stripping, and waxing. If NASA spaces are occupied, the custodian shall ask the occupant for access. If the occupants decline, the custodian is waived for services in those spaces for that day. Intrusive floor care operations (stripping, waxing, buffing, carpet shampooing) shall be performed outside of normal working hours, (0700 -1600 hrs, Monday through Friday), except for emergencies. All planned floor services shall be completed within one day of the scheduled date.

6.4.1 Vacuuming (Including Entrance Mats)

Requirement: The Contractor shall remove all loose dirt, soil, debris, paper clips, staples, and foreign matter from carpets and mats, including areas under desks, work stations, tables, chairs, radiators, edges, and equipment, once per week at NASA facilities and once per month for Navy facilities. Prior to vacuuming all large debris such as paper clips and shavings shall be removed. Carpet type entrance mats shall also be vacuumed and moisture removed from underneath the mat. All items moved to accomplish the task shall be returned to their original position. For NASA, vacuuming may not occur during the hours of 0900 and 1500, Monday through Friday, unless specified otherwise in this statement of work for facilities with special requirements.

Standard: Vacuuming shall be accomplished in accordance with the requirement above. At the end of the cleaning cycle, floors and mats; including floor edges, corners, and behind doors; shall be free of all visible dust, dirt, cobwebs, grit, lint, debris, paper clips, staples, and foreign matter.

6.4.2 Carpet Shampooing (Including Entrance Mats)

Requirement: Carpets and mats shall be shampooed once per year for NASA facilities and every eighteen months for Navy facilities, or as requested by CO at either NASA or Navy facilities. Carpets and mats shall be spot cleaned prior to shampooing to remove all spots and stains using chemical solvents to

remove embedded soil, stains, dirt or foreign matter. Carpet shampooing shall be performed outside of normal working hours, (0700 -1600 hrs, except for emergencies), at the NASA and Navy facilities. Moveable furniture, equipment, and items on the floor shall be moved when an area is shampooed. All work shall be accomplished in accordance with carpet and cleaning material manufacturer recommendations. The Contractor shall repair/replace damaged carpet areas resulting from improper cleaning techniques. If adjacent areas; walls, baseboards, doors, or furniture; become marred or splashed with carpet cleaning solution, those areas shall also be cleaned. All items shall be returned to their original positions.

Standard: Carpets shall be shampooed in accordance with the above requirements and for NASA facilities, in accordance with the contractor's schedule of services report. At the end of the cleaning cycle, the carpeted areas, including edges and corners, shall be free of dirt, soil, stains, and foreign matter. Carpets shall be free of any cleaning residue and removable stains. Vacuumed carpets shall present a clean and uniform appearance.

6.4.3 Monitoring and Spot Cleaning Carpets

Requirement: The Contractor shall monitor and spot clean all carpets every 180 days for the Navy facilities and 30 days for NASA facilities. The Contractor shall remove all small objects such as paper clips, staples, stains, deposits, and cleaning residue from all carpets. The Contractor shall remove all gum, tar or foreign matter affixed to the surface via suitable hand tools. While monitoring, the Contractor shall inspect for and clean all spots as they are identified. Any carpet tears or raveling shall be reported to the Government.

Standard: All monitoring and spot cleaning shall be accomplished in accordance with the requirements listed above and for NASA, in accordance with the contractor's schedule of services report. After monitoring and spot cleaning, all floor surfaces shall have a uniform appearance, free of steaks, spots, and cleaning residue.

6.4.4 Sweeping/Damp Mopping

Requirement: The Contractor shall thoroughly sweep all uncarpeted floor areas, stairways, and landings; including areas under desks, workstations, tables, chairs, radiators, furniture and equipment which cannot be moved; to remove loose dirt, dust, debris, and foreign matter through either manual or mechanized methods once per week at NASA facilities and once per month for Navy facilities. The contractor shall damp mop all resilient floor coverings, terrazzo, smooth sealed concrete or smooth finished floor surfaces to remove all laden airborne dirt, soil, or lint, or foreign matter once per week at NASA facilities and once per month at Navy facilities. The Contractor shall use water or a water/detergent solution with a mop, mop bucket and wringer to remove dirt, soil, liquid or foreign matter from all hard and uncarpeted floor surfaces. The Contractor shall remove and empty water from mop buckets daily. Prior to damp mopping, floor areas shall be thoroughly swept and free of dirt and debris. For NASA, damp mopping may not occur during the hours of 0900 and 1500, Monday through Friday, unless specified otherwise in this statement of work for facilities with special requirements. When damp mopping, appropriate signage shall be placed by the Contractor to warn personnel of the wet floor hazard.

Standard: All sweeping and damp mopping shall be accomplished in accordance with the requirements listed above and for NASA, in accordance with the contractor's schedule of services report. At the end of the cleaning cycle, all uncarpeted and hard floors, including corners, shall be clean and free of any soil, dirt, stains, water, cleaning solutions, and foreign matter and have a uniform appearance with no streaks or swirl marks. No splash evidence on baseboards, furniture, or fixtures shall exist.

6.4.5 Machine Scrubbing

Requirement: The Contractor shall machine scrub hard floors and uncarpeted areas such as halls, shops, and lobbies once every two years for NASA facilities and once per year for Navy facilities. Machine scrubbing shall be performed outside of normal working hours, (0700 -1600 hrs, except for emergencies), at the NASA facilities and the Navy facilities. All hard floor areas, including corners, shall be machined scrubbed to remove built-up dirt, soil, liquids or foreign matter. Moveable furniture, fixtures, and equipment shall be moved to complete scrubbing. All items moved shall be returned to their original positions. If adjacent areas; walls, baseboards, doors, or furniture; become marred or splashed with cleaning solutions, these areas shall also be cleaned to remove splashed marks and wax when applied.

Standard: All machine scrubbing shall be accomplished in accordance with the requirements listed above and for NASA, in accordance with the contractor's schedule of services report. At the end of the cleaning cycle, all hard floor surfaces will be clean and free of any soil, dirt, stains, heel marks, and debris and have a high gloss appearance after properly cleaned. Baseboards, walls, furniture, and doors shall be free of splash marks, mop streaks, stripper, or built-up wax. If adjacent areas; walls, baseboard, doors, or furniture; become marred or splashed with stripping or wax solutions, those areas shall also be cleaned and free of wax.

6.4.6 Stripping/Waxing/Sealing

Requirement: The Contractor shall perform floor stripping, waxing, and sealing.

The Contractor shall strip the finish from all vinyl, resilient, terrazzo, and tile floors, including stairs and landings then apply new finish to the floor every other year for NASA facilities and once per year for Navy facilities. Stripping and waxing shall be performed outside of normal working hours, 0700 -1600 hrs, except for emergencies, at the NASA facilities. For NASA, the Contractor shall strip and wax 25% of the flooring every six months (except as note otherwise in this statement of work for buildings requiring special service levels). The Contractor shall remove all old finish or built-up wax from floors and corners using concentrated solution of a liquid cleaner or other manufacturer recommended techniques. Stripping of a floor includes corners and areas that a scrubbing machine cannot reach. The Contractor shall remove and dispose of wash water.

The Contractor shall rinse the floor twice with clean water to remove all traces of cleaning solution. The Contractor shall not flood the floor with water, but instead use only enough water for a clean rinse. Baseboards, walls, furniture, and doors shall be free of splash marks, mop streaks, stripper, or wax. If adjacent areas; walls, baseboard, doors, and furniture; become marred or splashed with stripping or waxing solutions, those areas shall also be cleaned and free of wax.

The Contractor shall allow the floor to dry thoroughly after rinsing before applying wax.

After stripping the floor, apply floor finish in coats as recommended by the manufacturer, allowing sufficient drying time between each coat. The Contractor shall use a floor finish suitable for the floor surface being finished. The Contractor shall apply only the last coat up to, but not touching, the baseboard; the previous coats shall be applied up to three (3) inches from the baseboard. Should there be more than eight hours delay before applying finish, after the floor has been cleaned or between coats, the Contractor shall again clean the areas to remove surface dirt and scuff marks before applying the finish.

A finished floor is a floor adequately coated with an appropriate floor finish and is free of wax buildup, marks, streaks, dust, dirt, and debris in all areas including corners and edges.

When stripping and waxing, appropriate signage shall be placed by the Contractor to warn personnel of the wet floor hazard.

Standard: Floors shall be stripped and finished in accordance with the requirements listed above and for NASA, in accordance with the contractor's schedule of services report. When properly stripped and finished, floors and corners shall be free of all stains, deposits, scuff marks, and foreign matter, and baseboards shall be free of stripper and wax. The floor shall have a uniform, high-gloss finish from wall to wall, including corners.

6.4.7 Spray Buffing

Requirement: The Contractor shall buff and restore hard floors, terrazzo, and slate floor surfaces to a uniform luster once per month, except as noted in Section 6.6.7 for Reception Area, for both NASA and Navy. Spray buffing work shall be performed outside of normal working hours (0700 -1600 hrs, except for emergencies) at the NASA facilities. Buffing operations shall meet OSHA and EPA requirements for buffing of asbestos containing floor tiles where applicable. Prior to buffing, the contractor shall sweep and damp mop floor to remove loose dirt, dust, or debris. The Contractor shall not splash or mar baseboards, walls, and furniture.

The buffing operations shall begin immediately after wax is thoroughly dry. Moveable fixtures, furniture, and equipment shall be moved, and the areas shall be waxed and buffed. All items will be returned to their original position. Baseboards, walls, furniture, and doors shall be free of splash marks, mop streaks, stripper, or wax. If adjacent areas; walls, baseboard, doors, and furniture; become marred or splashed with stripping or waxing solutions, those areas shall also be cleaned and free of wax.

When spray buffing, appropriate signage shall be placed by the Contractor to warn personnel of the wet floor hazard.

Standard: Spray Buffing shall be accomplished according to the requirements above and for NASA, in accordance with the contractor's schedule of services report. When completed, a spray cleaned and buffed floor shall have a uniform, high-gloss finish, free of scuff-and heel-marks, streaks, water, dust, dirt, and debris. A finished floor shall be uniform from wall to wall, including corners and adequately coated

with an appropriate floor finish. Corner and edges shall be free of wax buildup, streaks, dust, dirt, and debris in all areas.

6.4.8 Elevated Floors (Computer Floors)

Requirement: The Contractor shall mechanically remove all dust, dirt, soil, debris and foreign matter from all raised-floor surface areas once per week for both NASA and Navy facilities. When cleaning raised floors, the Contractor shall use equipment that does not cause static electricity build-up. Cleaning raised floors also includes cleaning raised floor tiles in place or by systematically replacing unclean tiles with clean tiles to allow cleaning to be done outside the building.

Standard: Elevated floor cleaning shall be accomplished in accordance with the requirements above and for NASA, in accordance with the contractor's schedule of services report. At the end of the cleaning cycle, raised floor shall be free of all visible dust, dirt, soil, debris, and foreign matter. All items moved to accomplish this task shall be returned to their original positions.

6.5 Trash

Requirement: Unless otherwise specified in this statement of work, the Contractor shall empty all waste containers including, but not limited to, loading dock trash bins, public area trash cans, and office trash cans once per week for NASA facilities, with the exception of kitchenettes which shall be emptied three times per week, and dispose of trash at one of the disposal containers on the Main Base, Island, or Mainland. There are four central dumpster locations on the Main Base, one on the Island, and one on the Mainland that are used for this purpose. These dumpsters are included in the dumpster list in Section 6.8, Solid Waste. Trash removal for the Navy facilities shall be provided per Section 6.6, Special Requirements. Waste containers (including lids) shall be emptied, washed, disinfected, and plastic liners replaced. All buildings shall be free of cardboard cartons and debris, such as empty boxes, packing materials, tape reels, and disposable items. Cardboard trash may be broken down by building occupants and put in the proper recycling receptacles, but the contractor shall pick up properly marked cardboard to place in recycling bins for NASA or to dispose of as trash for Navy. Care shall be used to remove only cardboard cartons, which are empty or clearly identified as trash. The Contractor shall not co-mingle cardboard products with regular waste in plastic trash bags or in solid waste containers. All waste collected shall be secured in such a way as to prevent the adjacent areas from becoming littered. All spills resulting from leaking liners or receptacles shall be the responsibility of the Contractor.

Standard: Trash shall be removed and disposed of in accordance the requirements listed above, and for NASA, in accordance with the Contractor's schedule of services report. At the end of the cleaning cycle, containers shall be free of all wastes and liners replaced.

6.6 Special Requirements

6.6.1 Navy Facilities Additional Custodial Schedule/Details

Introduction: The Contractor shall provide cleaning services and materials to the Navy Surface Combat Systems Center (SCSC) per the requirements and schedules in previous sections unless otherwise

specified in this section. These buildings include approximately 188,600 square feet of office, shop, restrooms, hallways, entrances, and computer areas. Approximately 95% of the office areas are carpeted.

6.6.1.1 Surface Combat Systems Center (SCSC) Dusting and Trash Schedule Details

Requirement: The Contractor shall provide cleaning services for the SCSC facilities, buildings R-1, R-23, R-25, R-30, R-40, Q-29, V-10, V-3, V-20, V-21, V-24, and U-90 between the hours 0600 and 1430 in accordance with facility service levels as detailed in the Standard Levels documented below. Cleaning services shall include all trash removal as per the cleanliness requirements in Section 6.5 (Trash) above but per the schedule requirements listed below. All dust, dirt, and debris removed from special equipment, furniture tops, windowsills, corners and crevices per the schedule requirements below. All items moved to accomplish task shall be returned to their original position.

Standard Level 1: Dusting and trash removal in offices, lounge, conference rooms and lobbies - Monday, Wednesday, and Friday of buildings Q-29, R-30, U-90, V-10, V-3, V-20, V-21, and V-24.

Standard Level 2: Dusting and trash removal in R-1, R-23, R-25, and classrooms of R-30 and V-10 (when in use) - Tuesday and Friday.

Standard Level 3: Dusting and trash removal in equipment spaces, computer rooms, corridors, elevators and stairwells of R-30, V-10, V-20, V-21, and V-24 once per week.

Standard: At the end of the cleaning cycle, area shall be free of all dirt, soil, dust, cobwebs, and foreign materials. Work completed per the appropriate Standard Level.

6.6.1.2 Surface Combat Systems Center (SCSC) Recycling Container Empting Schedule

Requirement: The Contractor shall empty all beverage recycling containers inside Navy buildings R-30, V-3, V-10, V-20, and V-24. These containers, which hold drink cans (aluminum) or plastic drink bottles shall be emptied weekly. The containers shall have the plastic liners replaced. The contents (cans and bottles) shall be placed in the designated location set for each building. The Contractor shall ensure that recycling containers containing liquids do not spill onto the ground surface. All spills resulting from leaking liners or receptacles shall be the responsibility of the Contractor.

6.6.1.3 Windows

Requirement: The Contractor shall thoroughly clean all exterior and interior window surfaces, window frames, sills, and sashes once per year at the Navy Facilities. Individual windows shall have the exterior and interior glass simultaneously cleaned. All glass surfaces shall be cleaned and free of all streaks, stains, and shall be wiped dry. The Contractor shall not use ammonia or products containing ammonia to clean the glass. All paint, putty, film, and foreign matter found on surfaces shall be removed. Where inserted screens exist, screens and screen frames shall be brushed free of dust, dirt, cobwebs, lint, and debris. Brushing shall be accomplished outside of the building at a location that does not conflict with

other activities or cause damage to the screens. Screens that are removed shall be replaced in their original position.

Standard: When properly cleaned, all surfaces will be free of streak, film, deposits, and stains, and have a uniformly bright appearance and adjacent surfaces have been wiped clean. All items moved to accomplish the task shall be returned to their original positions.

6.6.2 Dormitories (NASA)

Introduction: NASA Wallops Flights Facility operates the NASA Management Education Center, which requires dormitories for trainees, including management and other personnel from various NASA Centers.

Requirement: The Contractor shall provide custodial services to the dormitory facilities, buildings F-4, and F-5, 3 days per week, between the hours of 0600 and 1430. These buildings consist of 84 rooms and 74 restrooms. Cleaning services shall include all trash removal, floors vacuumed (during and following occupancy), removal of dust, dirt, or debris from special equipment, furniture tops, all light fixtures, shades, doors, trim, walls, frames, and windowsills. Corners and crevices shall be dusted and free of all dust or dirt. All restrooms shall be accomplished in accordance with the cleanliness requirements listed in Section 6.2. All resilient floor tiles shall be dusted and damp-mopped three times per week. All items moved to accomplish task shall be returned to their original position. The carpets shall be shampooed every 6 months.

Standard: All custodial services shall be provided in accordance with the requirements above. At the end of the cleaning cycle, areas shall be free of all dirt, soil, dust, cobwebs, and foreign materials.

6.6.3 Cafeteria/Exchange/Chesapeake Room/ Building E-2 (NASA)

Introduction: The Wallops Employee Morale Activity (WEMA) provides cafeteria services and operates the Exchange for NASA at the WFF.

Requirement: The Contractor shall provide cleaning services for the NASA cafeteria including entranceways, Exchange, and Chesapeake Room. Services shall be provided five days per week, Monday through Friday, between the hours 1630 and 2130, unless stated otherwise. The cleaning services shall include floor sweeping, dust-and damp-mopping, carpet and rug vacuuming, carpet and rug spot cleaning, wiping furniture tops, and cleaning under tables. The contractor shall sweep and mop under the service line counters to remove paper, food, and debris. Front and rear entrances shall be swept and shall be free of all dirt, soil, debris, and foreign matter. Flooring in the cooking and serving areas shall be swept and mopped with a general purpose cleaner daily and cleaned with a degreaser once per week. The contractor is not required to clean any of the equipment or other surfaces areas behind the food serving line. All interior and exterior glass shall be damp-wiped weekly.

Restrooms shall be cleaned in accordance with the cleanliness requirements and schedule detailed in Section 6.2 (Restrooms).

Intrusive floor care (stripping/waxing, shampooing, machine scrubbing, spray buffing) shall be performed outside of normal working hours (0700-1600 hrs) and in accordance with all requirements of Sections 6.4.2, 6.4.5, 6.4.6, and 6.4.7.

Standard: At the end of the cleaning cycle, the cafeteria, Exchange, and Chesapeake Room shall be free of all dirt, soil, dust, cobwebs, and any foreign materials. Flooring in the cooking area and flooring behind the serving line shall be free of stains, grease, streaks, and foreign matter. Interior and exterior glass shall be left free of streaks and stains. Floor beneath serving line counters shall be free of dirt, food, paper, and debris. All items moved to accomplish cleaning services shall be returned to their original location.

6.6.4 Management Education Center (NASA)

Introduction: NASA operates the Management Education Center, which provides training facilities to NASA management, NASA employees, Navy, and contract personnel in building E-104.

Requirement: The Contractor shall provide custodial services to the office, training room, hallway, and lobby areas in building E-104 three days per week, and shall provide restroom and trash services in building E-104 five days per week. Services shall be provided between the hours of 0600 and 1430 during non-class occupied times or other suitable times. The building consists of 38 individual rooms and 6 restrooms. Custodial services shall include trash removal; floor vacuuming; and dust, dirt, or debris removal from special equipment, furniture tops, and windowsills. Corners and crevices shall be free of all dust or dirt. All computer room and resilient floor tile shall be dust-and damp-mopped. All restrooms shall be cleaned in accordance with cleanliness requirements in Section 6.2 (Restrooms). All items moved to accomplish task shall be returned to their original position.

Intrusive floor care (stripping/waxing, shampooing, machine scrubbing, spray buffing) shall be performed outside of normal working hours (0700-1600 hrs) and in accordance with all requirements of Sections 6.4.2, 6.4.5, 6.4.6, and 6.4.7.

Standard: Building E-104 shall be cleaned in accordance with the requirements above. When properly cleaned, the area shall be free of all dirt, soil, dust, cobwebs, and any foreign materials.

6.6.5 Visitor Information Center (NASA)

Introduction: The Visitor Information Center (VIC) houses space hardware and other exhibits. It is operated by NASA and open to the public.

Requirement: The Contractor shall provide custodial services to the VIC buildings; J-17, J-20, and J-93; between the hours of 0700 and 1000, and between 1300 and 1430. Services shall be provided Thursday through Monday from September 4 through June 25, and 7 days per week from June 26 through September 3. The Contractor shall furnish these services on three (3) Government Holidays per year, Memorial Day, July 4, and Labor Day. Cleaning services shall include restroom cleaning, trash removal, floor vacuuming, and dust, dirt, or debris removal from special equipment, furniture tops, displays, and windowsills. Corners and crevices shall be free of all dust or dirt. All resilient floor tiles shall be swept

and damp-mopped. Restrooms shall be cleaned in accordance with cleanliness requirements in Section 6.2. All items moved to accomplish task shall be returned to their original position.

Intrusive floor care (stripping/waxing, shampooing, machine scrubbing, spray buffing) shall be performed outside of normal working hours (0700-1600 hrs) and in accordance with all requirements of Sections 6.4.2, 6.4.5, 6.4.6, and 6.4.7.

Standard: Visitor Information Center shall be cleaned in accordance with requirements and schedule as detailed above. At the end of the cleaning cycle, the area shall be free of all dirt, soil, dust, cobwebs, and foreign materials.

6.6.6 Health Unit (NASA)

Introduction: NASA's Health Unit provides health services to all personnel at WFF.

Requirement: The Contractor shall provide custodial services for the WFF NASA Health Unit spaces, located in Building F-160, five days per week, Monday through Friday, between the hours of 0600 and 1430. Cleaning services shall include all trash removal, floor vacuuming, and dust, dirt, or debris removal from special equipment, furniture tops, and windowsills. All corners and crevices shall be free of all dust or dirt. All hard floors in hallways, waiting rooms, nurses' stations, examination rooms, and laboratories shall be wet -mopped. All restrooms shall be cleaned five days per week, Monday through Friday, and in accordance with the cleanliness requirements in Section 6.2 (Restrooms). All items moved to accomplish task shall be returned to their original position.

Intrusive floor care (stripping/waxing, shampooing, machine scrubbing, spray buffing) shall be performed outside of normal working hours (0700-1600 hrs) and in accordance with all requirements of Sections 6.4.2, 6.4.5, 6.4.6, and 6.4.7.

Standard: Health Unit facility shall be cleaned in accordance with requirements and schedule as detailed above. At the end of the cleaning cycle, the area shall be free of all dirt, soil, dust, cobwebs, and foreign materials.

6.6.7 WFF Reception Area (Building N-127, NASA)

Introduction: The WFF Reception area serves as the WFF's central processing area for visitors and vendors seeking access to WFF.

Requirement: The contractor shall provide custodial services to the Main Base Reception area, Building N-127, two times a day, five days a week, Monday thru Friday, between the hours 0600 and 1630. If office spaces in Building N-127 are occupied, the custodian shall ask the occupant for access. If the occupants decline, the custodian is waived for services for those spaces for that period. Cleaning services shall include all trash removal; sweeping and damp mopping; dust, dirt, or debris removal from furniture tops, displays, and windowsills; and restroom cleaning. Corners and crevices shall be dusted daily and free of all dust or dirt. All floors shall be stripped and waxed once a year with additional spray buffed every three months in accordance with Stripping/Waxing standards detailed in Section 6.4.6. The

Contractor shall also clean under all counter tops to remove trash, dust, dirt, or debris. If adjacent areas; walls, baseboard, doors, and furniture; become marred or splashed with stripping or wax solutions, those areas shall also be cleaned and free of wax.

All restrooms shall be cleaned to the standard detailed in Section 6.2. All restroom floors, including corners and crevices, shall be machine scrubbed quarterly to remove built-up dirt, soil, stains, liquids or foreign matter. Baseboards, walls, furniture, and doors shall be free of splash marks, mop streaks, stripper, or wax. If adjacent areas; walls, baseboard, doors, and furniture; become marred or splashed with stripper or wax solutions, those areas shall also be cleaned and free of wax.

Standard: The WFF Reception Area shall be cleaned in accordance the requirements listed above in accordance with the Contractor's schedule of services report for floor services. When properly cleaned, counter and furniture tops shall be free of dust, dirt, or debris; floors shall be free of all stains, deposits, scuff marks, cobwebs, and foreign matter. A finished floor, including corners and crevices, shall be uniform from wall to wall and adequately coated with an appropriate floor finish. Corner and edges shall be free of wax buildup and is free of streaks, dust, dirt, and debris in all areas.

6.6.8 Gymnasium Cleaning (NASA)

Introduction: The NASA Gymnasium, building D-10, is used by NASA, Navy, and tenant employees. Building D-10 also houses an office area with restrooms on the second floor. The office area and associated restrooms on that floor, the building lobby on the first floor, the stair wells, the weight room, and the fitness equipment rooms shall receive the NASA standard level of services as detailed in previous sections of this statement of work. The requirements of this section are for areas that require a more frequent level of service.

Requirement: The Contractor shall provide cleaning services for the NASA gymnasium restroom, shower, and changing areas including locker rooms five days per week, Monday thru Friday, in accordance with the cleanliness requirements of Section 6.2. Custodial services shall include dusting, trash removal, floors swept and damp-mopped, and interior glass cleaned. The gymnasium court and stage flooring shall be swept and damp-mopped once per week. In addition, the Contractor shall also steam or power wash shower floors to remove all scum, stains, deposits, dirt, hair, streaks, grease, film, and odor once per month.

Standard: Building D-10 shall be cleaned in accordance the requirements listed above. A clean restroom is disinfected and free of all deposits, stains, dirt, hair, streaks, grease, film and odor; floors are swept and mopped; trash is removed; and dispensers are filled.

6.6.9 Project Facilities (NASA)

Introduction: WFF possesses state-of-the-art facilities that may not be utilized on a daily basis but must be maintained to ensure optimum readiness of all functions. These facilities require a minimum level of cleaning services on a weekly basis.

Requirement: The Contractor shall provide custodial services to the Special Payload (H-100) and Project Support (E-100) facilities once per week. Weekly services shall include all dusting, washing, mopping, polishing, wiping, vacuuming, and trash/recyclables removal. All cleaning products used in H-100 first floor laboratory rooms and high bay processing areas shall be approved by the CO. Restrooms shall be cleaned weekly in accordance with the cleanliness requirements in Section 6.2 (Restrooms).

Intrusive floor care (stripping/waxing, shampooing, machine scrubbing, spray buffing) shall be performed outside of normal working hours (0700-1600 hrs) and in accordance with all requirements of Sections 6.4.2, 6.4.5, 6.4.6, and 6.4.7. All floor cleaning products used in H-100 first floor laboratory rooms and high bay processing areas shall be approved by the CO.

Standard: All custodial services shall be provided in accordance with the requirements above and for NASA, in accordance with the Contractor's schedule of services report. At the end of the cleaning cycle, areas shall be free of all dirt, soil, dust, cobwebs, and foreign materials.

6.7 Miscellaneous Cleaning

6.7.1 Drinking Fountains

Requirement: The Contractor shall remove all soil, stains, liquids, trash, scale, rust, and foreign matter from drinking fountains three times per week for NASA facilities and daily for Navy facilities. A NASA approved germicidal detergent shall be used when cleaning drinking fountains. All porcelain and polished surfaces, including the orifices and drains shall be cleaned, disinfected, and polished to a high gloss appearance or shine. Any leaks or inoperable fountains shall be reported to the institutional services help desk.

