

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE J	PAGE OF PAGES 1 91
2. AMENDMENT/MODIFICATION NO. 0004	3. EFFECTIVE DATE 03-Nov-2016	4. REQUISITION/PURCHASE REQ. NO.		5. PROJECT NO.(If applicable)
6. ISSUED BY COMMANDER NAVFAC ATLANTIC 6506 HAMPTON BLVD NORFOLK VA 23508-1278	CODE N62470	7. ADMINISTERED BY (If other than item 6) See Item 6		
8. NAME AND ADDRESS OF CONTRACTOR (No., Street, County, State and Zip Code)		X	9A. AMENDMENT OF SOLICITATION NO. N62470-15-R-4007	
		X	9B. DATED (SEE ITEM 11) 19-Sep-2016	
			10A. MOD. OF CONTRACT/ORDER NO.	
			10B. DATED (SEE ITEM 13)	
CODE	FACILITY CODE			
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS				
<input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offer <input type="checkbox"/> is extended, <input checked="" type="checkbox"/> is not extended. Offer must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12. ACCOUNTING AND APPROPRIATION DATA (If required)				
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACT ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.				
A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.				
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(B).				
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:				
D. OTHER (Specify type of modification and authority)				
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input type="checkbox"/> is required to sign this document and return _____ copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.) BASE OPERATIONS SUPPORT (BOS) CONTRACT AT, CAMP LEMONNIER, DJIBOUTI, AFRICA This amendment is issued to update various sections of the Solicitation as noted on the Continuation Page. (SEE CONTINUATION PAGE) CS: Jennifer Jordan Jennifer.s.jordan@navy.mil 757-322-4649				
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.				
15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)		
		TEL: _____ EMAIL: _____		
15B. CONTRACTOR/OFFEROR _____ (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY _____ (Signature of Contracting Officer)	16C. DATE SIGNED 03-Nov-2016	

SECTION SF 30 BLOCK 14 CONTINUATION PAGE

SUMMARY OF CHANGES

SECTION SF 30 - BLOCK 14 CONTINUATION PAGE

The following have been added by full text:

AMMENDMENT 0004

This amendment is issued to disseminate request for information questions received, and update various sections of the Solicitation. Revised sections of C and J **are in red font.**

The listed Section annexes files are added and incorporated in this Amendment.

UPDATED AND REVISED SECTION C

- 0501050 C Airfield Facilities A4
- 0501070 C Passenger Terminal & Cargo Handling A4
- 1402000 C Unaccompanied Housing A4
- 1503050 C Grounds Maintenance and Landscaping A4
- 1700000 C BSVE A4

UPDATED AND REVISED J ATTACHMENTS POSTED ON NECO:

- 0501050 J Airfield Facilities A4
- 0501070 J Passenger Terminal & Cargo Handling A4
- 1300000 J Galley A4
- 1700000 C BSVE A4
- J-1700000-02 Fleet Inventory A4

SECTION C - DESCRIPTIONS AND SPECIFICATIONS

The following have been modified:

ANNEX 0501050 AIR OPERATIONS

0501050 – Airfield Facilities Amendment 0004	
Table of Contents	
Spec Item	Title
1	General Information
1.1	Concept of Operations
2.	Management and Administration
2.1	Definitions and Acronyms
2.2	Personnel
2.2.1	Air Operations Manager Availability
2.2.2	CDDAR Program Manager
2.2.3	Certification and Training
2.2.3.1	Airfield Vehicle Operators Instruction Course (AVOIC) Training
2.2.3.2	GSE Operator’s License
2.3	Government Furnished Items
2.4	Airfield Safety
2.5	Priority of Service

2.6	Communications
2.7	References and Technical Documents
2.8	Records and Reports
3	Recurring Work
3.1	Airfield Operations
3.1.1	Arrival Services
3.1.1.1	“Follow-Me” Services
3.1.1.2	Aircraft Parking
3.1.2	Airfield Support Services
3.1.2.1	Ground Support Equipment (GSE)
3.1.2.2	Aircraft Salvage
3.1.3	Aircraft Services
3.1.4	Departure Services
3.1.4.1	Aircraft Start-up
3.2	Foreign Object Debris (FOD)
3.2.1	FOD - CLDJ
3.2.2	FOD - Chebelley Air Field
3.3	AVOIC Training
3.4	Airfield Equipment
3.4.1	Ground Support Equipment (GSE)
3.5	Flight Planning Services
4	Non-recurring Work

0501050 – Airfield Facilities		
Spec Item	Title	Description
1	General Information	The Contractor shall provide all labor, management, supervision, tools, material and equipment required to perform airfield facilities services at Camp Lemmonier, Djibouti (CLDJ) and Chebelley Air Field, Djibouti, and Camp Simba (Manda Bay), Kenya.
1.1	Concept of Operations	<p>The intent of 0501050 Airfield Facilities is to specify the requirements to perform airfield operations. Included are services such as airfield operations (T-line services), aviation safety programs, and equipment maintenance. The following services are not included in this Template:</p> <ul style="list-style-type: none"> • Repair and sustainment of airfield lighting systems is included in the 1502000 Facility Investment

0501050 – Airfield Facilities		
Spec Item	Title	Description
2.	Management and Administration	
2.1	Definitions and Acronyms	Definitions and Acronyms are provided in J-0501050-01.
2.2	Personnel	The Contractor shall provide personnel with the qualifications, technical knowledge, necessary experience and skills required for efficient and safe airfield operations and maintenance and repair in support of airfield facilities services. Contractor personnel are required to be U.S. citizens or TCN's (Third Country Nationals). A Secret security clearance is required for the Air Operations Manager, CDDAR Manager, and Senior Supervisor.
2.2.1	Air Operations Manager Availability	The Contractor shall provide an Air Operations Manager that is on-site during regular Government working hours and otherwise available within 30 minutes 24/7.
2.2.2	CDDAR Program Manager	The Contractor shall provide a full-time CDDAR Program Manager that is reachable 24/7 in case of an airfield incident.
2.2.3	Certification and Training	Specific certification and training requirements are addressed below and in OPNAVINST 4790.2 COMNAVAIRFORINST 4790.2B CH1 .
2.2.3.1	Airfield Vehicle Operators Instruction Course (AVOIC) Training	Contractor personnel responsible for operation of vehicles on the airfield must complete AVOIC training and receive a license to operate vehicles on the airfield. AVOIC training and licensing is provided by the Contractor, conducted in accordance with NAVAIR 00-80T-114 and must be scheduled with the ATM. Records of completed AVOIC training and licensing shall be maintained by the Contractor and made available for review by the KO, Air Operations Officer and/or Operations Officer upon request.
2.2.3.2	GSE Operator's License	Contractor personnel operating GSE shall be licensed per OPNAVINST 4790.2, The Naval Aviation Maintenance Program (NAMP) Volume V COMNAVAIRFORINST 4790.2B CH1 Chapter 10 Naval Aviation Maintenance Program Standard Operating Procedures and have in their possession a valid U.S. Government "USN" Aviation Support Equipment Operator's Identification Card or an OPNAV Form 4790/102 (Yellow card) for the GSE being operated.
2.3	Government Furnished Items	Airfield operations equipment is Government furnished and shall be maintained and repaired by the Contractor up to the Contractor's limit of liability.
2.4	Airfield Safety	The Contractor shall comply with all safety regulations per OPNAVINST 5100.23, Shore Safety Manual and OPNAVINST 3750.6, Naval Aviation Safety Program. All personnel working on airfield facilities shall use required Personal Protective Equipment (PPE).
2.5	Priority of Service	The Contractor shall provide airfield facilities services based on the following descending priorities list, which may be modified as coordinated by the Government: <ul style="list-style-type: none"> ... Search and Rescue (SAR) aircraft ... Medical Evacuation (MEDEVAC) aircraft ... DoD Tactical/Operational Aircraft ... Air Mobility Command (AMC) missions based on DoD Transportation Movement Priority System as defined in Joint Publication 4-01 and assigned by United States Transportation Command (USTRANSCOM) through 618th Air and Space Operations Center (ASOC) (Tanker/Airlift Control Center (618 TACC)) ... Other DoD or US Government aircraft ... Commercial aircraft under DoD control ... Allied government aircraft ... Civilian aircraft
2.6	Communications	The Contractor shall establish telephone and radio contact with the Djibouti ATC tower at the Ambouli International Airport. Due to safety considerations and regulations, it is mandatory that Contractor personnel shall be able to speak English fluently and enunciate clearly.

0501050 – Airfield Facilities		
Spec Item	Title	Description
2.7	References and Technical Documents	References and Technical Documents are listed in J-0501050-02.
2.8	Records and Reports	Records and reports are listed in Section F of the solicitation.

0501050 - Airfield Facilities				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
3	Recurring Work	The Contractor shall provide airfield facilities services to ensure aircraft are supported in a proper, safe and timely manner.	<p>The Contractor shall ensure airfield activities are in compliance with established policies and directives listed in J-0501050-02.</p> <p>The Contractor shall comply with OPNAVINST 3710.10 NATOPS, OPNAVINST 3750.6 Naval Aviation Safety Program, NAVAIR 00-80T-114, NAVAIRINST 4790.2 COMNAVAIRFORINST 4790.2B CHI and NAVAIR 00-80T-113.</p> <p>The Contractor shall provide Airfield Facilities services in support of the Department of Defense (DOD) Aircraft to include but not limited to all US Government owned or operated aircraft, US sponsored foreign Government or civil aircraft, commercial contract aircraft and commercial tendered aircraft at CLDJ.</p> <p>The Contractor shall facilitate on-time aircraft arrivals/departures and maintain the ability to provide sustained operations for a working Maximum on Ground (MOG) capability of two (2) wide-body aircraft or equivalent thereof, as defined in J-0501050-01.</p> <p>The Contractor shall coordinate use of airfield facilities and United States customs clearance requirements with CLDJ designated personnel.</p>	<p>Aircraft arrivals, servicing, and departures are properly supported within the specified time.</p> <p>Airfield facilities services are provided without personnel, equipment and aircraft accidents or malfunctions due to Contractor negligence.</p> <p>Safety programs are properly executed to mitigate hazards.</p> <p>Airfield equipment is maintained and repaired to sustain a fully functional and operable condition as specified.</p>
3.1	Airfield Operations	The Contractor shall provide airfield operations services to ensure aircraft arrive, receive services properly and depart in a safe and timely manner to support the air operations mission.	<p>The Contractor shall comply with operations and safety procedures per NAVAIR 00-80T-96 and the applicable aircraft NATOPS manual.</p> <p>The Contractor shall direct all aircraft ground operations using hand signals to communicate with aircraft pilot per NAVAIR 00-80T-113, Aircraft Signals NATOPS Manual.</p> <p>Air operations services shall be</p>	<p>Aircraft arrivals, servicing and departures are properly supported within the specified time.</p> <p>Airfield operations services are provided without personnel, aircraft accidents and/or malfunctions due to Contractor negligence.</p> <p>No more than four</p>

0501050 - Airfield Facilities				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			<p>performed per NAVAIR 00-80T-114, Air Traffic Control Facilities Manual (NOTAL), AFOSH 91-100, AFI 11-218, AFI 21-101, applicable aircraft technical orders and host nation regulatory guidance.</p> <p>The schedule of aircraft arrivals and departures, along with services required, is available on the PPR logs. All logistics aircraft are to be coordinated with the ATOC. Notifications of unscheduled logistic flights and changes will be coordinated with the ATOC.</p> <p>The Contractor shall provide the customer survey form found in J-0501050-03 to all aircrew and submit a summary report of customer satisfaction per Section F.</p> <p>Historical data on airfield operations services is provided is provided in J-0501050-04.</p>	<p>validated aircrew complaints are received per month.</p>
3.1.1	Arrival Services	The Contractor shall provide arrival services to ensure transient aircraft are guided and directed to designated areas in a safe and timely manner.	The Contractor shall assign parking locations for transient aircraft in designated apron areas except when specified by the Air Operations Officer.	<p>Aircraft arrivals are properly supported within the specified time per GATES user manual or applicable aircraft TO.</p> <p>Arrival services are provided without personnel, equipment and aircraft accidents or malfunctions due to Contractor negligence.</p>
3.1.1.1	"Follow-Me" Services	The Contractor shall provide "Follow-Me" services to ensure transient aircraft and other escorted vehicles are safely guided to designated areas in a timely manner.	<p>The Contractor shall dispatch a "Follow-Me" vehicle when requested by ATC to lead transient aircraft to designated areas. All "Follow-Me" operations shall adhere to ATC directions.</p> <p>"Follow-Me" vehicles shall have radios to communicate with ATC and be equipped with an orange rotating beacon, fire extinguisher and chocks.</p> <p>In addition to guiding all transient aircraft, the Contractor shall dispatch a "Follow-Me" vehicle upon request by ATC for other vehicles needing escort to include service around</p>	<p>"Follow-Me" vehicle arrives at the designated taxiway 10 minutes prior to the transient aircraft turning off the runway.</p> <p>"Follow-Me" vehicle provided within five minutes of receipt of request for other vehicles needing escort,</p> <p>Aircraft and other vehicles arrive at designated area without personnel, equipment and/or aircraft accidents or malfunctions due to Contractor negligence.</p>

0501050 - Airfield Facilities				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			parking areas, taxiways and runways.	
3.1.1.2	Aircraft Parking	The Contractor shall provide parking services to ensure transient aircraft are properly and safely directed into assigned parking locations.	<p>The Contractor shall direct taxiing and parking using correct aircraft hand signals per NAVAIR 00-80T-113.</p> <p>The Contractor shall insert wheel chocks when required before pilot shuts down engine and departs cockpit per the applicable aircraft NATOPS manual.</p>	<p>Aircraft arrive at designated parking location without personnel, equipment and aircraft accidents or malfunctions due to Contractor negligence.</p> <p>Aircraft are properly directed to assigned parking locations.</p> <p>Aircraft with suspected hot brakes are taxied to an isolated area as directed by the ODO.</p>
3.1.2	Airfield Support Services	The Contractor shall provide airfield support services to ensure support requirements are provided in a proper, safe and timely manner.	<p>The Contractor shall immediately respond to all aircraft accidents per OPNAVINST 3750.6 and the local Aircraft Pre-Mishap Plan.</p> <p>The contractor shall maintain a supply of flight planning publications (FLIP) as required to support transient crews. Outdated publications due to postal delays shall be annotated as such. The contractor shall validate installation FLIP account at least annually to ensure the correct quantities are on hand.</p>	<p>Airfield support services are provided with qualified operators and proper equipment within the specified time according to GATES user manual or applicable aircraft TO.</p> <p>Airfield support services are completed without personnel, equipment and aircraft accidents or malfunctions due to Contractor negligence.</p> <p>FLIP publication supply maintained as specified.</p>
3.1.2.1	Ground Support Equipment (GSE)	The Contractor shall provide the appropriate GSE with licensed operators to ensure equipment is properly positioned and operated for aircraft support in a safe and timely manner.	<p>The Contractor shall pre-position, connect, operate, disconnect and deposition proper equipment, to include fire extinguishers, ladders, chocks, boarding ramps, powered and non-powered support equipment and cargo handling equipment for aircraft arrival at the parking area per NAVAIR 00-80T-96, Volume V of OPNAVINST 4790.2 COMNAVAIRFORINST 4790.2B CH1 Chapter 10 and the applicable aircraft NATOPS manual.</p> <p>The Contractor shall install an aircraft boarding ladder or ramp when required.</p> <p>The Contractor shall provide the appropriate GSE with licensed operators for arrivals and departures of transient aircraft, when requested by aircrew or when notified by the ODO.</p> <p>The Contractor shall perform aircraft</p>	<p>Appropriate GSE is pre-positioned no later than ten minutes prior to scheduled arrivals and no later than five minutes after unscheduled arrivals.</p> <p>GSE is operated by licensed personnel in a proper and safe manner as specified.</p>

0501050 - Airfield Facilities				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			towing coordination when requested by the aircrew.	
3.1.2.2	Aircraft Salvage	The Contractor shall provide aircraft salvage services to ensure disabled aircraft are removed from the airfield in a proper, safe, and timely manner.	<p>The Contractor shall perform aircraft salvage in accordance with NAVAIR 00-80R-20, NATOPS U.S. Navy Aircraft Crash & Salvage Operations Manual (Ashore), and the local Aircraft Pre-Mishap Plan.</p> <p>The Contractor shall provide a Crash Recovery Program designed to remove crashed, damaged, or disabled aircraft from the runway or active taxiway in a minimum amount of time in order to re-open them for operational use. Once the site has been cleared for recovery efforts, heavy equipment may be required to assist in the removal of crashed, damaged or disabled aircraft in addition to the designated recovery equipment on hand. Qualified heavy equipment operators will also be required. At a minimum, the required heavy equipment and services needed to assist in the recovery process would be:</p> <ul style="list-style-type: none"> ... Fire, Emergency and Hazardous Waste Disposal, to include containment, cleanup, hazardous waste disposal for fuel, hydraulics, oil, hydrazine and composite materials. ... Heavy industrial crane (minimum lift capacity 26-ton) ... Semi-tractor truck with 40-foot flat bed trailer; C-130s/HH-60s require a low boy flat bed trailer that rides about 2' off the ground. ... Bulldozer, Forklift, front end loader or equivalent equipment to remove aircraft from runway. ... 24 hour on-call Salvage Team personnel to operate equipment, specially trained in aircraft crash salvage operations – 30 minute response time 	<p>Qualified personnel respond within 30 minutes of receipt of request.</p> <p>Aircraft salvage is completed without personnel and aircraft accidents or malfunctions due to Contractor negligence.</p>

0501050 - Airfield Facilities				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			<p>for airfield emergencies is required.</p> <ul style="list-style-type: none"> ... Tractors and Towbars for assigned aircraft with personnel trained in towing operations. (in case the aircraft is still towable) ... Truck or tractor with a winch (in case the aircraft is in a location where the crane cannot reach...i.e. a ditch far off the paved surface). <p>The Contractor shall provide a total of six formally trained team members. Trained team members shall include the CDDAR Program Manager, Assistant CDDAR (Secondary), and 4 additional trained personnel.</p>	
3.1.3	Aircraft Services	The Contractor shall provide aircraft services to ensure service requirements are provided in a proper, safe and timely manner.	<p>The Contractor shall debrief the pilot and aircrew to determine or confirm the services required and complete a transient services request form and request the pilot sign for completion of service requirements.</p> <p>The Contractor shall maintain a file of completed transient service request forms and submit a monthly summary report of aircraft supported and services performed per Section F.</p> <p>The Contractor shall immediately notify fuels dispatch of pilots' request for fuel services.</p> <p>The Contractor shall provide transportation to aircrew members to/from aircraft to any facility within the flight-line perimeter deemed necessary by the aircraft commander for mission accomplishment.</p> <p>The Contractor shall coordinate with appropriate on installation units/organizations and provide transportation to and from aircraft for customs and agriculture inspectors when aircraft cannot be accommodated within a reasonable walking distance of the air terminal.</p>	<p>Aircraft servicing is provided with qualified operators and proper equipment within the specified time.</p> <p>Aircraft servicing is completed without personnel, equipment, aircraft accidents and/or malfunctions due to Contractor negligence.</p> <p>Fuels dispatch is accurately notified upon confirmation of fueling service requirements within ten minutes of aircraft arrival.</p> <p>Operations comply with safety rules per Chapter 10 of NAVAIR 00-80T-109.</p>

0501050 - Airfield Facilities				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
3.1.4	Departure Services	The Contractor shall provide departure services to ensure aircraft are started and directed in a proper, safe and timely manner.	The Contractor shall facilitate on-time aircraft arrivals/departures and maintain the ability to provide sustained Airfield Facilities services for a working MOG capability of two (2) wide-body aircraft or the equivalent thereof, as defined in J-0501050-01.	Aircraft departures are properly supported within the specified times per User manual and GATES Mission specific SOE. Departure services are provided without personnel, equipment, aircraft accidents or malfunctions due to Contractor negligence.
3.1.4.1	Aircraft Start-up	The Contractor shall provide aircraft start-up services to ensure aircraft are started in a proper, safe and timely manner.	The Contractor shall position, connect and operate support equipment during aircraft start-up evolutions per the applicable aircraft NATOPS manual. The Contractor shall direct aircraft start-up evolutions using correct aircraft hand signals.	Aircraft are started to support on-time departure IAW GATES User manual and GATES Mission specific SOE. Aircraft start-up is completed by qualified operators with proper equipment as specified per OPNAVINST 4790.2 COMNAVAIRFORINST 4790.2B CH1 . Aircraft start-up is completed without personnel, equipment, aircraft accidents or malfunctions due to Contractor negligence.
3.2	Foreign Object Debris (FOD)	The Contractor shall execute the requirements of the FOD program to ensure appropriate actions are taken to minimize hazards to aircraft.	The Contractor shall develop and submit a FOD Prevention Program per Section F. The Contractor shall perform FOD prevention on all airfield areas including runways, ramps, taxiways, taxi lanes and aircraft parking areas located on the military side of the airfield. The Contractor shall perform FOD prevention on the runway at CLDJ when directed by the ATO. Additional FOD inspections and removal are completed when directed by the ATO or AFM. These additional inspection /removals shall be conducted at no additional expense to the Government. The Contractor shall be responsible for daily FOD inspections, routine surveillance for potential FOD hazards. The Contractor shall perform FOD checks. The Contractor shall be familiar with	FOD Program submitted within specified time. FOD program is properly executed to mitigate FOD hazards on existing ramps and taxiways. FOD walk-downs completed as specified. FOD hazards are mitigated as specified.

