PERFORMANCE WORK STATEMENT (PWS)
INSPECTION, CLEANING & MAINTENANCE OF STRUCTURAL AND PROXIMITY FIRE FIGHTING PROTECTIVE ENSEMBLES AND INDIVIDUAL ENSEMBLES

1.0 BACKGROUND

1.1 Commander, Navy Region Hawaii (CNRH) is the largest Pacific based command providing shore installation operating support to all subordinate Navy Commands and Activities located in the Hawaii. All services will be performed for the Federal Fire Department of Hawaii, 650 Center Dr, BLDG 284, Pearl Harbor, HI 96860.

2.0 SCOPE OF WORK/OBJECTIVE

2.1. The Government seeks a Contractor to provide services for the inspection, cleaning and maintenance of Structural and Proximity Fire Fighting Protective Ensembles (FFPE), which consists of one (1) Trouser and one (1) Jacket in its entirety. An Individual Ensemble Element (IEE) consists of a single Trouser or Jacket element in its entirety.

3.0 PERFORMANCE REQUIREMENTS

3.1 **General.** In accordance with the 2014 edition of National Fire Protection Association (NFPA) 51 Standard on Selection, Care, and Maintenance of Protective Ensembles for Structural Fire Fighting and Proximity Fire Fighting (to include any current editions of NFPA guidelines, revisions and standards) the Contractor shall perform the following services, at the Contractors facility, **within 4 working days upon receipt** of the order:

a. Advanced Cleaning,
b. Advanced Inspection,
c. Complete Liner Inspection (required for all jackets and trousers after 2 years of service),
d. Specialized Cleaning,
e. Provide complete Documentation for Asset Tracking.

Additionally, the Contractor shall:

a. Maintain the FFPE and IEE in a safe and sanitary manor as required by NFPA standards;
b. Reduce the health and safety risks associated with soiled or damaged FFPE and EE;
c. Extend and maximize the useful life of the FFPE and EE by implementing a care and maintenance program.

3.2 The Contractor shall comply with all recommendations identified in the 2014 edition of NFPA 1851, Section A.7.1.9, specifically, OSHA 2012 Emergency Response Guidebook, OSHA publication 3151-12R, OSHA publication 3079, and 29 CFR Part 1910, Subpart Z Hazardous Materials; Section 1910.1030, Bloodborne Pathogens, Occupational exposure to blood or other potentially infectious materials; Section 1910.1200, Hazard Communication; and Section 1910.1200, Appendix B Hazard Determination.

3.3 **Cleaning Requirements.** The Contractor shall provide cleaning per the requirements of the 2014 edition of NFPA 1851, Section 7. The Contractor shall perform an Advanced Cleaning, per the requirements of the 2014 edition of NFPA 1851, Section 7, for each ensemble element. When necessary, the Contractor shall perform Specialized Cleaning, as defined by the 2014 edition of NFPA 1851, hazardous material decontamination and cleaning.

3.4 **Inspection Requirements.** The Contractor shall perform Advanced Inspection, per the requirements of the 2014 edition of NFPA 1851, Section 6, for each FFPE and IEE upon receipt and prior to returning to service.

3.5 **Repair Requirements.** The Contractor shall comply with the requirements in the 2014 edition of NFPA 1851, Section 8. Minor repairs consist of replacement of snaps, repair/replace Velcro, repair holes, tears,

or rips in outer shells, repair trim stitching, closure hardware replacement, and repair cuffs/patch/stitch. Within **48 business hours** of identification of Minor repairs, the Contractor shall provide the Technical Point of Contact (TPOC) a list of repairs to be performed to include price for each deficiency and the total overall price. The Contractor shall complete the Minor Repairs **within 4 working days** upon confirmation to proceed from the TPOC. If repairs are deemed as Major the TPOC will make a determination if the item is salvageable and should not be repaired.