Standard: All drinking fountains shall be cleaned in accordance with the requirements above and for NASA, in accordance with the Contractor's schedule of services report. At the end of the cleaning cycle, drinking fountains shall be free of all dirt, stains, soil, and will have a non-abrasive high gloss appearance or shine. Metal surfaces will be clean and bright, and free of deposits or tarnish.

6.7.2 Elevators

Requirement: The Contractor shall remove all dirt, soil, stains, liquid, trash, refuse, scale, and any foreign matter from elevator cabs, exterior doors, panels, and door tracks once per week for NASA facilities and twice per week for Navy facilities. Any adjacent areas which become contaminated with foreign material including dust, dirt, or cleaning product residue, shall also be cleaned.

Standard: All elevators shall be cleaned in accordance with the requirements above and for NASA, in accordance with the Contractor's schedule of services report. At the end of the cleaning cycle, the area shall be free of all dirt, soil, dust, cobwebs, and any foreign matter and have a clean appearance with a non-abrasive high gloss shine.

6.7.3 Glass (Interior)

Requirement: The Contractor shall clean all interior glass, including entry ways, bookcases, cabinets, doors, and showcases once per month at NASA facilities and once per month at Navy facilities. The Contractor shall not use ammonia or products containing ammonia to clean the glass. All glass surfaces shall be clean and left free of streaks and stains, and all adjacent surfaces wiped dry. All paint, putty, film, and foreign matter found on glass surfaces shall be removed.

Standard: All custodial services shall be provided in accordance with the requirements above and for NASA, in accordance with the Contractor's schedule of services report. When properly cleaned, all surfaces will be free of streaks, film, deposits, and stains, and have a uniformly bright appearance and adjacent surfaces have been wiped clean. All items moved to accomplish the task shall be returned to their original positions.

6.7.4 Convenience Sinks in Office/Shop Mess Areas

Requirement: The Contractor shall thoroughly clean all washbowls, convenience and shop sinks once per week. This includes cleaning countertops. Faucets shall be cleaned to remove scum and lime deposits. The Contractor shall remove grease and dirt with an all-purpose synthetic detergent or soap solution. The Contractor shall remove stains with scouring powder. The Contractor shall clean chromium-plated hardware with care so that the finish is not damaged.

Standard: All convenience sinks in office/shop mess areas shall be cleaned in accordance with the requirements above and for NASA, in accordance with the Contractor's schedule of services report. When properly cleaned, sinks and washbowls shall be free of all dirt, grease, stains, film, or odor. Hardware shall be free of scum and lime deposits and buildups.

6.7.5 Blood and Bodily Fluid Cleanup

Requirement: The Contractor shall remove all blood and bodily fluids after a mishap or injury occurs. The custodial staff will not begin clean up until directed to do so by the controlling Government authority. Custodial staff performing blood and bodily fluid clean up shall be properly trained in bloodborne pathogens and their clean up. The Contractor shall provide its employees all necessary personal protective equipment, cleaning agents and materials, and proper waste disposal containers.

Standard: The Contractor shall meet the requirements of 29 CFR 1910.1030 Bloodborne Pathogens (Revised as of July 1, 2010) and GPR 1800.3A Bloodborne Pathogen Exposure Control Plan.

6.8 Solid Waste

Introduction: The Contractor shall provide solid waste removal for NASA and Navy. The services for NASA and Navy facilities will consist of removal of solid waste from the Main Base, including the VIC, the Mainland, and Wallops Island. Solid waste does not include material collected for recycling which is covered in Section 6.9.

Requirement: The Contractor shall:

a. Provide containers, labor, and equipment for the removal of solid waste from NASA and Navy.

b. Ensure all container locations are fully accessible for the use of standard equipment utilized by the Contractor in its collection operation.

c. Dispose of all waste at a State approved landfill.

d. Ensure that liquids from waste receptacles do not spill onto ground surfaces. If spills occur, the Contractor shall be responsible for cleaning up spills resulting from leakage. The Contractor shall pickup all trash that is found under platforms and spilled during collection operation within a radius of 20 feet.

e. Ensure all containers are approved by the CO and repaired or replaced as needed. Repair or replacement will be required if container lids are damaged, excessive rust is present, or holes are found in the containers. Containers must be kept painted with a color approved by the CO and shall be positioned at designated locations unless an alternate location is approved by the CO.

f. Provide containers of the following sizes: 90-gallon capacity; 4, 6, 30, and 40 cubic yard capacities. In locations where there is more than one container specified, larger units of equal capacity may be submitted with the approval of the CO.

g. Empty containers between 0800 and 1630, Monday through Friday. Emergency dumps per item (i) below shall be completed within 24 hours of notification by the CO per item.

h. Repair any damage to Government property resulting from emptying solid waste containers at WFF.

i. Provide containers, equipment and labor to accomplish work specified as follows

(1) Five, 40 cubic yard solid waste containers with A-roof and 3 doors. All containers shall be emptied weekly.
Location:
NASA Bldg. F-16 (Northeast side) - 1each

NASA Bldg. E-2 (Rear Cafe.) -1 each

NASA Bldg. E-2 (East end) -1 each

NASA Bldg. N-162 (Northeast corner) - 1 each

NASA Bldg. X-35 (South side/Island) - 1 each

(2) One, 40 cubic yard container with electric auger for use with Model 22 paper digester. Container shall be emptied monthly.
Location:
Navy Bldg. V-10 (Parking Lot/Island) - 1 each

(3) Four, 30 cubic yard open top roll-off containers. Containers shall be emptied twice monthly.

Location:

NASA Bldg. N-222 (Rear of Bldg.) -1 each

NASA Bldg. F-10 (Rear of Bldg.) - 1 each

Navy Bldg. V-10 (Navy Parking Lot/Island) - 1 each

Navy Bldg. V-20 (Navy Parking Lot/Island) - 1 each

(4) Nine, 6 cubic yard solid waste containers. All containers shall be emptied twice weekly.
Location:
Navy Bldg. R-30 (Navy Driveway) -1 each

Navy Bldg. R-20 (Navy CDF) - 3 each

NASA Bldg. F-3 (Rear) -1 each

Navy Bldg R-1 (Northeast side) - 1 each

Navy Bldg. V-3 (South Rear) – 2 each

Navy Bldg V-24 (South end) -1 each

(5) Two, 4 cubic yard containers. All containers shall be emptied twice weekly.
Location:
NASA Bldg. U-40 (Parking Lot/Mainland) -1 each

NASA Bldg. U-70 (Southwest Corner/Mainland) -1 each

(6) Six, 90 gallon containers with roll-a-carts. All containers shall be emptied once monthly.
Location:
NASA Bldg. J-8 (Rear/VIC) – 2 each
NASA Bldg. J-20 (VIC) - 4 each

(7) For NASA provide 12 each emergency dumps for 30 and 40 cubic yard roll-off containers yearly.

Standard: Waste shall be removed to ensure containers do not overflow. After collection, the waste receptacles shall be free of all waste. Areas surrounding all waste collection shall be free from litter, stains, odors, debris, and any foreign matter.

6.9 Recycling (NASA)

Requirement: The contractor shall implement a single stream recycling program for NASA. Recyclables designated for collection shall be mixed paper, newspapers, magazines, catalogs, envelopes, wrapping paper, paper bags, plastic jugs, cereal boxes, unwanted mail, phone books, corrugated cardboard, aluminum beverage cans, plastic and glass bottles. The recycling program shall allow mixed recycling material in collection bins with the exception of cardboard. The contractor shall provide all recycling collection bins, collect recyclable materials from designated collection bins with designated areas on the Main Base, Mainland, and Island and transport to pick-up point dumpsters once per week with the exception of bins in kitchenettes which shall be collected and transported to pick-up point three times per week. All recycling collection bins must be emptied between 0800 and 1630, Monday through Friday. Collected recyclables shall be placed in the pick-up point recycling dumpsters provided by the Contractor. Contractor shall transport recyclable material offsite from the pick-up point dumpsters and collect information on volume (pounds/tonnage) of recycled material.

All cardboard boxes will be broken down flat (by building occupants) and placed at specified location for recycling pickup. However if cardboard is marked as trash, Contractor personnel shall collect while performing custodial services and place at specified location for recycling pickup. When a liner is used in a receptacle, it shall be replaced if there is any evidence of soiling, tearing, wetness, contamination, or damage. The liner shall be replaced in receptacles used for the collection of liquid or wet wastes (including used beverage containers). If a liner leaks, or otherwise allows wastes to contact the container, the receptacle will be cleaned and disinfected.

The contractor may not remove the internal collection bins from the buildings without prior approval by the CO. The CO shall be notified immediately if the containers become damaged or missing.

Standard: After collection, the receptacles shall be free of all recyclables. Areas surrounding recycling collection receptacles shall be free from litter, stains, odors, debris, and foreign matter.

6.10 Deliverable Reports (NASA)

Requirement: A deliverable will be considered delivered to the Government when placed in the electronic document repository that is web accessible through the Wallops Institutional Information Management System (WIIMS). Contract deliverables that are not available in an electronic format or that must be delivered during the first 60 calendar days of the contract prior to the development of the repository will be considered delivered to the Government when received by the Contracting Officer (CO).

Within 5 working days of contract start, an electronic report shall be provided to the Government detailing the cleaning schedule by service for all NASA facilities. The report shall also include the dumping schedule for solid waste containers. The report shall be updated when the service schedule changes.

Weekly reports of declined services shall be provided to the Government for NASA facilities. The report shall be due the Monday following the performance week or Tuesday if Monday is a non-work day. Report will list date, building, room number, and service declined.

The contractor shall provide separate monthly reports for custodial trouble calls, floor maintenance, and recycling by the 7th working day of the month to Government detailing work planned for the current month and work completed during the previous month for all NASA facilities. The reports shall include service type as indicated below, location (including building and room number), date scheduled, and date completed.

Monthly Reports:

1. Number of Custodial Trouble Calls Reported and Completed During the Previous Month

2. Floor Maintenance Schedule to Include:

a. Work Planned for the Current Month by the Following Categories:

i. Stripping/Waxing

ii. Sweeping/Mopping

iii. Vacuuming

iv. Machine Scrubbing

v. Spray Buffing

vi. Spot Cleaning

b. Work Completed in the Previous Month by the Following Categories:

i. Stripping/Waxing

ii. Sweeping/Mopping

iii. Vacuuming

iv. Machine Scrubbing

v. Spray Buffing

vi. Spot Cleaning

3. Recycling to Include:

a. Volume (pounds/tonnage) of Recyclable Material Collected

b. Dumping Schedule

Standard: Reports completed accurately and in accordance with schedule requirement.

6.11 Inspection and Acceptance

Introduction: Contractor's cleaning schedule report and monthly floor report shall be used by the Government to determine inspection frequency. Areas shall be chosen by the Government on a random and rotating basis. Within 24 hours after the scheduled completion of a selected work element, the Government will make an on-site visit and evaluate each of the work requirements scheduled. The Government will request re-performance if the Contractor has failed to meet performance requirements. All areas re-worked will be re-inspected by the Government.

Requirement: Re-performance shall be accomplished for unacceptable services within 24 hours of notification by the Government.

Standard: Re-performance of work shall be accomplished in accordance with the requirements of the appropriate statement of work area for the type of work being performed and within 24 hours of Government notification.

7.0 CHEMICAL AND BIOLOGICAL LABORATORY SUPPORT SERVICES

7.1 Regulatory Support

Requirement: The Contractor shall:

a. Provide analytical laboratory services and document preparation services necessary to ensure WFF compliance with the Virginia Pollutant Discharge Elimination System (VPDES) permit, the Environmental Protection Agency (EPA), the Commonwealth of Virginia Department of Environmental Quality (DEQ), the Commonwealth of Virginia Department of Health (VDH), and other State and Federal regulatory agencies and statutes governing wastewater/storm water discharges, potable water supplies, groundwater remediation, and other equipment/systems/operations at WFF. Work encompasses the WFF Main Base, including the NASA Visitors Center, Mainland and Island water wells, treatment, and distribution systems; the Main Base wastewater treatment plant; storm water discharge points; and other analytical services required by NASA.

b. Provide personnel fully qualified in accordance with law, regulations, and NASA policy.

c. Provide services in compliance with applicable Federal, State, and local laws; permits and permit conditions; Presidential Executive orders; NASA Policy Directives (NPD); NASA Procedural Requirements (NPR), GSFC Policy Directives, GSFC Procedural Requirements, GSFC Procedures and Guidelines, and where applicable, requirements documented in NASA tenant agreements including Memoranda of Understanding, Space Act Agreements, and Host Tenant Agreements. Existing NASA permits and applicable NASA and GSFC policies are listed below:

Permits:

- Hazardous Waste Permits: VA8800010763 (Main Base), VA7800020888, (Island), (Hazardous Waste Transporter License #VA8800107636) Virginia State Permit for Open Burn Treatment of Hazardous Waste VA7800020888
- Water Discharge: VA0024457
- Drinking Water System Operations: PWSID 3001500, PWSID 3001535
- Air: 51-001-00005 40217(Main Base) 51-001-00031 40909 (Island)
- Groundwater Withdrawal: ES0038900 (Main Base) GW0039300 (Wallop Island)
- Analytical Laboratory Operations: VELAP ID 460031

NASA Policy:

- NPD 8500.1 NASA Environmental Management
- NPD 8570.1 Energy Efficiency and Water Conservation
- NPR 1450.10 NASA Correspondence Management and Communications Standards and Style
- NPR 8530.1 Affirmative Procurement Plan for Environmentally Preferable Products
- NPR 8553.1 NASA Environmental Management System

GSFC Policy:

- GPR 1700.2 Chemical Hygiene Program
- GPD 8500.1 Environmental Policy and Program Management
- GPR 8500.3 Waste Management
- GPR 8500.4 Air Quality Management Program
- GPR 8500.5 Water Management
- GPR 8730.7 Laboratory Management Program

d. Notify the CO or designee within 2 hours of any noncompliance discovered in either routine or special

testing of storm water, drinking water, wastewater, or effluent monitoring of chemical or bacteriological analysis, storm water violations, or other noncompliances or off-nominal results.

e. Provide to the CO or designee, within 60 calendar days of contract start date, sampling and analysis plans applicable to the specific environmental program/media and mission projects being supported. In addition, the Contractor shall provide to the CO or designee, within 60 calendar days of contract start date, the Contractor's Analytical Services Quality Assurance/Quality Control (QA/QC) Program Plan which shall include a chemical hygiene plan per the requirements of GPR 1700.2 Chemical Hygiene Program and 29 CFR 1910.1450. The plan shall be reviewed and updated annually by the date of the initial submission to the CO or designee.

f. Provide all test results within 10 working days of all routine testing.

g. Complete written reports and correspondence in accordance with NPR 1450.10, NASA Correspondence Management and Communications Standards and Style, for writing clear, concise, and well written documents. Reports shall be delivered in final form free of errors or omissions. All paper and electronic records and files shall be made fully accessible to the CO or designee during the period of performance of work, and shall become the property of the Government.

h. Maintain all data and documentation including employee training and certifications that are required by law, regulation and NASA policy. All data and documentation is the property of the Government and shall be available for review by the CO or designee at all times. The Contractor shall ensure that up-to-date and accurate copies of the documentation are maintained in the Government's Records Management System (RMS) (**Category 3**) and a paper copy is maintained in the Medical and Environmental Management Division file system. All documents, including paper and electronic, shall be filed within 15 working days of development or receipt. Within 60 calendar days of contract start, the Contractor shall transfer all existing electronic laboratory documentation into the RMS.

i. Maintain a Task Tracking and Management System (TTMS) in the form of an electronic database for all services provided in this section (**Category 2**). This tracking system shall include deliverables, reporting requirements, date of receipt, start date, due dates, and schedule to complete including Government review time prior to regulatory completion dates. This shall be updated weekly not later than 3:00 PM each Monday and be made available for review at anytime by the CO or designee.

j. Recognize that the Government is the single point of contact with all regulatory agencies concerning NASA and tenant environmental issues; however, the Contractor shall interface as directed by the CO or designee with Federal, State, and local regulatory agencies. The Contractor shall respond to all inquiries within one business day or as otherwise requested by the CO or designee. The CO or designee shall be informed of all communications between the Contractor and the regulatory agencies within one hour of that communication.

k. Maintain state and national certifications for the analytical services performed including Commonwealth of Virginia Certification and Virginia Environmental Laboratory Accreditation Program (VELAP) certifications.

Standard: No Notice of Violation from a regulatory agency as a direct result of the Contractor's permit and regulatory responsibilities. All permits and required data submitted per permit and regulatory requirements. The Contractor's task tracking and management system includes all of the required information and is updated weekly. Documents are filed in the RMS and the Medical and Environmental Management Division file system within 15 working days of development or receipt.

7.2 Routine Monitoring and Support/Mission Analysis

Requirement: The Contractor shall:

a. Perform, as prescribed by the permits, all sampling, delivery of samples to state and other remote labs, testing, and monitoring of analytical parameters. In addition to all permit required testing, the Contractor shall run other tests, document the results and forward them to the Government as requested by the CO or designee.

b. As prescribed by the CO or designee, perform surveys, collect information, process correspondence, develop reports, and conduct all activities necessary to support the renewal of the WFF permits. Documentation shall be provided in electronic and paper format and filed in the RMS and the Medical and Environmental Management Division file system within 15 working days of development or receipt.

c. Review, interpret, and assess the impacts of new regulations and prepare the associated implementation plans for review/approval by the CO or designee within 15 working days of publication of the new regulation.

d. Support meetings or inspections of WFF facilities and operations to provide information, reports, or other data when requested by the CO or designee. Provide technical support services in the resolution of matters involving analyses and support. The Contractor shall provide the support service in the form of consultation, planning, testing, and research, to maintain compliance with the applicable requirements of the WFF permits. The Contractor shall provide to the CO or designee, within 24 hours of receipt of the request, an estimated completion date.

e. For water and wastewater treatment, coordinate with WFF personnel to obtain data, to include flows, operational test results, operator adjustments, observations, comments, and operational problems. The Contractor shall monitor the test data for permit compliance and shall notify the CO or designee within one hour of a noncompliance, or a trend that might lead to a noncompliance issue. The Contractor shall work with the operators to support developing standard operating procedures and solve operational problems.

f. For water wells, measure and record the drinking water wells' water levels quarterly. Recorded information shall include date, time, water level, barometric pressure, and measurement reference point.

The data shall be reported in hard copy and recorded in an electronic format in the RMS within 15 working days of the measurement.

g. Perform mission specific analyses on media to include fuels, deicing inhibitors, lubricants, hydraulic oils, breathing air or oxygen, PCB's in transformer oil, metals, elemental testing, soil extracts, oxidizers, hypergols, and liquid/gas commodities. All test procedures shall be submitted to the CO or designee for approval.

Standard: No Notice of Violation from a regulatory agency as a direct result of the Contractor's responsibilities in support of regulatory permits. All required data submitted per permit and regulatory requirements. The Contractor's task tracking and management system includes all of the required information and is updated weekly. Documents are filed within 15 working days of development or receipt. All wastewater tests are performed in accordance with Environmental Protection Agency's Standard Methods for the Examination of Waste and Wastewater.

7.3 Equipment and Supplies

Requirement: The Contractor shall:

a. Provide all equipment and supplies, other than those provided as Government Property (GP).

b. Operate, maintain, calibrate, troubleshoot, modify, and clean all laboratory equipment used to perform analytical analyses including GP. All equipment shall be operated, maintained and calibrated in accordance with equipment specific manuals or if unavailable, published industry or Government standards. All test procedures and test results shall be maintained by the Contractor.

c. Repair, according to equipment specific manuals, all laboratory equipment including GP.

d. The Contractor shall notify the CO or designee of problems with GP that shall require replacement. The cost of maintenance, repair (and replacement of Government Property with a replacement value up to $25,000) is a direct reimbursable cost under Core services, following Contracting Officer notification and approval. Government Property with a replacement value of $25,000 or more will be replaced, after Contracting Officer notification and approval, via an IDIQ task order.

e. Maintain an accurate inventory of all chemicals and supplies used in the laboratory for review by CO or designee at any time.

Standard: Equipment and supplies are available to support required testing. Equipment shall meet and be maintained/calibrated in accordance with manufacturers' recommendations.

8.0 ENVIRONMENTAL MANAGEMENT SUPPORT SERVICES

8.1 General Information

Introduction: The Contractor shall provide environmental support as identified in this statement of work. These support services include both routine and recurring services as part of the core services, and non-routine special studies and services that will be requested by IDIQ task order. All core services are in support of NASA; however, services may be requested by the Navy through IDIQ task orders.

Requirement: The Contractor shall:

a. Provide administration, supervision, labor, materials, supplies, and equipment, except those designated as Government provided, necessary to support NASA, Goddard Space Flight Center's Wallops Flight Facility (GSFC/WFF) Medical and Environmental Management Division in the implementation of the environmental management program at the Wallops Flight Facility, Wallops Island, VA.

b. Provide personnel fully qualified in accordance with law, regulations, and the most current version of NASA policy. All services shall be in compliance with applicable Federal, State, and local laws; permits and permit conditions; Presidential Executive Orders; NASA Policy Directives (NPD); NASA Procedural Requirements (NPR); GSFC Policy Directives; GSFC Procedural Requirements; GSFC Procedures and Guidelines; GSFC Work Instructions; and where applicable, requirements documented in NASA tenant agreements including Memoranda of Understanding, Space Act Agreements, and Host Tenant Agreements. Unsatisfactory deliverables will be returned to the Contractor, who shall redo the work in a time that's mutually agreed to by the CO or designee. Existing NASA permits and applicable NASA and GSFC policies are listed below:

Permits:

- Hazardous Waste Permits: VA8800010763 (Main Base), VA7800020888, (Island), (Hazardous Waste Transporter License #VA8800107636) Virginia State Permit for Open Burn Treatment of Hazardous Waste VA7800020888
- Water Discharge: VA0024457
- Drinking Water System Operations: PWSID 3001500, PWSID 3001535
- Air: 51-001-00005 40217(Main Base) 51-001-00031 40909 (Island)
- Groundwater Withdrawal: ES0038900 (Main Base) GW0039300 (Wallop Island)
- Analytical Laboratory Operations: VELAP ID 460031

NASA Policy:

- NPD 8500.1 NASA Environmental Management
- NPD 8570.1 Energy Efficiency and Water Conservation
- NPD 8580.1 Implementing The National Environmental Policy Act and Executive Order 12114
- NPR 1450.10 NASA Correspondence Management and Communications Standards and Style
- NPR 8530.1 Affirmative Procurement Plan for Environmentally Preferable Products
- NPR 8553.1 NASA Environmental Management System
- NPR 8590.1 Environmental Compliance and Restoration Program

GSFC Policy:

- GPD 8500.1 Environmental Policy and Program Management
- GPR 8500.1 Environmental Planning and Impact Assessment

- GPR 8500.3 Waste Management
- GPR 8500.4 Air Quality Management Program
- GPR 8500.5 Water Management
- GPR-8500.8 Site Investigation and Remediation

c. Make all data and documentation available to the Government at all times. All data and documentation is the property of the Government. The Contractor shall ensure that up-to-date and accurate copies of all documentation are maintained in the Government's Records Management System (RMS) (**Category 3**) and a paper copy is maintained in the Medical and Environmental Management Division file system. All documents, including paper and electronic, shall be filed within 15 working days of development or receipt. Within 60 calendar days of contract start, the Contractor shall transfer all existing electronic environmental documentation into the RMS.

d. Complete written reports and correspondence in accordance with NPR 1450.10, NASA Correspondence Management and Communications Standards and Style, for writing clear, concise, and well written documents. Reports shall be delivered in final form free of errors or omissions.

e. Maintain documentation of its employee training and certifications that are required by law, regulation and NASA policy. The Contractor shall ensure that up-to-date and accurate copies of the documentation are maintained in the RMS and a paper copy is maintained in the Medical and Environmental Management Division file system.

Standard (a-e above): No Notice of Violation from a regulatory agency is received as a direct result of the Contractor's performance of environmental management support services. Documentation is filed in the RMS and the Medical and Environmental Management Division file system.

f. Maintain a Task Tracking and Management System (TTMS) in the form of an electronic database for all services and environmental programs provided in this section (**Category 2**). The system shall include, but not be limited to: permits; inspections; studies and reports; enforcement actions; corrective action plans; spills; and surveys .This tracking system shall include deliverables, reporting requirements, date of receipt, start date, due dates, schedule to complete including Government review time prior to regulatory completion dates, and other pertinent information as directed by the CO or designee. This shall be updated weekly not later than 3:00 PM each Monday and be made available for review at anytime by the CO or designee.

Standard: The Contractor's tracking and management system includes all of the required information and is updated weekly per the requirements of Section 8.1 (f).

8.2 Routine and Recurring Services

Introduction: The Contractor shall provide routine and recurring services, to be completed on a continual basis with minimal direction from the Government, in the following areas: environmental permits, inspections, corrective action plans, compliance, regulatory agency interface, hazardous waste activities, technical support, tracking, reporting, outreach, natural resources, training, pollution prevention,

and environmental planning.

8.2.1 Federal, State, and Local Environmental Permits

Requirement: The Contractor shall prepare documentation required to acquire, renew, and maintain various environmental permits from Federal, State, and local agencies.

Standard: Work is performed in accordance with local, state, and Federal regulations; NASA requirements; and per the schedule requirements documented in the TTMS. No Notice of Violation from a regulatory agency is received as a direct result of the Contractor's permit responsibilities.

8.2.2 Conduct Annual Inspections

Requirement: The Contractor shall develop an Annual Inspection Schedule for multi-environmental media building inspections and conduct the annual multi-environmental media building inspections in accordance with the approved Annual Inspection Schedule. Within 30 days of contract start, the Contractor shall provide the Annual Inspection Schedule and a reporting format for inspection results to the CO or designee for approval. The Annual Inspection Schedule shall be updated annually thereafter. Inspections shall take place within two working days of the approved scheduled dates, unless the CO or designee approves the schedule change. All buildings shall be inspected unless otherwise agreed to by the CO or designee to ensure compliance with applicable environmental requirements. Inspection results shall be forwarded to the CO or designee and filed and maintained electronically in the RMS, within 30 working days after the completion of the inspection.

Standard: Inspections are performed in accordance with the Annual Inspection Schedule and results reported within 30 working days.

8.2.3 Prepare, Implement & Track Corrective Action Plans (CAP)

Requirement: Environmental Corrective Action Plans maybe required of Government organizations, tenants, other contractors, the WICC Contractor, or WFF partner organizations. These organizations are referred to as the “responsible party”. The Contractor shall prepare CAPs, implement CAPs when the responsible party is the WICC Contractor, and track adherence to CAPs. All CAPs shall be tracked electronically in the TTMS and a copy shall be filed in the RMS. All corrective actions for which the Contractor is the responsible party shall be completed within the timeframe established in the CAP.

Standard: CAP status in the TTMS is updated weekly. Contractor CAP action items are completed per the requirements in the CAP.