0501050 - Airfield Facilities				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			<p>FOD program guidance provided in OPNAVINST 3750.6, OPNAVINST 4790.2 COMNAVAIRFORINST 4790.2B CH1, Prevention of Foreign Object Damage to Aircraft Gas Turbine Engines, FAA Advisory Circular 150 series and local instructions.</p> <p>The Contractor shall conduct FOD walk-downs per the Contractors approved FOD Program.</p> <p>The Contractor shall conduct additional FOD inspection and removal whenever the Contractor recognizes the need, as directed by the Government, or FOD is reported by any source. The Contractor shall immediately, upon notification of emergency situations, respond to remove FOD located on specific areas of the airfield.</p> <p>The Contractor shall mobilize all on-duty airfield facilities personnel to conduct large area FOD walk-downs to eliminate FOD material. The Contractor shall perform the large area walk-downs in any area of the flight line where FOD accumulates, with top priority placed on airfield and adjacent surfaces, as directed by the Air Operations Officer.</p> <p>The Contractor shall submit daily and monthly FOD Prevention reports per Section F.</p> <p>The CLDJ FOD area inventory is provided in J-0501050-05.</p>	
3.2.1	FOD - CLDJ	The Contractor shall execute the requirements of the FOD program to ensure appropriate actions are taken to minimize hazards to aircraft.	<p>The Contractor shall perform FOD prevention on all airfield areas located at CLDJ.</p> <p>The CLDJ FOD area inventory is provided in J-0501050-05.</p>	<p>FOD Program submitted within specified time.</p> <p>FOD program is properly executed to mitigate FOD hazards on existing ramps and taxiways.</p> <p>FOD walk-downs completed as specified.</p> <p>FOD hazards are mitigated as specified.</p>
3.2.2	FOD-Chebelley Air Field	The Contractor shall execute the requirements of the	The Contractor shall perform FOD prevention on all airfield areas located at Chebelley Air Field.	FOD Program submitted within specified time.

0501050 - Airfield Facilities				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
		FOD program to ensure appropriate actions are taken to minimize hazards to aircraft.	The Chebelley Air Field FOD area inventory is provided in J-0501050-05.	FOD program is properly executed to mitigate FOD hazards on existing ramps and taxiways. FOD walk-downs completed as specified. FOD hazards are mitigated as specified.
3.3	AVOIC Training	The Contractor shall provide AVOIC training to ensure personnel operating on the airfield are licensed to operate vehicles and MHE on the airfield.	<p>The Contractor shall conduct AVOIC training and licensing. The contractor shall maintain all records of training, AVOIC completion and licensing.</p> <p>The Contractor shall conduct training classes during normal working hours on an as needed basis. The Government will request training classes at least 24 hours in advance of need. Records of training AVOIC completion and licensing shall be maintained by the Contractor and made available for review by the KO, Air Operations Officer and Operations Officer upon request.</p> <p>The Contractor shall provide license reprints for any lost or damaged licenses.</p> <p>Historical AVIOIC licensing data is provided in J-0501050-04.</p>	<p>Training is conducted per Contractor's schedule.</p> <p>Training records are accurate and complete and made available for review by the KO, Air Operations Officer and Operations Officer upon request.</p>
3.4	Airfield Equipment	The Contractor shall inspect, operate, maintain, and repair airfield equipment to ensure equipment is fully functional and operational to support the air operations mission.	<p>The inventory of Airfield Equipment is provided in J-0501050-06. Airfield equipment designated as BSVE Maintained Equipment shall be maintained as part of Annex 1700000 BSVE.</p> <p>The Contractor shall develop and submit an airfield equipment maintenance plan per Section F.</p> <p>The Contractor's maintenance plan shall include provisions for the preventive maintenance (PM) of GSE. The maintenance plan shall be developed based on OPNAVINST 4790.4, Ships' Maintenance and Material Management (3-M) System Policy, and OPNAVINST 4790.2 COMNAVAIRFORINST 4790.2B CH1 and include maintenance and inspection tasks, schedules for planned work accomplishment, plan</p>	Work is accomplished per Contractor's program and schedule.

0501050 - Airfield Facilities				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			<p>for minimizing occurrence of repair and downtime, and the process for the identification of the need for repairs.</p> <p>The Contractor is fully responsible for and shall perform any repairs, including replacement, discovered during scheduled maintenance work up to a total of \$250 per occurrence in direct material and labor cost under the recurring work portion of the contract. Incidental repair work performed under maintenance are not considered a service order.</p> <p>Notification of repair work exceeding the incidental repairs limit shall be submitted to the KO within two hours of identification. Service orders or non-recurring work task orders may be issued for repairs exceeding the incidental repairs limit.</p> <p>The Contractor shall not use breakdown maintenance as part of the PM program.</p> <p>The PM program shall provide an economical approach to manufacturers' recommended procedures, OEM standards, and maintenance, including maintenance and inspection tasks and schedules, required to satisfy equipment warranties and keep facilities, ground structures, personal property equipment, and installed equipment and systems in normal working condition.</p> <p>Excessive or repeated system or equipment breakdowns or deficiencies may indicate the need to adjust or modify the Contractor's PM program. These changes will be made at no additional cost to the Government.</p> <p>The Contractor shall submit a Monthly Maintenance Schedule and Unaccomplished Maintenance Report per Section F.</p>	
3.4.1	Ground Support Equipment (GSE)	The Contractor shall perform pre-operational checks and O-level maintenance to ensure	<p>The inventory of GSE is provided in J-0501050-06.</p> <p>The Contractor shall perform</p>	Pre-operational checks and O-level maintenance is performed as specified.

0501050 - Airfield Facilities				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
		GSE is available and in a safe and operational condition.	<p>pre-operational and O-level maintenance on GSE in accordance with Volume I and Chapter 18 of Volume V of OPNAVINST 4790.2 COMNAVAIRFORINST 4790.2B CH1 Chapter 10 and maintenance instructions for applicable GSE.</p> <p>Pre-operational checks shall be completed and documented on the vehicle inspection forms prior to the initial dispatch of the equipment for the duty day.</p>	<p>Sufficient levels of equipment are in a safe and operational status to perform the services required.</p> <p>Notification of repair work beyond the scope of O-level maintenance is submitted to the KO within two hours of identification.</p>
3.5	Flight Planning Services	The Contractor shall provide flight plan filing services to ensure continuous safe and reliable on time departures.	<p>The Contractor shall provide flight plan filing services commensurate with the MOG in Spec Item 3.1. The Contractor shall deliver completed DD1810 (flight plan) to base of Djibouti Ambouli Air Traffic Control Tower or via electronic media To ensure safe, continuous on-time departures.</p> <p>Historical data for flight planning services is provided in J-0501050-07.</p>	<p>Flight plan services are provided to ensure on-time departures.</p> <p>Delays due to Contractor oversight are not to exceed more than (2) delayed departures per month.</p>

0501050 – Airfield Facilities				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
4	Non-recurring Work	Non-recurring work may be ordered on a task order per the PROCEDURES FOR ISSUING ORDERS clause in Section G. The order will specify the exact locations and types of work to be accomplished. The period of performance will be specified in each order.	Refer to non-recurring work ELINs for task listings, descriptions and related requirements. All periods of performance are measured from issue date of order to acceptance of the work. Performance Standards for non-recurring work will be the same as those in Spec Item 3 where applicable.	

ANNEX 0501070 AIR OPERATIONS

0501070 – Passenger Terminal & Cargo Handling Amendment 0004	
Table of Contents	
Spec Item	Title
1	General Information
1.1	Concept of Operations
2	Management and Administration
2.1	Definitions and Acronyms
2.2	Personnel
2.2.1	Certification, Training and Licensing
2.3	Special Requirements
2.3.1	Hours of Operation
2.4	References and Technical Documents
2.5	Records and Reports
3	Recurring Work
3.1	Air Terminal Operations Center (ATOC)
3.1.1	Information Control
3.1.2	Cape Forecasting
3.1.3	Load Planning
3.1.4	GATES Sybase Account Management
3.2	Passenger and Baggage Services
3.2.1	Passenger and Baggage Processing
3.2.2	Baggage Claim Services
3.2.3	Aircraft Arrivals and Departures
3.2.4	Funds Handling
3.2.5	Customs and Agriculture Coordination
3.2.6	Non-Commercial Shuttle Services
3.2.7	Commercial Shuttle Services
3.3	Cargo Handling Services
3.3.1	Cargo Loading/Unloading and Processing
3.3.2	Inspecting
3.3.3	Packing and Palletizing

3.3.4	Weighing and Manifesting
3.3.5	Delivering Cargo
3.3.6	Baggage Handling
3.3.6.1	Baggage Packing and Palletizing
3.3.6.2	Baggage Loading and Unloading
3.4	Record, Reports and Electronic Data Interchange
3.5	Fleet Services
3.6	Passenger Terminal and Cargo Handling Equipment
3.7	Exercises, Deployments and Re-deployments
3.8	Joint Inspection
4	Non-recurring Work

0501070 – Passenger Terminal and Cargo Handling		
Spec Item	Title	Description
1	General Information	The Contractor shall provide all labor, management, supervision, tools, material, equipment, and other items and services, (except as specified within the contract as Government-Furnished materials, equipment, facilities, services and training) required to perform Air Terminal and Ground Handling Services (ATGHS), as defined in this Performance Work Statement (PWS), at Camp Lemonnier, Djibouti.
1.1	Concept of Operations	<p>The Contractor shall provide Air Terminal and Ground Handling Services (ATGHS) in support of the Defense Transportation System (DTS) to include but not limited to all US Government owned or operated aircraft, US sponsored foreign government or civil aircraft, Coalition Forces aircraft, North Atlantic Treaty Organization (NATO), commercial contract aircraft, international aircraft, and commercial tendered aircraft, at CLDJ . The Contractor shall facilitate on-time aircraft departures and maintain the ability to provide sustained ATGHS for a working Maximum on Ground (MOG) capability of two (2) wide-body aircraft or the equivalent thereof, as defined in J-0501070-0. The intent of 0501070 Passenger Terminal and Cargo Handling is to specify the requirements for ATGHS which includes but is not limited to the following functions: Air Terminal Operations Center; Cargo Handling Services; Passenger and Baggage Services; Records, Reports and Electronic Data Interchange; Fleet Services; Exercises, Deployments/Redeployments; and, Joint Inspection.</p> <p>The following services are not included:</p> <ul style="list-style-type: none"> ... Airfield Operations and T-line Services ... Ground Support Equipment Maintenance ... Aviation Safety Programs <p>The Contractor shall provide ATGHS based on the following descending priorities list, which may be modified as coordinated by the Government:</p> <ul style="list-style-type: none"> ... Search and Rescue (SAR) aircraft ... Medical Evacuation (MEDEVAC) aircraft ... DoD Tactical/Operational aircraft ... Air Mobility Command (AMC) missions based on DoD Transportation Movement Priority System as defined in Joint Publication 4-01 and assigned by United States Transportation Command (USTRANSCOM) through 618th Air Operations Center (Tanker/Airlift Control Center (TACC)) ... Other DoD or US Government aircraft ... Commercial aircraft under DoD control ... Allied government aircraft ... Civilian aircraft

0501070 – Passenger Terminal and Cargo Handling		
Spec Item	Title	Description
2	Management and Administration	
2.1	Definitions and Acronyms	Definitions and Acronyms are listed in J-0501070-01.
2.2	Personnel	<p>The Contractor shall provide personnel with the qualifications, technical knowledge, experience, and skills required for efficient operation, maintenance, and repair in support of Air Terminal and Ground Handling services. Contractor personnel employed to perform special cargo/registered mail contract requirements shall meet the following criteria: (a) must be a U.S. citizen in possession of a valid U.S. passport and (b) have a successfully completed U.S. National Agency Check (NAC) on file.</p> <p>The contractor shall provide a Passenger Terminal and Cargo Handling Station Manager and Alternate Station Manager who shall be responsible for the performance of the work. The Station Manager and Alternate Station Manager (s) shall be U.S. Citizens each with a Secret Security Clearance and meet the requirements for “Operationally Sensitive Positions”. The name of these persons shall be designated in writing to the CO ten (10) work days prior to the contract performance start date.</p> <p>The Passenger Terminal and Cargo Handling Station Manager/Alternate Station Manager(s) shall have full authority to act for the Contractor on all contract matters relating to the daily operation of this contract.</p> <p>Force Augmentation. During periods that may warrant, the Government reserves the right to insert any necessary personnel to augment Contractor operations. The senior Government representative, in coordination with the Station Manager or Alternate Station Manager, has overall management responsibility for prioritizing workload and resources. The Contractor shall cooperate with augmentees and render any assistance necessary (as directed by the CO) to ensure there is no degradation of services, to include but not limited to the use of Contractor-Furnished Equipment.</p> <p>When the Contractor is augmented with military personnel, both parties will be working simultaneously toward the same performance objectives. When defects are noted, the cause will be evaluated. Only defects that are clearly the sole responsibility of Contractor personnel will be documented as deficient Contractor performance. The Contractor shall not be held accountable for any defect if the responsibility cannot be readily determined.</p>
2.2.1	Certification, Training and Licensing	<p>Specific certification and training requirements are addressed as follows and in Spec Item 3.</p> <p>The Contractor shall submit proof of all certification, training, and licensing requirements.</p> <p>The Contractor shall be responsible for all Contractor personnel training, certification, licensing, and proficiency, unless otherwise specified in the contract; and, pay all costs incurred for training required by this PWS for the duration of the contract.</p> <p>Within thirty (30) calendar days after the Pre-Performance conference, the Contractor shall designate in writing to the KO and COR/PAR Contractor personnel performing as Joint Inspectors (JI), hazardous materials inspectors, and/or load planners, and shall provide them a current certificate of completion of the Air Transportation of Hazardous Materials Inspector Course, NOTE: IATA Certification is not an acceptable</p>

0501070 – Passenger Terminal and Cargo Handling		
Spec Item	Title	Description
		<p>substitute certification. For those Contractor personnel designated but not qualified or current, the Government will make available, throughout the term of the contract, required Transportation of Hazardous Materials Inspector Course training to enable proper certification of personnel identified as JI, hazardous materials inspectors and/or load planners. The in-residence course is currently held at Ft. Lee, VA and may be held at other locations world-wide.</p> <p>A sufficient number of Contractor personnel shall complete via Web-based Training (WBT) the Air Transportation Hazardous Inspectors Course to maintain required certification to fulfill the requirements of the PWS for the duration of the contract. The Government will coordinate required course registration upon receipt of the Contractor’s signed request for Contractor Training. Certification requirements include a final exam to be administered by a certified Test Control Officer. The exam date/time will be coordinated with the COR/PAR. The prerequisite for this course is successful completion of the Transportation of Hazardous Materials Inspector Course.</p> <p>Within thirty (30) calendar days after the Pre-Performance conference, the Contractor shall designate in writing to the KO and COR/PAR personnel performing as Aircraft Load Planners. The Government will provide AMC unique aircraft load planning training during initial familiarization training, IAW AMCI 24-101, V. 22, Attachment 5, paragraphs A5.1.2. through A5.1.19. The prerequisite for this course is successful completion of the Air Transportation of Hazardous Materials Inspector Course.</p> <p>Within thirty (30) calendar days after the Pre-Performance conference, the Contractor shall designate in writing to the KO and COR/PAR personnel performing as Joint Inspectors. JI personnel will be provided Government training during the initial familiarization training period and annual training thereafter shall be conducted by the Contractor's qualified JI Instructor, reference requirements AMCI 24-101 V22, Attachment 4 Government Joint Inspector Training Requirements. The prerequisite for this course is successful completion of the Air Transportation of Hazardous Materials Inspector Course.</p> <p>Within thirty (30) calendar days after the Pre-Performance conference, the Contractor shall designate in writing to the KO and COR/PAR personnel performing as JI Instructor(s). The Government will make available, throughout the term of the contract, the Joint Inspector Instructor Qualification (AMC JIIQ) course to facilitate on-sight management of the JI program requirements. The course duration is ten (10) academic days and is currently held at the Expeditionary Center, Ft Dix, NJ and may be held at other locations world-wide. The prerequisite for this course is current JI certification.</p> <p>Contractor personnel shall satisfactorily complete hazardous material handler training IAW AFMAN 24-204(I) and AMCI 24-101 V. 11 prior to the start of the first contract option period. The Contractor shall designate hazardous materials handlers in writing to the KO and COR/PAR.</p>

0501070 – Passenger Terminal and Cargo Handling		
Spec Item	Title	Description
		<p>Only licensed personnel shall operate Material Handling Equipment (MHE) IAW AFI 24-301 Chapters 3 and 11, AFJMAN 24-306 and AMC Quality Training Program (QTP) Vehicle/MHE requirements on the Air Force Portal and maintain a valid driver’s license.</p> <p>The Contractor shall designate in writing to the KO and COR/PAR 25K loader drivers who will be provided Government training during the initial familiarization training period and training thereafter shall be conducted by the Contractor’s K loader instructors IAW AMCI 24-101, Vol. 22, paragraph 7.6.</p> <p>All K-loader and forklift operators performing requirements to load/unload munitions shall be certified IAW AFMAN 91-201 Chapters 7, 8 and 12, and AMCSUP1 to AFMAN 91-201.</p> <p>The contractor shall designate Load Team Chief personnel in writing to the KO and COR/PAR no later than the first day of familiarization training. Load Team Chief personnel will be provided Government training during the initial familiarization training period and annual training thereafter shall be conducted by the contractor’s qualified Load Team Chief Instructor IAW AMCI 24-101, Vol. 11, Attachment 6.</p> <p>The Contractor shall designate in writing to the KO and COR/PAR Contractor personnel who handle registered mail and signature service cargo.</p> <p>The Contractor shall designate in writing to the KO and COR/PAR foreign nationals who handle ordinary mail.</p> <p>The Contractor shall designate in writing to the KO and COR/PAR Contractor personnel identified as Global Air Transportation Execution System (GATES) Work Station Area Security Officer (WASO) to perform duties prescribed in GATES User’s Manual.</p> <p>All Contractor personnel providing passenger, cargo, and information control services shall be trained in the operation of GATES. Training will be provided by the Government and made available on line.</p> <p>All Contractor personnel shall use required Personal Protective Equipment (PPE).</p> <p>Personnel responsible for operation of vehicles on the airfield must complete Airfield Vehicle Operators Instruction Course (AVOIC) training and receive a license to operate vehicles on the airfield. AVOIC training and licensing is provided by the Government and must be scheduled with the Airfield Facilities Manager. Records of training AVOIC completion and licensing shall be maintained by the Contractor and made available for review by the Contracting Officer (KO) upon request.</p> <p>Contractor personnel operating MHE shall be licensed per OPNAVINST 4790.2, The Naval Aviation Maintenance Program (NAMPP) Volume V COMNAVAIRFORINST 4790.2B CH1 Chapter 10 Naval Aviation Maintenance Program Standard Operating Procedures (NAMPSOPs) and have in their possession a valid U.S. Government "USN" Aviation Support Equipment Operator's Identification Card, OPNAV Form 4790, for the MHE being operated.</p>