Repairs shall not be provided for FFPEs and IEEs under the following conditions:
a. When repairs cannot return the FFPE or IEE to a safe and usable condition.
b. The FFPE or IEE has exceeded its useful life in accordance with NFPA 1851.
c. If the repairs exceed the percentages listed below the TPOC may determine to not repair the item.

- 1 year old–exceeding 90% of value of a new item
- 2 years old–exceeding 90% of value of new item
- 3 years old –exceeding 80% value of a new item
- 4 years old– exceeding 70% value of a new item
- 5 years old– exceeding 50% value of a new item
- 6 years old– exceeding 40% value of a new item
- 7 years old– exceeding 30% value of a new item
- 8 years old– exceeding 20% value of a new item
- 9 years old– exceeding 10% value of a new item
- 10 years old– shall be retired

3.6 **Record Keeping Requirements.** The Contractor shall provide and maintain a database/recordkeeping system, per the requirements of the 2014 edition of NFPA 1851, Section 4.3. The Contractor shall allow the TPOC access to the database for viewing of records and printing reports and provide a monthly report in excel format via e-mail to the TPOC by the 5th day of every month. Additional information/changes required by the TPOC will be presented to the Contractor in writing and, shall be adjusted by the Contractor. Ownership of the data shall be that of the Government however; as required by the 2014 edition of NFPA 1851, a copy of each record shall be maintained by the Contractor for the duration of the contract. FFPE and IEE user information will be provided by the Government after award of contact. The data base shall contain the following information:

a. Organizational name, User Name, User Station, User Shift.
b. FFPE and IEE MFG name, date of MFG, Serial number, date of Issue.
c. Material makeup
d. Type of inspection, cleaning and/or repair performed, date of service, technician performing service.
e. Total cost of repairs

The contractor shall have the ability to scan barcodes present in FFPE and IEE gear per NFPA 1851 and 1971 guidelines. The Contractor's data base shall have the ability of viewing and printing reports by the TPOC at any time. The inability of the TPOC to run reports as required shall constitute a failure for the Contractor in the performance of the requirements of this PWS.

3.7 **Storage Requirements.** All elements in possession of the Contractor shall be stored per the 2014 edition of NFPA 1851, Section 9.

3.8 **Retirement and Disposition Requirements.** The Contractor shall provide a Retirement Program, compliant with the 2014 edition of NFPA 1851, Section 10. FFPE and IEEs shall be recommended for retirement when:
a. Repairs cannot return the FFPE and IEE to a safe and usable condition;
b. The FFPE and IEE has exceeded its useful life in accordance with NFPA 1851;

c. The repairs exceed the amounts identified in Repair Requirements; or
d. The FFPE and IEE exceed 10 years of age based on the date of manufacture.

For FFPE and IEEs that are recommended to be retired, the Contractor shall:
a. Mark the applicable element with a tag, indicating "CONDEMNED";
b. Attach with the documentation, a report indicating why the FFPE and IEE was condemned;
c. Condemned report shall also indicate if the FFPE and IEE can be used for non-fire training; and
d. Be returned or disposed of, as per instructions from the Government.

3.9 **Shipping Instructions.** The Government will provide the following information for FFPE AND IEE gear for tracking as required by the 2014 edition of NFPA 1851, official organizational information, user name, user station, and user shift.