8.2.4 Ensure Compliance with Permits, Regulatory Standards and Standard Management Practices

Requirement: The Contractor shall verify compliance with, and develop and maintain, all applicable permits, regulatory standards, reporting requirements, and standard management practices. These

include but are not limited to sample collection, work instructions, monitoring, record-keeping, report preparation, training, inspections, and data reporting.

Standard: Work is performed in accordance with Federal, state, and local regulations and NASA requirements.

8.2.5 Interface with Regulatory Agencies

Requirement: The Government civil servant personnel will be the single point of contact with all regulatory agencies concerning NASA and tenant environmental issues. The Contractor may be required to interface with Federal, State, and local regulatory agencies in the performance of the requirements of this statement of work. The Contractor shall respond to all inquiries within one business day. The CO or designee shall be informed of all communications between the Contractor and the regulatory agencies within one hour and all communications shall be documented for the record within three business days. Documentation shall be maintained in the RMS (**Category 3**) and a paper copy shall be maintained in the Medical and Environmental Management Division file system.

Standard: Contractor meets the schedule requirements of Section 8.2.5.

8.2.6 Perform On-site Hazardous Waste Activities

Requirement: The Contractor shall:

a. Perform on-site hazardous waste activities; including but not limited to materials during use, in storage, and waste products generated; in accordance with State and Federal regulations and NASA requirements. This includes collecting and transporting hazardous waste on Government property with Contractor-owned vehicles; identifying and implementing cost-effective waste minimization, pollution prevention, and recycling efforts; and managing 90-day hazardous waste storage facilities, including the performance of regular inspections. The Contractor shall act as a technical resource for questions by WFF tenants on hazardous materials and waste programs and support NASA in assessing tenant hazardous waste programs.

b. Arrange for disposal of hazardous waste, non-usable hazardous material, and regulated wastes at facilities pre-approved by the CO or designee. The Contractor shall provide to NASA all services, materials, licenses and equipment necessary for final disposition of hazardous waste, non-usable hazardous material and regulated wastes including sampling, analysis, packaging, marking, labeling, manifesting, transportation, treatment, interim storage, disposal, and destruction. Submit Hazardous Waste Manifest to the CO or designee for signature prior to shipment. Shipments must be coordinated with the Government to assure availability for signature.

c. Provide monthly reports to the CO or designee by the 15th calendar day of the following month. Reports shall include waste generator organization, manifest number, waste description, disposal method, container number, container type and quantity, NASA profile, disposal profile, disposal quantity and units, contractor's incurred disposal cost, transportation costs, other costs associated with pickup and

disposal, and other available information requested by the CO or designee. The Contractor shall use NASA's Hazardous Materials Management System (HMMS) for the monthly report when system is operational at WFF per SOW 15.

Standard: No Notice of Violation from a regulatory agency is received as a direct result of the Contractor's performance of hazardous waste services. The Contractor's monthly hazardous waste report includes all of the required information per the requirements of Section 8.2.6 and is submitted per the schedule requirements of Section 8.2.6.

8.2.7 Provide Technical Support

Requirement: The Contractor shall provide technical support services, including, but not limited to: Geographic Information System, website maintenance and updates, and CAD expertise; technical writing; participation in NASA and other agency-wide working and technical groups; review of projects, drawings, engineering design submittals; review of documents, policies, procedures, and guidelines, etc. supporting the environmental program at WFF.

Standard: Work is performed in accordance with Federal, state, and local regulations and NASA requirements. Technical writing is in accordance with NPR 1450.10 NASA Correspondence Management and Communications Standards and Style.

8.2.8 External Tracking, Reporting, and Record Keeping

Requirement: The Contractor shall:

a. Maintain Government required reporting data for all external tracking and reporting systems.

b. Prepare internal and external regulatory reports. The Contractor shall maintain an electronic file of all documents in the RMS.

c. Maintain all environmental records including both the physical and electronic maintenance of environmental records and compliance documentation. The records shall be the property of the Government.

Standard: Work is performed in accordance with Federal, state, and local regulations and NASA requirements. Records shall be controlled and maintained in accordance with Federal, State, and local regulations, NASA Policy Documents for Records Management, and WFF Environmental Management System (EMS) requirements.

8.2.9 Environmental Outreach Programs

Requirement: The Contractor shall develop and implement internal and external environmental outreach programs as approved by the CO or designee.

Standard: All outreach programs are approved by the CO or designee prior to implementation.

8.2.10 Natural Resources Program

Requirement: The Contractor will provide technical support to the natural resources program. The Contractor shall develop, implement, and maintain surveys and monitoring plans required by Federal, state, and local regulations, and NASA requirements. These include: protected species monitoring, avian and bat mortality surveys; wetlands planning and work; ecosystem studies; reporting; and outreach projects.

Standard: Work is performed in accordance with Federal, state, and local regulations and NASA requirements.

8.2.11 Environmental Training Program

Requirement: The Contractor shall develop and implement an environmental training program, within 30 calendar days of contract start, for WFF employees to meet all Federal, State, and local requirements and the provisions of the WFF EMS. Training includes but is not limited to Resource Conservation and Recovery Act, Clean Water Act, and Virginia Pollution Discharge Elimination System.

Standard: Training is performed in accordance with Federal, state, and local regulations and NASA requirements.

8.2.12 Pollution Prevention Program

Requirement: The Contractor shall develop and implement a Pollution Prevention Program Plan per the guidelines in NPR 8530.1, which includes affirmative procurement and preferable purchasing. The plan shall be submitted to the CO or designee for approval within 30 calendar days of the contract start date and updated annually on the anniversary date of the initial submission.

Standard: Plan is submitted per the schedule requirements of 8.2.12. Work is implemented per the plan.

8.2.13 Environmental Planning Program

Requirement: The Contractor shall maintain an active Environmental Planning Program. Environmental Planning Program functions shall include preparing Categorical Exclusions/ Records of Environmental Consideration, reviewing National Environmental Policy Act (NEPA) documents (Environmental Assessments and Environmental Impact Statements) prepared by others, supporting others in the preparation of NEPA documents by providing WFF facility information, interfacing with project stakeholders, and attending required meetings. The Contractor shall maintain and annually update site-wide environmental planning data in the Environmental Resources Document by April 1st of each year. Any discrepancies or new information shall be documented and provided to the CO or designee. The Contractor shall perform a complete NEPA document review and update the documentation as directed at least once every five years. The Contractor shall maintain the Government provided Environmental

Justice Implementation Plan (EJIP). The EJIP shall be reviewed annually by March 15th. Any discrepancies or new information shall be documented and provided to the CO or designee.

Standard: Work is performed in accordance with Federal, state, and local regulations and NASA requirements.

8.3 Non-routine Special Studies, Restoration, and Remediation (IDIQ)

Introduction: Non-routine activities include site characterization and restoration activities, compliance order demonstrations, wetland delineations, preparation of project specific NEPA Environmental Assessments and Environmental Impact Statements.

Requirement: The Contractor shall perform non-routine special studies and other activities as documented in the IDIQ task order.

Standard: Work is performed completely, on time, and in accordance with prescribed statutes, regulations and NASA requirements and per the requirements listed in the IDIQ task order.

9.0 NASA OCCUPATIONAL MEDICINE

9.1 General

Introduction: The Contractor shall provide a comprehensive occupational medicine program and operate a health unit at Goddard Space Flight Center's Wallops Flight Facility (GSFC/WFF). The Contractor shall establish and maintain a program that ensures all necessary occupational health regulatory specifications and criteria are met. Required services include the following:

Occupational Medicine Program

Employee Assistance Program

Civil Servant Health Maintenance

Non-occupational Medical Treatment

Health Education and Counseling

Requirement:

a. Staff

The Contractor shall be required to furnish all professional medical and administrative personnel necessary to operate these programs and services. Contractor personnel shall be physically located at GSFC/WFF unless otherwise noted in this SOW. Personnel conducting the work must hold the required training certifications and licenses, and have the necessary education and experience required to accomplish the tasks assigned. The Contractor is responsible for complying with all Federal, State, and local laws and regulations regarding licenses, certifications, and training of employees performing services.

Standard: Documentation is available for CO or designee review to demonstrate that the Contractor's health unit staff meets all applicable regulatory requirements for licenses, certifications, and training.

b. Codes/Regulations/Policy

Work shall be in compliance with all applicable Federal, State, and local laws, Presidential Executive orders, the most current version of NASA Procedures and Guidelines, the most current version of GSFC Policy Directives and, the most current version of GSFC Procedures and Guidelines including The Privacy Act of 1974, Health Information Portability and Accountability Act (HIPPA), Americans with Disabilities Act (ADA), and Occupational Safety and Health Administration (OSHA) regulations. The Contractor shall be aware of all the codes and regulations that apply to operating a Government medical health and treatment facility and shall maintain a copy of the pertinent codes and regulations at the facility at all times. The Contractor shall identify a central location for copies of the pertinent codes and regulations, and inform the CO or designee of the location within 45 calendar days of the contract start date. Applicable NASA and GSFC policies are:

- NPR 1040.1 NASA Continuity of Operations (COOP) Planning Requirements
- NPR 1441.1 NASA Record Retention Schedules
- NPR 1800.1 NASA Occupational Health Program Procedures
- NPR 1850.1 Quality Assurance of the NASA Medical Care
- NPR 8621.1 NASA Procedural Requirements for Mishap and Close Call Reporting, Investigating and Recordkeeping
- NPR 8715.1 NASA Occupational Safety and Health Programs
- NPD 1382.17 NASA Privacy Policy
- NPD 1800.2 NASA Occupational Health Program
- GPR 1800.3 Bloodborne Pathogens Exposure Control Plan
- GPR 1800.4 Occupational Medicine and Employee Assistance Programs
- GPR 1800.5 Automated External Defibrillator Program
- GPR 8621.1 Reporting of Mishaps and Close Calls
- GPR 8710.2 Goddard Space Flight Center Emergency Management Program Plan
- GPR 8715.6 Wallops Flight Facility Safety, Occupational Health, and Emergency Preparedness Programs

Standard: No instances of non-compliance with Federal, State, and local laws, Presidential Executive orders, NASA Procedures and Guidelines, GSFC Policy Directives and, GSFC Procedures and Guidelines applicable to the performance of this statement work.

c. Insurance

The Contractor shall maintain liability insurance during the term of this contract. Insurance requirements are addressed in the contract clause entitled Indemnification and Medical Liability Insurance.

Standard: Evidence of liability insurance is complete and submitted in accordance with the Indemnification and Medical Liability Insurance clause.

d. Documentation

The Contractor shall develop submittals, documents, logs, records, analytical results, operations and maintenance manuals, and procedures using the latest version of the standard GSFC office automation computer software suite of programs (i.e., Microsoft Word, Excel, Access, PowerPoint, etc.). All documentation shall be the property of the Government.

Standard: No instances of deliverables submitted in software other than the GSFC office automation computer software suite of programs.

e. Reports

The Contractor shall provide, to the CO or designee, monthly reports of accomplishments, activities and issues to the level allowed by HIPPA. The monthly report shall be due by the 5th calendar day of the month following the reporting period.

The Contractor shall provide, to the CO or designee, a monthly report of all itemized equipment and supplies classified as other direct costs (ODC) acquired that month. The ODC report shall be due by the 15th calendar day of the month following the reporting period.

The Contractor shall provide, to the CO or designee, a quarterly report of customer feedback results. The report shall be due by the 5th calendar day of the first month of the quarter.

Standard: Reports of accomplishments, activities, issues, and ODCs are submitted per the schedule requirements in Section 9.1 (e) and the information provided is accurate.

f. Statistics

The Contractor shall establish a system to gather statistics on the programs and contract activities. The Contractor shall report resource expenditures (personnel hours and other direct costs) monthly for each area of activity (e.g., Medical, and Employee Assistance Program). Statistics shall include monthly statistics on preventive services, sick call services, travel related services, medical surveillance services, work related sick calls, screenings, blood drives, and health education lecture participants. Statistics shall be submitted with the monthly report by the 5th calendar day of the month.

The Contractor shall establish a system/tool to gather customer feedback for medical examinations/treatment. The report shall include customer opinions, experience and satisfaction levels.

Standard: Statistics on the programs and contract activities conducted by the Contractor in support of SOW 9 are submitted per the schedule requirements in Section 9.1 (f) and the information provided is accurate.

g. Meetings

In addition to the meetings required to accomplish the specific requirements of this statement of work, the Contractor shall participate in meetings as needed to review accomplishments, planned actions, project status and issues.

Standard: Meetings attended per the request of the CO or designee.

9.2 Medical Treatment

9.2.1 Occupational

Introduction: All personnel on WFF including NASA civil servants, NASA contractors, tenants, and visiting personnel that are injured or become ill during working hours as a result of occupational exposure may receive medical services at the WFF health unit that includes initial emergency medical services and / or medical evaluation and diagnosis; treatment will be limited to measures necessary to attempt to stabilize a potentially unstable condition. Further consultations and treatments may require the patient to be referred to their primary care physician or other specialists as needed.

Requirement: The Contractor shall:

a. Provide emergency evaluation and first aid treatment in order to save life, relieve suffering and maximize stability.

b. Provide initial evaluation and treatment for all personnel who sustain an on-the-job-injury or occupational illness. The Contractor may refer all personnel to a primary care provider or other medical specialist if the illness or injury may result in lost time for the individual.

c. Collect all NASA Incident Reporting Information System (IRIS) required information from the patient and input into IRIS (**Category 1**) for occupational injury or illness sustained by NASA civil service employees. For patients other than NASA civil service employees, the patient's name and medical description of injury or illness shall be input into the IRIS for NASA Safety Office notification. All data shall be entered into IRIS within 24 hours of the patient visit.

Standard: Services are performed in accordance with the applicable medical standards. Patients are treated in accordance with the severity of the injury/illness. All IRIS data is entered per the schedule requirements of Section 9.2.1 (c) and is accurate.

9.2.2 Non-Occupational

Requirement: The Contractor shall:

a. Provide initial treatment and evaluation within the capability of the health unit that is deemed appropriate by the medical staff for personnel at WFF who are injured or become ill during duty hours regardless of whether such injury or illness was sustained by the employee in the actual performance of his/her duty. The Contractor shall provide treatment and stabilization of injury. The Contractor may refer the patient to a primary care provider or other medical specialist as needed upon completion of the initial medical evaluation and treatment.

b. Administer medications to all WFF personnel subject to approval of the health unit physician. Administer medications furnished by any employee on a visit to the WFF health unit if medication is covered by a prescription from the individual's private physician (e.g. allergy shots). Administer treatments covered by an order from the individual's private physician. These services are provided in order to retain the employee at work to complete their current work shift.

c. Administer referral treatments and medications to civil service employees subject to the approval of the physician whenever: (1) Medications are furnished by the employee and are prescribed in writing by

the individual's personal physician as reasonably necessary to administer during working hours in order to retain the employee at work, or (2) Prescribed by a private physician providing medical care in performance-of-duty injuries or illnesses cases under the Federal Employees Compensation Act (FECA).

d. Obtain written consent of parent(s) or legal guardian prior to treatment of minors (other than emergency). State law will govern in establishing the legal age.

Standard: Services are performed in accordance with the applicable medical standards. Documentation is available to prove written consent of parent or legal guardian was obtained prior to treatment of a minor.

9.3 Physicals/Health Exams

Introduction: Health maintenance, job fitness, medical surveillance, and regulatory required examinations are required for civil service personnel. Job fitness, medical surveillance, and regulatory required examinations are required for NASA contractor personnel.

9.3.1 Job Fitness and Regulatory Required Physicals

Requirement: The Contractor shall perform job fitness and regulatory required job health exams for civil service and NASA contractor personnel. The Contractor shall administer the exams/physicals in accordance with the NPR 1800.1. The Contractor shall be responsible for maintaining a schedule of all NASA civil servant and NASA contractor required job fitness and regulatory required job health exams, and provide personnel 30 calendar days notice for scheduling of the required exams.

Standard: No instances of non-compliance with applicable Federal, State, and local laws, Presidential Executive orders, NASA Procedures and Guidelines, GSFC Policy Directives and, GSFC Procedures and Guidelines in the performance of job fitness and regulatory exams. The schedule of required exams contains an accurate list of all required exams with the associated required dates. Personnel are provided notification for scheduling of job fitness and regulatory required health exams per the schedule requirements of Section 9.3.1.

9.3.2 Medical Surveillance

Requirement: The Contractor shall coordinate medical surveillance with industrial hygiene, radiation, safety, and environmental personnel to ensure that employees exposed to on-the-job potential health hazards are included in the Occupational Medicine Program and provide any necessary health examinations as required by NASA and/or OSHA regulations and follow-up exams that are determined necessary by the health unit physician. The Contractor shall be responsible for maintaining a schedule of all civil servant and NASA contractor required medical surveillance exams, and provide personnel 30 calendar days notice for scheduling of the required exams. The Contractor shall maintain complete and accurate records of all medical examinations for all personnel included in the medical surveillance program. The results of medical surveillance examinations shall be discussed with the employees.

Standard: No instances of non-compliance with applicable Federal, State, and local laws, Presidential Executive orders, NASA Procedures and Guidelines, GSFC Policy Directives and, GSFC Procedures and Guidelines in the performance of medical surveillance. The schedule of required exams contains an accurate list of all required exams with the associated required dates. Personnel are provided notification for scheduling of exams per the schedule requirements of Section 9.3.2.

9.3.3 Health Maintenance Exams

Requirement: All civil servant employees shall be offered a complete examination the year the employee is hired; then starting at age 20, every 3 years; and at retirement. For the years in between the complete exams, these employees shall be offered annual (partial) health maintenance exams.

Requirements of complete and partial exams are defined in NPR 1800.1.

All civil servant employees shall be offered Exercise Tolerance Test (ETT) to monitor aerobic capacity of employees. ETT's are offered beginning at the age of 44 and every 3 years subsequent. ETT's tests shall be conducted in accordance with the current NASA guidelines and standards.

Additional testing shall be administered to NASA personnel at the discretion of the physician.

The Contractor shall notify all patients the day prior to the scheduled appointment to remind the patient of the appointment.

Standard: Health maintenance exams are performed in accordance with the applicable medical standards.

9.3.4 Other Physical Examinations

Requirement: The Contractor shall provide other examinations for selected NASA employees per the requirements of NPR 1800.1.

Standard: Physical exams are performed in accordance with the applicable medical standards.

9.4 Immunizations

Requirement:

The Contractor shall purchase and administer immunizations.

Immunizations which are required for foreign travel shall be offered to all civil servant and NASA contractor personnel. CDC recommended immunizations for foreign travel shall also be offered by the Contractor.

Non-travel related immunizations shall be offered to civil servant personnel in accordance with current Centers for Disease Control and Prevention (CDC) recommendations and as approved by the CO or designee.

Non-travel related immunizations may also be offered to NASA contractor personnel if required in the performance of their contract with the Government, or when deemed, by the CO or designee, to be advantageous to the Government.

Standard: No instances of travel delays due the Contractor's failure to offer the required immunizations for the country of travel to NASA civil servant or NASA contractor personnel.

9.5 Emergency Response

Requirement: The Contractor shall:

a. Respond with a physician to the command post of an emergency, in the near vicinity of the Wallops Flight Facility location, when requested by the Incident Commander, and provide medical treatment as deemed appropriate by the physician. The physician responding to the emergency shall furnish his or her own transportation to the scene of the accident. The Contractor shall not jeopardize the lives of others while in route to the incident or allow the patient's condition to become more critical due to slow response.

b. Develop a Triage Plan and submit to the CO or designee for approval, within 15 working days of contract start date, to manage initial triage of multiple patients. The primary purpose of the plan shall be to handle multiple patients at the health unit, but the plan shall be capable of handling field situations. This plan shall also include the procedures for handling potentially contaminated patients who arrive at the health unit and for the treatment of these patients.

c. Provide a WFF health unit physician that shall provide oversight to the WFF Emergency Services personnel to include Fire Department (FD) and Emergency Medical Technicians (EMTs) for advanced life support emergency medical services within the confines of the WFF as required. The WFF health unit physician shall review all WFF FD/EMT Ambulance Run Sheets and corresponding reports and discuss assessment with appropriate WFF FD/EMT personnel.

d. Provide a WFF health unit physician that shall work in support of the Accomack County Operational Medical Director. In the event of a critical incident or major disaster occurring off the WFF premises, the WFF health unit staff shall respond as requested by the County.

Standard: No instances of non-response by the health unit physician when requested by an emergency response Incident Commander. In the event of a multiple patient incident, the Triage Plan is implemented. All Ambulance Run Sheets are viewed by the WFF health unit physician.

9.6 Health Education and Counseling

Requirement:

a. The Contractor shall be responsible for establishing and conducting a Health Education Program with the specific intent of encouraging employees to maintain their personal health off the job as well as healthful work habits on the job. This Program shall provide: (1) advisory services to supervisors and management regarding the mental and physical health and well-being of employees, (2) distribution of

health promotional information via such media as pamphlets, films, and periodic articles in the WFF news media and website; (3) disaster planning information; and (4) fee-for-service screenings as approved by the CO or designee. Examples of potential fee-for-service screenings include mammography testing, bone density screenings, and carotid screenings. The Contractor may also address other educational topics that are considered to be beneficial to Government employees. The Contractor shall provide an annual Health Education Program Plan, for CO or designee approval, within 15 working days of contract start date. The plan shall be updated annually on the anniversary date of the initial submission.

b. The Contractor shall provide specific health screening examinations, as part of the Health Education Program, to all Government employees for disorders such as hypertension, diabetes and glaucoma (as examples) to promote health awareness. The Contractor shall develop a schedule for the screening exams and submit to the CO or designee for approval with the annual Health Education Program Plan.

c. The Contractor's medical staff shall be required to work as a team with the Safety Office, the Environmental Offices and with the Occupational Working Group to support in areas such as training programs, or conduct oral presentations on pertinent medical topics.

Standard: Health Education Program Plan is submitted to the CO or designee per the schedule requirements of Section 9.6 (a). All elements of the Health Education Program Plan are implemented.

9.7 Supplemental Services

Requirement: The Contractor shall:

a. Develop and submit to the CO or designee, within 30 days of contract start date, written Standard Operating Procedures (SOPs) for the health unit. Perform an annual review and update of SOPs by the anniversary date of the initial submission.

b. Coordinate the Automated External Defibrillator (AED) Program per GPR 1800.5 Automated External Defibrillator Program.

c. Participate in Continuity of Operations Plan (COOP) emergency preparedness planning in accordance with NPR 1040.1 NASA Continuity of Operations (COOP) Planning Requirements.

d. Serve as Goddard Space Flight Center, WFF Medical Review Officer (MRO) in the Drug Free Workplace Program.

e. Assign a physician to act as the Drug Control Officer. This individual shall have responsibility for the ordering, receiving, storing, maintaining, prescribing, dispensing, and properly disposing of all expired drugs. The Contractor shall comply with applicable American Medical Association standards, regulations, and law with respect to drug handling.

f. Maintain appropriate hazardous materials emergency treatment and antidote drugs necessary to treat WFF personnel involved in hazardous materials incidents.

g. Provide special services at times other than normal health unit duty hours when requested by the CO or designee. A typical activity requiring non-routine support would be a rocket launch whereby the potential hazards are such that medical and emergency personnel should be on standby status. Other activities such as special demonstrations, disaster relief (i.e., hurricanes), mission medical support, hazardous operations and emergency situations also fit into this category.

h. Assign a physician, as requested by the CO or designee, to serve as backup Medical Review Officer at any other Goddard Space Flight Center site.

j. Provide a physician to attend and support applicable Agency-level mandated teams, audits, projects, and educational and training activities, including the annual NASA Office Of The Chief Health and Medical Officer (OCHMO) meeting, as requested by the CO or designee.

Standard: Written health unit SOPs are implemented. No instances of regulatory non-compliance by the Drug Control Officer. Staff is available to support non-routine activities at other than normal duty hours. Medication shall be available for treatment of personnel involved in hazardous materials incidents.

9.8 Clinical Laboratory Services

Requirement: The Contractor shall:

a. Obtain laboratory services from a certified laboratory as needed for analyzing biologic specimens. The Contractor must provide laboratory services with B reader capability when necessary. In addition, the laboratory shall have the capability to transfer results via electronic media once the NASA Electronics Records Management System is furnished to the Contractor.

b. Provide the capability to pick up laboratory specimens on a daily basis. Within 24 hours of receipt, results from laboratory analysis shall be transmitted to the health unit by either hard or electronic copy. The Contractor shall handle specimens in accordance with the manner specified by the performing laboratory.

c. Provide X-ray services, at an off-site radiology facility, when required as part of job fitness or medical surveillance requirements for civil servants and NASA contractors. The facilities shall be approved by the CO or designee.

Standard: No instances of incomplete physicals due to the lack of certified laboratory and x-ray services.

9.9 Medical Supplies and Equipment

Requirement: The Contractor shall:

a. Provide all equipment and supplies, other than those provided as Government Property (GP), necessary to support the Occupational Medicine Program and the Wallops Flight Facility Health Unit. Contractor supplied equipment must be approved by the CO or designee. This includes any equipment necessary (outside of GP) to maintain Advanced Life Support status for the Health Unit at Wallops Flight

Facility. The Contractor shall provide to the CO or designee for approval, a listing of equipment, outside of GP, that shall be utilized in the health unit within 10 working days of contract start date and validated annually on the anniversary of the initial submission.

b. Replace any Contractor provided equipment that does not conform to the manufacturer's recommendations or that shall create an unsafe condition when used. The Contractor shall notify the CO or designee when taking equipment out of service for maintenance and when replacing equipment.

c. Provide preventive maintenance, calibration, and repair of equipment in accordance with the respective operation and maintenance manual on all equipment. In addition, develop and maintain a log of equipment that requires calibration, the frequency of calibration that details when the equipment was last calibrated and when it is expected to be calibrated again. If downtime of a piece of equipment occurs, the Contractor shall have systems in place to ensure that all emergency response and treatment scenarios can be adequately handled. The CO or designee shall be notified of any equipment that is down and of the Contractor's plan for emergency response and treatment scenarios that may utilize the equipment.

Standard: No unavailable equipment or supplies which would result in the inability of the Contractor to provide services required of the Contractor in this SOW.

9.10 Government Property

Introduction: The WFF health unit has the capability to perform routine medical services and limited emergency medical services. Since there is a current medical facility in use, there is certain equipment that will be made available to the Contractor that is owned by the Government. The Government will provide the Contractor, during the phase-in period, a detailed listing of all supplies currently used at the health unit that will be made available for Contractor use. Government Property (GP) is listed in Attachment J-3.

Requirements:

a. The Contractor shall be responsible for maintaining, calibrating, and repairing all GP per guidelines established by the Government and the manufacturer and ensuring that it is available for use at all times.

b. The Contractor shall maintain a log of all maintenance performed on GP. Information such as date of maintenance, type of maintenance performed, equipment that maintenance was performed on shall be contained in the log.

f. The Contractor shall notify the CO or designee of problems with GP that requires replacement. The cost of maintenance, repair (and replacement of Government Property with a replacement value up to $25,000) is a direct reimbursable cost under Core services, following Contracting Officer notification and approval. Government Property with a replacement value of $25,000 or more will be replaced, after Contracting Officer notification and approval, via an IDIQ task order.

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c. **Standard:** No unavailable equipment due to the Contractor's failure to properly maintain, calibrate, or repair GP.