0501070 – Passenger Terminal and Cargo Handling		
Spec Item	Title	Description
2.3	Special Requirements	The Contractor shall comply with the special requirements as stated below:
2.3.1	Hours of Operation	<p>The Contractor shall perform the services required under this contract to meet all mission requirements to include weekends and holidays, 365 days a year, 24 hours a day. The Contractor shall provide the KO, COR/PAR, TACC, and Airlift Control Centers with the means/information needed to contact the Passenger Terminal and Cargo Handling Terminal Manager or Alternate Manager 24 hours a day. The Passenger Terminal and Cargo Handling Manager or Alternate Manager shall respond to work site within 30 minutes of notification by the Government.</p> <p>During U.S. Federal holidays, the Contractor may provide stand-by/minimum manning personnel when coordinated with the COR, TACC, Airlift Control Centers, and COR/PAR, and approved by the Administrative Contracting Officer (ACO).</p>
2.3.2.	Management Information Systems	<p>Management information systems are addressed as follows:</p> <ul style="list-style-type: none"> ... Integrated Data Environment/Global Transportation Network Convergence (IGC) See Spec Item 3.1.1. ... Remote Global Air Transportation Execution System (RGATES): See Spec Items 3.1.1. and 3.1.4.
2.3.3	Security	<p>The Contractor shall establish, document, and execute procedures to comply with requirements cited in AFI 31-601, Chapter 1, paragraph 1.6, Chapter 2, paragraphs 2.1, 2.3, and 2.4, Chapter 3, Chapter 4, paragraph 4.5, Chapter 5, paragraph 5.2.3, Chapter 9, and Chapter 11, paragraph 11.1., and Camp Lemonier local security statutes, regulations, and requirements.</p> <p>The Contractor shall ensure sufficient personnel on duty have appropriate clearances to accomplish all services as specified in the contract.</p> <p>The Contractor shall ensure all Contractor personnel whose work involves access to sensitive unclassified information, Privacy Act Information, Personally Identifiable Information, are U.S. Citizens and have a successfully completed National Agency Check with Written Inquiries (NACI) or Secret Security Clearance on file and obtains a Common Access Card (CAC).</p> <p>Non-Public Information. In performance of this contract, the Contractor may have access to sensitive, non-public information. The Contractor agrees (a) to use and protect such information from unauthorized disclosure IAW Directive-Type Memorandum (DTM) 08-027 - Security of Unclassified DOD Information on Non-DOD Information Systems, 31 July 2009; (b) to use and disclose such information only for the purpose of performing this contract and to not use or disclose such information for any personal or commercial purpose; (c) to obtain permission of the</p>

0501070 – Passenger Terminal and Cargo Handling		
Spec Item	Title	Description
		<p>Government Program Manager before disclosing/discussing such information with a third party; (d) to return and/or electronically purge, upon Government request, any non-public, sensitive information no longer required for Contractor performance; and (e) to advise the KO and/or COR of any unauthorized release of such information. Upon request, the Contractor shall have its employees assigned to this contract execute a non-disclosure agreement for delivery to the Government. The Government will require Contractor personnel to sign a non-disclosure statement to protect non-public information of other Contractors and/or the Government.</p> <p>Escort personnel as necessary/requested by KO, COR, or PAR.</p>
2.4	References and Technical Documents	References and Technical Documents are listed in J-0501070-02.
2.5	Records and Reports	Records and reports are listed in Section F of the solicitation.

0501070 – Passenger Terminal and Cargo Handling				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
3	Recurring Work	The Contractor shall provide Air Terminal and Ground Handling Services (ATGHS) to support scheduled aircraft arrivals and departures to ensure passengers and cargo are processed, handled, loaded, and off- loaded in a safe, secure, and timely manner.	<p>The Contractor shall comply with applicable DoD and other references, instructions, and directives listed in J-0501070-01, AMCI(s) 24-101, DoD 4515.13, and Electronic DoD Foreign Clearance Guide.</p> <p>The Contractor shall facilitate on-time aircraft departures and maintain the ability to provide sustained Air Terminal Ground Handling Services (ATGHS) for a working Maximum on Ground (MOG) capability of two wide-body aircraft or the equivalent thereof, as defined in J-0501070-01.</p> <p>Historical data for Passenger Terminal Services and Cargo Handling Services is listed in J-0501070-03.</p>	<p>Services are provided in a safe and timely manner as specified and IAW with applicable instructions, regulations, policies, and procedures.</p> <p>No incidents of Contractor inability to meet sustained capacity requirement for a working MOG capability of two (2) wide-body aircraft or the equivalent thereof.</p> <p>No more than two (2) aircraft mission departure delays are attributable to the contract monthly.</p>
3.1	Air Terminal Operations Center (ATOC)	The Contractor shall provide a control function that manages all information and terminal resources required to receive, document, plan and move passengers, cargo and mail, to ensure maximum aircraft utilization, timely completion of work, and compliance with required	The Contractor shall coordinate mission planning, control, execution, and prioritize aircraft based on mission requirements. The Contractor shall develop and utilize Sequence of Events (SOE) Checklists IAW GATES SOE Plan Management Window to track required performance within established aircraft ground times, facilitating on-time aircraft departures.	<p>Work performed and completed within time required.</p> <p>Services provided IAW proper procedures and regulations.</p> <p>All data records maintained in accordance with AMCI 24-101 V6</p> <p>No validated customer complaints.</p>

0501070 – Passenger Terminal and Cargo Handling				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
		procedures and regulations.		
3.1.1	Information Control	The Contractor shall implement information control to ensure information is properly managed in a timely manner.	<p>The Contractor shall ensure information is gathered, processed and disseminated, documentation is properly maintained, proper coordination with required agencies is completed, and briefings are conducted IAW AMCI 24-101, V.9, HQ AMC/A4T policy, messages, memorandums, and directives; GATES: and the Integrated Data Environment/Global Transportation Network Convergence (IGC).</p> <ul style="list-style-type: none"> • Report updated flight/load information to appropriate border clearance agencies, such as Customs, Agriculture, etc. • Pass hazardous material information to appropriate base agencies, such as Safety, Ammo, Fire Department, etc. • Complete Mission Load Report (MLR) IAW, but not limited to AMCI 24-101 V.9. <p>The Contractor shall provide detailed information to COR/PAR concerning any aircraft delay or abort.</p> <p>The Contractor shall report all mishaps and incidents, as well as, unscheduled aircraft remaining overnight (RON) to COR/PAR within 30 minutes of occurrence.</p> <p>The Contractor shall ensure customs and immigration requirements are accomplished.</p>	<p>Work performed and completed within time required.</p> <p>Services provided IAW proper procedures and regulations.</p> <p>Message and reports are completed/ submitted within required time.</p> <p>Message and reports are accurate.</p> <p>All data records maintained in accordance with AMCI 24-101 V6.</p> <p>No validated customer complaints.</p>
3.1.2	Cape Forecasting	The Contractor shall provide cape forecasting services to ensure schedules are distributed and required clearances are obtained in a timely	<p>The Contractor shall provide daily schedules and coordinate required clearances IAW AMCI 24-101, V.9 and Foreign Clearance Guide.</p> <p>Each day the Contractor</p>	<p>Work performed and completed within time required.</p> <p>Services provided IAW proper procedures and regulations.</p>

0501070 – Passenger Terminal and Cargo Handling				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
		manner.	<p>ahll update, publish and provide daily mission schedules which cover the next seventy-two hour period to agencies specified by COR/PAR. The Contractor shall publish and distribute initial daily mission schedule at 0700L and provide updates (i.e., mission add-ons, cancellations, delays) as required to ensure readiness of terminal resources. The daily mission schedule shall include all aircraft landing and departing airfields.</p> <p>The Contractor shall coordinate inbound and outbound clearance for explosives shipments, hazardous materials shipments and monitor the terminal’s explosive movement requirements and capability IAW AMCI 11-208 and AMCI 24-101, V.9, and HQ AMC/A4T policy, messages, memorandums, and directives.</p>	<p>All required clearances are obtained</p> <p>Schedules are published, distributed and updated within time prescribed</p> <p>No validated customer complaints.</p>
3.1.3	Aircraft Load Planning	The Contractor shall provide aircraft load planning services to ensure cargo and mail are transported in compliance with required instructions/ regulations and within required times.	<p>The Contractor shall plan, select, sequence, and monitor each aircraft cargo and mail load in accordance with AMCI 24-101, V. 9, AMCI 24-101 V.11 , AMCI 24-101 V.22, AFMAN 24-204(I), GATES, and applicable Aircraft Technical Orders (T.O.s) and HQ AMC/A4T policy, messages, memorandums, and directives.</p> <p>The Contractor shall obtain passenger deviations when moving hazardous material in accordance with AMCI 24- 101,</p>	<p>Work performed and completed within time required.</p> <p>Services provided IAW proper procedures and regulations.</p>

0501070 – Passenger Terminal and Cargo Handling				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			<p>V. 9.</p> <p>The Contractor shall coordinate and liaison with ACC/Air Transportation Operations (XOGX), and upline/downline stations regarding space block requests for backlog material.</p> <p>The Contractor shall ensure maximum aircraft utilization.</p>	
3.1.4	GATES Sybase Account Management	The Contractor shall perform Sybase Account Assistant duties to ensure compliance with GATES security requirements and timely completion of work.	<p>The Contractor shall maintain GATES local database and correct any discrepancies in coordination with GATES help desk.</p> <ul style="list-style-type: none"> • Immediately request assistance from GATES help desk for software and hardware related problems. Notify the COR/PAR within 15 minutes of occurrence, when loss of GATES functionality exists. Provide at a minimum: trouble ticket number and issues or concerns. • Track all problems to resolution. <p>The Contractor shall establish manual-processing procedures and provide uninterrupted service to the customer when GATES functionality is lost.</p> <p>The Contractor shall conduct a test of manual processing procedures at least once every three months, document results, and provide locally produced Manual Processing Results report. The Contractor shall ensure manual data is entered. The Contractor shall coordinate with the COR/PAR forty-eight (48) hours prior to conducting a manual processing test.</p> <p>The Contractor shall perform GATES WASO duties IAW the GATES User’s Manual.</p>	<p>Work performed and completed within time required.</p> <p>Services provided IAW proper procedures and regulations.</p>

0501070 – Passenger Terminal and Cargo Handling				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			<p>The Contractor shall conduct GATES Server updates. The Contractor shall coordinate with HQ AMC and all GATES users at CLDJ to ensure they are logged off during GATES updates and notify all users when update actions have been completed.</p> <p>The Contractor shall complete any required manual updates when GATES is restored.</p>	
3.2	Passenger and Baggage Services	The Contractor shall provide services to ensure passengers and baggage are accurately processed in a courteous and timely manner to support scheduled arrivals and departures.	<p>The Contractor shall provide passenger counter services including, but not limited to processing of passengers, baggage and passenger/baggage security screening IAW AMCI 24-101, V. 14, Electronic Foreign Clearance Guide, DoDI 4515.13; HQ AMC/A4T policy, messages, memorandums and directives and GATES.</p> <p>The Contractor shall ensure the AMC Commander’s comment system is available to include: a current posted picture, ample supply of blank AMC Form 253 “Air Passenger Comments”, and a locked receptacle. The Contractor shall not accept the completed comment forms directly from passengers. The COR will forward a copy of each completed form to the Contractor who shall respond in writing to all unfavorable comments within five (5) working days after receipt.</p> <p>The Contractor shall advertise the Interactive Customer Evaluation (ICE) System and distribute cards provided by the COR/PAR to each passenger when feasible, making them available where customer service is provided.</p> <p>Contractor personnel shall present a neat standardized</p>	<p>All passengers and baggage are accurately processed and screened in sufficient time to support scheduled departures.</p> <p>No unauthorized personnel or contraband is allowed within the terminal.</p> <p>Validated customer complaints do not exceed 2% of the total customer comment cards received for any given month.</p> <p>Work performed and completed within time required.</p> <p>Services provided IAW proper procedures and regulations.</p> <p>No validated customer complaints received.</p>

0501070 – Passenger Terminal and Cargo Handling				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			<p>appearance; wear clothing bearing the company name/logo and nametag with employee name.</p> <p>The Contractor shall provide technical assistance to AMC customers, including but not limited to advising customers on how to obtain identification cards, leave forms, as well as how to correct discrepancies with travel documents IAW DoD 4515.13, Defense Travel Regulation (DTR) and AMCI 24-101 V.14.</p> <p>The Contractor shall maintain flight information/flight status board in accordance with AMCI 24-101 V. 14, Information Control/Release.</p> <p>The Contractor shall post all required visual aids in accordance with AMCI 24-101, V. 14.</p>	
3.2.1	Passenger and Baggage Processing	The Contractor shall provide passenger and baggage processing services, ensuring passengers are accurately processed in a courteous and timely manner and all baggage is screened and absent of prohibited items.	<p>The Contractor shall process passengers, including, but not limited to, registering, preparing boarding passes, screening baggage, manifesting flights, and providing flight announcements IAW AMCI 24-101, V. 14.</p> <p>The Contractor shall process all passengers and screen baggage within 3 hours of flight departure.</p> <p>The Contractor shall use GATES to check on reservations, register new passengers, and check flight arrivals and departures.</p> <p>The Contractor shall weigh, tag, and manifest passenger baggage IAW AMCI24-101, V.14.</p> <p>The Contractor shall ensure all passengers and baggage are screened prior to loading to ensure absence of prohibited items IAW: AMCI 24-101, V.14,</p>	<p>Boarding passes are provided only to authorized and eligible passengers where a seat map is issued.</p> <p>All passengers processed and manifest prepared 30 minutes prior to scheduled aircraft departure.</p> <p>Validated customer complaints do not exceed 2% of the total customer comment cards received for any given month.</p> <p>Work completed within time required.</p> <p>Services provided IAW proper procedures and regulations.</p> <p>Passengers and baggage processed within 3 hours</p>

0501070 – Passenger Terminal and Cargo Handling				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			<p>and HQ AMC/A4T policy, messages, memorandums, and directives.</p> <p>The Contractor shall ensure personnel are knowledgeable of hazardous materials and dangerous goods that are acceptable or unacceptable to be carried by passengers in carry-on baggage and in checked baggage.</p> <p>The contractor shall assist military customs agents by informing them of departure and arrival times for aircraft parked on the Camp Lemonier ramp and providing passenger baggage screening support.</p> <p>The contractor shall coordinate and assist as necessary local customs and immigrations agents, informing them of departure and arrival times for aircraft parked at the Djibouti International Airport; and, providing passenger screening support, as well coordinate and assist downloading or uploading of passengers and baggage.</p> <p>The Contractor shall immediately notify the Air Ops of any passenger that arrives too late to process in time for departure. Passengers are required to report a minimum of three hours prior to scheduled departure time.</p> <p>Passenger service agents shall provide prompt, accurate, information in a courteous and professional manner. Should a passenger become belligerent, notify the COR/PAR and Security Forces as soon as possible.</p> <p>The Contractor shall protect baggage from inclement weather, to include assembly, transportation and securing in the</p>	<p>of departures.</p> <p>Passengers and baggage confirmed free of hazardous substances prior to entry into loading area.</p> <p>No unauthorized personnel are allowed aboard aircraft.</p>

0501070 – Passenger Terminal and Cargo Handling				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			<p>aircraft or terminal area.</p> <p>The Contractor shall position aircraft stair truck prior to aircraft block-in and engines shut to facilitate passenger and aircrew deplaning.</p> <p>The Contractor shall transport passengers to/from aircraft and assist passengers in boarding and deplaning IAW established (SOE) timelines.</p>	
3.2.2	Baggage Claim Services	The Contractor shall provide baggage claim services to ensure mishandled baggage is recovered and claims for lost, damaged, or pilfered baggage are processed in a courteous and timely manner.	<p>The Contractor shall provide baggage claim services IAW AMCI 24-101, V.14.</p> <p>The Contractor shall provide information and forms to passengers regarding claim procedures for lost, damaged, mishandled, and pilfered baggage.</p> <p>The Contractor shall advise the COR/PAR of any damaged or pilfered baggage reported on arriving DoD/AMC flights within two hours of completing required documentation/reports.</p>	<p>Reports of lost or damage baggage are processed as specified IAW AMCI 24-101 V. 14.</p> <p>Passengers briefed on claim procedures and provided with appropriate forms within 15 minutes of notification of lost or damaged baggage.</p> <p>Passengers are notified of recovered baggage within 48 hours of recovery.</p> <p>Validated customer complaints do not exceed 2% of the total customer comment cards received for any given month.</p> <p>Work performed and completed within time required.</p> <p>Services provided IAW proper procedures and regulations.</p>
3.2.3	Aircraft Arrivals and Departures	The Contractor shall support scheduled aircraft arrivals and departures to ensure authorized passengers	The Contractor shall control passenger boarding to prevent unauthorized passengers and stowaways from entering aircraft.	<p>Passengers are embarked and disembarked in a safe manner.</p> <p>Disembarking procedures</p>

0501070 – Passenger Terminal and Cargo Handling				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
		are embarked and disembarked in a safe, secure, and timely manner.	<p>The Contractor shall verify and close out manifests with appropriate copies IAW AMCI 24-101, V.14, GATES, and HQ AMC/A4T policy, messages, memorandums, and directives. The Contractor shall request and receive aircrew permission prior to commencing boarding.</p> <p>The Contractor shall inspect aircraft and immediately report stowaways to security personnel IAW AMCI 24-101, V.14.</p>	<p>are started within ten minutes of arrival and embarking is completed IAW mission specific SOE to facilitate on-time mission departures.</p> <p>No unauthorized passengers are allowed aboard aircraft.</p> <p>Passengers are kept clear of hazard areas per applicable aircraft NATOPS manual during embarking and disembarking.</p> <p>Manifests are verified and closed out IAW proper procedures and regulations.</p>
3.2.4	Funds Handling	The Contractor shall provide funds handling services to ensure funds are documented and handled in accordance with required procedures and regulations.	<p>The Contractor shall perform and document accurate funds handling procedures for passenger service operations in accordance with AMCI 24-101, Volumes 6 and 14; and HQ AMC/A4T policy, messages, memorandums, and directives.</p> <p>The Contractor shall collect the appropriate fees and financial paperwork.</p> <p>The Contractor shall develop and implement internal funds audit procedures.</p> <p>The Contractor shall refer passengers to appropriate transportation office when Portcall Memorandum and/or Travel</p>	<p>Services provided IAW proper procedures and regulations.</p> <p>Documentation is complete, accurate, legible, and auditable.</p>

0501070 – Passenger Terminal and Cargo Handling				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			<p>Orders/Authorization are in question. The Contractor shall collect copies of Portcall Memorandum and Travel</p> <p>Orders/Authorization from Space Required funded passengers. The Contractor shall forward funds collection documentation to the Government designated revenue processing center.</p>	
3.2.5	Customs and Agriculture Coordination	The Contractor shall coordinate with customs and agriculture officials to ensure necessary clearances are obtained.	<p>The Contractor shall assist passengers in obtaining the necessary border clearances and assist in obtaining the necessary clearances for but not limited to aircrew and mission recovery/support team members.</p> <p>The Contractor shall contact Customs to assist passengers who require visa or passport assistance. The COR/PAR must be notified immediately when a border clearance violation occurs.</p> <p>The Contractor shall provide contact information for appropriate consulates, embassies, and/or government agencies to assist passengers who have visa or passport problems.</p>	Customs and agriculture clearances are obtained.
3.2.6	Non-Commercial Shuttle Services	The Contractor shall provide shuttle services to ensure personnel are transported between the air terminal and the	The Contractor shall coordinate with appropriate on installation units/organizations and provide transportation to and from aircraft for customs and agriculture inspectors, aircrew, and passengers when aircraft cannot be accommodated within a reasonable walking distance of air	<p>Shuttle is operated in a safe, secure manner.</p> <p>Passengers are kept clear of hazard areas per applicable aircraft NATOPS NAVAIR</p>