a. The Government will package and label each FFPE and IEE as follows:
Trousers/Jackets: packaged in separate bags, tag the bag with the user's name
Soiled Elements: packaged in a red bag with the bio hazard symbol.
b. For each shipment, the Government will provide the Contractor with work instructions in an envelope for each FFPE and IEE. Work instructions will identify each firefighting protective element by users name and jacket or trouser serial number and manufacturers' name.
c. The Government will provide the following information for FFPE AND IEE gear for tracking as required by the 2014 edition of NFPA 1851: official organizational information, user name, user station, and user shift.
d. The Government will at a minimum provide with each work order/shipment 5 FFPE or 10 EE. A maximum of 25 FFPE or 50 EE can be sent to the Contractor without accruing additional turnaround time. The Government will provide the Contractor with **a two (2) work day notice** prior to shipping any elements of the date of shipment and the quantity.
e. The Contractor shall be responsible **for providing insured two day shipping services** to and from the Government's site (FFD, 650 Center Dr, BLDG 284, Pearl Harbor, HI 96860) to the Contractor's facility for all shipments. Insurance coverage shall be provided to cover the total replacement value of the item. The value of a new coat is $1,280.00 and new trousers are $1,000.00.
f. The Contractor shall return each FFPE and EE in a clear protective bag. Each bag shall also have a label affixed providing the item name, department name, and fire fighter name.
g. The Contractor shall provide the shipping materials, which include barrels, bags, tags, labels, and red bio hazard bags at no additional cost to the Government.
h. The shipping invoice shall provide a breakdown of the shipping charges such as shipping, handling insurance, and fuel fees. The Contractor must notify the TPOC and the contracting office when the shipping amount reaches 75% of the CLIN ceiling amount.

3.10 **Monthly Report for Payment.** The Contractor is required to submit the GPC Monthly Report to the contracting office itemizing all GPC orders. This report shall be submitted to the Contracting Officer on the last day of each month. A GPC Monthly Report template will be provided to the Contractor within 3 days of contract award. This template will include a tab for each month of the year. The GPC Monthly Report shall include the contract number and Contractor's name and the following information:

(1) Item number, each CLIN and description

(2) Quantity, unit price and total price

(3) Invoice number and delivery date

(4) Authorized GPC cardholder

4.0 SERVICE PERFORMANCE REQUIREMENTS SUMMARY

Performance Requirement	PWS Paragraph	Performance Threshold
1. Clean FFPE & IEE gear per NFPA and OEM standards, perform Advanced cleaning, inspection, asset tracking, and documentation **within 4 working days**	Paragraph 3.1, 3.2	100% delivery and compliance.
2. Perform all cleaning as required	Paragraph 3.3	100% delivery and compliance.
3. Inspect FFPE & IEE gear per NFPA 1851 standards.	Paragraph 3.4	100% delivery and compliance.
4. Comply with repairs & minor repairs per NFPA guidelines, **notify TPOC within 48 business hours** of repair needs and **complete repairs within 4 working days**	Paragraph 3.5	100% delivery and compliance.
5. Comply with record keeping and database requirements.	Paragraph 3.6	99% delivery and compliance.
6. Store FFPE & IEE gear as required by NFPA standards.	Paragraph 3.7	100% delivery and compliance.
7. Provide retirement program with condemned report.	Paragraph 3.8	99% delivery and compliance.
8. Provide all shipping requirements as listed to include providing the Contractor providing two day insured shipping services to and from FFD address listed	Paragraph 3.9a through g	100% delivery and compliance.
9. Monthly Report for GPC payments	Paragraph 3.10	100% delivery and compliance

5.0 QUALITY CONTROL PLAN

5.1 The Contractor is responsible for implementing and maintaining a Quality Control Program

(QCP) to ensure that the work performed meets or exceeds contract requirements and results in the correction of potential and actual problems. The QCP shall be implemented on the first day of contract performance. At a minimum, the Contractor shall develop quality control procedures addressing the areas identified in Section 4.0, Service Performance Requirements Summary.

5.2 **Quality Control Plan (QCP).** The Contractor's QCP shall encompass the management system established to govern all aspects of processes used in fulfilling the requirements of the PWS, and in accordance to applicable NFPA 1971 Standards. Contractor shall inform TPOC of changes in any of the following requirements. Specifically the QCP shall address the following areas:

a. Process Guides/Job guides
b. Measurements and analysis
c. Recall Procedures.
d. Employee Training.
e. Audits.
f. Process Improvement.
g. Customer Satisfaction.
h. Quality Testing.

The Contractor shall provide the TPOC with documentation concerning the QCP methodology and quality controls used at the facility, if requested.