9.11 Routine Working Hours

Introduction: The normal working hours for NASA personnel are from 0800 hours to 1630 hours.

Requirement: The health unit shall be open 5 days a week, Monday through Friday for the period of 0800 hours to 1630 hours, except holidays observed by the Government.

Standard: Health unit is open 8 hours per day, 5 days per week (Monday through Friday), 52 weeks per year except holidays observed by the Government or unless closure is pre-approved by the CO or designee.

9.12 Staffing

Requirement: The Contractor shall provide as a minimum one physician for a minimum of 8 hours per day, 5 days per week, 52 weeks per year to meet the demands placed on the medical facility except as follows: When the physician is on approved leave the Contractor shall provide a physician to complete the 40 hour week except when the physician is on approved leave of not more than two consecutive days in a 40 hour week, the Contractor is not required to provide a backfill for the physician. There shall be a limit of 3 such absences in any calendar year.

Standard: Health unit is staffed per the requirements of Section 9.12.

9.13 Medical Records

Requirement:

a. Medical records of all examinations done at the WFF health unit shall be maintained in the Government's electronic health record system **(Category 1).** The electronic health record system utilizes Medgate GX software. Any information contained in the records shall be considered "confidential" and shall be complete enough to provide data for use in job placement, health maintenance treatment, and rehabilitation. Medical records are also used in establishing health standards, epidemiological studies, and for assisting management with program evaluation and improvement. While the Contractor shall maintain the medical records for Civil Servants, it should be noted that all medical records are the property of the Government.

b. The Contractor shall provide access to medical records in accordance with regulatory requirements and NASA policy.

c. The Contractor shall properly record legible identification for the appropriate medical provider for all medical documentation maintained in each individual patient record. Each entry should include, as a minimum, a clearly legible representation of the provider's full name and medical title accompanied by the legal signature or electronic signature of the provider. No piece of documentation shall be inserted into a

patient's medical record without appropriate identification of the medical provider responsible for that entry.

Standard: No instances of unauthorized issuance of records.

9.14 Health Standards and Certifications

Introduction: It is important for the physician and staff to be medically fit and free of any diseases or contagions which may be passed on to patients during the treatment process.

Requirement: The Contractor shall:

a. Provide personnel who are medically fit and provide evidence of sound physical and mental health status of the health providers upon request by the CO or designee.

b. Provide documentary evidence of immunity to measles, mumps, and rubella (MMR) by all personnel associated with the health unit. Such evidence can be through proof of serological testing which shows seropositivity to MMR or through proof of vaccination (persons born 1957 or later must have received two doses of MMR vaccine). The Contractor shall provide evidence, in form of a signed physician record/statement or results from an accredited laboratory to the CO or designee within 5 working days of contract initiation or start date for new hires.

c. Accomplish immunization or provision of evidence of seropositivity for Hepatitis B for all health unit staff. The Contractor shall ensure that all personnel abide by one of the following guidelines for Hepatitis B vaccine. Prior to performance of services, the Contractor shall: provide documentary evidence of receiving at least three doses of recombinant Hepatitis B vaccine currently licensed in the United States; or, provide documentation of receiving an initial dose of the Hepatitis B vaccine. The vaccine series shall be completed within six months of the start date. Evidence of completion of the Hepatitis B vaccine series shall be provided to the CO or designee within 5 calendar days of completion; or, provide evidence of immunologically effective anti-HB levels in lieu of proof of recombinant Hepatitis B vaccines within 5 days of start date. Assays must be performed in a laboratory accredited by the American Society of Clinical Pathologists (ASPC) and/or the College of American Pathologists (CAP) or, all evidence shall be in the form of signed or results from an accredited laboratory.

d. Screen health unit staff for tuberculosis and shall provide documentary evidence of such screening, in the form of a signed physician record/statement or results from an accredited laboratory, to the CO or designee. Contractor personnel shall be screened within 30 calendar days of contract initiation and shall provide documentary evidence within 5 working days of screening.

e. Repeat not less than every year, Purified Protein Derivative (PPD) tests (used to aid in the diagnosis of tuberculosis infection) for Contractor health unit staff who are known to have PPD reactors. Evaluation and counseling shall be conducted in accordance with current Center for Disease Control and Prevention (CDCP) guidelines. Documentation of testing or evaluation and counseling shall be provided to the CO or designee within 5 working days.

f. Provide documentary evidence, in the form of a signed physician record/statement or results from an accredited laboratory of immunity to varicella for personnel working at the health unit. Such evidence can be through proof of positive varicella antibody titer, by a written statement of their history of chicken pox infection, or by proof of having received the CDC recommended number of chicken pox immunizations. Evidence shall be provided to the CO or designee within 5 working days of contract start.

g. Be responsible for the management of personnel who have been HIV-positive. Care shall be consistent with current CDC guidelines and Section 503 of the Rehabilitation Act (29 U.S.C. Section 793) and implementing regulations (41 CFR Part 60-741).

h. Take all precautions necessary for the prevention of transmission of HIV during all procedures and treatments. The Contractor shall comply with CDC "universal precautions" for prevention of transmission of HIV.

i. Ensure the WFF physician meets and maintains the following qualifications:

(1) Graduate of a U.S medical school, school of osteopathic medicine or the equivalent.

(2) Certified by the American Board of Preventive Medicine in Occupational Medicine, the American Board of Internal Medicine or a minimum of 20 years experience in primary care medicine is an acceptable alternative.

(3) Licensed to practice in Virginia.

(4) A minimum of 3 years experience in Occupational Health medicine.

(5) Minimum of 3 years managing a medical health facility and managing a program of occupational health and / or environmental health.

(6) Capable of performing thorough physical exams.

(7) FAA designation for conducting FAA Class 1 through 3 Aviation Medical Examinations (when WFF “geographic area” is an approved examination site by the FAA). Contractor shall provide evidence of certification experience to the CO or designee within 5 working days prior to contract start date.

j. Provide health unit staff that have current, valid, unrestricted licenses from Virginia. The Contractor is responsible for complying with all applicable State licensing regulations and all State regulations with regard to the use of a physician assistant or nurse practitioner. Contractor shall provide an appropriate level of medical malpractice insurance coverage. Contractor shall provide evidence of state licensing, compliance with all State regulations, and medical malpractice insurance to the CO or designee within 5 working days prior to contract start date.

k. Provide health unit staff that have current Federal (DEA number) narcotics licenses. Contractor shall provide evidence of certification and compliance with all State regulations to the CO or designee within 5

working days prior to the contract start date.

I. Provide health unit staff that have current certification in Advanced Cardiac Life Support (ACLS). Contractor shall provide evidence of certification to the CO or designee within 5 working days prior to contract start date.

Standard: Documentation of physician qualifications shall be available for CO or designee review. An immunization record shall be maintained for each employee. The record shall reflect documented disease and immunization histories as well as immunizations administered during employment.

9.15 Employee Assistance Program

Introduction: The Employee Assistance Program (EAP) at NASA WFF is a confidential, diagnostic and educational program providing assessment, short-term counseling and referral services free of charge for NASA civil servant employees and their families. The EAP helps employees, their spouses, family members living in the employee's household, and other legal dependents with assistance in the areas of:

- Work-related issues
- Family or personal relationship issues
- Stress-related illness
- Alcohol and substance abuse problems
- Psychological and psychiatric disorders
- Grief and loss
- Legal or financial concerns
- Other issues (e.g., care of elderly parents, retirement)

The EAP also provides group interventions and management consultations in compliance with confidentiality requirements and professional ethical standards

Requirement:

a. The Contractor shall staff and manage a comprehensive Employee Assistance Program (EAP) serving WFF that meets the provisions of NPR 1800.1C, Chapter 5. The EAP service itself may be provided at an off-base physical site in accordance with patient privacy concerns and as approved by the CO or designee.

b. The Contractor shall provide EAP Counselor/Counselors that are capable of handling mental health situations, drug and alcohol abuse situations, etc. as part of the EAP. The EAP shall have, at a minimum, personnel with a Master's Degree in an accredited mental health field and have a drug and alcohol

assessment expertise. EAP personnel shall be licensed to practice in the State where they practice. Experience in counseling, with a minimum of 1000 cases, management consultation, and drug and alcohol assessment expertise is required. Certification as an Employee Assistance Professional (CEAP) is a preferred credential. Contractor shall provide evidence to the CO or designee, within 5 working days prior to the contract start date, of the employee qualifications.

c. The Contractor will provide malpractice insurance coverage. Contractor shall provide evidence to the CO or designee, within 5 working days prior to the contract start date, of the malpractice insurance coverage.

d. The EAP Counselor shall be required to arrange for confidential assistance to Government employees or members of their families who are experiencing emotional problems such as depression, anxiety, family stress, drug abuse problems, or alcoholism. The number of visits should not exceed five per problem for short-term counseling. The number of visits will be determined on a case by case basis by the EAP Counselor. In unusual circumstances, or a formal supervisory referral, the number of visits may exceed five with the approval of the CO or designee.

e. The EAP Counselor shall assist employees in finding qualified treatment resources and assist the employee in making initial contacts with treatment facilities. Appropriate levels of care shall be recommended to service client needs at the lowest cost. Assistance shall generally be in the form of referral to a qualified specialist or an organization that is especially trained/equipped to handle such problems. Because WFF employees reside in a widely dispersed area, (60% on Virginia's Eastern Shore, 40% on Maryland's Eastern Shore), employees and families must be able to access this service within approximately 1 hour drive of their residences. For practical purposes, this means that employees and family members must be able to be referred to and receive assistance at a physical location within 60 minutes of Salisbury, MD or in Accomack County, VA.

f. The EAP Counselor shall provide: (1) management consultations; and (2) supervisory and employee consultations, including domestic and workplace violence. The EAP Counselor shall be able to provide consultations (on an as-needed basis) within twenty-four (24) hours after a request is made by the CO or designee. In the event of an emergency, such as workplace violence, the EAP Counselor shall provide, at the request of the CO or designee, consultation services within two hours and maybe required to provide those services at WFF at the discretion of the CO or designee.

g. The EAP Counselor shall provide supervisor and management training sessions as requested up to twice a year addressing subjects such as, but not limited to: identifying poor work performance; stress; confronting a troubled employee; the advantages of the techniques for early detection and referral of employees whose work performance or behavior is being adversely affected by alcohol or drug abuse, emotional problems, or other personal difficulties; domestic violence; workplace violence; accessing EAP; and using the program as a management tool.

h. The EAP Counselor shall conduct information and work life sessions that raise the visibility and stature of the EAP and/or information/training for employees on the nature and scope of the EAP at WFF no less than 4 times per year with the approval of the CO or designee. These sessions may address issues that

the EAP Counselor feels are pertinent to the workplace or may address issues recommended by employees or managers. Training should be designed to encourage employees to seek help in resolving problems before they become debilitating.

i. The EAP Counselor shall provide educational materials for distribution and posting, with the concurrence of the CO or designee.

j. The EAP Counselor shall select and maintain a community referral list, with a wide range of professional providers and professional services, for employee and family referrals.

k. The EAP Counselor shall notify management of Drug-Free Workplace issues.

l. The EAP Counselor shall participate on committees and in meetings to clarify and promote the Employee Assistance Program as requested.

m. The EAP Counselor shall conduct and document follow-up checks as necessary on clients to see that the employees received needed services in accordance with their treatment plans, including referral to outside professional services and re-integration at work in cases where hospitalization occurred. Progress notes, documenting the activities in the treatment plan should be kept for each patient visit, in the EAP provider's files, in a Problem-Oriented format, including: (1) Problem Name; (2) Subjective data (from patient); (3) Objective data (from testing and professional observation); (4) Appraisal (Diagnosis, one or more); and (5) Plan (including all plan components: a. Diagnostic Plan, b. Therapeutic Plan, c. Patient Education Plan, and d. Patient Disposition). For supervisor-referred employees, conduct return to work interviews and medical evaluations. For medical issues, consult or refer employees to the WFF health unit physician.

n. EAP records (both hard copy and electronic) are the property of NASA. The EAP counselor is responsible for the maintenance of EAP records and for assuring the confidentially of records at both on-site and off-site locations.

o. Records must be double-locked and maintained in accordance with the following: (latest version of)

- Privacy Act 1974
- NPD 1382.17H, NASA Privacy Policy (NASA 10HIMS)
- NPR 1800.1C, NASA Occupational Health Program Procedures

p. The EAP Counselor shall participate with the GSFC Greenbelt EAP provider in programs such as Critical Incident Stress Management or Prevention/Threat Assessment teams.

q. The EAP Counselor shall be available to participate in Critical Incident Stress Management or Prevention/Threat Assessment teams within two hours and maybe required to provide those services at WFF at the discretion of the CO or designee.

r. The EAP Counselor shall use the NASA standardized web-accessible case management software

(Caseware 20/20) (**Category 1**) that will be furnished to the EAP. The EAP counselor will provide statistical and aggregate data reports to the NASA Headquarters' EAP Administrator using data from this software as directed in NPR 1800.1C.

s. The EAP Counselor staff shall meet with the Contracting Officer and the WFF Facility Director at least twice per year and provide an annual summary report by October 31st of each calendar year, which at a minimum shall contain the following metrics:

(1) Assessed Primary Problem: couples/relationship, family, mental health, risk/violent behavior, work related, work relationships, child parenting.

(2) Closed case outcome: helped (significant improvement), improved (some improvement), same (no change), discontinued or unknown, total.

(3) Referral summary (for closed cases): EAP only (no referrals), EAP + community resources, accepted treatment referral, rejected treatment referral, too soon to tell (outcome still pending), total.

(4) Number of new workplace consultations, number of pre-existing workplace consultations, number of contacts for all workplace consultations, total hours for workplace consultations, number of auxiliary services provided, total hours for auxiliary service contacts. (center)

t. The EAP Counselor will provide verbal and written communication with the CO or designee to aid exchange of information on program, status, and visibility.

u. The EAP Counselor will keep the CO or designee informed regarding the management of any workplace crisis. This will include a summary of assessments, interventions and outcomes.

v. Records shall be made available for periodic quality assurance reviews required by the NASA Office of the Chief Health and Medical Officer.

w. The EAP Counselor shall attend and support all NASA Agency-level mandated projects and educational and training activities as required (i.e. such as the annual NASA Office of the Chief Health and Medical Officer meeting, Video Teleconferencing System meetings, and NASA sponsored training courses).

Standard: All EAP services are provided in accordance with all regulatory requirements and services are available per the timeliness requirements of SOW Section 9.15 (f) and Section 9.15 (q).

9.16 Industrial Hygiene Program Support

Introduction: The Goddard Space Flight Center located at Greenbelt, Maryland manages the Industrial Hygiene and Radiation Programs for NASA personnel at Wallops Flight Facility. This includes fit testing for hearing protection, annual training, fit testing for respirators and providing them, and the safety spectacle program and radiation monitoring.

Requirement: The Contractor shall be required to interface with and support the Industrial Hygiene and Radiation Programs in the maintenance of employee medical records. Employee medical records shall be updated to reflect all actions by the Industrial Hygiene Program within 5 working days of the receipt of information from the Industrial Hygiene and/or Radiation Programs.

Standard: No instance of employee medical records that do not reflect the documentation requirements received from the Industrial Hygiene and Radiation Programs.

10.0 RESERVED

11.0 EMERGENCY SERVICES

11.1 Reference and Technical Documents

Introduction: Emergency services such as fire protection, emergency medical services or other responses are generally based on codes and standards. These codes and standards come from Federal, State, local, and independent sources. The principle governing codes are the National Fire Protection Association (NFPA), Commonwealth of Virginia codes, and NASA specific codes and standards.

Requirement: The Contractor shall:

a. Maintain records of the most current version of all applicable instructions, plans, codes, standards, regulations, directives, and requirements, and shall have them readily available for use by emergency services personnel. This includes:

- NASA-STD-8719.11, NASA Safety Standard for Fire Protection
- National Fire Protection Association (NFPA) codes and standards
- OSHA 29 CFR 1910 Safety Standards for General Industry
- Commonwealth of Virginia codes, standards, regulations and requirements
- WFF Emergency Operations Plan
- Federal Aviation Administration (FAA) regulations
- Homeland Security Presidential Directives
- NPR 1040.1, NASA Continuity of Operations (COOP) Planning
- NPD 1040.4, NASA Continuity of Operations (COOP)
- NPR 1600.1, NASA Security Program Procedural Requirements
- NPD 8710.1, Emergency Management Program
- NPR 8715.3, NASA General Safety Program Requirements
- NPR 8715.2, NASA Emergency Preparedness Procedural Requirements
- GPR 8715.5, Fire Protection at GSFC Greenbelt

b. Develop and implement, by day one of the contract, a written Emergency Services Operations Plan that ensures compliance with applicable NFPA, OSHA, FAA, NASA, and Commonwealth of Virginia codes, standards, regulations, and requirements. Plan shall include: Mission Statement, Management Plan with organizational structure and lines of communication, Occupational Safety and Health Plan, Self Inspection/Self Audit Process, Training and Certification Plan, and operations plans to include: Emergency Response Plans, Minimum Staffing Plan, Vehicle Maintenance and Refurbishment Plan, and Physical Fitness Plan. Although Wallops Flight Facility is not an FAA certified airport, the Government requires Aircraft Rescue and Fire Fighting (ARFF) training for all emergency services personnel per the FAA requirements for an FAA certified airport.

Standard: The most current version of all applicable instructions, plans, codes, standards, regulations, directives, and requirements are readily available for use by emergency services personnel. Emergency Services Operations Plan is complete per the requirements of SOW Section 11.1 (b) and implemented by day one of the contract.

11.2 Emergency Facilities and Equipment

Introduction: There are two separate fire stations located at the WFF. One fire station is located on the Main Base and the other is located on the Island. Because of the distance between the two facilities, it is necessary to provide equipment at each station capable of handling any emergency response scenario. The Government will provide equipment as listed in the Attachment J-3, Installation Accountable Government Property.

Requirement: Any additional equipment, above and beyond what the Government furnishes, that the Contractor feels is necessary to meet the guidelines of this contract shall be provided by the Contractor. The GP and Contractor provided equipment shall be maintained and managed in accordance with guidelines established in SOW Section 1.3.5.2, Property Management, and any other requirements documented in SOW 11. At least one engine shall be in-service at each fire station at all times. At least one ambulance will be in-service at all times. Sufficient Aircraft Rescue and Fire Fighting (ARFF) vehicles, per the requirements of NFPA 403, shall be in service for all scheduled WFF based aircraft.

Standard: Equipment is available to ensure contractor support complies with the latest versions of applicable NFPA, OSHA, State of Virginia, and FAA codes and regulations and with NASA-STD 8719.11, Safety Standard for Fire Protection, and GPR 8715.5, Fire Protection at GSFC Greenbelt.

11.3 Work Schedule

11.3.1 Routine

Introduction: Emergency response capability is needed on a continuous basis to ensure that personnel are adequately protected in an emergency and damage to property is kept to a minimum. Continuous response will be needed at the Main Base, Mainland, and Island sites including the NASA Visitor Center area. Some of the routine tasks that are performed by emergency response personnel such as drills, fire inspections and flow testing require personnel to be available to handle the routine tasks and any incoming emergencies.

Requirement: The Contractor shall:

a. Provide emergency response services at WFF on a 24 hours/day, 7 days/week, 52-weeks/year basis (365/366 days per year), including all holidays.

b. Provide a work schedule that will delineate all of the routine tasks and the timeframe in which Contract personnel are expected to perform the tasks. The work schedule shall be approved by the CO or designee. If any changes occur with respect to the initial work schedule, the Contractor shall resubmit a revised schedule, to the CO or designee, for approval. The initial work schedule for applicable routine tasks shall be submitted to the CO or designee for approval no later than 10 calendar days after contract start and shall be updated by January 1st of each year.

Standard: There shall be no instances of non-response to an emergency at WFF by the Contractor. All routine work is performed in accordance with the CO or designee approved work schedule.

11.3.2 Shift-work

Introduction: The normal working hours for the Government are between the hours of 0730 and 1630 for the majority of its personnel. However, between the hours of 1630 and 0730 there is a small amount of personnel working at the site. In addition, there may be mission operations that must be performed in the evenings or on weekends that will prevent routine tasks from being performed. This type of work will supersede any routine tasks that are scheduled by emergency response personnel.

Requirement: The Contractor shall:

a. Notify Protective Services personnel and the Facility Operations Manager (FOM) at least 24 hours in advance of any routine tasks that need to be performed outside of normal working hours that require entrance to restricted areas.

b. Re-schedule any routine tasks that would interfere with operations after hours, on an as-needed basis, when notified by the CO, CO designee, or FOM.

c. Provide personnel to support Government after-hours operations when notified by the CO or designee.

Standard: There shall be no interruption of mission operations as a result of routine tasks of the Contractor. There shall be no impact to mission schedules due to the lack of emergency personnel to support mission operations.

11.4 Staffing

Introduction: As previously noted, there are two fire stations that need to be properly staffed by the Contractor.

Requirement: The Contractor shall:

a. Provide a sufficient number of personnel at each fire station to support the emergency services requirements of this contract in compliance with the latest versions of applicable NFPA, OSHA, State of Virginia, and FAA codes and regulations and with NASA-STD 8719.11, Safety Standard for Fire Protection, and GPR 8715.5, Fire Protection at GSFC Greenbelt.

b. Provide personnel that comply with Commonwealth of Virginia standards with respect to ALS services on a 24 hour a day, 7 day a week, 52 weeks per year (365/366 days) basis.

c. Provide emergency service personnel qualified in accordance with NFPA, OSHA, FAA, and Virginia codes, regulations, and standards.

d. Ensure that contract employees assigned to the positions that will be required to provide emergency services to building V10/V20, building V24 and building R30 possess a Secret security clearance as of the first day of the contract.

e. Ensure the Senior Fire Officer notifies the CO or designee within 24 hours when staffing levels or the minimum amount of firefighting vehicles needed to support the NASA mission fall below the number needed to operate adequately in time of emergency.

f. Provide a Fire Inspector meeting the certification requirements of NFPA 1031 and the Commonwealth of Virginia.

g. Provide a senior fire official to be designated as the WFF Fire Chief who meets all NFPA requirements for the position.

Standard: Staffing is available to meet requirements of SOW Section 11.4 and support complies with the latest versions of applicable NFPA, OSHA, State of Virginia, and FAA codes and regulations and with NASA-STD 8719.11, Safety Standard for Fire Protection, and GPR 8715.5, Fire Protection at GSFC Greenbelt. Emergency responders at V10, V20, V24, and R30 have Secret security clearance.

11.5 General Reporting Procedures

11.5.1 Routine Activities

Requirement: The Contractor shall:

a. Develop a report of all significant actions accomplished during the month, maintain a log of these reports, and provide a copy to the CO or designee by the 5th working day of the following month. The Contractor shall file the reports electronically in the Government's Records Management System (RMS) **(Category 3)**.

b. Maintain the Virginia Fire Incident Reporting system **(Category 1)** data.

Standard: Monthly report is completed per the requirements of SOW Section 11.5.1. Data in the Virginia Fire Incident Reporting system is maintained in accordance with Commonwealth of Virginia codes.

11.5.2 Drills/Inspections

Introduction: As part of the fire protection services provided, there will be testing/drills/inspections done by the Contractor on a routine basis. The Government will require reports from these actions in order to correct any deficiencies, note any trends, and make repairs to keep the fire protection systems operating properly.

Requirement:

a. The Contractor shall input results of tests/drills/inspections, within 2 working days of completion, in the Government provided software Mobile Eyes **(Category 1).**

b. Reports shall be easy to read and have consistent formatting.

Standard: Data in Mobile Eyes is accurate, consistent in format, and maintained in accordance with the schedule requirements of SOW Section 11.5.2 (a).

11.6 Operations

Requirement: The Contractor shall manage all emergency service operations in accordance with NFPA 1500 and shall document their compliance within the first quarter of the first contract year and submit, to the CO or designee within the first quarter of each following contract year, an annual status report of actions taken to maintain compliance. The Contractor shall file the reports electronically in the RMS.

Standard: Documentation complies with requirements of NFPA 1500 and the schedule requirements of SOW Section 11.6.

11.7 Emergency Response

11.7.1 General

Requirement: The Contractor shall provide a professionally managed, comprehensive emergency services program. The WFF Fire Chief, or the senior emergency services personnel on duty, shall be the Incident Commander and will be responsible for the safe conduct of all emergency response operations. Emergency response services shall be available 24 hours per day, 7 days per week, 52 weeks per year (365/366 days) including holidays. Due to the separation between the Main Base and the Island, emergency medical services and fire services shall be provided from locations on the Main Base and the Island. The goal is to arrive on-scene within 5 minutes of notification without jeopardizing the safety of the public or the responders.

Standard: All emergency response operations will have an identified Incident Commander. No instances of non-response to an emergency.

11.7.2 Communications Control Center (CCC) Miscellaneous Support

Requirement: The Contractor shall:

a. Perform routine maintenance on the CCC equipment to ensure proper functioning.

b. Notify the CO or designee, within 24 hours, in the event that routine maintenance on the CCC equipment is not adequate to maintain or repair the equipment.

c. Report to the CO or designee, within 10 minutes, all utility outages that affect security, or fire and life safety systems.

Standard: CCC is available for emergency response services. Reporting of outages is performed in accordance with the schedule requirements of SOW Section 11.7.2.

11.7.3 Emergency Medical Services/Emergency Medical Technician

Requirement: The Contractor shall:

a. Provide Advance Life Support medical services from the Main Base and Island fire stations with Commonwealth of Virginia certified personnel in accordance with Virginia EMS Council standards and GSFC medical director approved protocols. At least one certified Emergency Medical Technician Enhanced (EMT-E) shall be on duty on the Main Base fire station and one certified Emergency Medical Technician Enhanced (EMT-E) shall be on duty on the Island fire station, 24 hours a day, 7 days a week, 52 weeks per year (365/366 days).

b. Provide initial response (ambulance is ready to roll out the door) within 2 minutes from receipt of alarm.

c. Provide the capability to respond, within 2 minutes from receipt of alarm, to a second call for emergency medical services that occurs concurrently with an initial call.

Standard: Emergency medical services are performed in accordance with the response times of SOW Section 11.7.3 and comply with the latest versions of applicable NFPA, OSHA, State of Virginia, and FAA codes and regulations and with NASA-STD 8719.11, Safety Standard for Fire Protection, and GPR 8715.5, Fire Protection at GSFC Greenbelt.