0501070 – Passenger Terminal and Cargo Handling				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
		aircraft, as well as the air terminal to the billeting office, in a safe, secure, and timely manner.	<p>terminal.</p> <p>The Contractor shall meet aircraft on arrival with sufficient vehicles to transport passengers and assist passengers in embarking and disembarking.</p> <p>The shuttle shall be available within ten minutes of aircraft landing and 30 minutes prior to scheduled departure.</p> <p>For arriving passengers, the Contractor shall provide follow-on shuttle transportation from the Air Operations terminal to the billeting office as requested.</p>	<p>00-80T-96 manual when transported between terminal and aircraft.</p> <p>Validated customer complaints do not exceed 2% of the total customer comment cards received for any given month.</p>
3.2.7	Commercial Shuttle Services	The Contractor shall provide shuttle services to ensure personnel are transported between CLDJ Air Operations and the Djibouti Ambouli International Airport in a safe, secure, and timely manner.	<p>The Contractor shall provide shuttle services (providing passenger pick-up and drop off as required) 24 hours per day/7 days per week.</p> <p>The Contractor shall provide shuttle vehicle appropriate to accommodate scheduled passenger arrival/departure load per government reservation list provided 24 hours prior to scheduled aircraft arrival. During scheduled service hours, the driver shall be able to speak and understand English as well as the local language of Djibouti.</p> <p>The Contractor shall adhere to all safety regulations of CLDJ, and the driver shall carry a cell phone or radio capable of contacting CLDJ Air Operations.</p> <p>The Contractor shall ensure the shuttle departs the air terminal no later than two and a half hours prior to scheduled commercial flight departure time.</p> <p>The Contractor shall display a “Camp Lemonnier Shuttle” sign inside the Ambouli terminal to alert arriving passengers that have</p>	<p>Shuttle is operated in a safe, secure manner.</p> <p>Driver shall not leave the Air Operations building later than two and one half hours prior to the earliest flight departure time of the passenger group more than two times a week.</p> <p>Driver shall not arrive more than 20 minutes after flight arrival more than two times per week.</p> <p>No passengers left behind.</p> <p>Passengers are notified of recovered baggage within 24 hours of recovery.</p>

0501070 – Passenger Terminal and Cargo Handling				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			<p>pre-arranged shuttle service. The driver shall remain inside the terminal until all passengers have cleared customs and assist arriving passengers with initiating lost baggage claims (as required).</p> <p>The Contractor shall provide passengers information and assistance with completing forms regarding lost baggage based on the respective airline guidelines for lost baggage recovery. The Contractor shall notify the customer and request disposition when commercial airlines notify the Contractor of found baggage. The Contractor shall not be held accountable for damage or pilferage caused by the airline or Ambouli terminal.</p> <p>Upon passenger arrival request, the Contractor shall provide follow-on shuttle transportation from the air terminal to the billeting office.</p>	
3.3	Cargo Handling Services	The Contractor shall provide cargo and mail handling services to ensure cargo and mail is processed and handled in a safe, secure, proper, and timely manner to support scheduled departures and arrivals.	<p>The Contractor shall control and record the movement of cargo and mail, provide cargo processing, special handling, and aircraft loading/unloading per AMCI 24-101 V.11, DoD 4515.13, AFMAN 24-204(I), DoD 4500.9R DTR Part II and Part III, AMC/A4T policy messages, memorandums, and directives; and the GATES to include data collection and reporting as required.</p> <p>The Contractor shall be responsible for handling all Class 1.1 through 1.6.</p> <p>The Contractor shall ensure personnel handling explosives have been approved by the Base Handling Explosives Board IAW Navy Personnel Ammunition and Explosives Instruction to read</p>	<p>Cargo is verified safe for shipment and is loaded and unloaded without damage.</p> <p>Cargo is packaged and loaded to prevent damage during shipment IAW AMCI 24-101 V.11.</p> <p>Services performed within time required.</p> <p>Services provided IAW proper procedures and regulations.</p> <p>No validated customer</p>

0501070 – Passenger Terminal and Cargo Handling				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			OPNAVISNT 8023.24B Navy Personnel Conventional Ammunition and Explosives Handling Qualification and Certification Program and OPNAVINST 8020.14 (series).	complaints.
3.3.1	Cargo Loading and Unloading and Processing	The Contractor shall provide cargo loading/unloading and processing to ensure cargo is safe and authorized for shipment and properly manifested, weighed, and loaded/ unloaded without damage and within required time.	<p>The Contractor shall provide cargo loading and unloading services to ensure cargo is loaded, unloaded, IAW AMCI24-101, V.11 and the applicable aircraft loading manual(s).</p> <p>The Contractor shall assist in the reconfiguration of aircraft, including, but not limited to removing and replacing passenger seats, air transportation galley/lavatory (ATGLs), and portable lavatories.</p> <p>The Contractor shall perform one-for-one exchange of tie-down equipment on aircraft IAW AMCI 24-101 V.11.</p> <p>The Contractor shall use applicable spotting procedures at all times IAW AMCI 24- 101 V. 11.</p> <p>Informational Note: AMC Spotter Training Quality Training Plans will be made available by the PAR.</p> <p>Hazardous cargo handling and loading:</p> <ul style="list-style-type: none"> • Maintain protective clothing and spill kits. • Load hazardous materials for ease of accessibility and inspection for jettison purposes during flight. <p>The Contractor shall provide for movement of high priority cargo for, but not limited to AMC MICAP, VVIP, Green Sheet, Purple Sheet, and 999.</p>	<p>Cargo is verified safe for shipment and is transported without damage.</p> <p>Cargo is packaged and loaded to prevent damage during shipment.</p> <p>Loading and unloading is completed within the specified time.</p> <p>No unauthorized materials are loaded.</p> <p>Accurate weight(s) of all cargo is provided to aircrew prior to loading.</p> <p>Manifests are accurate and submitted within specified time.</p>

0501070 – Passenger Terminal and Cargo Handling				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			<p>The Contractor shall process originating cargo/mail within 60 minutes of receipt or release from “frustrated” status.</p> <p>The Contractor shall protect cargo and pallets from inclement weather using plastic pallet covers and double covers on household goods and unaccompanied baggage pallets.</p> <p>The Contractor shall store personal property shipment indoors to prevent water damage, space permitting.</p> <p>The Contractor shall store, maintain and account for 463L assets and tie-down equipment in accordance with applicable instructions and T.O.s.</p> <p>The Contractor shall implement, and adhere to local procedures and AMCSUP1 AFMAN91-201 requirements for all phases of explosives clearance/handling.</p>	
3.3.2	Cargo Inspecting	The Contractor shall inspect all cargo to ensure authorized material is packaged and safe for airlift and notification of discrepancies are made in a timely manner.	<p>The Contractor shall perform a quality control inspection of cargo prior to staging IAW AMCI 24-101, V.11.</p> <p>The Contractor shall inspect cargo to confirm the absence of unauthorized hazardous material.</p> <p>The Contractor shall inspect all hazardous material IAW AFMAN 24-204(I) before acceptance into the Defense Transportation System. Use the International Air Transportation Association (IATA) Dangerous Goods Regulation as applicable.</p> <p>The Contractor shall provide technical assistance to shippers for preparation of hazardous materials marking and labeling in accordance with AFMAN 24-</p>	<p>Documentation, marking, labeling are accurate.</p> <p>Hazardous cargo documentation and shipper’s declaration of dangerous goods are 100% accurate.</p> <p>Responsible individuals sign documents requiring signature.</p> <p>Technical assistance is provided to shippers for preparation of shipment documents and hazardous materials marking and labeling.</p> <p>No unauthorized material is loaded.</p>

0501070 – Passenger Terminal and Cargo Handling				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			<p>204(I).</p> <p>The Contractor shall perform hazardous material inspections and certifications for cargo that has been previously inspected by a qualified, certified, and designated hazardous material inspector of the shipping organization as requested.</p> <p>If hazardous material inspection discrepancies are discovered, the Contractor shall notify the shipper or shipping agency of discrepancies and return the Shippers Declaration for Dangerous Goods (SDDG) along with the hazardous cargo to the Shipper or shipping agency. The hazardous cargo and SDDG shall not be processed until discrepancies are resolved. After resolution of the discrepancy by the parties involved, the Contractor shall complete cargo inspection AMC Form 1015.</p>	No validated customer complaints.
3.3.3	Palletizing	The Contractor shall properly palletize cargo to ensure cargo is staged for loading in a timely manner.	<p>The Contractor shall build-up, net, restrain, and properly configure cargo on 463L pallets. The Contractor shall properly position hazardous materials on the pallet and meet compatibility requirements per AFMAN 24-204 (I) and the applicable aircraft loading technical orders.</p> <p>Designated cargo to be loaded shall be staged two hours prior to aircraft loading.</p> <p>The Contractor shall use plastic pallet covers for palletized cargo and be doubled on household goods and baggage.</p>	Services provided IAW proper procedures and regulations.
3.3.4	Weighing and Manifesting	The Contractor shall weigh and manifest all cargo and mail prior to loading to cargo and mail is accurately documented.	<p>The Contractor shall weigh, document, and manifest cargo IAW AMCI 24-101, V.11.</p> <p>The Contractor shall process manifests IAW AMCI 24-101, Volumes 6 and 11.</p>	<p>All cargo is weighed, documented, and manifest is prepared 60 minutes prior to scheduled aircraft departure.</p> <p>Accurate weights of all</p>

0501070 – Passenger Terminal and Cargo Handling				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
				cargo are provided to loadmaster prior to loading.
3.3.5	Delivering Cargo	The Contractor shall deliver cargo to designated locations to ensure cargo is properly delivered in a safe and timely manner.	<p>The Contractor shall deliver cargo to the contractor supply organization or areas otherwise designated by the COR/PAR Air Ops.</p> <p>The Contractor shall provide storage and security for all unclassified cargo shipments until properly released to receiving unit/organization.</p> <p>The Contractor shall notify Supply Support Activity (SSA), postal or authorized consignee of all mail and cargo with movement priority indicators, e.g., MICAP, 999, and provide for release within three hours of aircraft download completion.</p> <p>The Contractor shall notify SSA, Postal or authorized consignee of general cargo and provide for release within 18 hours of aircraft download completion or not later than the next working day as applicable.</p>	<p>Cargo is delivered to the designated location and provided for release within designated time.</p> <p>Cargo is delivered to the designated location without damage due to Contractor negligence.</p>
3.3.6	Baggage Handling	The Contractor shall provide baggage handling services to ensure baggage is properly loaded and unloaded in a safe and timely manner.	<p>The Contractor shall move baggage bins to aircraft; load and unload baggage from aircraft; and return bins and baggage to the air terminal to the baggage bin area; and assist passengers in claiming their baggage.</p> <p>The Contractor shall provide disposition of unclaimed baggage IAW AMCI 24-101 V.14.</p> <p>Onward movement of misdirected or mishandled baggage due to Contractor negligence shall be provided at no additional cost to the Government.</p>	<p>Baggage is correctly processed as specified.</p> <p>Baggage is loaded and unloaded from aircraft without damage.</p> <p>Aircraft are unloaded and loaded IAW GATES Mission specific SOE times to facilitate on-time aircraft departures.</p>
3.3.6.1	Baggage Packing and Palletizing	The Contractor shall properly pack bins and palletize baggage to	When specified by the COR/PAR or loadmaster, the Contractor shall pack bins and palletize	Baggage is packed and palletized as specified.

0501070 – Passenger Terminal and Cargo Handling				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
		ensure baggage is staged for loading in a timely manner.	baggage IAW AMCI 24- 101, V. 11, and the applicable aircraft loading manual.	Designated baggage is staged 60 minutes prior to aircraft loading.
3.3.6.2	Baggage Loading and Unloading	The Contractor shall transport all baggage between the staging area and the aircraft to ensure baggage is loaded and unloaded in a safe, secure, proper, and timely manner.	The Contractor shall load and unload baggage while maintaining safety standards to ensure aircraft limitations and restrictions are not exceeded using a load plan created by ATOC personnel using the Government provided automated load planning software where appropriate, or utilizing manual procedures in the event of non-access to electronic media.	<p>Baggage is loaded and unloaded on the aircraft without damage due to Contractor negligence.</p> <p>Baggage is properly secured to prevent damage during shipment.</p> <p>Baggage is correctly processed as specified.</p> <p>Loading and unloading is completed prior to scheduled aircraft departure IAW GATES mission specific SOE.</p>
3.4	Record, Reports and Electronic Data Interchange	The Contractor shall provide record, reporting, and electronic interchange services in accordance with required instructions and regulations to ensure required information is distributed within required time, and a clear audit trail is maintained.	<p>The Contractor shall provide the following documentation per Section F:</p> <ul style="list-style-type: none"> • Monthly Station Traffic Handling Report • Daily Offshore Station On-Hand Report • Global Asset Report Tool (GART) Update • Short, Lost, Cannot Locate, and Pilfered Shipment Report • Over Shipment Report • MHE Mishap Report • Mishandled Baggage Report and Summary <p>The Contractor shall maintain all records, reports, and other documentation, in accordance with AMCI 24-101, V.6, GATES, and HQ AMC/A4T policy, messages, memorandums, and directives.</p> <ul style="list-style-type: none"> • Aircraft Ground Handling Record. AMC Form 77 (one record per aircraft handled), and as applicable, AMC Form 68 shall be updated and kept on file IAW AMCI 24- 101 V.6 and V.9. 	<p>Work completed within time required.</p> <p>Proper procedures and regulations are followed.</p> <p>Clear audit trail of data and documentation is provided.</p> <p>No validated customer complaints.</p>

0501070 – Passenger Terminal and Cargo Handling				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			<p>The Contractor shall make available or provide an original or a reproducible copy of any record, report, or other documentation upon request.</p> <p>The Contractor shall develop and implement internal audit procedures.</p> <p>The Contractor shall dispose of records in accordance with AMCI 24-101, V.6.</p>	
3.5	Fleet Services	The Contractor shall provide fleet service to ensure aircraft are cleaned and serviced prior to departure within required time and in accordance with required procedures and regulations.	<p>The Contractor shall provide fleet service to include, but not limited to, picking up, loading, and unloading aircraft service equipment and supplies, air transportation galley/lavatory (ATGLs), portable lavatories, aircraft latrine and water servicing, and aircraft interior sanitation and cleaning in accordance with AMCI 24-101, V.10.</p> <p>Vehicles and personnel involved in latrine servicing and/or trash removal shall not be used for clean fleet service operations, to include but not limited to food handling, loading equipment and materials, etc.</p> <p>The Contractor shall remove all trash from, other than commercial aircraft, and dispose in accordance with US Department of Agriculture and DoD regulations.</p> <p>NOTE: Cleaning and catering of commercial aircraft is the responsibility of the carrier.</p> <p>When troop movements are identified, the Contractor shall provide the troop commander with contact information for the galley.</p>	<p>Work completed within time required.</p> <p>Proper procedures and regulations followed.</p> <p>No validated customer complaints.</p>

0501070 – Passenger Terminal and Cargo Handling				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			The Contractor shall account for equipment loaded and unloaded aboard aircraft, IAW AMCI 24-101, V. 10.	
3.6	Passenger Terminal and Cargo Handling Equipment	The Contractor shall inspect, operate, maintain, and repair MHE, Fleet Services Equipment (FSE) and vehicles to ensure equipment is fully functional, operational, and available.	<p>The inventory of MHE, FSE and vehicles is provided in J-0501050-04. Vehicles and equipment that are designated as BSVE maintained equipment shall be maintained as part of Annex 1700000 BSVE.</p> <p>The Contractor shall develop and submit passenger terminal and cargo handling equipment maintenance plan per Section F.</p> <p>The Contractor shall operate and maintain all MHE, FSE, and Vehicles IAW: AFMAN 24-306 (IP), Chapter 20; AFI 24-302, Chapter 7, Section 7B, paragraphs 7.12 - 7.17.2.6.; Equipment Technical Orders, Instructions, and Operational Orders.</p> <p>The Contractor shall operate all MHE, FSE, and Vehicles a minimum of once per week for the purpose of determining the operational and material condition.</p> <p>The Contractor shall balance the use of K-loaders, spreading usage based on operating hours and mission requirements.</p> <p>The Contractor shall perform operator inspections on all MHE, FSE, and Vehicles using current Government provided inspection forms.</p> <p>The Contractor shall coordinate a MHE parking plan with the COR/PAR for MHE, FSE, and vehicles while not in use. The plan shall provide maximum clearances between parking spaces IAW the applicable T.O.</p> <p>The Contractor shall maintain the</p>	Work is accomplished per Contractor's program and schedule.

0501070 – Passenger Terminal and Cargo Handling				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			<p>appearance of MHE, FSE, and vehicles. Cleaning and washing of MHE shall include their undercarriages.</p> <p>The Contractor shall submit MHE, FSE, and Vehicle Status reports to track equipment repair status per Section F.</p>	
3.7	Exercises, Deployments and Re-deployments	The Contractor shall provide exercises, deployments and re-deployments services up to ensure mission requirements are met.	<p>The Contractor shall provide services up to twenty-four (24) hours per day on an extended basis IAW:</p> <p>DoD 4500.9-R, Part III, Chapter 303, Section B, paragraphs 2e(1), Section C, paragraphs 2d(3)(a), paragraphs 3b (3) and (4), 5d(1)(c) except 2, and Figure 303-2 except 13 and 15;</p> <ul style="list-style-type: none"> - Appendix J, Section B; - Appendix K; - Appendix M, paragraphs C.3. and Section D; - Appendix O; - Appendix P; - Appendix S, Section D; - Appendix U, Section D and E; - Appendix V, Section A and G-I; - Appendix X <p>The Contractor shall accomplish Joint Inspections IAW DoD 4500.9R Part III for all unit moves.</p> <p>The Contractor shall provide load teams to meet all aircraft services requirements unless the applicable Government unit/service has stated Government load teams will be provided during mission coordination with the contractor.</p> <p>The Contractor shall provide a Load Team Chief when Government load teams are provided.</p> <p>The Contractor shall notify the deployed activity as applicable of</p>	<p>Services are timely and per applicable guidelines.</p> <p>No validated customer complaints.</p>

0501070 – Passenger Terminal and Cargo Handling				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			<p>frustrated cargo/equipment.</p> <p>The Contractor shall provide technical assistance to deploying/re-deploying units when requested.</p> <p>The Contractor shall develop a Joint Inspection (JI) program to ensure a sufficient number of Contractor personnel are JI certified to fulfill the requirements of this Performance Work Statement (PWS). Accomplish JI IAW DoD 4500.9R Part III, Chapter 303 and Appendix O.</p> <p>The Contractor shall validate load plans IAW DoD 4500.9-R, Part III, Chapter 303.</p>	
3.8	Joint Inspection	The Contractor shall provide Joint Inspection services to ensure deployment/re-deployment and exercise aircraft loads are inspected in accordance with required procedures/regulations and within time required.	The Contractor shall provide a qualified Joint Inspector, IAW AMCI 24-101 V22, to accomplish the joint inspection of aircraft loads with a qualified representative from the moving unit representative IAW DoD 4500.9R, Part III, Mobility, Appendix O. to ensure aircraft loads are movement ready.	<p>Work performed within time required.</p> <p>Work performed IAW proper procedures and regulations.</p>

0501070 – Passenger Terminal and Cargo Handling				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
4	Non-recurring Work	Non-recurring work may be ordered utilizing DoD EMALL in accordance with Section H or on a task order in accordance with the PROCEDURES FOR ISSUING ORDERS clause in Section G. The order will specify the exact locations and types of work to be accomplished. The period of performance will be specified in each order.	Refer to non-recurring ELINs for task listings, descriptions and related requirements. All periods of performance are measured from issue date of order to acceptance of the work. Performance Standards for non-recurring work will be the same as those in Spec Item 3 where applicable.	