5.3 **Quality Assurance (QA).** In addition to the Contractor's QCP, the Government will establish a Quality Assurance Surveillance Program (QASP) to ensure that the Contractor is satisfying the minimum requirements and deliverables described in this PWS. The QASP will outline the methods to be used to perform the surveillance, the frequency and inspection attributes to be observed, measured, and documented, and the processes that the Government will follow to address any findings to restore the Contractor's performance to the minimum acceptable levels as set forth in this PWS. The TPOC shall evaluate the Contractor's performance through any number of surveillance methods to include periodic on-site inspections, patron feedback, and observations. The Government may inspect each task as completed or increase the number of quality assurance inspections as required

5.4 Periodic Communication between the Contractor and TPOC will apprise the Contractor of how the Government views the Contractor's performance and the Contractor will apprise the Government of problems, if any, being experienced. Appropriate action shall be taken to resolve outstanding issues. These informational sessions shall be at no additional cost to the Government and may be in the form of telephone or video-conferencing and/or on-site meetings as mutually agreed by both parties.

6.0 INCIDENTAL GOVERNMENT FURNISHED PROPERTY AND SERVICES

6.1 **General.** None Provided.

6.2 **Facilities.** None provided.

6.3 **Utilities.** None provided.

6.4 **Records, Documents and Work Papers.** Records and documents will be provided by the Government to the Contractor as needed for performance of this requirement and as specified in

NFPA, OSHA and US regulations pertaining to fire fighter gear.

6.5 **Inventory.** FFPE and IEE inventory includes but is not limited to the following brands, Morning Pride, Globe, and Lion Apparel. The Government has approximately the following inventory of jacket and trouser elements, 200 pieces/100 sets (2008/2009/2010), 400 pieces/200sets (2011), 176 pieces/88 sets (2013), 88 pieces/44 sets (2014), and 352 pieces/176 sets (2015). Total 1216 pieces/608 sets.

6.6 **Location Of Materials.** FFPE and IEE are located at 650 Center Drive, Bldg 282, Pearl Harbor, HI 96860. The Government will ship FFPE and IEE to Contractor's facility for services provided, utilizing Contractor provided shipping service. Contractor shall be responsible for costs incurred for return shipment.

7.0 CONTRACTOR QUALIFICATIONS/REQUIREMENTS

7.1 Contractor shall have at least five years' experience providing advanced cleaning, specialized cleaning and minor repairs of FFPE AND IEE gear under NFPA 1851, 2014 edition.

7.2 Contractor shall be an NFPA certified provider with all work done at certified facilities. Additionally, the Contractor shall be approved by the applicable Original Equipment Manufacturer (OEM) to perform such services on these FFPE's and IEE's in accordance with established OEM guidelines.

OEM certification to include current letter or certificate from the OEM and NFPA certificate shall be included with quote submission during the solicitation phase.

7.3 Due to environmental and operational factors that are unique to tropical climates, for example, FFPE use in a high humidity environment, the proper cleaning and preservation of moisture barrier liner material is of upmost importance. The Contractor shall provide the following information to show that their cleaning process will not degrade the manufacturer's original specifications beyond the normal wear associated with the established lifecycle of the FFPE:
a. List of cleaning detergents
b. List of detergent to water ratio
c. Required temperatures for drying
Additionally, the Contractor shall submit current references of customer satisfaction from comparable locations and organizations for services described with their submitted quote during the solicitation phase.

7.4 The Contractor shall provide proof of commercial liability insurance with their submitted quote during the solicitation phase.

8.0 POINT OF CONTACT

8.1 **Technical Point-of-Contact (TPOC):** District Chief Neil Fujioka, Fire Dept, 808-471-4202
Email: neil.fujioka@navy.mil

9.0 PERIOD OF PERFORMANCE

9.1 **Base Contract**: 10 February 2016 – 9 September 2016
Option Year 1: 10 September 2016 – 9 September 2017