11.7.4 Fire Calls

Requirement: The Contractor shall:

a. Respond, 24 hours a day, 7 days a week, 52 weeks per year (365/366 days), to all fire alarms or reports of smoke or fire, within 2 minutes from receipt of alarm, with the appropriate number of personnel, equipment, and supplies to handle the various types of fire scenarios that could occur per the requirements of NFPA. The pre-fire plan (see Section 11.8.3) will be used for the response, unless initial reports indicate otherwise.

b. Provide personnel trained for Fire Fighter II response in accordance with NFPA 1001 standards.

c. Respond to fire calls with the capability of performing rescue operations as needed and have the ability to maneuver quickly through tight quarters in buildings at WFF. Rescue capabilities/activities include: high angle, confined space, structural, vehicle, and flight crew rescue.

d. Manage all emergency operations in accordance with the National Incident Management System (NIMS) standards, NFPA 1561, Emergency Services Incident Management System and NFPA 1710, Organization and Deployment of Fire Services. Personnel accountability on the incident scene shall be a priority consideration by the fire department's Incident Commander and shall be managed in compliance with NFPA 1500, Fire Department Occupational, Safety and Health Program. The Contractor will meet the requirements of NFPA 1500 relating to emergency operations.

e. Ensure that response to one fire call does not eliminate the ability to respond to a second call and have procedures in place to handle a second fire call concurrently with the first with response within 2 minutes from receipt of alarm.

f. Update, on a daily basis, the Government provided Emergency Reporting system **(Category 1)** with response times.

g. Ensure that outside personnel do not become involved in the firefighting or rescue operations.

h. Remain on the scene until the fire is completely out.

i. Provide clean up operations upon determining fire has been completely extinguished.

j. Service and inspect all equipment prior to placing back in service.

Standard: Contractor will meet all requirements of SOW Section 11.7.4 in compliance with the latest versions of applicable NFPA, OSHA, State of Virginia, and FAA codes and regulations and with NASA-STD 8719.11, Safety Standard for Fire Protection, and GPR 8715.5, Fire Protection at GSFC Greenbelt. No fire shall rekindle. Equipment and supplies are available at all times to respond to fire calls.

11.7.5 Hazardous Material Spills

Requirement: The Contractor shall:

a. Develop emergency response procedures, for CO or designee approval, by day one of the contract, which implement the WFF Integrated Contingency Plan. Copies of these procedures will be maintained at both fire stations. The emergency response procedures must contain vital information such as the types of hazards, the location of material safety data sheets, and equipment necessary for the hazard to protect the responding personnel.

b. Maintain knowledge of the potential hazards on the installation.

c. Respond to hazardous material (HAZMAT) incidents 24 hours a day, 7 days a week, 52 weeks per year (365/366 days) with a sufficient number of certified HAZMAT team members and appropriate equipment per NFPA and Virginia Department of Emergency Management requirements. A minimum of

10 personnel shall maintain HAZMAT training and certification to be on the HAZMAT Team. All fire fighters will be trained in basic HAZMAT operations.

d. Implement Incident Command and establish control areas in accordance with the WFF Integrated Contingency Plan and NFPA 1500.

e. Assess the level of the hazard, the immediate and long-term dangers, and take appropriate course of action for containment of the spill or leak. Priorities will be:

1.) Protection of life

2.) Containment of spills

3.) Cleanup

f. Provide clean up for spills or leaks that are less than 120 gallons (2+ barrels). The Contractor shall have the equipment necessary to handle spills of this size or less. For larger spills, the Contractor shall have procedures and equipment in place for containment. Cleanup will be accomplished in accordance with OSHA and EPA guidelines, and Commonwealth of Virginia codes.

g. Develop and institute a program to ensure competency of Hazardous Materials Technicians in accordance with NFPA 471 and 472, OSHA 29 CFR 1910.120, and Commonwealth of Virginia state regulations.

Standard: Contractor will meet all requirements of SOW Section 11.7.5 in compliance with the latest versions of applicable NFPA, OSHA, EPA, and State of Virginia, codes and regulations, and the WFF Integrated Contingency Plan. Equipment and supplies are available at all times to respond to HAZMAT spills.

11.7.6 Mutual Aid

Introduction: NASA has established Mutual Aid Agreements with local emergency response agencies. Mutual aid provides an opportunity to maintain proficiency and foster support for catastrophic events.

Requirement: The Contractor shall maintain a positive working relationship with local emergency response agencies. Mutual aid shall be provided with existing resources if it does not conflict with on-going support efforts for WFF operations/programs or emergencies at WFF. At least one first response team shall remain available to WFF at all times. Accomack County Dispatch shall be immediately notified of resources to be dispatched or an inability to support.

Standard: Accomack County Dispatch is always immediately notified of the ability or inability to support mutual aid requests. Mutual aid requests are supported if not in conflict with other ongoing operations at WFF.

11.7.7 Trouble Calls

Requirement: The Contractor shall:

a. Provide direct response to all trouble alarms that occur to determine the source of the trouble alarm. Trouble alarms shall be investigated in a non-emergency response mode.

b. Take steps/measures necessary to correct trouble alarms or contact appropriate personnel to support in the elimination of the trouble alarm.

c. Report maintenance problems as a trouble call to facilities maintenance personnel.

d. Maintain a log of all trouble calls received and action taken at both the Mainland/Island and the Main Base. Log shall be updated within 1 hour of receipt of the call. The Contractor shall file, electronically in the RMS **(Category 3),** a monthly report by the 10th calendar day of the each month of log data from the previous month.

Standard: Trouble calls are responded in accordance with all requirements of SOW Section 11.7.7. Monthly log of trouble calls is accurate and completed in accordance with the schedule requirements SOW Section 11.7.7 (d).

11.7.8 Emergency Response Personnel

11.7.8.1 Certification

Requirement: The Contractor shall provide personnel that are certified in their respective areas of responsibility in all emergency response scenarios. There shall be sufficient certified personnel on the Contractor's staff to handle all of the emergency response scenarios at each fire station in compliance with the latest versions of applicable NFPA, OSHA, State of Virginia, and FAA codes and regulations and with NASA-STD 8719.11, Safety Standard for Fire Protection, and GPR 8715.5, Fire Protection at GSFC Greenbelt.

Standard: Documentation is available in the RMS **(Category 3)** to demonstrate that the Contractor's staff meets all certification requirements.

11.7.8.2 Training

Requirement: The Contractor shall:

a. Develop a training schedule and maintain documentation on all training received by emergency response personnel. Training shall as a minimum consist of: self contained breathing apparatus (SCBA) training, live fire training, driver training, HAZMAT training, aircraft rescue and fire fighting, safety training, and fire prevention training.

b. Ensure all personnel assigned to fire prevention shall receive training and course education on the requirements of their job.

c. Utilize the Government's Records Management System (RMS) **(Category 3)** to document training records including training completed, date of training, and next training due.

Standard: The Contractor will provide the training necessary to meet agency standards and complies with OSHA and the requirements of NFPA 1001.

11.7.8.3 Physical Capabilities

Introduction: When dealing with emergency response scenarios, personnel must be capable of meeting the physical qualifications for fire fighting, ambulatory, and rescue operations for WFF. Emergency response scenarios may require personnel to lift large objects, run up and down several flights of stairs (more than once), carry personnel from buildings, etc. all while wearing protective gear including self-contained breathing apparatus. Due to the nature of operations at Wallops Flight Facility, there are several spaces that are limited in access and present problems for rescue in an emergency response. Emergency response personnel are typically outfitted in turnout gear, helmets, heavy boots, and SCBA apparatus that may cause the inability to reach certain places.

Requirement: The Contractor shall:

a. Demonstrate that all personnel are capable of performing required tasks during emergency response scenarios.

b. Demonstrate that emergency services personnel are capable of navigating through tight quarters in an emergency scenario.

c. Provide a set of physical fitness standards and a physical fitness program that is based on NFPA standards, for CO or designee approval, by day one of the contract. These standards shall delineate the physical requirements of personnel based on their expected role in an emergency response. The Contractor shall also provide a standard measure of physical capability to handle the physical demands of emergency scenarios. The Contractor will provide personnel that are capable of meeting standards outlined in NFPA 1582, Standard on Comprehensive Occupational Medical Program for Fire Departments, NFPA 1583 Standard on Health–Related Fitness Programs for Fire Department Members, as well as other NFPA standards.

d. Ensure that all personnel meet the standards necessary to perform their duties during an emergency and document whether or not personnel meet the standard.

Standard: CO or designee approved standards are developed to ensure the requirements of SOW Section 11.7.8.3 are met. Documentation is available in the RMS that demonstrates personnel meet the physical standards.

11.7.9 Other Emergency Services

Introduction: Other emergencies such as confined space rescue, high angle rescue, and water rescues may be required during the duration of this contract.

Requirement: The contractor shall:

a. Develop an emergency rescue team to respond to all confined space, high angle and water rescues as required.

b. Conduct annual confined space, high angle and water rescue drills as required by OSHA and NFPA standards.

c. For high angle rescue, the Contractor shall have personnel certified to Rope Rescue Level II per NFPA 1006. For water rescue, the Contractor must have a team certified to the Awareness Level per NPFA 1670. For confined space, the Contractor must have a team certified to the Technician Level per NPFA 1670.

Standard: Documentation is available in the RMS **(Category 3)** to document Contract staff who have participated in annual drills.

11.8 Professional Services

11.8.1 Inspections

Requirement: The Contractor shall:

a. Develop and maintain a Fire Prevention and Inspection Program that complies with NASA-STD 8719.11, NASA Safety Standard for Fire Protection and the NFPA 1 Uniform Fire Code.

b. Develop a calendar year schedule of inspections and present this schedule by January 1st of each year to the CO or designee for approval.

c. Provide routine inspections of all Government buildings at WFF and document all inspections. The inspections shall focus on the prevention of fires and the preservation of life safety features built into the structures. Fire extinguishers shall be inspected monthly; high hazard facilities shall be inspected quarterly, and other occupied facilities shall be inspected semi-annually. All reportable findings shall be identified and tracked until closure.

d. Provide routine inspections of all fire fighting and emergency response equipment in compliance with NFPA standards.

e. Provide flow testing and color marking of all fire hydrants located on WFF Main Base, Island and Mainland.

f. Service, install, and inspect portable fire extinguishers for all facilities and areas where portable extinguishers are required in accordance with NFPA 10. Fire extinguishers shall be inspected monthly and serviced on a yearly basis to maintain compliance with NFPA standards.

Standard: Results of inspections and tests shall be maintained in Mobile Eyes **(Category 1)** to document completion in accordance with the requirements of SOW Section 11.8.1. Documentation is maintained in

Mobile Eyes system to demonstrate that reportable facility inspection findings have been tracked to closure.

11.8.2 Drills/Testing

Requirement: The Contractor shall:

a. Provide routine testing for the different emergency response scenarios for all Government buildings at WFF in accordance with the requirements of NFPA and OSHA.

b. Provide testing of all fire suppression systems, alarm devices, extinguishers, etc. in all Government buildings at WFF. The Contractor shall also provide testing of all fire-fighting and emergency response equipment located within Government buildings at WFF. Testing shall be in accordance with NFPA standards.

Standard: Documentation is maintained in the RMS **(Category 3)** to demonstrate requirements of SOW Section 11.8.2 have been met.

11.8.2.1 Fire Drills

Requirement: The Contractor shall:

a. Perform annual fire alarm drills for all routinely occupied Government buildings at WFF to demonstrate the fire alarm system and egress through exits. The Contractor shall develop a schedule for the drills. Drills shall be performed in accordance with NFPA standards. The Contractor will provide the schedule to the CO or designee for approval each January for that calendar year.

b. Provide a report from each drill with information necessary to determine effectiveness of drill (such as total evacuation time, initial response time, etc.) and distribute a copy of the report to the CO or designee within 2 calendar days of completion of any drill.

Standard: Drills are completed per the approved schedule. Reports on completed drills are accurate and provided to the CO or designee in accordance with the schedule requirements of SOW Section 11.8.2.1.

11.8.2.2 Hazardous Materials Spills

Requirement: The Contractor shall perform a HAZMAT response drill once per calendar year. The Contractor shall provide a report from each drill with information necessary to determine effectiveness of drill and distribute a copy of the report to the CO or designee within 2 calendar days of completion of the drill. Drill will be performed in accordance with EPA guidelines.

Standard: Reports on completed drills are accurate and provided to the CO or designee in accordance with the schedule requirements of SOW Section 11.8.2.2.

11.8.3 Fire Plans

Introduction: The National Fire Protection Association requires that pre-incident planning be done in order to identify what actions are to be taken during an emergency and what methods will be used to ensure the safety of personnel. As part of the pre-incident planning process, it is required that fire plans be developed.

Requirement: The Contractor shall develop and update pre-fire plans for all WFF facilities. These plans shall be available to all response personnel and the CO or designee. The Contractor will conform to the guidelines established in NFPA 1620 when developing the fire plans.

Standard: Fire plans developed per NFPA 1620 are available in each fire station.

11.8.4 Design and Construction

11.8.4.1 Design Review

Introduction: At WFF there is a need to perform either new building construction or major renovations of existing buildings. Whenever new construction or major renovation is done, the Government is provided with a set of plans or drawings that detail the work to be done. Within those plans or drawings, there are comments and information on the fire protection and emergency service features that will be addressed as part of the construction or renovation. The Government has its own qualified representatives to review the plans and ensure that all the appropriate codes and standards are being met. It is also necessary for the Contractor to review the plans and participate in the overall design process. The design review process is complicated and often requires comments to plans or drawings to be provided on a short turnaround basis. It is not uncommon for turnaround periods of several weeks to occur. It is important that all issues are addressed with respect to the plans.

Requirement: The Contractor shall:

a. Be knowledgeable of and required to participate in design review conferences for new construction and major renovations.

b. Be knowledgeable of reviewing plans and drawings to ensure that all applicable codes are being met.

c. Provide comments in a timely manner to ensure that the Government does not miss any deadlines in the entire design review process.

Standard: The Contractor will participate in all review conferences as requested by the CO or designee. The Contractor will provide comments to appropriate Government official when requested to review plans within the timeframe specified by the requester.

11.8.4.2 Construction

Introduction: During the construction phase of a project, the Government performs several inspections of the work being done to ensure that the design plans and specifications relating to emergency issues

are being followed. In areas that involve fire protection or emergency services, the Contractor shall be involved in the inspection process.

Requirement: Contractor shall be capable of inspecting construction work and determining if the work is being done according to the plans. The Contractor shall be responsible for notifying the CO or designee of any problems associated with the construction that would hinder the performance of fire protective features.

Standard: The Contractor will participate in the inspection of construction projects as requested by the CO or designee.

11.8.4.3 Acceptance Testing

Introduction: At the completion of construction or renovation, the Government is provided an opportunity to review the work one final time and ensure that all systems operate according to the plans. If all systems operate properly, then the project is accepted by the Government and subsequently turned over to the Government for operational use. During this acceptance phase, the Contractor needs to be present to provide any additional input on the system. Since the Contractor will ultimately be responsible for any of the fire protection features, this is the time for them to acquire information on the operation of any fire protection systems and to ensure that all systems operate properly.

Requirement: When requested by the CO or designee, the Contractor shall attend the final acceptance testing on fire protection systems in new construction or major renovation projects conducted by the Government for the purpose of verifying systems functionality and compliance with appropriate codes. All deficiencies shall be identified and information provided to the Government inspector prior to acceptance.

Standard: The Contractor will participate in acceptance testing of all WFF fire alarm and fire suppression systems. Documentation is available to demonstrate that any deficiencies were identified and information provided to the Government inspector prior to acceptance.

11.8.5 Fire Education

Requirement: The Contractor shall provide training/education to all WFF personnel (to include Government and contractors) on appropriate topics such as Cardiopulmonary Resuscitation (CPR) training, Automatic External Defibrillator (AED) training, Basic First Aid, etc. on a regular basis. The Contractor shall also provide training to all WFF personnel on safety topics that relate to special events such as holidays and develop and conduct training for both in house use and site wide use that is consistent with the current theme of National Fire Prevention Week. Contractor shall be responsible for documenting all training conducted and maintaining records electronically in the RMS. The Contractor will submit training schedule to the CO or designee for approval by January of each year. CPR and AED training shall be conducted under regulatory guidelines with at least one class scheduled per month.

Standard: Information is available in the RMS to document that the requirements of SOW Section 11.8.5 have been met.

11.8.6 Hot Work Permits

Requirement: The Contractor shall manage and issue hot work permits for WFF. The Contractor shall be responsible for developing the hot work permit format, written procedure, training and re-training requirements and provide to the CO or designee for approval by day one of the contract. The Contractor will issue permits in accordance with NFPA 51B, Standard for Fire Prevention during Welding, Cutting, and Other Hot Work; NASA-STD 8719.11, Safety Standard for Fire Protection; and GPR 8715.5, Fire Protection at GSFC Greenbelt. Hot work permits shall be issued within one hour of request except during periods when the emergency services personnel are responding to emergencies.

Standard: Hot work permit template and procedures are available in the RMS **(Category 3)** in accordance with the schedule requirements of SOW Section 11.8.6.

11.8.7 Fire Investigation

Requirement: The Contractor shall:

a. Investigate all fires in accordance with NFPA 921, "Guide for Fire and Explosion Investigations", and NPR 8621.1, "NASA Procedures and Guidelines for Mishap Reporting, Investigating, and Recordkeeping".

b. Provide a final report on the investigation of each fire incident and maintain a copy of the report at each fire station. The Contractor will generate a NASA Form 1627 for each investigation. The Contractor shall provide the CO or designee a copy of the report within 2 calendar days of completion.

c. Train all personnel assigned responsibility of determining origin and cause of fires in accordance with NFPA 1033 with annual refresher training provided by certified instructors.

Standard: Fire investigations meet all NFPA requirements and NASA Form 1627 is accurate and provided to the CO or designee per the schedule requirements of SOW Section 11.8.7 (b).

11.9 Airport/Aircraft Support

Introduction: The airport requires specialized support to maintain safe operations. Support services include airfield surveys, wildlife control, standbys, mishap response and other miscellaneous services.

11.9.1 Airport Surveys and Wildlife Patrol/Control

Requirement: The Contractor shall make visual runway inspections at the start and end of each day, nominally at 0730 and 1700 hours daily. If a flight is scheduled prior to the normal inspections, the Contractor shall perform an active patrol of the designated runway and associated taxiway prior to the first use of designated runway on each working day. Additionally, the Contractor shall make an active patrol of the designated runway and taxiway upon request of the air traffic control specialist, or in his/her absence, the pilot of any aircraft scheduled to depart or land at the WFF. The Contractor shall ensure all items of debris, birds, wildlife, and/or animals, constituting a hazard to aircraft operations are removed

from the airport operating surfaces. The Contractor shall locate, chart, and report to the WFF Airport Manager, damages to the operating surfaces, such as runways/taxiways, ramps, and roadways.

Methods used to clear the runway/taxiway of wildlife include the sounding of sirens and the flashing of lights on fire protection vehicles, gas cannons, and the playing of prerecorded distress sounds. If these measures are ineffective, the Contractor shall contact the onsite USDA official to further evaluate the situation.

The Contractor shall check all airport lighting systems weekly. Inoperative, damaged, or missing lights will be recorded on the daily log and notification made to the WFF Airport Manager.

Standard: Daily reports of operating surfaces are provided to the WFF Airport Manager and weekly airport lighting systems checks are provided to the WFF Airport Manager. Wildlife control activities are conducted as requested by the WFF Airport Manager, the Control Tower, or aircraft pilots in the absence of the control tower staff.

11.9.2 Standby for Scheduled Traffic

Requirement: The Contractor shall operate one standby Aircraft Rescue and Fire Fighting (ARFF) vehicle during all aircraft movement and be prepared to provide initial emergency response. The Contractor shall provide line services (parking and information) to all visiting NASA administrative aircraft outside of normal operating hours and to other non-NASA official business aircraft when notified by the control tower or authorized airport management personnel.

Standard: One ARFF vehicle is on standby for scheduled landings and take-off.

11.9.3 Aircraft Mishap Response (WFF Based Aircraft and Others)

Requirement: The Contractor shall:

a. Develop an Aircraft Mishap Response Plan and provide to the CO or designee for approval by day one of the contract.

b. Respond to aircraft mishaps with at least the capabilities defined in NFPA 403 Aircraft Rescue and Fire Fighting (ARFF) for the size of the aircraft requiring response. A P-3 is the largest aircraft routinely scheduled for operations at WFF, but larger aircraft are occasionally scheduled to operate at WFF. Contractor shall provide sufficient trained staff, per NFPA Standard 1003, and ARFF vehicles for the size of aircraft scheduled take-off and landings.

c. Request a variance, within one calendar day of scheduled landing, from the CO or designee, for any aircraft being scheduled that exceed the ARFF equipment requirements supplied to Contractor.

Standard: No scheduled take-off or landings occur without the NFPA 403 required number and type of ARFF resources available unless documentation is available to demonstrate that a variance has been

approved by the CO or designee. An approved mishap response plan is available and utilized for any aircraft mishap response.

11.9.4 Other Airport Services (IDIQ)

Requirement: The Contractor shall:

a. Conduct special surveys and provide special support for operations, such as: tank inspection; emergency battery removal operations; helicopter and aircraft landing and takeoff operations; launch systems; fire suppression actuation; and ground support, including erection of barriers and specialized equipment involving ground vehicles and airborne research when tasked.

b. Detain vehicles that violate the airfield traffic rules until appropriate citations can be issued. Control tower personnel will identify most traffic violators. Issue citations when authorized. Request that aircraft pilots without an approved Prior Permission Request complete an "Unscheduled Landing Report."

Standard: Task(s) performed in accordance with IDIQ task order.

11.10 Equipment and Supplies

11.10.1 Equipment and Expendable Supplies

Requirement: The Contractor shall provide all equipment and expendable supplies that are required to fulfill requirements of this SOW other than those provided as GP.

Standard: The Contractor has sufficient supplies and other equipment to respond to emergencies.

11.10.2 Maintenance and Repair

Requirement:

a. The Contractor shall provide preventive maintenance and repair on all equipment including Contractor supplied and GP to avoid significant downtime for any single piece of equipment or apparatus. If significant downtime of a piece of equipment or apparatus occurs, the Contractor shall have systems in place to ensure that all emergency response scenarios can be adequately handled. Detailed inspections of all emergency response apparatus and equipment, including personal protective clothing and equipment shall be conducted daily to ensure that all emergency response elements are functional. No piece of equipment or apparatus will down for more than 24 hours without a backup system in place.

b. The Contractor shall perform routine inspections/maintenance of all fire hoses, couplings, nozzles, etc. The Contractor shall also perform routine inspection/maintenance on all fire fighting and emergency response ancillary equipment (such as ropes, ladders, axes, etc.) for proper operation and safe use. The Contractor shall develop a schedule for inspection of ancillary equipment and shall document and maintain records of all inspections. The Contractor shall provide a preventative maintenance and replacement plan to the CO or designee each January for work planned during that calendar year.

Inspections will be performed in accordance with NFPA standards. The Contractor will provide CO or designee with an inspection schedule for approval. Equipment shall be tested as follows:

- Fire Pumps shall be tested annually in accordance with (IAW) NFPA 1911.
- Aerial Ladders shall be tested annually IAW NFPA 1914.
- Ground Ladders shall be tested annually IAW NFPA 1932.
- Self-Contained Breathing Apparatus, including filling equipment, shall be tested IAW NFPA 1404 and 1989. Each firefighter shall be fitted and issued a personal mask.
- Fire hose shall be tested annually per NFPA 1962.
- ARFF foam producing equipment shall be tested IAW 412 and 414.

c. The Contractor shall conduct operations, testing, and operator maintenance in accordance with manufacture's recommendations and NFPA standards for all Contractor supplied and GP fire vehicles and equipment.

g. d. The Contractor shall replace any Contractor supplied equipment that does not conform to NFPA standards or that will provide an unsafe condition when used in response to an emergency situation. The Contractor shall notify the CO or designee of problems with GP that requires replacement. The cost of maintenance, repair (and replacement of Government Property with a replacement value up to $25,000) is a direct reimbursable cost under Core services, following Contracting Officer notification and approval. Government Property with a replacement value of $25,000 or more will be replaced, after Contracting Officer notification and approval, via an IDIQ task order.

The Contractor shall also develop the procedures for taking equipment out of service for maintenance and replacing equipment.

e. The Contractor shall provide and maintain a log of all equipment inspections. Information that should be contained in the log would include items such as inspection date, piece of equipment inspected, next scheduled inspection date, and results of inspection. The equipment inspection log shall be maintained at each fire station. The Contractor will make entries into inspection logs within 2 days of completion of inspection.

Standard: Documentation is available in the RMS **(Category 3)** detailing all maintenance accomplished. Equipment is available in order to provide emergency response capabilities outlined in SOW 11.

11.10.3 Testing/Calibration

Requirement: The Contractor shall:

a. Perform calibrations on all equipment. The Contractor shall ensure that equipment is calibrated in accordance with the manufacturers' recommendations. When equipment is being calibrated, the Contractor shall ensure that there is no affect to the overall capability to provide emergency services. Backup equipment shall be provided by the Contractor when necessary to maintain emergency services capability.

b. Develop and maintain a log of equipment that requires calibration, the frequency of calibration, details of when the equipment was last calibrated, and details of when it is expected to be calibrated again. Log shall be available in the RMS **(Category 3).** The Contractor shall note which equipment is considered critical for emergency services and needs to be sent to outside sources for calibration. The Contractor will send out equipment to outside sources for calibration no later than 1 month prior to its scheduled calibration date.

c. Provide for testing of all equipment to ensure proper operation and record results of testing in the RMS **(Category 3).**

Standard: 100% of equipment is properly calibrated. Calibration and testing documentation is available in the RMS. The Contractor will provide all of the equipment necessary for emergency response at all times.

11.10.4 Personal Gear

Requirement: The Contractor shall:

a. Provide appropriate emergency response gear for any emergency services personnel in accordance with NFPA 1500. The Contractor shall ensure that all gear is properly sized, fitted, and adjusted to ensure that the user is not placed in an unsafe condition when using the gear.

b. Provide preventive maintenance on all personal gear such as boots, helmets, breathing apparatus and ensure that all equipment is safe to use in accordance with NFPA standards.

c. Provide and maintain a log of all personnel gear issued, tested and maintained for each person responsible for emergency response services. The log shall delineate what personnel are assigned based on their expected roles in an emergency situation. Log information shall be available in the RMS **(Category 3).**

Standard: The personal gear log will be maintained at each fire station and available in the RMS.

11.11 Carbon Dioxide/FM200 Suppression System

11.11.1 Training Requirements

Introduction: The Government will provide the necessary training that explains the hazards involved with the CO2 or FM 200system, the effects of CO2 or FM 200 on the body, and how to appropriately respond to an emergency involving the CO2 or FM 200 system.

Requirement: The Contractor shall:

a. Provide training on the proper operation of all the features of the CO2 or FM 200 suppression systems at WFF to all personnel that will be involved with the use of the fire suppression systems. The Contractor will develop standards necessary to determine if personnel have been properly trained and submit the standards to the CO or designee for approval by day one of the contract. Personnel are

required to know as a minimum: the sequence of operations for the system, how to zone out individual components of the system, the location of all the cylinders, and how to properly clear trouble alarms through the alarm panel. The Contractor shall keep records of any training received with respect to the CO2 or FM 200 system and maintain the records in the RMS **(Category 3)**.

b. Develop and maintain the protocol for determining that the work environment is safe for entry after a CO2 or FM 200 discharge. This protocol shall be submitted to the CO or designee for approval by day one of the contract. The Contractor shall ensure that all emergency response personnel on all shifts are familiar with the protocol.

Standard: Records are available in the RMS to document training per the approved standards. Approved protocol for reentry is followed.

11.11.2 Response Procedures

Requirement:

The Contractor shall be responsible for developing the appropriate response procedure in the event of a CO2 or FM 200 discharge. Procedure will be made readily available for all personnel to review on a daily basis.