ANNEX 1402000 HOUSING

1402000 - Unaccompanied Housing Amendment 0004	
Table of Contents	
Spec Item	Title
1	General Information
1.1	Concept of Operations
2	Management and Administration
2.1	Definitions and Acronyms
2.2	Personnel
2.3	Government Furnished Items
2.4	References and Technical Documents
2.5	Records and Reports
3	Recurring Work
3.1	Front Desk Operations
3.1.1	Reservation Services
3.1.2	Check-in and Check-out Services
3.1.3	Keys and Locking Systems Management
3.1.4	Resident Relations
3.2	Support Services
3.2.1	Change of Occupancy Services (COS)
3.2.1.1	VIP COS
3.2.2	Common Use Areas - Exterior
3.2.3	Linen Services
3.2.4	Self-Help Services
3.2.5	Room Furnishing Repairs
3.3	Laundry Services
3.3.1	Personal Laundry Services
3.3.2	Self Service Laundry
3.3.3	Medical Laundry

3.3.4	Laundry Services - Camp Simba (Manda Bay)
4	Non-Recurring Work

1402000 - Unaccompanied Housing		
Spec Item	Title	Description
1	General Information	The Contractor shall provide all labor, management, supervision, tools, material, and equipment required to perform Unaccompanied Housing (UH) services at Camp Lemonnier, Djibouti (CLDJ) and Camp Simba, Manda Bay, Kenya.
1.1	Concept of Operations	<p>Unaccompanied Housing facilities consist of single occupancy, double occupancy and triple occupancy Containerized Living Units. In addition there are single occupancy rooms in Bldg. 212 and single occupancy rooms in Bldg. 214. Surge capacity tent berthing consists of S-block 46 man tents, 20-man Alaska tents, and D-block 10 man tents.</p> <p>Unaccompanied Housing includes services such as billeting and common operations, furnishings, equipment management, and change of occupancy services. The following services are not considered unaccompanied personnel housing and are not included in this annex:</p> <ul style="list-style-type: none"> ... Control of pests is included in 1503020, Pest Control. ... Common area cleaning is included in 1503010, Custodial Services. ... All facilities sustainment, restoration, and modernization requirements are included in 1502000, Facility Investment.

1402000 - Unaccompanied Housing		
Spec Item	Title	Description
2	Management and Administration	
2.1	Definitions and Acronyms	Definitions and Acronyms are listed in J-1402000-01.
2.2	Personnel	The Contractor shall provide personnel with the qualifications, technical knowledge, experience and skills required to efficiently manage, operate, and maintain Unaccompanied Housing.
2.3	Government Furnished Items	The Government will furnish all linens, pillows, pillowcases, bedspreads, mattresses, and room furnishings required for the performance of UH services.
2.4	References and Technical Documents	References and Technical Documents are listed in J-1402000-02.
2.5	Records and Reports	Records and reports are listed in Section F of this annex. The Contractor shall submit accurate and complete documents within the required timeframes.

1402000- Unaccompanied Housing				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
3	Recurring Work	The Contractor shall manage, operate, and maintain UH to ensure quality resident services and habitable quarters are available.	<p>The Contractor shall provide UH services per DoD 4165.63-M and the current version of the Camp Lemonnier Billeting Policy.</p> <p>The UH Facility Inventory is provided in J-1402000-03.</p> <p>Historical data for UH services is provided in J-1402000- 04.</p> <p>The Contractor shall conduct and document a semi-annual habitability and functionality inspection for each CLU to include structural, electrical and mechanical equipment and systems. Mechanical equipment includes, but is not limited to, air conditioning, ventilation, plumbing and fire protection.</p>	<p>Unaccompanied Housing facilities and equipment are clean, fully functional, and available for use.</p> <p>Unaccompanied Housing operations are effectively and efficiently managed, operated, and maintained.</p> <p>Services are provided within the specified time.</p>
3.1	Front Desk Operations	The Contractor shall provide Front Desk Operation services to ensure resident personnel are accommodated.	<p>The Contractor shall operate the billeting office front desk 24 hours per day, seven days a week, including holidays.</p> <p>The Contractor shall develop a sample customer comment card and submit to the KO for acceptance within two weeks prior to start of contract. At contract start, the Contractor shall make readily visible and available customer comment cards, maintain a file of all customer comments received. The Contractor shall submit a Monthly Summary of Customer Comments report and submit all supporting individual comment cards per Section F.</p>	<p>Front desk is staffed 24 hours per day, seven days per week.</p> <p>Monthly customer comments summary submitted within specified time.</p> <p>Individual customer comment cards submitted as required.</p>
3.1.1	Reservation Services	The Contractor shall provide reservation services ensuring prompt, courteous and professional services.	The Contractor shall determine transient quarters availability, reserve appropriate spaces, position room reservations, issue confirmation numbers using the Government provided UH management software and hardware.	<p>Reservation requests are received and processed promptly, with no more than three verified customer complaints per month.</p> <p>Reservations are scheduled accurately and all documentation is complete.</p> <p>Records are accurate without discrepancies.</p>
3.1.2	Check-in and Check-out	The Contractor shall provide check-in and	The Contractor shall provide 24 hour/7 days per week check-in and check-out	Customers are greeted and provided services within 2

1402000- Unaccompanied Housing				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
	Services	check-out services to ensure timely and accurate service to UH customers.	<p>services and adjust staffing to accommodate special events, e.g., rotator flights, normal rotation and troop movements.</p> <p>The Contractor shall issue clean linens to each new occupant at the Billeting Office upon check-in. Linens shall include two sheets, a pillowcase and a bedspread.</p> <p>Contractor shall maintain records of quarters assignments, check- in and check-out for Government review in MAXIMO and BQRTS. Should the Government decide to use any other software the Contractor shall use the new software at no additional expense to the Government. In the event of a Government driven software change, the Government will provide training to selected Contractor personnel. The Contractor shall train any additional Contractor personnel as required.</p>	<p>minutes of arrival at desk.</p> <p>Check-in and Check-out procedures are followed 100% of the time.</p> <p>Monthly occupancy reports are accurate and submitted within specified time.</p>
3.1.3	Keys and Locking Systems Management	The Contractor shall manage existing UH key and locking systems to ensure resident rooms are secure.	<p>The key and locking systems used in UH areas consist of electronic card entry systems and metal key systems.</p> <p>The Contractor shall issue and maintain all keys and locking systems in UH areas. Keys shall be issued to residents and authorized personnel only.</p> <p>The Contractor shall develop and implement a system capable of tracking the inventory of keys and locking systems at contract start.</p> <p>The Government will provide policy on lost keys, replacement of keys, door locks, security notifications and lock assembly changes via the Housing Officer.</p> <p>Contractor personnel managing and servicing electronic cards, keys and locking systems shall be fully trained on the installed systems. The Contractor shall provide a list of trained personnel and the training curriculum to the KO upon request.</p>	<p>Keys and locking systems are accounted for and are operational.</p> <p>No occurrence of unauthorized access to CLUs or common use areas due to Contractor mismanagement of keys or locking systems.</p>
3.1.4	Resident	The Contractor shall	The Contractor is the point of contact for	Resident issues are

1402000- Unaccompanied Housing				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
	Relations	enforce local UH resident relation policies to resolve resident issues.	<p>all resident issues and performs as liaison for the Government.</p> <p>The Government will assume responsibility of resolution for issues that cannot be resolved by the Contractor. The Contractor shall notify the Housing Officer if the Contractor cannot resolve an issue.</p> <p>The Contractor shall identify resident policy improvements and recommend changes of the policy to the Housing Officer.</p>	managed in accordance with UH policy and resolved within two hours of notification.
3.2	Support Services	The Contractor shall provide support services to ensure personnel and community support and property programs are provided.	Support services include change of occupancy services, maintenance of common use areas, linen services, and self-help services.	Support Services are provided in a timely manner.
3.2.1	Change of Occupancy Services (COS)	The Contractor shall provide COS to ensure clean, fully equipped, operable and habitable to meet the needs of new occupants in a timely manner.	<p>The contractor shall submit a Change of Occupancy Services Plan and Schedule per Section F.</p> <p>During performance of a COS, the Contractor shall perform an inspection of the overall condition of quarters. The Contractor shall provide the Government a detailed report for the resolution of any major repairs or maintenance required at the completion of each COS.</p> <p>The Contractor shall submit an inventory and condition inspection report of the room and associated equipment for each COS per Section F.</p> <p>The Contractor shall clean bathrooms, clean mirrors and areas inside vanities, clean and mop floors, dust, and check furnishings to include the replacement of mattresses and equipment to ensure functionality in all CLUs prior to new resident reporting.</p> <p>Furniture and other items moved during performance shall be returned to its original position.</p> <p>The Government may perform room inspections at any time.</p>	<p>Quarters are clean, disinfected and free of dirt, stains, odors, smears, smudges, streaks, foreign matter, trash and debris and present a fresh appearance prior to a new resident reporting.</p> <p>No more than three validated customer complaints per month.</p>

1402000- Unaccompanied Housing				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			<p>Informational Note: Historically, there have been approximately 30,000 COS annually.</p> <p>The Government reserves the right to inspect any UH room at any time.</p>	
3.2.1.1	VIP Quarters COS	The Contractor shall perform COS to ensure VIP quarters are clean, fully equipped, operable and habitable to meet the needs of new occupants in a timely manner.	<p>The Contractor shall clean bathrooms, clean mirrors and inside of vanities, clean and mop floors, dust, remove linens, empty trash receptacles.</p> <p>The Contractor shall check furnishings to include the replacement of mattresses and equipment to ensure functionality in rooms prior to a new resident reporting.</p> <p>The Contractor shall place clean towels in bathrooms and clean linens on the beds.</p>	Quarters are clean, towels and linens are provided prior to occupancy.
3.2.2	Common Use Areas - Exterior	The Contractor shall clean and maintain exterior UH accessories to ensure they are clean and in normal working condition.	<p>Unaccompanied Housing accessories include, but are not limited to, recreation facilities and equipment, BBQ grills, picnic tables, smoking/picnic gazebos, and trash cans.</p> <p>Exterior fixtures, appliances, furniture, accessories, and common area accessories shall be free of debris and other foreign matter, and present a neat appearance.</p> <p>Exterior accessories that are defective or inoperable shall be secured and clearly marked.</p>	<p>Outdoor furnishings are free of dirt and food residue.</p> <p>Equipment and accessories are in normal working condition.</p> <p>Services are performed per the accepted schedule</p>
3.2.3	Linen Services	The Contractor shall provide linen services to ensure an adequate supply of clean linens.	<p>The Contractor shall provide sheets, pillows, pillowcases, blankets and enough linen for weekly linen exchanges for all camp personnel. The Contractor shall exchange all linens that are worn, torn, ripped, tattered, stained, soiled, discolored, thread bare, frayed or have holes.</p> <p>The Contractor shall advise the Government when there is a need to order new linens to replace worn and damaged items.</p> <p>Linens shall be laundered free of dirt, stains, and discolorations, and have a fresh scent and appearance in accordance with NAVMED P-5010.</p>	<p>Linens are clean and free of damage and stains.</p> <p>Linen exchanges are provided in accordance with local policy and meet UH demands.</p> <p>No more than three validated customer complaints per month.</p>

1402000- Unaccompanied Housing				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
3.2.4	Self Help Supplies	The Contractor shall provide cleaning supplies for berthing units to ensure residents have access to supplies in a timely manner.	<p>The Contractor shall furnish and stock brooms, dust pans, mops, vacuum cleaners, brushes and cleaning supplies at designated storage facilities located in the billeting office, White House, BEQ buildings, various CLU areas, and West End quarters.</p> <p>The Contractor shall furnish and stock toilet paper for all residents.</p>	<p>Supplies are provided as specified.</p> <p>No more than three validated customer complaints per month</p>
3.2.5	Room Furnishing Repair	The Contractor shall provide minor furnishing repairs to UH furnishings to ensure furnishings are safe, operable, and available to residents.	<p>The Contractor shall provide repairs to furnishings to include minor repairs to furnishings such as drawer slides and alignment, latches, hinges, door and cabinet handles, etc. The Contractor shall be fully responsible for providing all materials required to perform repairs. Repairs shall be performed within three days of notification.</p> <p>Informational Note: Historically, .5 FTE primarily dedicated to room furnishing repairs has provided adequate services levels.</p>	<p>Repairs are performed within the time frames specified.</p> <p>Repaired furnishings are returned to a safe and operable condition.</p>
3.3	Laundry Services	The Contractor shall provide laundry services to ensure laundry demands are met in a proper and timely manner.	<p>The Contractor shall provide laundry services to include washing, drying, folding and bagging of personnel items, medical items, and UH linens, and the operation and maintenance of self-service laundry facilities.</p> <p>Laundry services are restricted to permanent, transient and Contractor personnel who reside onboard the Camp Lemonnier or satellite locations.</p> <p>The Contractor shall have full responsibility for the operation, maintenance, repair and replacement of equipment necessary to meet the laundry requirements of this contract.</p> <p>Historical data for laundry services is provided in J-1402000-04.</p> <p>The inventory of laundry equipment is provided in J-1402000-05.</p>	Services are provided in an accurate, timely, courteous and professional manner.
3.3.1	Personnel Laundry Services	The Contractor shall provide personnel laundry services to laundry is cleaned and returned to the customer	The Contractor shall operate the personnel laundry during the hours of 0700-1900, seven days per week. The Contractor shall ensure there are sufficient numbers of dedicated washers	The Contractor shall greet and provide customer services within one minute of arrival at the counter.

1402000- Unaccompanied Housing				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
		in a proper and timely manner.	<p>and dryers available at all times to meet routine demand levels.</p> <p>Personnel laundry services shall be restricted to a bag of at least 25 articles of clothing or weighing greater than 20 lbs. CLDJ personnel shall be limited to 2 bags per week per person.</p> <p>The Contractor shall establish procedures for receiving, inventorying, ticketing, marking and classifying laundry items to ensure proper processing and return to the requesting customer. Laundry bags shall be washed and returned to customer containing clean, folded laundry. At pickup, the Contractor shall inventory the laundry with the customer and note any discrepancies or damages.</p> <p>The Contractor shall provide a maximum turnaround of 72 hours for normal laundry services. The Contractor shall provide 24 hour turnaround for all VIP quarters residents.</p> <p>The Contractor shall provide for turnaround within 24 hours for special requests, e.g., customers leaving on emergency flights. Historically, special requests have averaged around 20 per week.</p> <p>The Contractor shall not be responsible for lost and damaged clothing not listed on the customer verified bag check in/checkout sheet.</p> <p>The Contractor shall accommodate special laundry requests, e.g., sensitive skin, bleaching, softeners and stain removals, upon request. The customer will be required to provide personal detergents for such requests.</p>	<p>Returned laundry is clean, folded, bagged and returned within the specified time. No laundry is damaged.</p> <p>All White House laundry will be picked-up, dropped off, washed, dried, folded, bagged and returned in to the rooms within 24 hours.</p> <p>No more than ten validated customer complaints per month.</p>
3.3.2	Self-Service Laundry	The Contractor shall provide self-service laundry services to ensure laundries are available for use, clean and sanitary, and function as intended.	<p>The Contractor shall operate the self-services laundries 24 hours per day, 7 days per week.</p> <p>The Contractor shall clean, sanitize and maintain the self-service laundry facilities.</p>	<p>Self-service laundries are continuously available.</p> <p>Laundry areas are clean and appliances are maintained in good operating condition.</p>

1402000- Unaccompanied Housing				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			<p>The Contractor shall disinfect washer and dryer units weekly.</p> <p>The contractor shall repair or replace inoperable equipment within one working day following discovery or notification by the Government.</p>	Defective appliances are repaired or replaced within specified time.
3.3.3	Medical Laundry Services	The Contractor shall provide medical laundry services to ensure laundry is cleaned in a proper and timely manner.	<p>The Contractor shall provide same-day laundry services for medical laundry seven days per week.</p> <p>Medical laundry items will be available for daily pick-up at the medical clinic by 0900. The Contractor shall launder medical items and deliver to the medical clinic prior to 1700 the same day.</p> <p>The Contractor shall wash and dry laundry from the medical clinic separately from other laundry in washers and dryers dedicated for medical laundry only.</p> <p>Informational Note: Currently there is one washer and one dryer dedicated to medical laundry services.</p>	Medical laundry is clean, folded and bagged and returned within specified time.
3.3.4	Laundry Services - Camp Simba (Manda Bay)	The Contractor shall provide laundry operations and maintenance to ensure sufficient appliances are available for use at all times.	<p>The Contractor shall maintain a self-service laundry facility for permanent, transient and Contractor personnel use.</p> <p>There are currently eight self-service washers and dryers located in one facility on the installation.</p> <p>When repairs to a washer or dryer require more than four hours to complete the Contractor shall furnish and install a replacement unit.</p> <p>The Contractor shall provide all laundry detergent.</p> <p>The Contractor shall provide laundry services to launder bedding and linens for personnel departing Manda Bay.</p>	<p>Self-service laundry is accessible 24 hours per day, seven days a week.</p> <p>No washer or dryer is out of service more than 4 hours.</p> <p>Laundry facility and equipment is clean, sanitary and fully functional.</p>

1402000- Unaccompanied Housing				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
4	Non-recurring Work	Non-recurring work may be ordered utilizing the DoD EMALL in accordance with Section H or on a task order in accordance with the PROCEDURES FOR ISSUING ORDERS clause in Section G. The order will specify the exact locations and types of work to be accomplished. The period of performance will be specified in each order.	Refer to non-recurring ELINs for task listings, descriptions and related requirements. All periods of performance are measured from issue date of order to acceptance of the work. Performance Standards for non-recurring work will be the same as those in Spec Item 3 where applicable.	

ANNEX 1503050 FACILITIES SUPPO

1503050 – Grounds Maintenance and Landscaping Amendment 0004	
Table of Contents	
Spec Item	Title
1	General Information
1.1	Concept of Operations
2	Management and Administration
2.1	Definitions and Acronyms
2.2	Personnel
2.2.1	Certification and Training
2.3	Special Requirements
2.3.1	Safety
2.4	References and Technical Documents
3	Recurring Work
3.1	Tree Maintenance
3.2	Irrigation
3.3	Debris Removal
3.4	Vehicle Barrier Ditch Maintenance
3.5	Storm Drainage Systems
3.6	Perimeter Fence Line Vegetation Clearing
3.7	Maintenance of Xeriscape Area
3.8	Road Maintenance (Chebelley Air Field)
3.9	Camp Simba (Manda Bay) Grounds Maintenance
3.9.1	Camp Grounds Maintenance
3.9.2	Airfield and Landing Zone Grounds Maintenance
4	Non-Recurring Work

1503050 - Grounds Maintenance and Landscaping		
Spec Item	Title	Description
1	General Information	The Contractor shall provide all labor, management, supervision, tools, materials and equipment necessary to provide grounds maintenance and landscaping services located at Camp Lemonier, Djibouti, Chebelley Air Field, Djibouti, and Camp Simba (Manda Bay), Kenya.
1.1	Concept of Operations	<p>The intent of 1503050 Grounds Maintenance and Landscaping is to specify the requirements related to tree maintenance, irrigation, vegetation control, debris removal, ditch maintenance, storm drainage, and perimeter fence lines clearing. Weed control is limited to application of herbicides.</p> <p>The following services are not included in this Template:</p> <ul style="list-style-type: none"> ... Exterior trash cans and debris removal within 5 feet of designated buildings are excluded from this specification. This is included in 1503030, ISWM.

1503050 - Grounds Maintenance and Landscaping		
Spec Item	Title	Description
2	Management and Administration	
2.1	Definitions and Acronyms	Definitions and Acronyms are listed in J-1503050-01.
2.2	Personnel	The Contractor shall provide personnel with the qualifications, technical knowledge, experience and skills required to efficiently provide grounds maintenance and landscaping services.
2.2.1	Certification, Training, and Licensing	Certified arborist shall be used for all tree pruning.
2.3	Water Management	The Contractor shall conform to waste and water management measures imposed on the Navy and the Navy-imposed water conservation requirements
2.3.1	Water Conservation Plan	<p>The Contractor shall develop and submit a Water Conservation Plan per Section F. The plan shall be in effect year round with emphasis on how irrigation performance standards will be met in the event of water shortage circumstances. The plan shall be signed and dated by the Contractor's Project Manager and Quality Control Manager. At a minimum, the plan shall include the following:</p> <ol style="list-style-type: none"> 1. Procedures for obtaining current information on weather conditions. 2. Identification of areas currently requiring manual watering. 3. Description of how all contract performance standards will be met while complying with the Water Conservation Plan. <p>The Contractor may request changes by subsequent written addendum to the plan, which shall require the KO's approval.</p>
2.4	References and Technical Documents	References and Technical Documents are listed in J-1503050-02.