Standard: Documented response procedure is followed in the event of a CO2 or FM 200 discharge.

11.12 Project and Other Support

Introduction: This is specialized support by emergency response trained personnel to support special projects.

11.12.1 Hot Pad

Requirement: The Contractor shall support project personnel in the monitoring of hazardous materials for leaks and be prepared for immediate response to protect personnel and property.

Standard: Contractor responds to hot pad support request with no impact to mission operations schedule.

11.12.2 Launch Support

Requirement: The Contractor shall provide response crews for pre-launch and post-launch hazard control.

Standard: Contractor responds to pre-launch and post-launch hazard control request with no impact to mission operations schedule.

11.12.3 Other Support (IDIQ)

Requirement: The Contractor shall:

a. Provide response crews for projects as directed by the CO.

b. Provide the services of a fire protection engineer. Fire protection engineer shall be a professional engineer (PE) and shall be capable of performing fire protection design calculations for fire protection systems, as well as life safety calculations per the NFPA 101, and NASA-STD-8719.11, Fire Safety Standard for Fire Protection.

Standard: Contractor shall meet the requirements established in the IDIQ task order.

11.13 Emergency Management

Requirement: The Contractor shall:

a. Provide support to NASA to prepare for, respond to, recover from, and mitigate the impacts of a wide variety of emergencies and natural and technological disasters that could adversely affect the health and safety of people, the continuity of mission essential operations and infrastructure, and the environment. The Contractor shall comply with NPD 1600.1, NPD 1040.4, NPD 8710, NPR 8715.2, NPR 1040.1, and applicable Homeland Security Presidential Directives.

b. Provide rescue operations, in the event of a short notice natural disaster (such as lightning strikes or tornadoes), and support Government personnel during the event on a 24 hour a day, 7 days a week, 52 week per year (365/366 days) basis.

c. Maintain, at a minimum, one Contractor provided patrol vehicle (SUV type) which shall be equipped with a command console and associated equipment required for an Incident Commander. Inform CO or designee within 2 hours of any change of status of vehicle.

Standard: All support complies with NPD 1600.1, NPD 1040.4, NPD 8710, NPR 8715.2, NPR 1040.1, and applicable Homeland Security Presidential Directives. Vehicle meeting the requirements of SOW Section 11.13 (c) is available for Incident Command.

11.13.1 Emergency Management Four Tenets Framework

Introduction: The Contractor shall comply with the emergency management four tenets Framework of Emergency Preparedness, Emergency Operations, Continuity of Operations (COOP) and Test, Training and Exercise (TT&E).

Requirement: The Contractor shall:

a. Provide comprehensive planning in policy, procedures, directives, and all-hazard assessment as specified in National Federal Emergency Management Agency (FEMA) guidelines and the Wallops Emergency Operations Plan.

b. Provide Emergency Operations Center (EOC) support, interoperable communications processes and systems, damage assessments, interagency coordination, and mutual aid efforts.

c. Support short and long term COOP planning and operations for emergency services to build in resilience for mission essential functions and infrastructure, supporting facilities, IT systems, and other essential interdependencies. COOP planning shall be consistent with agency and facility COOP plans.

d. Participate in TT&E activities following the NASA Emergency Operations Plan demonstrating the facility capabilities in readiness and continuity. Three (3) year plan shall be submitted for CO or designee approval within 30 days of contract start.

Standard: All activities comply with NPD 1600.1, NPD 1040.4, NPD 8710, NPR 8715.2, NPR 1040.1, applicable Homeland Security Presidential Directives and the Wallops Emergency Operations Plan.

11.13.2 Emergency Preparedness

Requirement: The Contractor shall:

a. Ensure emergency preparedness plans incorporate NASA headquarters, Federal, State and local directives as well as provide for an integrated and coordinated local, State and Federal response under the guidance of the National Incident Management System (NIMS); The National Response Plan (NRP); NFPA 1600, Standard on Emergency Management and Business Continuity Programs; and NFPA Standard on Emergency Services Incident Management System.

b. Ensure that a response capability exists that can communicate and support a facility declared emergency, Presidential Declaration of Disaster or an Incident of National Significance.

Standard: The core components of any emergency preparedness documents, including the required Comprehensive Emergency Management Plan (CEMP), shall comply with the NIMS structure.

11.13.2.1 CEMP Verification Reviews

Requirement: The Contractor shall participate in operational and process verification reviews (of existing plans) to ensure a CEMP and other emergency plans adequately addresses evacuations; sheltering; post-disaster response and recovery; deployment of resources; interoperable communications, and warning systems.

Standard: All activities comply with NPD 1600.1, NPD 1040.4, NPD 8710, NPR 8715.2, NPR 1040.1, applicable Homeland Security Presidential Directives and the Wallops Emergency Operations Plan.

11.13.2.2 Emergency Operations Center Staffing (IDIQ)

Requirement: The Contractor shall:

a. Provide support staff for the WFF Emergency Operations Center (EOC) and related equipment (computer systems/software and communications equipment) as needed, in addition to being capable of

staffing and maintaining an alternate facility under continuity of operations planning. Staffing shall be consistent with NIMS protocols and shall provide personnel support to fill all positions required in an Emergency Operations Center per governments request.

b. Ensure that the EOC is staffed when major emergencies occur or likely to occur. Emergency shall include but not limited to hurricane ride-outs, launches, interagency emergency operations, and other responses where an intra- or interagency response is required.

c. Maintain and operate a Mobile Command Vehicle with related emergency response equipment and inform government personnel within 2 hours of any change of status of vehicle.

Standard: Requirements are completed as requested in the IDIQ task order.

11.13.2.3 Recovery Operations

Requirement: Contractor shall support recovery operations to include physical inspection of buildings, structures, systems, and equipment after a crisis has occurred. Preliminary Damage Assessments (PDA) is to be consistent with local EOC protocol.

Standard: Recovery operations are provided when requested by the CO or designee.

11.13.2.4 Incident Command Structure

Requirement: Contractor shall conduct emergency operations (whether NASA direct or interagency under plan or mutual aid agreement) consistent with the Incident Command Structure and NIMS.

Standard: All activities comply with NPD 1600.1, NPD 1040.4, NPD 8710, NPR 8715.2, NPR 1040.1, applicable Homeland Security Presidential Directives and the Wallops Emergency Operations Plan.

11.13.3 Continuity of Operations (COOP)

Requirement: The Contractor shall:

a. Support developing, maintaining and evaluating plans and operations, to ensure the required COOP capability exists. COOP plans shall be consistent with NASA and facility plans. Plans shall be capable of being implemented with and without warning, and be operational within four (4) hours of activations, and maintain sustained mission essential operations for a minimum of thirty (30) days, utilizing existing and available field infrastructure where practical. The Contractor shall ensure consistency in the outcomes directed by Federal Preparedness Circular (FPC-65), June 2004; Executive Order 12472 for Telecommunications Preparedness; Executive Order 12656 for Assignment of Emergency Preparedness Responsibilities; and when applicable, Memorandums of Understanding or Agreement with Federal, state and local counterparts engaged in continuity of operations activities such as shared facilities and systems.

b. Maintain a high level of readiness consistent with the Federal COOP Readiness and Deployment directive.

c. **(IDIQ)** Specific incident readiness and deployment under this section will be ordered by IDIQ task.

Standard: All activities comply with NPD 1600.1, NPD 1040.4, NPD 8710, NPR 8715.2, NPR 1040.1, applicable Homeland Security Presidential Directives and the Wallops Emergency Operations Plan.

11.13.4 Test, Training & Exercise (TT&E)

Requirement: The Contractor shall:

a. Develop, maintain and administer a comprehensive TT&E program in accordance with standards, and requirements outlined in NIMS, Federal Preparedness Circular-65, Homeland Security Exercise and Evaluation Program (HSEEP). TT&E program shall be submitted to CO or designee for approval within 30 days of contract start.

b. Test, train and exercise emergency management and continuity capabilities essential to demonstrate, evaluate, and ultimately improve the ability to execute the planned capabilities. Training schedule shall be developed and submitted each January to the CO or designee for approval.

c. Ensure that testing of the alert notification and activation procedures and systems shall be accomplished per FPC-65.

d. Develop and administer a lessons learned and corrective actions program to redress shortfalls and weaknesses identified during evaluation of TT&E activities. Lessons learned from Test, Training and Exercises shall be made available in the RMS **(Category 3).**

e. Conduct annual exercises to demonstrate the capability to (a) adequately and appropriate execute emergency response plans using first response force; (b) mobilize a deliberate and pre-planned movement to activate and stand-up the EOC (all-hands); (c) mobilize a deliberate and pre-planned movement to activate and stand-up the alternate facility (COOP Management, Support Team).

f. Support and participate in biennial agency participation in national-level exercise programs to evaluate Agency capabilities to execute emergency operating plans. The Contractor shall also develop and administer a lessons-learned program and corrective action plan (CAP) consistent with national practices to identify shortfalls, weaknesses, and failures identified during the evaluation of exercises whether as exercise monitor or after-action reviewer. A published, final report will describe performance against exercise objectives and include recommended corrective actions. The contractor shall coordinate activities with NASA, State and local emergency management officials, and other local, state, and government agencies including tenants and adjacent military installations. Documentation of activities such as training, response to emergencies, and accident/incidents requiring emergency response will be maintained by the Contractor on behalf of the Government.

Standard: All activities comply with NPD 1600.1, NPD 1040.4, NPD 8710, NPR 8715.2, NPR 1040.1, applicable Homeland Security Presidential Directives and the Wallops Emergency Operations Plan.

12.0 TELECOMMUNICATIONS AND ENGINEERING SERVICES SUPPORT

12.1 General Information

Introduction: NASA and its partners, the U.S. Navy and the Mid-Atlantic Regional Spaceport (MARS), at WFF, require world class telecommunications and engineering support to ensure critical real-time mission support and effective daily operations. Tenants, reimbursable customers, and projects that are supported at the WFF also require the above support.

Currently, WFF telecommunications support is provided by multiple contracts. Some of these contracts will continue to provide portions of the overall telecommunications support, and the WICC Contractor may be required to coordinate work with other Government contractors.

For accomplishment of all core work in support of SOW 12, the Government will provide all communications equipment to be installed, parts to be replaced, and cabling including software associated with the equipment.

As part of the core services, the WICC Contractor shall provide administrative support to include processing of purchase request, processing of NASA work requests (PREORDERS), processing of work request for telephone Moves/Adds/Changes (MAC), and work request database maintenance using Pinnacle **(Category 2)**. Note that telephone support services to complete Moves/Adds/Changes are accomplished by another contractor. WICC core services shall also include conducting telecommunications, video, and data service surveys; preparing billing and usage reports; and providing input for phone books and/or database. Also included in the core services requirements for the WICC Contractor is the support of the telecommunications cable plant system (copper and fiber), multiplexer transmission systems, and associated circuitry. This includes new and sustaining engineering; installation, operation, maintenance, configuration, analysis and documentation of systems; and installation, operation, and maintenance of the associated multiplexer systems, transmitters, receivers, channel banks, wire distribution centers, other miscellaneous associated cable plant hardware/software. The WICC Contractor shall maintain integrity of cable distribution trays and associated communications pathway systems. The Contractor shall also perform inter-building wire and cable installations, intra-building wire and cable installations, and fiber/copper terminations and splices (internal and external), as directed by PREORDERS. Cable installations of 30 meters or less, both internal to facilities and external to facilities, will be accomplished as part of core services. If a cable installation is more than 30 meters, an IDIQ task will be issued for the service.

Services that may be requested of the WICC Contractor by IDIQ task order are Corporate Intercom Paging System support, computer Local Area Network (LAN) and Wide Area Network (WAN) system support, and mission and corporate monitoring and Closed Circuit TV (CCTV) system support.

The WFF communications system consists of corporate and mission oriented networks and systems. Support for these networks and systems must be timely and effective. The communications system at WFF encompasses the Main Base, Mainland, and the Island launch facility. The system services approximately 2,000 on-site civil service, military, contractor, tenant, reimbursable, project, and range

user personnel through several independent systems. The system allows communications by telephone, intercoms, computer local area networks, wide area networks, video conferencing, audio conferencing, Radio Frequency (RF) and video distribution, energy/security monitoring, and closed circuit television (CCTV). Information security for all the above systems is paramount at the WFF.

The WFF phone system consists of a Hicom 300, Model 80 telephone system with a main switch on the Main Base and two nodes switches on the Island. Transition of this system to a Voice over Internet Protocol (VoIP) is anticipated, with communications utilizing an OpenScape Voice Platform or equivalent. The switches, end user devices, and associated cable plant are currently, and will continue to be maintained by a contractor other than the WICC Contractor. Individual stations are able to call transfer, add-on a third party and make use of the consultation hold feature. The above systems will be interconnected by several plant distribution systems composed of fiber optic and copper media.

The intercom/base paging system is installed in all inhabited buildings and consists of a main amplifier, cable system, and speakers. Some buildings have speakers mounted externally and all have several speakers distributed throughout the building. The purpose of the system is to provide facility wide voice paging activated through the phone system. The infrastructure of this system is currently and will continue to be maintained by another contractor for NASA mission and corporate purposes. IDIQ support from the WICC Contractor may be for new installations for tenant and reimbursable customers at WFF who desire this service.

The computer local area network system is installed in the majority of the inhabited buildings. The NASA system is configured in a star topology and connected via single and multi mode fiber optics. The system operates on 10/100/1000/10000 megabits per second switched and routed Ethernet technology. The internal building cable system is cat-5 twisted pair (10Base-T) media and fiber optics. A majority of the buildings contain an equipment rack to support the network. Installed in the racks are various network components including switches, routers, repeaters, and transceivers. The wide area networks are predominantly installed in the main communications buildings N170 and F2, with extensions to the tracking stations and the Island in buildings U6 and X75. The system is composed of routers, multiplexers, and switches. The system is connected via fiber and copper media. All portions of the LAN and WAN service are maintained by a NASA Integrated Communications Services (NICS) contract. IDIQ support from the WICC Contractor may be requested for new networking initiatives, and non-NICS supported networks at NASA (tenant and reimbursable).

The range, safety, and security monitoring and CCTV systems are widely deployed on the Wallops Main Base, Mainland, and Island. Typical deployment will consist of various monitoring devices, cameras (fixed and pan/tilt), multiplexers, recorders and display systems. These systems will accommodate both corporate and mission services.

The telecommunications cable plant system consists of copper (coax, twisted pair, and multi-pair) and fiber optic (single and multimode) media, multiplexer systems, all associated fiber and copper management racks, all terminations, and documentation. The cable plant utilizes conduits, ductbanks, cable trays, and direct buried. The cable plant is installed inter and intra-building, on the WFF Main

Base, Mainland, and Island. The cable plant also connects the WFF Main Base and the Island launch facility via copper and fiber via a route along Atlantic Road and via the water/marsh from the Main Base visitor center to northern Wallops Island.

Information security has become a significant concern for the NASA WFF and its customers. Currently NASA provides a civil servant to act as the Information Technology Security Officer (ITSO). The ITSO tracks all security incident reports. They ensure that policies are disseminated and preventative measures, implementations, and reporting of incidents are completed.

NASA mission and range project launch support are critical. Services provided by the WICC Contractor include services to the Wallops Research Range. These services often require shift changes and after hour support including nights, weekends, and holidays. WICC Contractor support may include monitoring communications; running and testing cable circuits; and modifying and installing communications and electronic systems at communications closets, launch facilities, launch control centers and test facilities.

12.2 Telecommunications and Engineering Services Support

Introduction: The Contractor shall perform telecommunications and engineering service support on Government facilities and equipment. The Contractor shall perform new and sustaining engineering, installations, operations, systems design, configuration, implementation, monitoring, analysis, documentation, engineering drawings, and maintenance. Support is required from 7:30 A.M. to 4:00 P.M., Monday through Friday. Overtime and/or shift changes may be required to support night, weekend, and/or holiday launches or other emergency operations. All requests for systems support will be communicated by way of a PREORDER, according to the priorities established by the Contracting Officer or designee, to fulfill the design requirements of NASA, its partners, tenants, reimbursable customers, and project organization's programs.

12.2.1 Telephone System Support

Requirement: The Contractor shall:

a. Provide system administration support to include processing of purchase request, NASA work requests (PREORDERS), telephone system requests for Moves/Adds/Changes (MAC), and work request database maintenance using Pinnacle **(Category 2)**.

b. Conduct telecommunications, video, and data service surveys.

c. Prepare billing and usage reports.

d. Provide input for phone books and/or database.

e. Submit MAC service request to the WFF telephone services support contractor within 2 hours after received.

f. Track status of MAC work and notify the CO or designee if MAC work is not executed within 3 business days.

g. Perform database updates within 2 business days upon completion of work associated with PREORDERS.

h. Provide billing and usage reports to the CO or designee within 2 business days of CO or designee request.

i. Make available system status reports to the CO or designee on a daily basis.

Standard: All work is performed per the schedule requirements in SOW 12.2.1. Database updates are accurate with all fields completed.

12.2.2 Corporate Intercom Paging System Support (IDIQ)

Requirement: In support of the corporate intercom paging system, the Contractor shall:

a. Provide support for the corporate intercom paging system that includes new and sustaining engineering, installation, operation, maintenance, configuration, and analysis of systems.

b. Install, operate and maintain the associated amplifiers, speakers, controls and other miscellaneous associated hardware/software, and cable plant to include MAC, terminations, and splices as directed by PREORDER.

c. Provide administrative support to include processing of PREORDERS, database maintenance, documentation and engineering drawings.

d. Provide corporate intercom system support from 7:30 A.M. to 4:00 P.M., Monday through Friday. Overtime and/or shift changes may be required to support night, weekend, and/or holiday launches or other emergency operations.

e. Provide maintenance of the intercom paging system equipment in accordance with telecommunication help desk trouble call procedures, priorities and timeframes.

f. Submit MAC requests to the corporate intercom paging system support services contractor within 2 hours after received.

g. Track status of MAC work and notify the CO or designee if MAC work is not executed within 3 business days.

h. Update databases within 2 business days upon completion of work associated with PREORDERS.

i. Update and prepare documentation and engineering drawings which shall be made available to the CO or designee within 10 business days of work completion.

Standard: Work completed in accordance with the requirements established in the IDIQ task order.

12.2.3 Computer Local Area Network and Wide Area Network System Support (IDIQ)

Requirement: In support of the LAN and WAN systems, the Contractor shall:

a. Provide support that includes new and sustaining engineering, installation, operation, maintenance, configuration and analysis of systems.

b. Install, operate and maintain the associated Ethernet, and other networking formats switches, routers, repeaters, transceivers, other miscellaneous associated hardware/software, and cable plant to include MAC, terminations, and splices as directed by PREORDERS.

c. Provide administrative support to include processing of PREORDERS, database maintenance, documentation, and engineering drawings.

d. Provide LAN and WAN system support from 7:30 A.M. to 4:00 P.M., Monday through Friday. Overtime and/or shift changes may be required to support night, weekend, and/or holiday launches or other emergency operations.

e. Provide maintenance of LAN and WAN system equipment in accordance with telecommunication help desk trouble call procedures, priorities and time frames.

f. Submit MAC request to the LAN and WAN support services contractor within 2 hours after received.

g. Track status of MAC work and notify the CO or designee if MAC work is not executed within 3 business days.

h. Update databases within 2 business days of completion of work.

i. Update and prepare documentation and engineering drawings which shall be made available to the CO or designee within 10 business days of work completion.

Standard: Work completed in accordance with the requirements established in the IDIQ task order.

12.2.4 Mission and Corporate Monitoring and Closed Circuit TV (CCTV) System Support (IDIQ)

Requirement: In support of mission and corporate monitoring and CCTV system, the Contractor shall:

a. Be responsible for maintenance support of the monitoring equipment and CCTV system for both Mission (i.e. Range) and Corporate (i.e. safety, security) environments.

b. Provide support that includes new and sustaining engineering, surveying, installation, operation, maintenance, configuration, and analysis of systems.

c. Install, operate, and maintain the associated monitoring devices, cameras, recorders, multiplexers, display devices, other miscellaneous associated hardware/software, and cable plant to include MAC, terminations, and splices as directed by PREORDERS.

d. Provide administrative support to include processing of PREORDERS, database maintenance, documentation and engineering drawings.

e. Provide monitoring and closed circuit TV system support from 7:30 A.M. to 4:00 P.M., Monday through Friday. Overtime and/or shift changes may be required to support night, weekend, and/or holiday launches or other emergency operations.

f. Provide maintenance of monitoring equipment and CCTV system in accordance with telecommunication help desk trouble call procedures, priorities and timeframes.

g. Submit MAC request to the CCTV support services contractor within 2 hours after received.

h. Track status of MAC work and notify the CO or designee if MAC work is not executed within 3 business days.

i. Update databases within 2 business days of completion of work.

j. Update and prepare documentation and engineering drawings which shall be made available to the CO or designee within 10 business days of work completion.

Standard: Work completed in accordance with the requirements established in the IDIQ task order.

12.2.5 Telecommunications (Data, Video, Telephone) Cable Plant System Support

Requirement: The Contractor shall:

a. Be responsible for support of the telecommunications cable plant system (copper and fiber), multiplexer transmission systems, and associated circuitry.

b. Provide support that includes but is not limited to the new and sustaining engineering, installation, operation, maintenance, configuration, analysis and documentation of systems.

c. Submit, within 10 business days of contract start, a plan to the CO or designee for approval, which identifies procedures and a schedule for preparing engineering drawings for undocumented underground cables that are detected.

d. Install, operate, and maintain the associated multiplexer systems, transmitters, receivers, channel banks, wire distribution centers, other miscellaneous associated cable plant hardware/software. The Contractor shall maintain integrity of cable distribution trays and associated communications pathway systems. The Contractor shall also perform inter-building wire and cable installations, intra-building wire and cable installations, and fiber/copper terminations and splices (internal and external), as directed by PREORDERS. Cable installations of 30 meters or less, both internal to facilities and external to facilities, will be accomplished as part of core services. If a cable installation is more than 30 meters, an IDIQ task will be issued for the service.

e. Provide administrative support to include processing of PREORDERS, database maintenance, documentation, and engineering drawings.

f. Provide telecommunications cable plant system support from 7:30 A.M. to 4:00 P.M., Monday through Friday (regular business hours). Overtime and/or shift changes may be required to support night, weekend, and/or holiday launches or other emergency operations. If a cable repair is designated, by the CO or designee, as an emergency repair for mission support, the Contractor shall respond within 20 minutes on the Main Base and 40 minutes on the Island during regular business hours. During non-regular business hours the response time shall be two hours for emergency calls.

g. Submit MAC request to the WFF telephone services support contractor within 2 hours after received.

h. Track status of MAC work and notify the CO or designee if MAC work is not executed within 3 business days.

i. Update databases within 2 business days of completion of work.

j. Update and prepare documentation and engineering drawings which shall be made available to the CO or designee within 10 business days of work completion.

Standard: All work is performed per the schedule requirements in SOW 12.2.5. Documentation, databases, and engineering drawings are complete, up-to-date and available for review by the CO or designee.

13.0 TECHNICAL FACILITY OPERATIONS AND MSSION OPERATIONS SUPPORT (IDIQ)

13.1 Technical Facility Operations

Introduction: Technical facility operations may be required by IDIQ task order for mission critical technical facilities including but not limited to payload and vehicle processing and integration facilities, fueling facilities, clean rooms, and other testing facilities. Equipment calibration, cleaning, and certification services may also be required. Technical operations may include but not be limited to ensuring facility equipment complies with applicable standards such as certifications for lifting devices, pressure systems, and clean rooms; ensuring facility operating conditions such as temperature and humidity comply with mission requirements; minimizing facility operational costs; coordinating hazardous waste removal; ensuring proper procedures are in place for storage of hazardous materials within the technical facilities; maintaining facility operations schedules; and coordinating scheduled facility/equipment maintenance and testing with facility operations schedules.

Requirement:

a. The Contractor shall perform technical facility operations in accordance with requirements listed in the IDIQ task order.

b. The Contractor shall perform calibration, cleaning, and certification services for equipment in technical facilities or for portable equipment in accordance with requirements listed in the IDIQ task order.

Standard: The Contractor shall comply with all requirements stated in the IDIQ task order. The Contractor shall comply with OSHA Standards, equipment manufacturer specifications, and the most current version of Federal, State, NASA and local regulations. In all instances, if there are differences in codes, the most stringent is to be applied.

13.2 Mission Operations Support

Introduction:

Mission operations support may include more of any service that is defined in the contract SOW.

Because WFF is an operational test and launch range, range missions require, many times with little advanced notice, a wide range of support, crossing all SOW areas that can be delivered most efficiently, from both a schedule and cost perspective, by an on-site institutional services provider. Support may include, but is not limited to, minor facility modifications such as installation of additional electrical receptacles or backup power, critical lifts and transportation of mission hardware/flight vehicle, standby utility support during a launch window, mission specific emergency services or environmental services, and generator operations.

Support may also be required at sites worldwide to include remote project locations to provide support during certain stages of mission preparations, launches, and other special research projects, where personnel are stationed at designated locations to perform Service Requests, make emergency

adjustments and repairs as required to run generators, operate equipment, and switch equipment in the event of equipment malfunctions. Service Requests are requests for facilities-related work that are new in nature.

Requirement: The Contractor shall provide a broad range of support as defined in the contract SOWs 1 through 15 when requested by IDIQ task order at WFF or other locations worldwide. Minor facility modifications shall be documented for configuration control.

Standard: The Contractor shall comply with all requirements stated in the IDIQ task order. The Contractor shall comply with OSHA Standards, equipment manufacturer specifications, and the most current version of National Building/Electrical/Plumbing Codes, Federal, State, NASA and local regulations. In all instances, if there are differences in codes, the most stringent is to be applied.

14.0 TECHNICAL SERVICES

14.1 Mail Services

Introduction: The Contractor shall provide on-site mail service functions at GSFC/Wallops Flight Facility (WFF) for NASA, its support contractors, and its partners/tenants including Navy, NOAA, Virginia Commercial Space Flight Authority, and commercial tenants during the normal business hours of 8:00 A.M. to 4:30 P.M., Monday through Friday. Wallops Mail Services Center (WMSC) functions involve processing and delivering incoming mail, internal mail, outgoing mail, and special services mail; disseminating labeled distributions of official NASA/GSFC communications; and operating a NASA-provided commercial postage metering system.

Requirement:

All work shall be performed in accordance with United States Postal Service (USPS) mailing standards and other NASA and GSFC policy [located on the GSFC Directives Management System (GDMS) at http://gdms.gsfc.nasa.gov/gdmsnew/home.jsp], as listed in the requirements.

The Contractor shall man the WMSC during the hours of 8:00 A.M. to 4:30 P.M., Monday through Friday, except holidays observed by the Government, and provide on-demand, customer walk-up service during the stated hours. There shall be a minimum of one employee possessing a Secret clearance on duty in the WMSC during the workday.