1503050 - Grounds Maintenance and Landscaping				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
3.	Recurring Work	The Contractor shall provide grounds maintenance services to ensure a slightly appearance.	<p>Work includes tree maintenance, irrigation, debris removal, maintenance of vehicle barrier ditches, and maintenance of storm drainage systems. Perimeter fence line clearing, and xeriscape maintenance</p> <p>The Contractor shall provide MSDS sheets, Catalog Cut sheets and/or samples of all proposed fertilizers.</p> <p>The contractor shall submit a monthly work schedule per Section F.</p>	<p>CLDJ area is maintained in a slightly appearance.</p> <p>Schedules submitted within timeframe specified.</p>
3.1.	Tree Maintenance	The Contractor shall provide tree maintenance to ensure tree health and to prevent interference with pedestrian and vehicular traffic and structure encroachment.	<p>The Contractor shall submit an annual tree maintenance plan per Section F.</p> <p>Tree maintenance includes staking, adjustment of ties and supports, removal of stakes; maintaining watering berms for existing plantings; fertilization; pruning for health and safety, seasonal cleanup; removing dead, damaged or diseased wood or structurally weak limbs and branches; removing or pruning branches to clear roofs, adjacent structures, low hanging limbs which encroach onto sidewalks and roadways.</p> <p>The Contractor shall perform tree maintenance on approximately 400 trees located throughout the installation.</p> <p>Pruning shall be accomplished by or under guidance of a certified arborist. Climbing devices that may cause damage to trees shall not be used.</p> <p>The Contractor shall remove and properly dispose of dead, damaged or diseased limbs and branches, and all other cuttings the same working</p>	<p>Trees are healthy.</p> <p>Trees do not encroach on structures, pedestrian traffic or vehicular traffic.</p> <p>All debris is removed and disposed of properly and within the specified time.</p>

1503050 - Grounds Maintenance and Landscaping				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			day of operations.	
3.2.	Irrigation	The Contractor shall provide the appropriate amount of irrigation to ensure trees, shrubs and other vegetation are maintained in a healthy condition.	<p>The Contractor shall be responsible for the application of water to approximately 400 trees located throughout the installation.</p> <p>The use of reclaimed water is required for all irrigation services.</p> <p>The Contractor shall not drive water tanker trucks on the sidewalks, between CLUs, and on common walkways to perform irrigation services.</p> <p>Information Note: The Government has found that irrigating every other day has resulted in satisfactory results. New plantings may require irrigation more than once per day.</p>	<p>Vegetation sustains proper health, growth, color and appearance.</p> <p>Irrigation is minimized to promote water conservation.</p>
3.3.	Debris Removal	The Contractor shall remove debris to ensure a clean and neat appearance	<p>The Contractor shall remove and appropriately dispose of all debris throughout CLDJ areas to include five feet from the building outside walls, porches, sidewalks, gazebos, bus stops, common areas, designated smoking areas, sidewalks and roadways.</p> <p>The Contractor shall develop and submit a debris removal schedule per Section F.</p> <p>The Contractor shall empty permanent waste containers, including cigarette butt cans located in perimeter areas.</p>	<p>Debris is removed as necessary to present an overall neat appearance.</p> <p>Areas are maintained clear of debris per the Contractor's schedule.</p>
3.4.	Vehicle Barrier Ditch Maintenance	The Contractor shall maintain vehicle barrier ditches along the CLDJ perimeter to ensure ditches are maintained free of debris and obstructions.	<p>Vehicle barrier ditch maintenance includes cleaning ditches and maintaining ditches free of obstructions and maintain proper slope gradients that facilitate force protection.</p> <p>The current vehicle barrier ditch is located along the south perimeter of CLDJ and is approximately 7,500 linear feet in length.</p>	<p>Vehicle barrier ditches are free of debris and obstructions.</p> <p>Vehicle barrier ditch slope gradients are maintained.</p>

1503050 - Grounds Maintenance and Landscaping

Spec Item	Title	Performance Objective	Related Information	Performance Standard
3.5.	Storm Drainage Systems	The Contractor shall provide storm drainage system maintenance to ensure surface water drains properly.	<p>The inventory of storm drainage systems is provided in J-1503050-03.</p> <p>The Contractor shall clean and remove debris from drainage systems that would inhibit drainage. The Contractor shall maintain drainage system sloping gradients. Drain covers and grates shall be maintained clear of obstructions.</p> <p>Drainage systems include curb gutters, curb inlets, brow ditches, drainage channels, swales, catch basins, yard drains and other devices used to direct the flow of runoff.</p> <p>The Contractor shall remove any standing water in low lying areas not specifically designed to retain water after a rain event.</p> <p>The Contractor shall remove water from rain, runoff events, and tidal flooding by pumping and “draining” the CALA channel and any other retention areas on base within 24 hours after a storm event or non-storm discharge (e.g., water line break, etc.).</p> <p>Informational Note: Based on the meteorology and base activities, it is estimated that pumping of water occurs 6-10 times per year.</p> <p>The Contractor shall flush out drains and channels running under pavement and earthen berms, etc. on an annual basis.</p> <p>The Contractor shall clear vegetation and repair erosion as necessary for all ditches and infield areas on the CLDJ side of the airfield.</p>	<p>No evidence of obstructions in the visible area of the drainage systems.</p> <p>No standing water for a period greater than 24 hours after a rain event.</p> <p>Storm drainage areas and low lying retention areas are dry after pumping and localized evaporation.</p>

1503050 - Grounds Maintenance and Landscaping				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			Informational Note: Historically, twice annual vegetation clearing and erosion repair of airfield ditches and infield areas, in February and July, has provided adequate service levels.	
3.6.	Perimeter Fence Line Clearing Vegetation Clearing	The Contractor shall provide perimeter fence line vegetation clearing services to ensure fence lines are free of vegetation encroachment and debris. unwanted vegetation is removed in a timely manner.	<p>The Contractor shall remove all vegetation and debris from the perimeter fence lines.</p> <p>The Contractor shall remove unwanted vegetation and debris from fence lines, fence fabric, brick walls, sidewalks, curbs, gutters, aggregate areas (to include areas between CLUs, tents, and other structures) and paved surfaces including parking lots.</p> <p>The Contractor shall submit a list of any herbicides used to control vegetation to the KO for approval prior to use.</p>	<p>Fence lines are free of vegetation and debris.</p> <p>Areas are maintained clear of undesired vegetation and debris per the Contractor's schedule.</p>
3.7.	Maintenance of Xeriscape Area	The Contractor shall maintain xeriscape areas to ensure a slightly appearance.	<p>The inventory of xeriscape areas is provided in J-1503050-04.</p> <p>The Contractor shall remove noxious weeds and grass, replenish rocks as needed, evenly distribute and level rocks, and fertilize plants.</p> <p>The Contractor shall submit a work schedule per Section F.</p>	Xeriscape areas present a slightly appearance per the Contractor's schedule.
3.8.	Road Maintenance (Chebelley Air Field)	The Contractor shall provide periodic road maintenance to ensure roadways are maintained in safe and passable condition.	<p>The Contractor shall mechanically grade, fill and remove surface matter to Chebelley Air Field interior roads to provide level surfaces for vehicular and pedestrian traffic.</p> <p>The Contractor shall be fully responsible for all equipment and material necessary to maintain the roadways.</p> <p>Informational Note: Road maintenance services may be required up to 8 times per year</p>	Roads are maintained as specified.

1503050 - Grounds Maintenance and Landscaping				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			depending upon weather conditions and earthquakes. There are approximately 12 kilometers of roads within the Chebelley Air Field boundary.	
3.9.	Camp Simba (Manda Bay) Grounds Maintenance	The Contractor shall provide grounds maintenance services to the airstrip and Camp areas to ensure a slightly appearance.	The contractor shall submit a list of any herbicides used to control vegetation to the KO for approval prior to use. Nylon cord string trimmers shall be used to define the edges of sidewalks, gravel walkways and curbs.	Area maintained in a slightly appearance.
3.9.1	Camp Grounds Maintenance	The Contractor shall provide grounds maintenance services to ensure a clean and slightly appearance.	Grounds maintenance services at the Camp compound consist of approximately 10 acres. Services include tree trimming, grass cutting, weed removal and raking gravel. The contractor shall maintain vegetation not to exceed a height of 4 inches. The contractor shall not remove any trees or shrubs unless directed by the KO. The contractor shall remove all object and rocks that project more than 4 inches above the ground. The contractor shall remove all unwanted vegetation from perimeter fence lines. Trees and grubbing shall be removed up to 50 feet outside the fence line perimeter when directed by the KO.	Trimmings are bagged and properly disposed of. No vegetation shall be higher than 4 inches tall. Fence lines are free of vegetation. Outside the perimeter fence line is free of grubs and trees to 50 feet.
3.9.2	Airfield and Landing Zone Grounds Maintenance	The Contractor shall provide grounds maintenance services to the airstrip area to ensure a safe landing zone.	There are approximate 15 acres requiring services at the airfield and landing zone areas. Exact locations of services shall be determined by the Camp Commanding Officer or designated representative.	No vegetation exceeding 6 inches within 95 feet of edges of the runway. No vegetation exceeding 6 inches within 500 feet lengthwise and 500 feet

1503050 - Grounds Maintenance and Landscaping

Spec Item	Title	Performance Objective	Related Information	Performance Standard
			<p>The landing zone area is 100 feet wide and 4000 feet long, taxi way areas are 100 feet long and 65 feet wide, and the apron area 330 feet long and 165 feet wide. Areas to be maintained and graded extend 95 feet from the runway edge. Total area to be maintained is approximately 1,220,950 SF.</p> <p>The Contractor shall maintain vegetation not to exceed a height of 6 inches extending 95 feet from the edges of the runway and areas 500 feet long and 500 feet wide extending from the approach and departure ends of the runway.</p> <p>The Contractor shall not remove any trees or shrubs unless directed by the KO.</p> <p>The Contractor shall maintain the groomed area around the airfield as designated by the OIC and prevent trees, shrubs and other vegetation from growing.</p> <p>The Contractor shall remove all objects and rocks that project more than 6 inches above the ground.</p> <p>Grades are exclusive for the clear zone and are not part of the overrun but are shaped into the overrun grade. Grades may slope up or down to provide drainage.</p> <p>Exception: Essential drainage ditches may be sloped up to 10% in the clear zones. Do not locate these ditches within 23M (75 feet) of a C-130 runway centerline. Such ditches should be essentially parallel with the runway. Remove embedded rocks</p>	<p>widthwise from the approach and departure ends of the runway.</p> <p>Trimmings are bagged and properly disposed of.</p>

1503050 - Grounds Maintenance and Landscaping				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			<p>larger than 100MM (4 inches) in diameter.</p> <p>Historically weekly vegetation cutting has provided adequate service levels</p>	

1503050 - Grounds Maintenance and Landscaping				
Spec Item	Title	Performance Objective	Related Information	<u>Performance Standard</u>
4.	Non-recurring Work	Non-recurring work may be ordered on a task order per the PROCEDURES FOR ISSUING ORDERS clause in Section G. The order will specify the exact locations and types of work to be accomplished. The period of performance will be specified in each order.	Refer to non-recurring work ELINs for task listings, descriptions, and related requirements. All periods of performance are measured from issue date of order to acceptance of the work. Performance standards for non-recurring work will be the same as those in Spec Item 3 where applicable.	

ANNEX 1700000 BSVE

1700000 – Base Support Vehicles and Equipment Amendment 0004	
Table of Contents	
Spec Item	Title
1	General Information
1.1	Concept of Operations
2	Management and Administration
2.1	Definitions and Acronyms
2.2	Personnel
2.2.1	Certification, Training, and Licensing
2.3	Special Requirements
2.3.1	Safety
2.3.2	Fuel Efficient Acquisition
2.3.3	Audits and Inspections
2.3.4	General Maintenance and Repair Requirements
2.3.4.1	Established Priorities
2.3.4.2	Allowable Downtime Standards
2.3.4.3	Downtime Computation
2.3.4.4	Temporary Suspensions of Downtime Standards
2.3.4.5	Excessive Repairs
2.3.5	Labor Requirements
2.3.6	Fleet Size
2.4	References and Technical Documents
3	Recurring Work
3.1	Operations
3.1.1	Bus Services
3.1.1.1	Scheduled Bus Services
3.1.1.2	Un-scheduled Bus Services
3.1.2	MHE Services
3.1.3	Truck and Tractor Trailer Transport Services
3.2	Support Services

1700000 – Base Support Vehicles and Equipment Amendment 0004	
Table of Contents	
3.2.1	Dispatching Service
3.2.2	Vehicle Wash Rack
3.3	Maintenance
3.3.1	New and Reassigned Used Vehicle Service
3.3.2	Inspection and Load Test Certification of MHE and OHE
3.3.3	Preventive Maintenance Inspections
3.3.4	BSVE Repair
3.4	BSVE Service Orders
4	Non-recurring Work

1700000 – Base Support Vehicles and Equipment		
Spec Item	Title	Description
1	General Information	The Contractor shall provide all labor, management, supervision, tools, material, and equipment required to perform Base Support Vehicles and Equipment services at Camp Lemmonier, Djibouti, Chebelley Air Field, Djibouti, and Camp Simba (Manda Bay), Kenya.
1.1	Concept of Operations	<p>The intent of 1700000 BSVE is to specify the requirements for a transportation program consisting of vehicles and equipment maintenance and repairs, vehicle and equipment operations to include dispatch, Material Handling Equipment (MHE), liquid movements, people movements, operator licensing and training, inspection and certification, and specified administrative program management. The following services are not considered BSVE and are not included in this template:</p> <ul style="list-style-type: none"> ... Maintenance and repair of facility mounted Weight Handling Equipment (WHE) is included in 1502000 Facility Investment.

1700000 – Base Support Vehicles and Equipment		
Spec Item	Title	Description
2	Management and Administration	
2.1	Definitions and Acronyms	Definitions and Acronyms are listed in J-1700000-01.
2.2	Personnel	The Contractor shall provide personnel with the qualifications, technical knowledge, experience and skills required for efficient operations within the BSVE function.
2.2.1	Certification, Training, and Licensing	<p>BSVE operators shall comply with all Federal and host nation laws and regulations regarding certification, training and licensing.</p> <p>Weight Handling Equipment (WHE) / Material Handling Equipment (MHE), Ordinance Handling Equipment (OHE), Civil Engineering Support Equipment (CESE) operators shall comply with the standards stated in NAVFAC P-300, NAVFAC P-307, and NAVSUP P-538.</p> <p>Contractor employees assigned to inspect, maintain, and repair emergency vehicles shall meet the qualifications of NFPA 1071, Standard for Fire Apparatus Driver/Operator Professional Qualification.</p> <p>Personnel working on electric vehicles shall be certified to work on the electrical components, sub-assemblies and assemblies.</p> <p>Contractor employees working on automotive air conditioning systems shall be National Institute for Automotive Service Excellence (ASE) certified technicians.</p> <p>Within thirty (30) calendar days after the Post Award conference, the Contractor shall designate in writing to the COR contractor personnel performing K-Loader maintenance and shall provide the COR a current certificate of completion of the Government 25K K-Loader Maintenance Course. For those contractor personnel designated but not qualified or current, the Government will make available, throughout the term of the contract, required K-Loader Maintenance Course training to enable proper certification of contractor personnel identified as K-Loader mechanics. The in-residence course duration is ten (10) academic days and is currently held at several locations each year in the United States, Europe, and may be held at NAVSTA Rota, Spain.</p>
2.3	Special Requirements	Safety requirements, operational restrictions, coordination requirements, workmanship, materials, equipment, and tools.
2.3.1	Safety	<p>Vehicles used for transporting ammunition, explosives, or other dangerous/hazardous material shall be marked and operated per NAVSEA OP-2239 and the rules and regulations prescribed by the Federal Motor Carrier Safety Regulations, U.S. Department of Transportation, Federal Highway Administration, Bureau of Motor Carrier Safety.</p> <p>Necessary permits for the movement of overweight/oversized loads on public highways shall be obtained.</p>
2.3.2	Fuel Efficient Acquisition	The Contractor shall comply with DoD Directive 4500.36, DoD Manual 4500.36-M, Executive Order 13693, and Federal Management Regulation 102-34 for the acquisition of new and replacement vehicles.

1700000 – Base Support Vehicles and Equipment		
Spec Item	Title	Description
2.3.3	Audits and Inspections	The Contractor shall provide assistance and cooperation for all authorized transportation related inspections, internal reviews, and audits conducted by the Government. The Government and other external agencies perform approximately five audits and inspections per year.
2.3.4	General Vehicle Maintenance and Repair Requirements	
2.3.4.1	Established Priorities	<p>The Fleet Inventory shown in J-1700000-02 indicates the priority assigned to each piece of BSVE in the fleet. The Government may change the priorities of up to 10% of the BSVE without a contract modification. The Contractor shall perform maintenance and repair in accordance with the timeframes established in the following priorities:</p> <p><u>Priority 1</u> Generally, Priority 1 BSVE includes emergency vehicles (ambulances, fire trucks, police sedans and pickups), utility boom bucket trucks, and automobiles assigned to Commanding Officers and their staffs. However, the KO may designate Priority 1 work without regard to the type of vehicle use. Work on BSVE in this category shall start immediately after being reported down or received in the shop during regular working hours, and within two hours after regular working hours. In the event BSVE will be down more than 24 continuous hours, the Contractor shall notify the KO of the reason for the delay, action being taken to shorten the delay, and the estimated day and hour BSVE will be returned to service. Material is expected to be on hand or obtainable within the allowable downtime. Excluding such delays, the Contractor shall work uninterrupted until maintenance/repair is complete.</p> <p><u>Priority 2</u> Generally, Priority 2 BSVE includes designated buses, automobiles assigned to base tenant activity staffs, emergency service vehicles, cranes, and MHE. However, the KO may designate Priority 2 work without regard to the type of vehicle use. Work shall be completed on BSVE in this category within two hours after being reported down or received in the shop during regular working hours, and within four hours after regular working hours. In the event BSVE will be down more than 48 continuous hours, the Contractor shall notify the KO of the reason for the delay, action being taken to shorten the delay, and the estimated day and hour BSVE will be returned to service. Material is expected to be on hand or obtainable within the allowable downtime. Excluding such delays, the Contractor shall work uninterrupted until maintenance/repair is complete.</p> <p><u>Priority 3</u> Work shall be completed on BSVE in this category within five working days after being reported down or received in the shop.</p>