The Contractor shall maintain control of the mailroom, mail, and commercial meter system and operate the WMSC in full compliance with the most current version of the Mailing Standards of the USPS Domestic Mail Manual (located at http://pe.usps.com) and in accordance with the minimum physical security requirements stated in NPR 1620.3 Physical Security Requirements for NASA Facilities and Property, GPR 1600.1 GSFC Security Requirements, NPD 1460 NASA Mail Management, and Work Instructions (WI) 270-WI-1460.01 Commercial Mail Metering Process and 270-WI-1490.0.1B Handling Suspicious Mail.

The Contractor shall comply with the most current regulations in mail and security technologies in order to operate the WSMC in a safe and efficient manner and to make recommendations to the CO or designee for new equipment upgrades and purchases.

WMSC Contractor personnel shall wear nametags at all times with individual names and the company name inscribed thereon and uniforms. The uniform for WMSC employees shall be standard as indicated below:

- Shirt – button-down shirt with collar and stay tucked shirttail bottom, short or long sleeve, light blue (men's/women's)
- Slacks/trousers – khaki (men's/women's)

- Belt – trouser, black (men's/women's)
- Jacket – three-seasons, water-resistant nylon, stand-up collar, stow-away hood with removable fleece lining, black
- Shoes – Safety, black

The Contractor shall deliver and pickup mail from established stops once per work day, but once in the morning and once in the afternoon from Buildings D49 Wallops Shipping Office, E-105 Wallops Procurement Office, F1 Duplicating Facility, and F6 Suborbital and Special Orbital Projects Directorate. Occasionally, the Contractor may be required to complete additional mail runs to deliver time-critical official GSFC communications as directed by the CO or designee. The Contractor shall coordinate with the CO or designee to establish/modify mail routes and mail drops (delivery and pickup stations). The Contractor shall maintain and post in the Government's Records Management System (RMS) a current listing of the mail routes and drops and include the following information: building, floor, room, organization name and code, time of mail delivery/pickup, and specific location details.

The Contractor shall interact with the Wallops Duplicating Facility regarding labeled distributions of official GSFC communications (Center Announcements, Directives Bulletin Updates, Form Bulletins, Wallops Announcements, etc.) to meet both routine and time critical delivery requirements. The Contractor shall process all labeled distributions of official GSFC communications immediately upon receipt from the Wallops Duplicating Facility and shall make special, dedicated deliveries to all mail stops as required to distribute these communications. This could result in the Contractor delivering mail to each mail stop two (2) times in one day.

The Contractor shall interact with the Wallops Duplicating Facility regarding pickup from the Wallops Duplicating Facility and delivery of jobs to the requesting organization which have time critical delivery requirements (i.e. Project/Mission related documents and Operations Safety Directives) and require special, dedicated mail deliveries of those documents to the requesting organization as necessary to provide project/mission support.

The Contractor shall maintain mail sorting bins and shall sort incoming (intra-office, USPS, and FedEx) mail by building and by recipient within one hour of receipt. The Contractor shall sort outgoing by either pre-stamped, metered, or intra-office mail within one hour of delivery to the WMSC. The Contractor shall provide continuous and accurate delivery to all mail stops. Mail is received once daily from the USPS, located adjacent to the WMSC, Building E-7, between 10:30 and 11:00 A.M., Monday through Friday, and internal mail from GSFC/Greenbelt is received once daily via FedEx between 2:30 and 3:00 P.M, Monday through Friday.

The Contractor shall meter outgoing USPS mail once daily between 2:30 and 2:55 P.M., Monday through Friday, to ensure all outgoing mail for the day has been received from customers and is delivered to the Wallops Island Post Office by 3 P.M. each day, as required by the USPS. Outgoing mail addressed to NASA GSFC, Greenbelt, MD, will be boxed and metered as priority mail on Mondays, Wednesdays, and Fridays, by 3 P.M.

The Contractor shall operate the commercial metering system, follow the most current version of Work Instruction (WI) 270-WI-1460.01 Commercial Mail Metering, to download postage to the meter, and at no time jeopardize the integrity of the USPS system. Misuse of the meter is punishable by law. The Contractor shall act as a liaison with the local equipment vendor, place all service calls, and notify the CO or designee of any equipment problems. The Contractor shall obtain a record of transfer, if the meter head is replaced, from the service provider documenting the current meter head serial number, the new meter head serial number, and the total amount of postage left on the meter taken out of service and transfer this information immediately to the CO or designee in order to ensure that the new meter is funded to facilitate daily processing of outgoing mail. All original records relating to the meter shall be maintained in the WMSC.

The Contractor shall process all incoming and outgoing special services mail including certified, delivery confirmation, insured, registered, return receipt, return receipt for merchandise, and signature confirmation on a daily basis. The Contractor shall maintain firm-mailing books obtained from the USPS to record signatures for outgoing accountable mail (certified, express, insured, registered, and return receipt mail). The Contractor shall sign the USPS firm-mailing book for receipt of incoming accountable mail and maintain an accountable mail delivery log in the WMSC. The log shall document the date the mail piece was signed over from the USPS, the article/item number, the sender's address, the recipient's name, the recipient's signature, and the date the recipient signed for the item.

The Contractor shall safely store all incoming and outgoing accountable, classified, sensitive but unclassified (SBU), and special services mail in a safe located in the WMSC when it cannot be delivered to the USPS or the recipient. The Contractor shall deliver first-class incoming mail from the USPS addressed to any Civil Servant or Civil Servant organization within the Code 800 WFF Suborbital and Special Projects Directorate, unopened, to the Code 800 Directorate Office, currently Building F-6. All other first-class mail shall be delivered directly to the designated organization.

The Contractor shall open all mail that does not contain an identifiable addressee name, office, or organization code to determine the appropriate recipient/addressee/destination and maintain a log of misaddressed/misdirected mail in the WMSC. The log shall contain the postmark date, receipt date, class of mail, return address and addressee information, brief description of contents, resolution, and date of delivery. If an inner envelop is marked "Secret" or "Classified", than the inner envelop shall not be opened by the Contractor personnel, and the envelope shall be delivered to the NASA/Wallops/Security Office immediately. If unable to deliver immediately, the mail shall be stored in the safe located in the Wallops Duplicating Facility. All possible avenues for determining the correct recipient/destination will be used for other mail, including Microsoft Outlook Global Address List and the NASA Enterprise Directory. The Contractor shall deliver any unresolved misaddressed/misdirected mail to the CO or designee and note such in the log.

The Contractor shall utilize and update the Microsoft Access based Automatic Label Printing System database **(Category 1)** to maintain a current, up-to-date distribution list of all NASA and support contract employees by name, organization code, contract name, building, and room number. The Contractor shall update the database as needed to reflect new hires, personnel information changes, personnel moves, and terminations in order to facilitate accurate mail delivery. Sources for updating the list include

Microsoft Outlook Global Address List, NASA Enterprise Directory, Telephone Installation or Change Requests, WFF Mail Manager, Wallops Security Office, and customers. NASA policy requires special handling of all official correspondence, and the Contractor shall screen all outgoing international mail against the list of "Designated Countries" with which the United States has no diplomatic relations, countries determined by Department of State to support terrorism, countries under Sanction or Embargo by the United States, and countries of Missile Technology Concern. The Contractor shall forward appropriately screened items addressed to countries appearing on the list along with the approval form letter to the WFF International Visits Coordinator.

The Contractor shall adhere to the most current version of the WFF Mail Operations Security Plan, NPR 1620.3 Physical Security Requirements for NASA Facilities and Property, and 270-WI-1490.0.1B Handling Suspicious Mail for handling of suspicious mail both internal and external. The Contractor shall also ensure that incoming mail from the USPS has been X-rayed at the WFF central receiving facility. X-rayed mail will be tagged with the date X-rayed.

The Contractor shall provide a current Accountable Mail authorization letter to the Chincoteague Postmaster listing all persons who process both incoming and outgoing mail. The Contractor shall update the letter immediately following any personnel changes, obtain the CO's or designee's concurrence, distribute copies (to individuals who receive accountable mail from the USPS and individuals who maintain Firm Mailing Books, the Wallops Security Office, the Wallops Island Post Office, and the Wallops Mail Manager), and post a copy in the Government's Records Management System (RMS) within five working days of the personnel change.

The Contractor shall maintain appropriate and accurate daily records of incoming and outgoing mail on a weekly basis. The NASA Mail Accountability Report for Outgoing Mail will be used to record daily number of pieces processed and postage metered by category, class, shape, and special service; combined total of pieces processed and postage metered by category, class, shape, and special service; total of all mail pieces and postage metered; and a daily meter strip with ascending and descending meter balances. The NASA Mail Accountability Report for Incoming Mail will be used to record daily number of pieces processed for each type of mail, daily total of all pieces processed, weekly totals of pieces processed for each type of mail, and weekly total of all pieces processed.

The Contractor shall complete and post the following reports with the specified information in the Government's Records Management System (RMS) by the fifth workday of each month, and the report period shall be from the first to last day of each calendar month. The Contractor shall also forward one copy of the Outgoing Metered Mail Report to the CO or designee with the original meter strip by the fifth working day of the month.

1. Outgoing Metered Mail Report

    a) Meter Serial Number

    b) Number of pieces processed and postage metered by category, class, shape, and special service

c) Combined total of pieces processed and postage metered by category, class, shape, and special service

d) Total of all mail pieces processed and postage metered

e) Amount of postage metered

f) Amount of postage added to the meter and date added

g) Amount of postage left on the meter (descending)

h) Copy of meter strip with ascending and descending meter balances

i) Dollar value of spoiled meter strips

2. Incoming Mail Report

a) Monthly total of pieces processed for each type of mail

b) Monthly total of all pieces processed

3. Distribution Job Report

a) Names of jobs

b) Announcement numbers, if applicable

c) Dates jobs picked up from Wallops Duplicating Facility

d) Dates jobs distributed

e) Number of pieces for each job

f) Total number of jobs and total number of pieces for each job

Standard:

All services and reports shall be provided in accordance with the requirements of Section 14.1, properly documented, completed within stated timeframes, and provided in accordance with applicable NASA and USPS standards and regulations. There shall be no instances of security non-compliance.

14.2 Duplicating Services

Introduction: NASA provides a state-of-the-art duplicating facility including all equipment and consumable supplies at WFF. The workload is not constant, but peaks shall be met to support critical NASA and Navy operations, including occasional requirements for work products to be produced outside the normal Monday through Friday business hours of 8:00 A.M. to 4:30 P.M. during mission-critical

projects. Some work shall be of high priority and shall be produced on a rapid turnaround basis; other work shall require frequent changes or continual updating.

Requirement:

The Contractor shall operate an on-site, state-of-the-art duplicating facility during the hours of 8:00 A.M. to 4:30 P.M., Monday through Friday, except holidays observed by the Government and provide on-demand, customer walk-up service eight hours per day during the stated hours. There shall be a minimum of one employee possessing a Secret clearance on duty in the Wallops Duplicating Facility during the workday.

All work shall be performed in accordance with thorough quality control (obvious defects in visual appearance, tonal coverage, finishing, conformance to publishing standards, electronic file integrity, and compliance with work request) to produce superior products and courteous, professional services.

The Contractor shall manage the work flow to accommodate rush work during normal working hours. Occasional projects to meet special operational demands or to support vital range operations shall require work to be done outside the normal business hours stated above, and the Contractor shall be prepared to work overtime with 30 minutes notice on rush assignments. Some work is of high priority (e.g. executive management requests, time critical delivery requirements, high level NASA presentations) and shall be produced on a rapid turnaround basis; other work may require frequent changes or repeated updating.

The Contractor shall comply with the most current version of all Federal regulations including OSHA requirements of 29 CFR and NASA policies, including NPD 1490.1G NASA Printing, Duplicating, and Copy Management; NPD 1490.1H NASA Printing, Duplicating, and Copy Management; NPD 2521.1A Communications and Material Review; and GPR (Number Pending) Printing and Duplicating [which are located on the GSFC Directives Management System (GDMS) at http://gdms.gsfc.nasa.gov/gdmsnew/home.jsp]. The Contactor shall follow procedures in Chapter 5 Classified National Security and Sensitive but Unclassified (SBU) Information Management of GPR 1600.1 GSFC Security Requirements when working with classified documents. The Contractor shall be knowledgeable of Government regulations and shall be responsible for determining the legality of proposed work in relation to the requirements of the law regarding copyrights.

The Contractor shall perform black and white and color document copying and digital duplicating using digital duplicator system features such as digital document assembly, automated pagination, logos, watermarks, in-line addressing using custom distribution lists, special inserts and tabs. File transfer, handling, conversion and manipulation; digital document storage, creation of PDF files and Optical Character Recognition scanning are required. The Contractor shall perform additional related functions such as collating, binding, folding, saddle stitching, taping, trimming or padding, as requested by the customer.

The Contractor shall have technical experience and an operational knowledge to operate and trouble-shoot on-site state-of-the-art duplicating and binding equipment and accessories including binders,

collators, color copiers, drills, folders, high-speed duplicators, high-speed digital duplicators, laminators, numbering machines, padders, paper cutters, perforators, punches, stackers, stitchers, trimmers, and wide-format printers on a continuous basis. The Contractor shall perform daily cleaning, minor repair, and necessary oiling of equipment, and the Contractor shall be responsible for immediately placing service calls for machines that are inoperable and notifying the CO or designee of any problems.

The Government will provide a stock of consumable materials needed to provide services, and the Contractor shall be responsible for maintaining the inventory and notifying the CO or designee when inventory is nearing depletion or when other materials not in the inventory are needed.

The Contractor shall notify the CO or designee of problems with GP that requires replacement. The cost of maintenance, repair (and replacement of Government Property with a replacement value up to $25,000) is a direct reimbursable cost under Core services, following Contracting Officer notification and approval with the exception of the following for which maintenance is provided by the Government as part of existing Government leases or Government contracts: the Xerox/DOCUTECHNP135 (ECN number 1457413), the Konica/Minolta BizHub 552 black and white copier (S/N A2WV011002628) and the Konica/Minolta BizHub C552 color copier (S/N AOP1011010626). Government Property with a replacement value of $25,000 or more will be replaced, after Contracting Officer notification and approval, via an IDIQ task order.

The Contractor shall process distributions of official GSFC communications including information dissemination for Center-wide programs (Center Announcements, Directives Bulletin Updates, and Forms Bulletins), which may have time critical delivery requirements and shall be produced and distributed on a rapid turnaround basis as requested by the customer. The Contractor shall utilize the Microsoft Access based Automatic Label Printing System database **(Category 1)** to maintain current, up-to-date delivery labels for distributions. The Contractor will interact with the Wallops Mail Services Center (WMSC) to expedite delivery of these communications.

The Contractor shall provide quality work products, within assigned deadlines, which shall be complete and equal to the original copy provided by the customer. The Contractor shall determine if an original is of reproducible quality and shall be able to remove lines, smudges, dirt marks, or anything not part of the original to attain a good reproducible copy. The Contractor shall produce products with quality attributes such as trim size, image position, type quality, and paper suitability.

The Contractor shall complete daily workload and manpower utilization reports and maintain up-to-date specific measurement metrics (numbers of bound material and what type of binding, collated and folded material, cut material impressions, production units, toner and paper usage) in an electronic and CO or designee approved format that is available for review by the CO or designee. The Contractor shall save and store electronic files for reprint as requested by the customer. All files are the property of the Government.

The Contractor shall complete and post the following reports with the specified information to the Government's Records Management System (RMS) by the fifth workday of each month, and the report period shall be from the first to last day of each calendar month.

1. Distribution Report

   a) Name of jobs

   b) Dates received

   c) Dates completed

   d) Dates jobs picked up by WMSC

   e) Length of time necessary to complete each job

   f) Number of jobs and total number of pieces for each job

   g) Total number of jobs and total number of pieces for the calendar month

2. Impressions Report (for each copier and duplicator in the facility)

   a) Total meter readings for each machine

3. Production Report (job details & meter readings for each copier and duplicator in the facility)

   a) Date job received

   b) Job description (bound/taped, collated, copied, cut/trimmed, drilled, folded, laminated, numbered, padded, perforated, punched, stacked, stitched)

   c) Number of pages

   d) Number of copies and size of copies

   e) Total number of impressions

   f) Job type (administrative, public, scientific, statistical, or technical communication)

   g) Length of time necessary to complete each job

   h) Requester name and organization code

   i) Other data as required by the CO or designee (e.g. redoing a job due to customer revisions or specification changes)

Standard:

All duplicating services shall be provided in accordance with the quality requirements stated in Section 14.2 and completed according to the customer's request. All reports shall be provided in accordance

with the requirements of Section 14.2 and posted to the Government's Records Management System (RMS) within the timeframes stated in Section 14.2.

14.3 Records Management

Introduction: The Contractor shall operate and manage a Records Storage Facility at WFF. Records management functions involve processing, storing, retrieving, and disposing of records for customers. Records contain documentation of the organization, functions, policies, decisions, procedures, and essential transactions that protect the legal and financial rights of the Government and persons directly affected by Agency activities. Destruction of any records, regardless of format, without an approved schedule is a violation of Federal law.

Requirement:

The Contractor shall ensure WFF records are properly scheduled for retention and disposition in accordance with the most current version of NPD 1440.6 Records Management, NPR 1441.1 NASA Records Retention Schedules, and GPR 1440.8 Records Management [which are located on the GSFC Directives Management System (GDMS) at http://gdms.gsfc.nasa.gov/gdmsnew/home.jsp] and National Archives and Records Administration (NARA) guidelines, Parts 1220-1239 of Subchapter B of 36 Code of Federal Regulations Chapter XII, available at http://www.archives.gov/fed-employees/.

The Contractor shall support customers in the correct preparation of records to be stored at the Wallops Records Storage Facility and arrange for pickup and delivery of records on site. The Contactor shall pick up records from the customer within three days of receipt of the Records Transmittal and Receipt form. The Contractor shall deliver records to the customer from storage within three days of receipt of the Transmittal Records Card of Files Removed from the Records Retirement Unit form.

The Contractor shall develop a file plan, for approval by the CO or designee, for the Records Storage Facility within 30 days of contract start, conduct records inventories, identify appropriate retention schedules, and retire and dispose of records. The Contractor shall issue termination or review notices to the record originating organization for records scheduled for destruction per NPR 1441.1 and properly dispose of records when agreed to by the originating organization. The Contractor shall notify customers and transmit termination and renewal notices within 15 working days of the disposition date and followed up within 10 working days. The Contractor shall complete destruction of records scheduled to be destroyed within 10 working days.

The Contractor shall identify, preserve, and protect records, including temporary records, permanent records, and vital records against loss, theft, unauthorized release or change. The Contractor shall manage records, regardless of format or media (including paper, microform, electronic, and audiovisual), throughout their life cycle. The Contractor shall utilize and update the Microsoft Access based Records Management database **(Category 1)** to maintain a current list of all records stored in the facility.

The Contractor shall maintain, complete and post the following reports with the specified information to the Government's Records Management System (RMS) by the fifth working day of each month. The report period shall be from the first to last day of each calendar month.

1. Requests for Records Storage
   a) Date of Records Transmittal and Receipt
   b) Agency Transfer Authorization Name/Organization
   c) Accession/Record Number
   d) Number of Boxes
   e) Series Description
   f) Disposal Authority (Schedule and Item Number)
   g) Disposal Date
   h) Date Records Stored
   i) Location Assigned

2. Requests for Records Retrieval Monthly Report

   a) Date of Request
   b) Requestor Name/Organization
   c) Accession/Record Number
   d) Number of Boxes
   e) Series Description
   f) Method of Request
   g) Date Out
   h) Date Returned

3. Disposal of Records Report

   a) Date Records Disposal Authorization Sent
   b) Date of Follow-up (If Any)
   c) Agency Transfer Authorization Name/Organization
   d) Accession Number
   e) Number of Boxes
   f) Series Description
   g) Date Approved/Disapproved
   h) Date Records Delivered for Review (If Any)
   i) New Disposal Date (If Any)
   j) Disposal Authority (Schedule and Item Number)
   k) Disposal Date
   l) Actual Destruction Date

Standard: Services shall be provided in accordance with the requirements of Section 14.3, and customer requests will be processed and completed within the timeframes established on the customer request. Termination and renewal notices will be sent to the customer within the timeframes stated in Section 14.3.

Records will be disposed of within timeframes stated in Section 14.3 and in accordance with NARA regulations. The Records Management Database will be kept current and reports shall be provided in accordance with the requirements of Section 14.3 and posted to the Government's Record Management System within the stated timeframes.

14.4 Video Teleconferencing Operator Support

Requirement: The Contractor shall perform NASA Video Teleconferencing Services (VITS) operations support, including conference setup and monitoring, in three NASA Integrated Services Network (NISN) locations. They include Building F6, rooms 201 and 213, and Building E105, room 203. Other occasional areas of non-NISN VITS operations support include Building E100 auditorium and Building N161, room 108. Additional NISN VITS locations may be added at WFF and the operations support shall be within the core workload information provided in Appendix J-2. The Contractor shall be fully knowledgeable of supporting both Internet Protocol (IP) and Integrated Services Digital Network (ISDN) technology systems.

The Contractor shall be responsible for VITS conference scheduling by utilizing the NASA Resource Scheduler (NRS) **(Category 1)**.

Standard: VITS shall be setup at least 15 minutes before the conference schedule documented in the NASA Resource Scheduler or when requested by the customer for non-NISN VITS.

14.5 NASA Office of Communication

Introduction: The Contractor will manage, maintain and operate the Wallops NASA Visitor Center (VC) and the Educator Resource Center (ERC). This effort includes developing, implementing and promoting public programs, exhibits, tours, and publications representing the research and activities conducted at the Wallops Flight Facility and throughout NASA. The Contractor shall provide support for guest operations for major launches and produce the employee newsletter.

Requirement:

a. The Contractor will manage and operate the VC and the ERC for the following schedule:

ERC: 10 a.m. to 4 p.m., Thursday – Saturday (three days per week), July - August.

VC: 10 a.m. to 4 p.m., Thursday – Monday (four days per week), March - June and Labor Day - November

10 a.m. to 4 p.m., Monday – Friday (five days per week), December - February

10 a.m. to 4 p.m., daily (seven days per week), July - Labor Day.

The VC is closed all Federal holidays except Memorial Day, Independence Day and Labor Day.

b. The VC shall be staffed for special events, such as launch missions, per the request of the CO or designee.

c. Guest operation support shall be provided to NASA during launch missions. This includes maintaining VIP invite lists and working with customers to develop and implement guest plan, including transportation, receptions, security processing and launch viewing.

d. The Contractor shall write and electronically publish a two page employee newsletter on a weekly basis.

Standard: The VC and the ERC are properly staffed in accordance with the above schedule, groups scheduled to visit the VC are accommodated, and the facility exhibits are maintained per the requests of the CO or designee. The newsletter is published weekly. Plans for guest support are implemented per the requirements of the individual plan.

14.6 Administrative and Resources Support (IDIQ)

Introduction: Administrative and resources support may be required by IDIQ task order.

Requirement:

The Contractor may be required to prepare or process documents; maintain databases; interface with customers; gather requirements; communicate status; utilize or input data to various Government financial or other information management systems; identify, communicate and resolve issues; attend meetings; prepare or track schedules; prepare presentations; answer telephones; compile reports; and other duties associated with administrative or resources support services .

Administrative services may include support for training programs, conferences, meetings, retreats, seminars, workshops, and human development programs. Support may include coordinating use of training and conferencing facilities, coordinating event presentations, preparing documentation for facility access badges, reserving guest rooms for program participants at on or offsite lodging facilities, issuing keys to program participants, administering customer service evaluations, coordinating meal services, performing room setups including setup of a variety of information technology and electronics, coordinating logistical support, preparing course materials, maintaining records of activities and developing reports, identifying and ordering supplies and equipment needed for program support, conducting orientation sessions for program participants, preparing nametags, and scheduling of recreation activities within the local area for program participants. Support also may include monitoring and resolving customer service problems (medical, physical, food services, lodging services, dietary needs). Support may include occasional travel if supporting a program at a location other than WFF.

Standard: The Contractor shall comply with all requirements stated in the IDIQ task order.

15.0 LOGISTICS

15.1 General Information

Introduction: The Contractor shall provide logistics support services to NASA/GSFC/WFF. These services include supply operations, material handling, fleet/equipment management, receiving, and hazardous material management. The Contractor shall also provide preventative maintenance for Navy generators and fire pumps per the requirements listed in Section 15.8.1.1. Additionally, the Contractor shall provide services to other NASA centers and other U. S. Government agencies when approved by the Contracting Officer (CO) on an IDIQ task order. Unless requested in an IDIQ task, all support shall be provided within commuting distance to Wallops Flight Facility.

The Contractor shall write, maintain, and revise work instructions (WIs) for all functional areas and operations and deliver them to the CO or designee for approval within the first six months of contract start. These WIs shall document the processes and procedures followed for accomplishing the requirements of this SOW utilizing the GSFC Work Instruction Template Form GSFC 3-19. The existing Government work instructions and Standard Operating Procedures shall be followed until the new/updated WIs have been approved. Once approved by the CO or designee, the Contractor shall operate in accordance with the WIs. During the contract, the Contractor shall maintain and revise the WIs, when required, using relevant current procedures as appropriate under this contract.

Where applicable in the performance of this SOW, the Contractor must comply with NPR 6000.1, Requirements for Packaging, Handling, and Transportation for Aeronautical and Space Systems, Equipment, and Associated Components, and all items designated as Class I, II, and III shall be coordinated in advance with the NASA WFF Logistics Lead. Class I, II, and III are defined in NPR 6000.1.

15.2 Supply Support Operations (MAXIMO - Category 1) (AMMS- Category 1)

Introduction: The Contractor shall perform the supply support services at WFF which provide support to a wide range of authorized customers. The following functions are required to be accomplished: receiving, processing and reporting the status of requisitions, managing inventories and commodities. Supply systems utilized by the Contractor shall be operated in accordance with all applicable Government regulations, policy documents, procedure issuances and formal instructions governing NASA and GSFC.

The Facilities Program Stock is stock purchased by the Contractor as part of core services in support of SOW 3 of this contract. The Contractor is responsible for all aspects of the WFF Facilities Program Stock which shall be managed by the Contractor using the Computerized Maintenance Management System (here after referred to as MAXIMO). The Facilities Program Stock is available exclusively for the Contractor's support of facility operations and maintenance (SOW 3). The Contractor shall use MAXIMO and be responsible for the following WFF Facilities Program Stock functions: Warehouse and Bench Stock operation, processing of issues and returns, processing of receipts, physical inventories and item excessing, coordinating of new stockage requests, and delivery of material.

The Stores Stock at WFF is primarily comprised of fuels (gasoline, diesel), Just In Time (JIT) office supplies, compressed gases, and paper. The Stores Stock is managed by the Contractor using the Advanced Material Management System (AMMS). Wallops customers receive their supplies from the Stores Stock at Wallops, which is replenished from the supply at the Greenbelt site. The Contractor is responsible for replenishing the Stores Stock at WFF by submitting requisitions to Greenbelt (i.e., the Contractor forwards requisitions from the Wallops location to the Greenbelt location).

The following supply operations are not the responsibility of the WICC Contractor and will be performed at Greenbelt to support the Stores Stock (AMMS): purchasing, JIT commodities management, AMMS inventory management, AMMS commodity control, operation of AMMS, new item additions, and retention/excess reviews. The Contractor is not responsible for AMMS material until it is received at WFF. Any purchasing or delivery delays are not the responsibility of the Contractor.