1700000 – Base Support Vehicles and Equipment		
Spec Item	Title	Description
2.3.4.2	Allowable Downtime Standards	<p>The Contractor shall manage the overall maintenance effort so BSVE downtime does not exceed the allowable downtime standards specified herein. For the purpose of computing downtime, regular working hours is defined as eight hours per day, 0800-1630, Mondays through Fridays, except observed Federal holidays.</p> <p>Downtime hours per shop repair order shall not exceed the Allowable Individual Downtime by Alpha Code specified in J-1700000-03. Downtime hours per individual alpha group shall not exceed 10% of the total available hours per individual alpha group per month (invoice period). For any given alpha group, the total hours of availability per month equals the total number of units in the group times the number of regular working hours per month.</p>
2.3.4.3	Downtime Computation	<p>Downtime for Priority 1 BSVE shall commence immediately when reported down or received in the shop during regular working hours.</p> <p>Downtime for Priority 2 BSVE shall commence two hours after being reported down or received in the shop during regular working hours.</p> <p>Downtime for Priority 3 BSVE shall commence two working days after BSVE is reported down or received in the shop.</p> <p>Downtime will terminate when a unit is returned to service.</p> <p>Any time period that BSVE is returned to the Contractor for rework shall be included in the downtime computation. Any time period BSVE is under the control of the Government shall not be included in the downtime computation. If the Government elects to have work performed by other than the Contractor, any downtime associated with such performance will not be included in the downtime computation. When computing downtime, fractions of hours shall be rounded to the nearest hour (less than 30 minutes = 0, 30 minutes or more = one hour).</p>
2.3.4.4	Temporary Suspensions of Downtime Standards	<p>When the Contractor experiences a delay in material receipt that will cause the individual unit downtime of a particular unit to exceed the allowable time, the Contractor shall submit a Temporary Suspension of Downtime Accumulation per Section F. Written requests shall include a copy of a purchase order showing the material order date and expected delivery date, and information demonstrating the lack of required material is beyond the Contractor's control.</p> <p>Downtime suspensions will not be approved if the material in question should have been stocked in adequate quantities to meet expected demand, was not ordered to allow for adequate vendor lead times, or if the shipping method used to transport the material causes/contributes to the delay. Material for Priority 1 and 2 inventory is expected to be on hand or obtainable within the allowable downtime.</p> <p>If granted, suspension of downtime accumulation will only cover the period from the date/time the Contractor's written request was provided to the KO to the date/time the material is received. The Contractor shall notify the KO immediately upon receipt of the material, and provide written documentation showing date and time of receipt.</p>

1700000 – Base Support Vehicles and Equipment		
Spec Item	Title	Description
2.3.4.5	Excessive Repairs	<p>The one-time repair limits set forth in Appendix F of NAVFAC P-300 do not apply. The Contractor shall perform all repairs, regardless of the cost of the repair or age of the BSVE.</p> <p>Any BSVE that exceeds NAVFAC P-300 life expectancies shall be maintained as if it were in its last year of life expectancy. For example, an eight-year old BSVE Code (EC) 0313 pickup truck shall receive the same level of maintenance as a six-year old pickup truck.</p>
2.3.5	Labor Requirements	Chilton Labor Guide, Mitchell Mechanical Parts/Labor Estimating Guide, or similar estimating sources shall be used for determining the number of flat rate hours required to complete the scope of work. Total labor cost will be determined by totaling the number of flat rate hours and then multiplying by the flat rate hour unit price.
2.3.6	Fleet Size	<p>Fleet size shall be based upon the actual quantity of equipment in the fleet at a given time, and is not a cumulative total of the equipment maintained throughout the contract. The number of BSVE may vary as much as 5% without a contract modification.</p> <p>Contractor acquired equipment provided to offset non-availability when the Contractor exceeds maximum allowable downtime standards shall not be considered additions to the fleet.</p> <p>Each item of equipment pending removal from the fleet, and its designated replacement, shall be counted as a single unit for inventory purposes while the replacement unit is prepared for service (e.g., corrosion protection, equipment installation, marking, and record establishment). Repairs to keep equipment safe and reliable while pending disposition shall be required.</p>
2.3.7	MAXIMO	The Contractor shall manually enter all work information for asset, maintenance and repair actions performed under this annex directly into MAXIMO. The Contractor shall ensure all information is recorded and MAXIMO is updated by the end of each workday.
2.4	References and Technical Documents	References and Technical Documents are listed in J-1700000-04.

1700000 – Base Support Vehicles and Equipment				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
3	Recurring Work	The Contractor shall perform operations, support services, and maintenance of BSVE to ensure a well-managed and executed BSVE program.	<p>The Contractor shall comply with references, technical documents, DoN policies, instructions and guidance listed in J-1700000-04.</p> <p>The Fleet Inventory is provided in J-1700000-02.</p> <p>Historical data for BSVE work is provided in J-1700000-05.</p>	<p>BSVE are safe and reliable per NAVFAC P-300 and P-307, and available.</p> <p>Reports are accurate, complete, and submitted within specified times.</p>
3.1	Operations	The Contractor shall operate BSVE to ensure supplies and personnel are transported and requested services are performed in a safe, proper and timely manner.	<p>The Contractor shall obtain necessary permits for the movement of overweight/oversized loads on off-site roads. All necessary permits shall be obtained prior to scheduled performance.</p> <p>The Contractor shall mark and operate vehicles used for transporting ordinance, hazardous materials and other dangerous articles in accordance with NAVSEA OP-2239, and applicable local rules and regulations.</p>	<p>Operation functions are performed with the proper equipment and within designated time in a safe and efficient manner.</p> <p>Operators are properly qualified and licensed</p> <p>Permits are obtained prior to scheduled performance.</p> <p>Vehicles and equipment markings are in compliance.</p>
3.1.1	Bus Services	The Contractor shall provide scheduled and unscheduled bus services to ensure passengers are picked up and dropped off at designated locations, and transported in a safe and timely manner.	<p>Buses shall be the appropriate size for the service being provided. Buses shall be free of dirt, graffiti, and litter.</p> <p>A recommended bus schedule shall be developed and approved by the KO.</p> <p>Ridership shall be tracked and modifications to schedules shall be submitted for approval to improve the efficiency and effectiveness of services provided.</p>	<p>Shuttle buses do not depart stops earlier than scheduled departure time or later than five minutes after scheduled departure time.</p> <p>Buses are clean and in safe operating condition, and air conditioning is working.</p>
3.1.1.1	Scheduled Bus Services	The contractor shall perform scheduled bus services to ensure passengers are picked up a dropped off at designated locations and transported in a safe and timely manner.	<p>The Contractor shall provide continuous shuttle bus services within the CLDJ compound during the hours of 0600 to 2400, seven days per week.</p> <p>The Contractor shall run two buses at 10 minute intervals. Buses shall complete each route cycle once every 20 minutes.</p>	<p>Buses are appropriately sized, air conditioned, and in safe operating condition.</p> <p>Bus services are provided as scheduled.</p>

1700000 – Base Support Vehicles and Equipment				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			<p>The contractor shall post bus schedules and routes at each designated bus stop and shall update the post as changes occur.</p> <p>The Government will provide the current bus route prior to contract start. The Government reserves the right to alter the bus route, add pickup locations or change existing locations without contract modification.</p>	
3.1.1.2	Un-scheduled Bus Services	The contractor shall perform un-scheduled bus services to ensure passengers are picked up a dropped off at designated locations and transported in a safe and timely manner.	<p>The Contractor shall provide requested bus service during and after Government regular working hours, including weekends and holidays.</p> <p>The Government must approve all requests for off-CLDJ bus services outside of Djibouti city limits and greater than seven miles from CLDJ. The Government will determine bus service priorities.</p> <p>Informational Note: Historically there have been approximately 24 un-scheduled bus requests for up to 22 passengers per bus annually.</p>	<p>Buses are appropriately sized, air conditioned, and in safe operating condition.</p> <p>Buses arrive and depart within ten minutes of requested times.</p>
3.1.2	MHE Services	The Contractor shall perform MHE services to ensure appropriately sized MHE is provided and operated in a safe and timely manner.	<p>MHE services include cargo, equipment, material, pallet and container movements and loading support.</p> <p>Services require providing personnel and equipment to support multiple loaded intermodal container moves simultaneously at different locations.</p> <p>Informational Note: Historically there have been approximately 40 requests for MHE services annually.</p>	<p>MHE is operated safely.</p> <p>Appropriately rated MHE with qualified operators and support personnel are provided within ten minutes of customer's requested time.</p> <p>Services are completed as requested.</p>
3.1.3	Truck and Tractor/Trailer Transport Services	The Contractor shall perform truck and tractor/transport services to ensure appropriately sized vehicles are provided and operated in a safe and timely manner.	<p>Transport services include line hauling within a 50 mile radius up 80 dispatch hours.</p> <p>The Contractor's drivers shall possess valid CDL or country of origin equivalent licenses to operate semi-tractor trailers based on the vehicles operated and cargo hauled.</p>	<p>Transport vehicles are operated safely.</p> <p>Appropriate transport vehicles are provided within ten minutes of customer's requested time, depart and arrive at specified locations as</p>

1700000 – Base Support Vehicles and Equipment				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			<p>The Contractor shall perform transport services during and after Government regular work hours.</p> <p>Informational Note: Historically there have been approximately 24 requests for Truck and Tractor/Trailer Transport Services annually.</p>	<p>requested.</p> <p>Vehicles are in safe operating condition.</p>
3.2	Support Services	The Contractor shall provide BSVE support services to ensure that the service requirements are met in a proper and timely manner.	BSVE support services include dispatching services and wash rack operations.	Support services are performed in an efficient, accurate, and timely manner.
3.2.1	Dispatching Service	The Contractor shall provide Class B and C-Pool vehicle dispatching service for BSVE to ensure vehicles are dispatched in a timely manner.	<p>The Contractor shall provide motor pool dispatching services during the hours of 0700 and 1700 seven days per week. The Contractor shall have at least one person present during the hours of operation.</p> <p>The Contractor shall provide services within 15 minutes of scheduled time during working hours and scheduled work after working hours. Services shall be provided within 2 hours for unscheduled work after working hours.</p> <p>The Contractor shall dispatch BSVE assigned on a continuing or recurring basis per CLDJ instructions and shall coordinate with the KO.</p> <p>The Contractor shall inspect dispatched vehicles and equipment in the presence of the operator at check-out and at check-in, and record all noted discrepancies on NAVFAC Form 11260/4, NAVFAC Form 9-11240/13 or Operator’s Daily Checklist (ODCL) as applicable.</p> <p>Vehicles and equipment shall be dispatched with the required Trip Ticket, Motor Equipment Utilization Record (DD Form 1970) via MAXIMO.</p>	<p>Dispatch service is provided during both normal Government working hours and after normal Government working hours as required.</p> <p>BSVE are assigned in compliance with activity instruction.</p> <p>Vehicles are dispatched within specified time periods.</p> <p>NAVFAC Forms 11260/4, 911240/13, SF-91 and Equipment Dispatch Logs are accurate and complete.</p> <p>MAXIMO reflects vehicle dispatches accurately and with current odometer readings.</p>

1700000 – Base Support Vehicles and Equipment				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			<p>The Contractor dispatchers shall be cognizant of the Government's fuel conservation program and, when appropriate, the Contractor shall provide recommendations to the Government relating to trip consolidation for the purposes of conserving fuel.</p> <p>The Dispatcher's Log (NAVFAC Form 9-11240/2) or activity generated log shall be used to record all vehicles dispatched off station and for all Class C pool vehicles.</p> <p>The contractor shall be responsible for maintaining a key control program for all BSVE under their direct control, excluding TMP dispatched assets.</p> <p>The Contractor shall not accept unclean vehicles when returned by customers.</p>	
3.2.2	Vehicle Washrack	The Contractor shall operate and maintain a wash rack to ensure facility is available to clean BSVE and other equipment in a proper and timely manner.	<p>The Contractor shall provide attendance and operate the wash rack from 0700 to 1700 seven days per week.</p> <p>The Contractor shall make the wash rack accessible for customer provided BSVE and Contractor provided washing of refuse and recycling containers.</p> <p>The Contractor shall perform wash rack equipment maintenance to minimize customer access disruption. The Contractor shall comply with hazardous waste guidelines for oil/water separation operations.</p> <p>Washrack downtime shall not exceed 4 hours during normal operating hours.</p>	Wash rack is operational and available during specified hours.
3.3	Maintenance	The Contractor shall maintain, repair and alter Government owned-vehicles and equipment to ensure they are in fully operational	Vehicles to be maintained are listed in the Fleet Inventory provided in J-1700000-02. The Contractor shall perform work in accordance with established priorities. The Contractor shall submit a Maintenance Schedule per Section F.	Government owned BSVE maintenance and repair functions are performed in accordance with manufacturer specifications and

1700000 – Base Support Vehicles and Equipment				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
		condition per OEM standards as procured.	<p>The Contractor shall manage the overall maintenance effort so equipment downtime does not exceed the allowable downtime standards.</p> <p>The Contractor shall maintain and repair BSVE per NAVFAC P-300, and OEM recommendations. Planned maintenance shall be adjusted to account for extreme temperature climates.</p> <p>The contractor shall perform onsite diagnostics, overhauls, and rebuilds of hydraulic, electrical, electronic, and drive train systems and shall be fully responsible to provide and maintain the tools and equipment needed to do so.</p> <p>The Contractor shall perform installation, transfer, and/or repair of specialized equipment including, but not limited to special lights, radios, racks, shelves, tow-hitches, and other customer requested accessories.</p> <p>The Contractor shall repair and maintain vehicles and equipment that exceed NAVFAC P-300 life expectancy as if they were in their final year of life expectancy.</p> <p>The Contractor shall notify the KO upon identifying evidence or suspicion of damages resulting from accident or abuse. Repairs will commence upon approval from the KO. Repairs resulting from accident and abuse shall be performed in accordance with spec 3.3.4.</p> <p>The Government may replace vehicles and equipment throughout the contract with newer units, which may change in mix, manufacturer, model, and types. The Contractor shall be responsible for in-service and maintenance of replacement units under the requirements.</p>	<p>recommendations.</p> <p>Downtime standards specified in the Allowable Individual Downtime by Alpha Code are not exceeded.</p> <p>Accident reports are provided monthly.</p> <p>MAXIMO records are updated for all maintenance actions as required.</p>

1700000 – Base Support Vehicles and Equipment				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			<p>For repairs of BSVE, the Contractor shall use new and/or reconditioned parts and materials that are equal to or exceed original manufacturers’ parts and materials. Used parts and materials shall be prohibited unless approved by the KO. The contractor shall gain access to and utilize MILSTRIP to acquire NSN items for MILSPEC equipment in accordance with DLM 4000.25-1.</p> <p>The Contractor shall develop and maintain an inventory of critical maintenance and repair spare parts necessary to meet downtime requirements.</p> <p>Historical data is provided in J-1700000-05.</p>	
3.3.1	New and Reassigned Used Vehicle Service	The Contractor shall perform specific services on all new and reassigned used vehicles added to the fleet to ensure proper and safe operation.	<p>For new vehicles the Contractor shall prepare a history jacket, property record information sheet, Preventive Maintenance (PM) record, and initial new service SRO; perform an initial safety inspection; clean windows; install parts/equipment shipped with vehicle; service all fluid levels and tire pressures; and apply appropriate vehicle markings as required.</p> <p>For reassigned used vehicles the Contractor shall perform the services described for new vehicles above and in addition perform an oil change, tune-up, lube, reliability inspection, and repair of any deficiencies noted during the required inspections.</p>	<p>Required services are performed as specified.</p> <p>MAXIMO records are updated.</p>
3.3.2	Inspection, Load Test, and Certification of CESE	The Contractor shall perform inspection, testing, and certification of all required equipment to ensure it is maintained in a safe and fully operational condition as procured.	<p>The Contractor shall submit a Schedule for Testing and Certification per Section F. The Contractor shall submit Testing and Certification Qualifications, including names and qualifications of Contractor personnel performing load testing certification, per Section F.</p> <p>The Contractor shall inspect, test, and certify all equipment in accordance with NAVFAC P-300, NAVSUP 538, and the equipment</p>	<p>Inspection and testing performed as specified.</p> <p>Certifications are current and posted as specified.</p> <p>Repairs are identified and performed.</p> <p>Testing and certification are completed as per the Contractor’s Schedule.</p>

1700000 – Base Support Vehicles and Equipment				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			<p>manufacturer's instructions and manuals. Upon completion, the load testing certifications shall be posted on equipment in full view of the operator with copies provided to the KO and placed in the associated equipment history file.</p> <p>The Contractor shall perform repairs found necessary as a result of any inspection/test up to the BSVE repair limit of liability.</p>	<p>SROs are accurate and complete and MAXIMO is updated.</p>
3.3.3	Preventive Maintenance (PM) Inspections	The Contractor shall perform preventive maintenance inspections, including safety and reliability inspections for automotive vehicles, to ensure safe and proper operation.	<p>The Contractor shall submit a PM Plan for the vehicles listed in J-1700000-02 per Section F. The PM plan shall include an annual maintenance schedule and PM checklist for each type of vehicle that satisfies all OEM requirements.</p> <p>Five working days prior to the start of the month in which PM is to be performed, the Contractor shall create WO's in MAXIMO with the forecast BSVE PM schedule for the upcoming month. At a minimum, the schedule shall identify the vehicle number, description, date of last PM, the scheduled PM date, and the current mileage or operating hours as appropriate.</p> <p>The Contractor shall perform PM up to 14 calendar days prior to the scheduled PM date if the equipment is in the shop for any other reason.</p> <p>PM inspections and any related repair work shall be completed within three working days after BSVE is received, except where Priority1 or Priority2 criteria apply. Repair work shall be documented on a separate WO.</p> <p>The limit of liability does not apply to preventative maintenance work to include items identified by the OEM with a planned replacement schedule. (Example: replace timing belt at X miles)</p>	<p>Preventive maintenance schedule submitted as required.</p> <p>All checkpoints correctly completed.</p> <p>Safety and operational deficiencies found are corrected using accepted quality standards and manufacturer's recommendations.</p> <p>Work completed by date scheduled.</p> <p>All maintenance actions are recorded in MAXIMO.</p>

1700000 – Base Support Vehicles and Equipment				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			<p>All work shall be in accordance with the NAVFAC P-300 and OEM standards.</p> <p>The Contractor shall record all maintenance actions in MAXIMO.</p>	
3.3.4	BSVE Repair	The Contractor shall perform body, fender, electrical and mechanical repairs to ensure BSVE are safe, operational, and present a slightly appearance.	<p>The Contractor shall perform any repair up to the limit of liability of \$3000 in direct flat rate hour costs and direct material cost per repair evolution.</p> <p>The Contractor shall be responsible for performing all repairs up to the vehicle repair limit of liability. Notification of repair work exceeding the repair limit shall be submitted to the KO within two hours of identification. Non-recurring work task orders may be issued for repairs only for the costs that exceed the limit of liability. (Example: a repair cost is \$3200, for which a \$200 non-recurring task order would be issued to complete the work.)</p> <p>Combining multiple repair tasks found over several PM cycles, known as deferring, which results in exceeding the limit of liability will not require a non-recurring task order and shall be performed as recurring work.</p>	<p>BSVE are returned to safe, operable condition.</p> <p>SROs are accurate and complete.</p> <p>MAXIMO records are updated as required.</p>
3.4	BSVE Service Orders	The Contractor shall accomplish BSVE service orders to ensure BSVE, including transient equipment, is returned to a safe and operational condition.	<p>The Contractor shall respond to disabled BSVE and transient unit vehicles within the CLDJ installation boundary and up to a 50 mile radius of the installation.</p> <p>The Contractor shall respond to BSVE service order requests within 50 minutes during Government regular working hours and within two hours after Government regular working hours.</p> <p>The contractor shall be available to respond to BSVE services orders 24 hours a day, seven days a week.</p> <p>BSVE service orders generally consist of battery replacement, tire</p>	<p>Disabled BSVE are responded to within 30 minutes during Government regular working hours and within two hours after Government regular working hours unless directed not to support by the KO due to security restrictions.</p> <p>BSVE are returned to safe, operable condition.</p> <p>MAXIMO records are updated as required.</p>

1700000 – Base Support Vehicles and Equipment				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
			<p>repair, wiper replacement, engine jump-starts, emergency refueling, and other minor repairs or services necessary to return vehicles and equipment to safe operation. BSVE service orders also include towing into shop, field service, and installation/repair of specialized equipment.</p> <p>The Contractor shall perform repairs on location or otherwise tow inoperable BSVE and transient vehicles to the installation vehicle maintenance facility for repair or other designated locations as directed by the KO or Security Officer.</p>	

1700000 – Base Support Vehicles and Equipment				
Spec Item	Title	Performance Objective	Related Information	Performance Standard
4	Non-Recurring Work	Non-Recurring work may be ordered utilizing DoD EMALL in accordance with Section H or on a task order in accordance with the PROCEDURES FOR ISSUING ORDERS clause in Section G. The order will specify the exact locations and types of work to be accomplished. The period of performance will be specified in each order.	Refer to Non-Recurring ELINs for task listings, descriptions, and related requirements. All periods of performance are measured from issue date of order to acceptance of the work. Performance standards for Non-Recurring work will be the same as those in Spec Item 3 where applicable.	