Facilities Program Stock inventory and Stores Stock (AMMS) inventory cannot be co-mingled. Each inventory shall be separate and distinct. Storage in the same warehouse is acceptable provided a process is in place to clearly identify each inventory and prevent mixing.

15.2.1 AMMS and MAXIMO Requisition Processing

Introduction: Store Stock customers at Wallops submit their requisitions to the Wallops supply operation, using the AMMS Web Order Entry System, WFF Form 929, or the NASA Form 2. Customers pay for ordered material through the use of funded requisitions. The Contractor is responsible for delivery to the customer of material requisitioned through AMMS.

The Contractor shall be required to fill and track Facilities Program Stock requisitions initiated at WFF using MAXIMO. Material in this stock program is intended solely for the Contractor's use to support Operation and Maintenance (SOW 3) activities.

Requirement:

a. The Contractor shall process AMMS material upon receipt of the requisition if the material is on-hand or upon delivery if unavailable in stock.

b. The Contractor shall fill and track Facility Program Stock requisitions through Maximo.

Standard:

a. AMMS requisitions shall be processed within 3 days of material receipt

b. Maximo requisitions shall be processed as required to meet contract requirements (emergency or routine staging).

15.2.1.1 Requisition Priorities and Mission Support

Introduction: The Contractor shall be responsive to mission critical requirements at all times, including periods outside normal Contractor duty periods, and shall maintain and implement a plan for responding to mission requirements outside normal duty periods. The Contractor shall process emergency requisitions, expedite requisitions, or upgrade priorities as necessary to meet mission requirements. The Contractor shall support customers through a priority system specified or approved by the CO or designee. Other priority systems may be defined by the CO or designee to meet specific or special program requirements.

Requirement:

a. The Contractor shall provide an Emergency Supply Operations Plan, on day one of the contract, to the CO, outlining procedures for conducting supply operations for mission critical operations outside of normal duty periods. This plan shall include a list containing points of contact and alternates for the CO. This list shall be updated upon any changes. Issues shall be made in accordance with approved plan.

b. The Contractor shall process emergency requisitions, expedite requisitions, or upgrade priorities to meet requirements.

Standard:

a. Provide an Emergency Supply Operations Plan to the CO for emergency supply operations on day one of the contract.

b. Update Emergency Supply Operations Plan as needed to reflect changes. Emergency Supply Operations Plan shall be reviewed annually by the Contractor, by the anniversary date of the initial submission.

15.3 Inventory Management

Introduction: The Contractor shall perform inventory management, utilizing MAXIMO, of all Facilities Program Stock commodities. The Contractor shall establish and maintain inventory record with identification data, on-hand quantity data, records of all dues-in and dues-out, stock levels and reorder points, demand history, location information, customer and used-on information, specialized controls required, and other data as necessary to manage the item. The Contractor shall add, delete, review and adjust stock levels, as necessary to meet requirements and increase efficiency and cost effectiveness, in accordance with policy, regulation, and budgetary guidance provided. The Contractor shall provide specialized controls over the Facilities Program Stock inventory to distinguish between and guarantee appropriate use of stores stock and program stock items.

The Contractor shall inventory WFF Stores Stock (AMMS). This shall consist of complete and sample inventories and report preparation in accordance with NPR 4100.1.

Requirement: The Contractor shall:

a. Add, delete, review, and adjust stock levels in Maximo to meet requirements and increase efficiency and cost effectiveness.

b. Prepare and complete the Analysis of Inventories Report, NASA Form 1489, by the 5th working day of each month, and forward to the CO or designee for the WFF Facilities Program Stock (Maximo) and provide data to the CO or designee, by the 5th working day of each month, to enable the completion of NASA Form 1489 for WFF Stores Stock (AMMS).

Standard: Inventory management to be accomplished in accordance with policy, regulation, and budgetary guidance provided. NASA Form 1489 information is provided by 5th working day of each month.

15.3.1 Physical Inventories

Introduction: The Contractor shall conduct physical inventories of materials in accordance with NPR 4100.1, work instructions, and any additional policy provided by the CO or designee. Inventories are necessary to:

a. Comply with NASA regulations;

b. Ensure that the inventory records accurately reflect on-hand quantities

c. Ensure the integrity of the inventory records.

Physical inventories shall be of two types, sample and complete inventories. The Contractor shall perform sample inventories at least annually, using the technique outlined in NPR 4100.1. The Contractor shall perform complete inventories through either the complete lot or cycle count methods such that a wall to wall is accomplished once every five years. An Inventory Plan documenting the Contractor's selected method for inventory completion shall be submitted within 60 days of contract start to the CO or designee.

The Contractor shall conduct the inventories, adjust inventory records as required, prepare inventory adjustment vouchers, and conduct causative research for those adjustments valued at the level specified by the CO or designee, or in NPR 4100.1. The Contractor's causative research shall have the objectives of determining the causes leading to the inventory inaccuracy, and to recommend, for CO or designee approval, corrective action that will eliminate those causes.

Requirement: The Contractor shall:

a. Submit an annual inventory plan for Government approval to the CO.

b. Conduct inventories according to submitted inventory plan.

c. Prepare inventory adjustments within 3 days.

Standard: All inventories shall be conducted in accordance with Contractor provided schedule. Inventories shall meet accuracy requirements listed in NPR 4100.1.

15.3.2 Shelf-Life Management

Introduction: As part of the annual inventory plan, the Contractor shall include a separate Shelf Life Management Plan for Facilities Program Stock and Stores Stock (AMMS) material. The Contractor shall ensure that critical material that is time sensitive or subject to deterioration with age is closely monitored for serviceability upon use. AMMS material stock numbers shall include a three digit Quality Assurance Requirement (QAR) code provided by the CO or designee. All Facilities Program Stock material shall have as a minimum a code associated with each stock number to identify shelf-life sensitivity. This code shall be developed and applied to Facilities Program Stock material by the Contractor. Shelf-life management shall be accomplished according to guidelines established in NPR 4100.1, Management of Shelf-Life Items, and GPR 4100.1.

Requirement: The Contractor shall:

a. Implement a Shelf Life Management Plan for Stores Stock (AMMS) material within 60 calendar days of contract start date.

b. Implement a Shelf Life Management Plan for items carried in the Facilities Program Stock (Maximo) inventory within 60 calendar days of contract start date.

c. Include shelf-life sensitivity codes on all inventoried material stock numbers within Maximo.

Standard: The Shelf Life Management Plan shall be in compliance with NPR 4100.1 and GPR 4100.1.

15.4 Hazardous Material Management System (IDIQ)

Introduction: NASA requires the Contractor to store hazardous material (HAZMAT) in Government provided storage facilities. Inventory requirements are covered in Physical Inventory (Section 15.3.1) and Vendor and Government Owned Compressed Gas Cylinders and Containers (Section 15.5). Requisition processing is covered in Section 15.2.1. Used HAZMAT shall be turned over to the Contractor per SOW 8.

In addition, the Contractor shall be responsible for labeling, data entry and Material Safety Data Sheet (MSDS) archiving of hazardous materials arriving at WFF in the Hazardous Material Management System (HMMS) **(Category 1)**. The system is capable of performing online inquiry/response and interactive updates as well as batch processing functions. For any hazardous materials entering the WFF through Central Receiving, the Contractor shall label and enter all required data, and archive MSDSs in the automated HMMS. The Contractor is also responsible for labeling, data entry and MSDS archiving of any hazardous material not entering the WFF through Central Receiving and reported by hazardous material users or custodians as “found on station.”

Complete compliance with federal, state, local, and NASA, regulations in the management of all HAZMAT is required.

Requirement: The Contractor shall:

Label and enter into HMMS all hazardous material entering WFF through Central Receiving and label/enter all hazardous material discovered as “found on station”.

Standard:

a. Hazardous material is stored in accordance with compatibility requirements per CFR 49.

b. Current MSDS information is available for each hazmat item in HMMS.

c. All hazmat processed through central receiving is labeled and entered into HMMS prior to storage or delivery to customer.

15.5 Vendor and Government Owned Cylinders/Containers

Introduction: The Contractor shall manage Government-owned and vendor-owned (leased) containers for compressed gases. Contractor shall have a process to track these containers while they are in the possession of the WICC or its customers. The Contractor shall track vendor-owned cylinders from the time of receipt to the time of return to the vendor. The Contractor shall track Government-owned cylinders from the time of receipt to the time of disposal or deletion from inventory. The Contractor shall ensure that all leased and owned cylinders are periodically tested for safety, in accordance with Code of Federal Regulations (CFR) 49 178.35. The Contractor shall conduct a physical inventory of all cylinders at least once every three years as outlined in NPR 4100.1.

Requirement: The Contractor shall:

a. Track vendor-owned cylinders from the time of receipt to the time of return to the vendor. The Contractor shall track Government-owned cylinders from the time of receipt to the time of deletion from inventory.

b. Ensure that all leased and owned cylinders are periodically tested for safety in accordance with CFR 49 178.35.

c. Conduct a physical inventory of all cylinders in accordance with NPR 4100.1

Standard: Container inventories and tests conducted in accordance with established time frames in CFR 49 178.35. Documentation is available on container location.

15.6 Receiving (RITS – Category 1)

Introduction: All incoming material is processed through a central receiving facility at WFF in accordance with GPR 4520.2. This includes NASA as well as on-site contractor material. The Contractor

shall record all receipts on a daily receiving log that, as a minimum, shall show the date received, the GSFC purchase order number for Government items, invoice number or other identification for non-government items, the number of pieces, the delivering carrier, and the shipper.

The Contractor shall provide the necessary resources to provide x-ray services for incoming material, supplies and small packages. The Government currently provides a Heimann Systems Hi-Scan x-ray machine. The Contractor shall provide training to users and be responsible for maintenance of the machine.

The Contractor shall be required to provide escort service from the WFF main gate to central receiving for all carriers not in possession of "non-escort" badges. Normally carriers making daily deliveries (FedEx, UPS, etc.) have been approved to deliver without escort.

Bulk commodities, direct deliveries specified by contracts, and Class 1.1, 1.2, 1.3 explosives, as defined in CFR 49 172.101, shall be delivered directly to the ordering organization under escort by a representative from the ordering organization. Upon arrival at WFF, radioactive material shall be reported to the NASA Safety Office for processing in accordance with GPR 1860.1.

All non-bulk materials shall be processed through central receiving. This process shall include x-ray screening. Material too large for x-ray shall be inspected by receiving personnel in an effort to identify suspicious material.

The Government provided Receiving Inspection and Test System (RITS) shall be utilized to process NASA items falling under the scope of the Quality Management System (QMS) in accordance with GPR 4520.2 (packaging shall be marked by the vendor/shipper to identify per the requirements listed in 270-WI-4520.2.2). RITS provides direction to the initial receipt and inspection and also acts as a means of tracking vendor performance.

15.6.1 Receipt of Non-Government Items

Requirement: The Contractor shall:

a. Inspect for initial acceptance, the quantity and condition of all property received; ensure that all incoming material being processed for stock, or to satisfy customer demands, is properly documented and correct as to quantity, quality, and identification, and is staged for delivery or warehousing.

b. Process material within 3 workdays of receipt.

c. Initiate required follow-up with vendors on materials received with discrepancies.

d. Ensure hazardous materials are properly handled and Material Safety Data Sheets (MSDS) are attached.

e. X-ray all material capable of fitting into the x-ray machine and mark material as x-rayed.

f. Inspect material too large for x-ray in an effort to identify suspicious material.

Standard: All receipts are processed accurately and within 3 working days of receipt. Hazardous materials are handled according to work instructions and MSDS.

15.6.2 Receipt of Government Items

Requirement: The Contractor shall:

a. Receive materials ordered through the Government procurement process. The receipt process shall include: ensuring all incoming material is properly documented and correct as to quantity, quality, and identification; prepare receiving documentation; affix NASA Form 1517 to each piece of non-controlled equipment; obtain Government acceptance; resolve discrepancies; and distribute documentation.

b. Ensure receipt process, detailed in 15.6.2 (a), is accomplished within 3 workdays of delivery to the WFF receiving dock.

c. Ensure express receipts are processed within 8 hours of receipt at the WFF receiving dock.

d. Utilize Receiving Inspection and Test (RITS) for receipt of all items associated with QMS related activities in accordance with GPR 4520.2 and work instruction 270-WI-4520.2.2.

e. Initiate required follow-up with vendors on materials received with discrepancies

f. Ensure hazardous materials are properly handled and Material Safety Data Sheets (MSDS) are attached.

g. Notify the Property Management section of all Government material received meeting established value and sensitivity criteria prior to staging for delivery.

h. X-ray all material capable of fitting into the x-ray machine and mark material as x-rayed.

i. Inspect material too large for x-ray in an effort to identify suspicious material.

Standard: Routine receipts are processed within 3 days of receipt. Express packages are processed within eight hours of receipt. Hazardous materials are handled according to work instructions and MSDS.

15.7 Warehousing

Introduction: The warehousing function involves a variety of materials, including supply inventories, hazardous materials, and security-sensitive items. Warehousing tasks are performed in support of supply operations which include, but are not limited to: warehousing or stowing of replenishment orders, pulling customers orders from stock, staging material for delivery, and ensuring accurate location records for stored items.

Requirement: The Contractor shall:

a. Revise and maintain a locator system for each assigned warehouse or inventory that accurately reflects the location(s) of equipment or materials stored; ensure most effective use of net warehouse space, including recommending changes or enhancements for CO or designee approval.

b. Ensure required material handling equipment is maintained and available.

c. Ensure material and equipment are stored in the proper physical environment to guard against damage or deterioration.

Standard: Store material in accordance with the Contractor developed and maintained locator system.

15.8 Transportation (ExtraFleet 2000 - Category 2, GASBOY - Category 2)

Introduction: Several functions are performed under the scope of Transportation, which include but are not limited to garage operations, dispatch operations, shuttle bus service, room set-ups, and material delivery. The Contractor is responsible for maintaining the Government provided vehicle management system (ExtraFleet 2000) and the GasBoy Fuel Dispensing System. Traffic Management (Shipping) is **not** included in the scope of this contract.

15.8.1 Garage Operations

Introduction: A complete repair and maintenance garage facility will be provided by the Government at WFF to conduct repair and maintenance services for all NASA/WFF Government vehicles and equipment. In addition, the Contractor shall provide preventative maintenance on listed Navy stationary and mobile generators and fire pumps. This facility is also available for WICC Contractor vehicles and equipment maintenance.

Authority for purchases related to the maintenance and or repair of Government owned vehicles/equipment that **are not** included in Attachment J-3 (IAGP) will be provided via an IDIQ task order, following Contracting Officer notification and approval. . The Government does not provide IDIQ Task Orders for parts and supplies for the maintenance and repair of Contractor vehicles/equipment or repair of vehicles/equipment provided as GP to the Contractor.

The Contractor shall maintain distinct and separate stocks for Government and Contractor parts/supplies.

In addition to vehicle maintenance and repair, the Contractor shall also monitor automotive fuel deliveries, ensure the Gasboy Fuel Dispensing System is operational, and clean and fuel motor pool vehicles (10-12 vehicles dispatched for travel).

15.8.1.1 Preventive Maintenance

Requirement: The Contractor shall:

a. Provide a preventive maintenance schedule for all NASA vehicles and equipment to the CO or designee within 30 days of contract start. The Contractor shall provide supplements to this schedule as changes occur due to additions or deletions of vehicles or equipment.

b. Ensure vehicles receive oil changes every 5,000 miles or once per year whichever occurs first. Equipment oil changes shall be conducted at manufacturer recommended intervals.

c. Ensure all preventive maintenance (excluding oil change intervals) is conducted in accordance with manufacturer recommendations.

d. Ensure all labor and material costs are separated by individual vehicle, equipment license tag number, or NASA property number and maintained in the Government provided automated vehicle management system, ExtraFleet 2000.

e. Provide and perform preventive maintenance for all Navy diesel engines, generators both stationary and portable, and fire pumps. Maintenance shall include: a weekly start-up and 30 minute engine run; weekly coolant level check; monthly battery checks; annual lube oil and filter, fuel oil filter, and air filter changes; annual drive belt changes; battery and charging system inspection and performance test.

f. Perform weekly generator checks on designated NASA generators. Checks to include engine start-up and 30 minute run, coolant levels, battery, and oil levels.

Standard: Preventive maintenance activities accomplished in accordance with Contractor provided preventative maintenance schedule, and properly documented. Notification of discrepancies to Navy equipment reported to the Navy Public Works Department. Notification of NASA generator discrepancies reported to the NASA electrical systems monitor. Maintenance of equipment shall be conducted in accordance with manufactures' recommendations.

15.8.1.2 Winterization

Requirement: The Contractor shall perform winterizations on all Government owned vehicles and equipment prior to November 1 of each year. The Contractor shall maintain all costs associated with winterizations in ExtraFleet 2000.

Standard: Work accomplished by November 1 annually and properly documented.

15.8.1.3 Repairs - Non-Government Property (GP)

Introduction: Work in this area includes but is not limited to repair of engine assemblies (gasoline and diesel), drive trains, fuel systems, suspension systems, emission systems, electrical systems, and brake systems. The Government owns (other than GP) various types of special purpose industrial equipment in addition to general purpose vehicles. This equipment includes but is not limited to trailers, forklifts (gasoline/diesel/electric/propane), auxiliary power generators (diesel and propane), and air compressors.

Requirement: The Contractor shall:

a. Complete repairs within industry standards documented in the Parts and Time Guide, published by Chilton (or other appropriate manuals) and document the actual time and materials entered into the Government provided automated vehicle management system (ExtraFleet 2000).

b. Arrange for commercial repair services when repair requirements are beyond Contractor's in-house capability.

c. Obtain approval from the CO or designee for any repairs estimated to exceed $500.

d. Provide towing for vehicles within 150 miles of WFF. Towing services exceeding 150 miles or services beyond the Contractor's capability shall be accomplished via commercial means or as specified by the CO or designee at the Contractor's expense as part of core services.

e. Track costs associated with maintenance of Government vehicles and equipment (in-house repairs and commercial) via data entry into the Government provided automated vehicle management system (ExtraFleet 2000).

f. Provide support for operations, maintenance, and repair of generators during mission operations as requested in IDIQ task orders.

Standard: Accomplish repairs within industry standards documented in the Parts and Time Guide, published by Chilton, and accurately enter data into the automated vehicle management system.

15.8.1.4 Automotive Stockroom

Introduction: Material in the automotive stock room generally is comprised of items receiving high frequency of usage such as filters, belts, fuses, etc. High value items such as tires and slow moving inventory are procured as needed. Government and Contractor stock are to be maintained as separate and distinct inventories. The Contractor shall be responsible for procurement of Government stock and repair parts through IDIQ Task Orders provided by the Government.

Requirement: The Contractor shall:

a. By October 1 of each contract year, perform an annual inventory of the automotive stockroom in accordance with NPR 4100.1 and report the results and subsequent reconciliation, as well as any inventory adjustments, to the CO or designee within 30 calendar days of inventory completion.

b. Ensure all inventory transactions are recorded in the automated vehicle management system Extrafleet 2000.

Standard: Provide inventory reports per the requirements stated in 15.8.1.4 (a) and (b) above. The Contractor is expected to maintain accuracy within a 10% variance on count and location.

15.8.2 Dispatch Operations

Introduction: Dispatch operations at WFF include but are not limited to the scheduling and dispatch of motor pool vehicles; scheduling and dispatch of shuttle bus; scheduling personnel and equipment to perform pick-up and delivery of material. These services shall be available to customers through the centralized "Help Desk".

15.8.2.1 Motor Pool Operations

Requirement: The Contractor shall:

a. Ensure that all operators have a valid driver's permit for the type of vehicle to be operated, and issued for the area in which the employee is principally employed or in which the employee lives in accordance with Federal Management Regulation (FMR) 102-34.

b. Ensure travelers are issued the current U.S. Government credit card for the vehicle they are utilizing.

c. Ensure traveler has validated travel orders in accordance with NPR 9700.1 301-2.6.

d. Refuel and remove trash from all motor pool vehicles upon return from travel. In addition, the Contractor shall wash all motor pool vehicles at least monthly using NASA's onsite automated car wash.

e. Inspect each motor pool vehicle monthly for flashlight, flares, and emergency equipment.

f. Receive vehicle reservation requests from customers, enter request into a vehicle reservation system and dispatch as required.

Standard: Perform motor pool operations as stated in SOW Section 15.8.2.1.

15.8.2.2 Scheduled Runs

Introduction: Scheduled runs include daily scheduled deliveries from store stock, central receiving, and other scheduled pick-up and delivery activities within a 50 mile radius of WFF. This includes pick-up and delivery of office furniture to excess.

Requirement: The Contractor shall establish a delivery schedule for pick-up and delivery services. Store Stock materials and supplies and small purchase receipts shall be delivered no later than 2 workdays from the time the items are placed on the staging line.

Standard: Deliveries are performed within 2 workdays of staging.

15.8.2.3 Call-Ins

Requirement: The Contractor shall:

Dispatch appropriate vehicles, personnel, and equipment to perform pick-up and delivery services. These services shall be performed within a 50-mile radius of WFF. These services shall be completed within in the time frame established by the customer at time of request and vary from immediate to 5 working days.

Standard: Provide services per scheduled requirements established by the customer.

15.8.2.4 Shuttle Bus Operations

Introduction: Both core and IDIQ shuttle bus services may be required.

CORE: These services mainly consist of shuttle service in support of the NASA-8 administrative aircraft. Visitors arriving on NASA-8 flights shall be provided transportation when requested via shuttle bus to/from their destination at WFF. Shuttle service is only intended to transport visitors to and from NASA-8 not as a means of transportation during the visitor's stay at WFF.

IDIQ: Shuttle bus services are provided for other customers including but not limited to the Management Education Center (MEC) programs, the NASA/WFF Public Affairs Office (PAO), Equal Employment Offices (EEO), various NASA/WFF divisions, Navy Public Affairs Office, and Navy Public Works by IDIQ task order.

Requirement: The Contractor shall:

Provide scheduled shuttle bus support for the NASA-8 administrative aircraft in accordance with the schedule provided by NASA's Aircraft Programs Branch.

Provide unscheduled (non-routine) shuttle bus support as requested by IDIQ task order.

Standard: Provide service per the schedule requirements established by the customer.

15.8.2.5 Set-Ups

Requirement: The Contractor shall coordinate, arrange for, and set-up conference rooms, classrooms, and auditoriums (chairs, tables, exhibits, etc.), in support of NASA sponsored meetings, symposia, conferences and assemblies in accordance with customer requirements.

Standard: Provide service per the schedule requirements established by the customer.

15.8.3 Administration

Requirement: The Contractor shall be required to maintain complete files on vehicles and equipment containing such information as: tag numbers, NASA property numbers, receipt and inspection reports, certificate of origin, warranties, maintenance repair orders, accident reports and repair costs. The Contractor shall be expected to fully utilize the Government provided automated transportation systems (ExtraFleet 2000, Gasboy Fleetkey System) to accomplish administrative tasks.

15.8.3.1 Reports

Requirement: Reports shall be provided in accordance with the following schedule:

a. Vehicle Work Order Report (monthly by 5th working day of the month)

b. Preventative Maintenance Report (monthly by 5th working day of the month)

c. Fuel Usage Report (monthly by 5th working day of the month)

Standard: Provide reports by 5th workday of each month.

15.8.3.2 Vehicle Identification and De-Identification

Requirement: The Contractor shall:

a. Apply a U.S. Government license tag and appropriate operating logos to Government vehicles and equipment as directed by the CO or designee.

b. Maintain a record of and ensure that all agency identification is completely removed prior to disposal of vehicle/equipment.

Standard: Provide accurate vehicle identification records to the CO or designee and update the records whenever a tagged vehicle or piece of equipment is added or removed from the inventory.

15.8.3.3 Keys

Requirement: The Contractor shall:

a. Order, maintain, secure, and issue vehicle/equipment keys.

b. Order, maintain, secure, encode, and issue Gasboy Fleetkey System keys.

c. Provide a list of Gasboy encoded keys on request of the CO or designee.

Standard: Order, encode, issue, and secure keys when requested by the CO or designee.

15.8.3.4 Fuel

Requirement: The Contractor shall:

a. Monitor all bulk fuel deliveries to the F-26 fuel station in order to immediately report any spills or leaks to Emergency Services by dialing 911 on a base telephone and to the NASA Environmental Office.

b. Check the gas tank monitoring system to ensure the inventory is accurate. System shall be checked weekly.

c. Verify accuracy of the automated gas monitoring system by comparing to inventory database.

d. Deliver gasoline and diesel fuel to vehicles/equipment. Deliveries shall be made to locations on Wallops Island according to established schedule or as necessary in support of core operations. Deliveries for project support or emergency operations shall be made as directed by IDIQ task order.

e. Maintain certification on fuel delivery truck in accordance with CFR 49 Subpart E Qualification and Maintenance of Cargo Tanks.

f. Arrange for annual pressure testing of gas and diesel supply lines associated with the F-26 Gas Station in accordance with CFR 40 Part 112.

g. Arrange for calibration of various gauges, meters, and sensors relating to the F-26 fuel storage tanks, dispensers, and the WFF gas/diesel fuel delivery truck.

h. Maintain the automated GasBoy fuel system.

Standard: Accurately and immediately report any spills or leaks. Verify accuracy of the tank monitoring system weekly. Provide fuel deliveries as scheduled and in accordance with safety procedures. Arrange for calibration requirements and periodic certifications as required by CFR 49 Subpart E Qualification and Maintenance of Cargo Tanks and CFR 40 Part 112.

15.8.3.5 Accident Reports

Requirement: The Contractor shall:

a. Inform the user of accident reporting procedures when issuing Government vehicles.

b. Collect from the user and provide to the CO or designee within one working day the following forms: Standard Form 91 (Motor Vehicle Accident Report) and Standard Form 94 (Statement of Witness) if applicable.

Standard: Provide accident reports within one day of receipt from customer.

15.9 Forms Management

Introduction: Forms management involves maintaining an inventory of GSFC, WFF, and other Government forms not available via on-line methods. These forms primarily consist of multi-copy and sequential numbered documents.

Requirement: The Contractor shall maintain an inventory of designated forms and distribute immediately upon customer request

Standard: Maintain inventory and distribute requested form immediately upon customer request.

15.10 Office Moves (IDIQ)

Requirement: The Contractor shall:

a. Provide resources to accomplish on site office and lab moves.

b. Provide move coordination services for Wallops personnel including, but not limited to, determining move requirements such as size, cost, and timeframe; performing walk-throughs of current and proposed sites; determining any special requirements (e.g., computer moves, mods and rehabs, or carpeting); coordinating any special packing or special handling requirements; supporting customers in completing

necessary paperwork, floor plans, and move schedules; working with other service organizations to coordinate ancillary services to ensure necessary schedules are met.

c. Support customers in preparing for moves, including ordering supplies, inspecting material to ensure it is properly packed, secured, and clearly labeled; establishing a move coding system; developing schematics to define where material is to be relocated; ensuring all activities are completed by the move date, and arranging with security for the movers to get on the Facility.

d. Perform post-move walk-throughs with the customers.

Standard: Perform the requirements as established in the IDIQ task.