SECTION J - LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACHMENTS

The following have been added by full text:

AMENDMENT 0004

Amendment 0004 - Pre-Award Inquiries

**N62470-15-R-4007 BASE OPERATIONS SUPPORT (BOS) CONTRACT AT,
CAMP LEMONNIER, DJIBOUTI, AFRICA**

1. Reference: Page 101, Section: Annex 0501050 Airfield Facilities, Spec Item 2.2.

Will the USG please validate that Djiboutian LN's will not be allowed to operate or support the airfield facilities annex in any capacity?

Answer: Language for this Spec item will be modified to include the AN's, FN's and LN's.

2. Reference: Page 101, Section: Annex 0501050 Airfield Facilities, Spec Item 2.2.

Will the USG please assess Annex 0501050 Airfield Facilities Spec Item 2.2 (Personnel) which is a "standard" NAVFAC spec and confirm that LNs are intentionally restricted from working in the 0501050 Airfield Facilities annex?

Answer: Language for this Spec item will be modified to include the AN's, FN's and LN's.

3. Reference: Page 103, Section: Annex 0501050 Airfield Facilities, Spec Item 3.

Is it the governments intention to provide historical data which will reveal how many times per day (24 hour period) the occurrence of working 2 wide-body aircraft or equivalent occurs?

Answer: No. The Government has supplied historical information relative to the number of flights annually by particular aircraft. The Contractor shall be able to meet the performance standard at all times regardless the frequency of occurrences per day.

4. Reference: Page 105, Section: Annex 0501050 Airfield Facilities, Spec Item 3.1.2.1.

Did the government intend to reference OPNAVINST 4790.2 Chapters 10 and 17 of this regulation?

Answer: The OPNAVINST 4790.2 was replaced with the COMNAVAIRFORINST 4790.2B CH1 Chapter 10 this will be updated in the RFP.

5. Reference: Page 106, Section: Annex 0501050 Airfield Facilities, Spec Item 3.1.2.2.

Are the specified Aircraft Salvage services (Paragraph 3.1.2.2) required to be performed or mirrored at Chebelley Airfield and Camp Simba (Manda Bay), Kenya?

Answer: Mirroring these services at all 3 locations is not required. Any requirements at Chebelly or Manda Bay would be supported by the crash & salvage team from CLDJ.

6. Reference: Page 106, Section: Annex 0501050 Airfield Facilities, Spec Item 3.1.2.2.

Is it the government's intention to provide the initial crash recovery training for team members other than the CDDAR Program Manager?

Answer: It is the governments intention to have the contractor provide a fully qualified Crash & Salvage team including all training.

7. Reference: Page 106, Section: Annex 0501050 Airfield Facilities, Spec Item 3.1.2.2.

If crash recovery training is required for personnel other than the CDDAR Program Manager, will the USG please specify which personnel are required to receive this training?

Answer: Six total team members should be formally trained. The CDDAR Program Manager, Assistant CDDAR (Secondary), and 4 trained team members. Spec Item 3.1.2.2 has been updated to reflect team makeup.

8. Reference: Page 109-110, Section: Annex 0501050 Airfield Facilities, Spec Item 3.3. Will the USG consider revising this requirement to cite a fixed number of AVOIC training classes over a fixed duration, i.e. "The contractor shall conduct training classes to occur at a maximum of three classes per week for maximum of 30 trainees per class." thus eliminating the open-ended variable and unpredictable scope definition of "as needed"?

Answer: It is the governments desire to have the classed performed based on Operational necessity. The Air Ops leadership will determine the frequency of the course and the quantity of students the course will be administered to. Language has been added to Spec Item to clarify the requirement hold conduct classes during normal working hours with a 24 hour advance notice of request for training.

9. Reference: Page 110, Section: Annex 0501050 Airfield Facilities, Spec Item 3.4.1.

Does the government intend to update the reference from this paragraph because Volume 1 and Chapter 18 and Volume V of OPNAVINST 4790.2 do not exist.

Answer: Yes this will be updated. The COMNAVAIRFORINST 4790.2B Chapter 10 Naval Aviation Maintenance Program Standard Operating Procedures (NAMPSOPs)

10. Reference: Page 110, Section: Annex 0501050 Airfield Facilities, Spec Item 3.4.1.

When GSE equipment exists in the attachment J that is not listed in the required Navy manuals, will the government allow the use of Manufacturer recommendations for preventative maintenance on the GSE? Will the government update reference criteria in a subsequent amendment?

Answer: For military versions of GSE the applicable military maintenance instruction manuals will be used for all servicing and maintenance actions. For commercial versions of GSE where no applicable military maintenance instruction manual exists the applicable manufacturers maintenance instruction manuals will be used.

11. Reference: Page 129, Section: Annex: 0501070 Passenger Terminal & Cargo Handling, Spec Item 3.2.7.

Is the contractor to understand that a request for disposition be made to the customer only when the commercial airlines locates the lost luggage?

Answer: Yes, the contractor shall contact the customer to arrange for disposition of found baggage.

12. Reference: Page 129, Section: Annex: 0501070 Passenger Terminal & Cargo Handling, Spec Item 3.2.7.

Will the contractor be responsible for physically picking up the luggage from the Ambouli Terminal?

Answer: Yes, the contractor shall pick-up lost luggage at the Amboouli Terminal and deliver to the Camp terminal to hold for customer pick-up.

13. Reference: Page 246, Section: Annex: 1402000 Unaccompanied Housing, Spec Item 1.1.

Above occupancy count stated in the PWS does not match actual numbers on the ground nor does it match the breakdown provided in attached J-1402000-03. Can the USG please validate and clarify to eliminate the discrepancy between occupancy counts?

Answer: The concept of operations is intended to provide a general picture of the contents of the annex. The actual mix of housing units on the installation will change as the installation undergoes reconfiguration and new facilities are constructed and any information updated for today will undoubtedly be incorrect in the near future. The breakdown in J-1402000-03 will be where any future changes are made and should be the baseline used for service performance. The Government will remove numerical descriptions from the concept of operations to provide clarity and consistency.

14. Reference: Page 252, Section: Annex 1402000 Unaccompanied Housing, Spec Item 3.3.

Are there any UH facilities that provide a turn in and issue service for linens/bedding for residents?

Answer: Spec Item 3.2.3 requires the Contractor to provide for weekly linen exchanges for all camp personnel. The Contractor shall provide the service at a location, or locations, convenient to the camp population.

15. Reference: Page 252, Section: Annex 1402000 Unaccompanied Housing, Spec Item 3.3.

What is the quantity of self-service laundry facilities?

Answer: Self-service laundry facilities are listed in J-1502000-03 Installation Real Property Inventory file.

16. Reference: Page 252, Section: Annex 1402000 Unaccompanied Housing, Spec Item 3.3.

Please identify the specific satellite locations this statement refers to (i.e. Manda Bay? Chebelley? US Embassy? ships personnel?).

Answer: Camp Simba and Chebelley Air Field.

17. Reference: Page 252, Section: Annex 1402000 Unaccompanied Housing, Spec Item 3.3. It is understood the Gov't requires the contractor to have full responsibility to replace equipment, will the Gov't require the contractor to provide full replacement of ALL the existing equipment past useful life serviceability?

Answer: Yes. The Contractors should take note of equipment condition during the site visit.

18. Reference: Page 253, Section: Annex 1402000 Unaccompanied Housing, Spec Item 3.3.1. Is there more than one laundry drop off and pickup facility?

Answer: The personnel laundry facility is currently located in Bldg. 301.

19. Reference: Page 253, Section: Annex 1402000 Unaccompanied Housing, Spec Item 3.3.1. Will the US Gov't please quantify the term "sufficient numbers of dedicated machines" so as to prevent guessing, un-substantiated quantity variances and pricing discrepancies between bidders?

Answer: Sufficient numbers of dedicated machines refers to the inventory of equipment that will enable the Contractor to perform the services as described and with the supporting data available. The current number of washers and dryers used in the performance of these services is contained in J-1402000-05. However, the Contractor should not necessarily interpret this equipment inventory as adequate for the performance of services as there is no usage data for any given piece of equipment.

20. Reference: Page 253, Section: Annex 1402000 Unaccompanied Housing, Spec Item 3.3.1. Will the customer have a choice to perform inventory count or not have an inventory count performed both at drop off and pick up?

Answer: Inventory counts should be performed in case of damaged or lost items.

21. Reference: Page 253, Section: Annex 1402000 Unaccompanied Housing, Spec Item 3.3.1. Is it the Gov'ts intent to prevent CLDJ occupants from laundering less than 25 articles or less than 20 lbs?

Answer: The Governments intent is to encourage the use of self-service laundry facilities for smaller loads of laundry.

22. Reference: Page 253, Section: Annex 1402000 Unaccompanied Housing, Spec Item 3.3.1. If it is NOT governments intention to prevent turn-in of small laundry orders comprising less than 25 articles or less than 20 pounds, will the USG please re-define this requirement stating that all orders must be MORE than 25 articles and/or MORE than 20 pounds?

Answer: The requirement reads clearly as written.

23. Reference: Page 253, Section: Annex 1402000 Unaccompanied Housing, Spec Item 3.3.1. How long will the contractor be expected to stay open past facility closing time (1900) when there are customers waiting in line (due to delays taking physical count/weighing for drop off and re-count of inventory at pick up)?

Answer: It is expected that the Contractor will make every effort to implement improvements to a process when customer service issues/problems arise in order to meet performance standards. If the Contractor is unable to process customers requesting laundry services prior to the end of the work day the Contractor should make adjustments as necessary to adequately perform the required services.

24. Reference: Page 253, Section: Annex 1402000 Unaccompanied Housing, Spec Item 3.3.1.
Will scales be provided by the Gov't for all pick up and drop off windows to enable the actual weighing of laundry?

Answer: The Contractor shall provide scales necessary to adequately perform services.

25. Reference: Page 253, Section: Annex 1402000 Unaccompanied Housing, Spec Item 3.3.1.
If the USG does NOT intend to provide laundry scales, does the USG require contractors to purchase and install scales within our bids?

Answer: The Contractor shall provide all tools, material, and equipment necessary to adequately perform the services.

26. Reference: Page 253, Section: Annex 1402000 Unaccompanied Housing, Spec Item 3.3.1.
Does the Gov't intend to provide the contractor with a tracking program to ensure compliance of only 2 bags per week for CLDJ personnel.

Answer: The Contractor shall provide all tools, material, and equipment necessary to adequately perform the services.

27. Reference: Page 253, Section: Annex 1402000 Unaccompanied Housing, Spec Item 3.3.1.
If the Gov't does not provide a specific laundry quantity tracking program are all offers expected to price in the cost suitable tracking technology into the bid?

Answer: The Contractor shall provide all tools, material, and equipment necessary to adequately perform the services.

28. Reference: Page 254, Section: Annex 1402000 Unaccompanied Housing, Spec Item 3.3.2.
What is the quantity of self-service laundry facilities?

Answer: Laundry facilities are listed in J-1502000-03 Installation Real Property Inventory file.

29. Reference: Page 254, Section: Annex 1402000 Unaccompanied Housing, Spec Item 3.3.2.
What is the Quantity of washers and dryers for each self-service facility?

Answer: There are approximately 300 self service washers and 157 self-service dryers located on the installation (see J-1402000-05) and the distribution of units across each self-service facility is not available at this time but may be observed during the site visit.

30. Reference: Page 254, Section: Annex 1402000 Unaccompanied Housing, Spec Item 3.3.2.
How often are Self Service Facilities to be cleaned?

Answer: Laundry Facilities are cleaned in accordance with the Custodial Frequencies detailed in J-1503010-03.

31. Reference: Page 254, Section: Annex 1402000 Unaccompanied Housing, Spec Item 3.3.2.

To enable offers with the ability to calculate travel time to all facilities, will the Gov't provide a "to scale" map to enable proper calculation for janitorial cost?

Answer: The Government will not provide a "to scale" map of the installation. However, during the site visit Contractors shall be able to discern "travel" requirements required for each facility.

32. Reference: Page 254, Section: Annex 1402000 Unaccompanied Housing, Spec Item 3.3.2.

How many specific vehicles are provided to clean facilities and disinfect self-service laundry units weekly?

Answer: The Government will not provide vehicles for the performance of self-service laundry facility cleaning and the disinfection of washer and dryer units.

33. Reference: Page 254, Section: Annex 1402000 Unaccompanied Housing, Spec Item 3.3.2.

Does the Gov't intend to define the PM program and frequency requirements for all offers?

Answer: The Government does not intend to define the PM program and frequency requirements. The Contractor shall be responsible for ensuring washer and dryer units are operable.

34. Reference: Page 254, Section: Annex 1402000 Unaccompanied Housing, Spec Item 3.3.2.

How can the contractor replace/ trade out with float equipment if we do not have extra machines on hand to meet standard repair or replace in specified time?

Answer: The Contractor shall ensure there is an inventory of "float" washer and dryer units in order to meet the performance standard.

35. Reference: Page 260, Section: Annex 1501000 Facility Management, Spec Item 3.1.1.

The document referred to as a Maintenance Execution Plan (MEP) is new terminology, inconsistent with the NAVFAC required IMP or other required processes which are all clearly defined. Can the USG please provide clarification for, and definition of, an MEP as it applies to Work Induction?

Answer: MEP terminology has been removed. Multiple changes have been made to the 1501000 Annex for Spec Items 3.1, 3.1.1, 3.1.2, 3.1.3, and 3.1.4 to align the Work Control function with newly released template.

36. Reference: Page 315, Section: Annex 1503030 ISWM, Spec Item 2.2.1.

Can the USG please clarify if such training requirements may be accomplished in-house through contractor certification?

Answer: Yes, the training may be accomplished in-house through Contractor certification.

37. Reference: Page 315, Section: Annex 1503030 ISWM, Spec Item 2.2.1.

Research shows there is no recycle facility in Djibouti, or in East Africa, and that the local landfill is the designated site for disposing of sorted recyclable material. Because there is no recycle facility available, will the USG please remove the requirement to recycle solid waste material until such time as a locally available option becomes available?

Answer: The Contractor is being directed to follow the installation waste reduction policy. If the installation policy designates the local landfill as the current destination of recycled solid waste then that

is where the waste would go. However, in the event the location changes (a recycling facility becomes available) the Contractor shall redirect the recycled solid waste to the new location in order to comply with the installation waste reduction policy.

38. Reference: Page 329, Section: Annex 1503050 Grounds Maintenance and Landscaping, Spec Items 3.2, 3.2.1-3.2.3.

Because the PWS restricts the use of water tankers for irrigation of most landscaped areas, will the USG please provide a PWS methodology that specifies the acceptable method of irrigation?

Answer: No. The Government defers to the Contractor to provide a methodology to accomplish irrigation of areas that may be problematic due to restrictions on large truck access.

39. Reference: Page 329, Section: Annex 1503050 Grounds Maintenance and Landscaping, Spec Item 3.3.

Please provide a magnitude of effort for the cigarette butt cans expected to be emptied. Is the Contractor expected to furnish and/or replace these butt cans as part of ongoing maintenance?

Answer: The number of butt cans is not available, however, the Contractor can estimate the effort based on the number of outdoor gazebos as they are designated as smoking areas. The Contractor is responsible for providing and replacing cans as part of on-going maintenance.

40. Reference: Page 330, Section: Annex 1503050 Grounds Maintenance and Landscaping, Spec Item 3.5.

Please provide quantifiable workload data and information concerning the quantity and locations of “drains and channels running under pavements and earthen berms” that the USG requires to be flushed on an annual basis.

Answer: Information relative to the drains and channels is provided in 1503050-J, see Amendment 0003.

41. Reference: Page 330, Section: Annex 1503050 Grounds Maintenance and Landscaping, Spec Item 3.5.

What is the linear measurement of the “drains and channels running under pavements and earthen berms” to be flushed on an annual basis?

Answer: Information relative to the drains and channels is provided in 1503050-J, see Amendment 0003.

42. Reference: Page 330, Section: Annex 1503050 Grounds Maintenance and Landscaping, Spec Item 3.5.

What are the linear measurement of the ditches to be flushed? Where are the exact locations? What are the access restrictions for the flushing?

Answer: Information relative to the drains and channels is provided in 1503050-J, see Amendment 0003.

43. Reference: Page 330, Section: Annex 1503050 Grounds Maintenance and Landscaping, Spec Item 3.5.

Can the USG please clarify your expectation for the ‘acceptable level’ of constant water within the ditch? Is it expected that the Contractor will re-engineer the channel in order to make the system drain naturally at a lower level, based on the USG determination of “acceptable level”?

Answer: The Contractor is not expected to re-engineer the channel.

44. Reference: Page 331, Section: Annex 1503050 Grounds and Maintenance Landscaping, Spec Item 3.7.

Please provide the referenced Attachment J-1503050-04.

Answer: Attachment provided in 1503050-J file of Amendment 0003.

45. Reference: Page 331, Section: Annex 1503050 Grounds and Maintenance Landscaping, Spec Item 3.7.

Because Xeriscape Landscaping on-base includes both soft (planting) and hard (natural rock and bolder) components, will the USG please define and specify Xeriscape areas to be maintained such that bidders can calculate associated costs for gravel (in many cases multiple colors) and, if required natural boulders?

Answer: See Amendment 0003. 1503050-J file updated to include xeriscape areas. Contractor should use site visit to take note of makeup of xeriscape areas.

46. Reference: Page 341, Section: Annex 1601000 Utility Management, Spec Item 2.3. Government computerized maintenance system. Will the contractor be granted access into NAVFAC MAXIMO for all work performed in 1602000, 1604000 and 1606000?

Answer: Yes, the Government will grant the Contractor access to NAVFAC MAXIMO as required for the performance of work in Annexes 1602000, 1604000, and 1606000.

47. Reference: Page 342, Section: Annex 1601000 Utility Management, Spec Item 3.1.1. The required ESRI ARCGIS geodatabase format is provided in J-1601000-06, No information provided in attachment J-1601000-06. Will the USG please provide the missing J-1601000-06 data?

Answer: Reference to J-1601000-06 has been removed from Annex 1601000. See Amendment 0003.

48. Reference: Page 343, Section: Annex 1601000 Utility Management, Spec Item 3.1.3. Meter inventory is provided in J-1601000-08 Attachment is blank. Will the USG please provide missing meter inventory data?

Answer: The meter inventory at CLDJ is in its infant stages and at this point is TBD. It is anticipated that meters will be installed at most facilities on the installation as energy use is more aggressively monitored.

49. Reference: Page 372, Section: Annex 1604000 Wastewater, Spec Item 3.4.1. Sludge removal Informational note is the 480,000 gallons of sludge removed annually. Is this amount of sludge removed annually or monthly?

Answer: Monthly. Informational note has been changed and released in Amendment 0003.

50. Reference: Page 393, Section: Annex 1700000 BSVE, Spec Item 2.2. Is there specific qualification required for types of vehicles and equipment and or components?

Answer: Yes, as listed in 2.2.1. The Contractor shall be required to provide personnel with the qualifications, technical knowledge, experience and skills to ensure they can meet the vehicle maintenance and repair requirements as detailed in the annex.

51. Reference: Attachment J-1700000-02 Fleet Inventory.

Why are some items in red for CLDJ Tab?

Answer: Highlighted areas have been removed. Equipment listed on the CLDJ tab with Chebelley activity tag have been moved to the Chebelley tab for clarity.

52. Reference: Attachment J-1700000-02 Fleet Inventory.

Why are some items in CLDJ tab have activity of Chebelly? Should they be moved to other tab?

Answer: Highlighted areas have been removed. Equipment listed on the CLDJ tab with Chebelley activity tag have been moved to the Chebelley tab for clarity.

53. Reference: Attachment J-1700000-02 Fleet Inventory.

Why are some items in Chebelley Air Field Tab highlighted Yellow?

Answer: Highlighted areas have been removed. Equipment listed on the CLDJ tab with Chebelley activity tag have been moved to the Chebelley tab for clarity.

54. Reference: Page 414, Section: Annex 18, Spec Item 3.2.

Will the 12 occurrence be broke out by each of the 3 locations?

Answer: The 12 occurrences pertain to CLDJ location.

(End of Summary of Changes)