PERFORMANCE

WORK STATEMENT (PWS)

FOR

HOIST MAINTENANCE, REPAIR &

INSPECTION SERVICES

IN THE

KAISERSLAUTERN MILITARY COMMUNITY (KMC)

23 June 2025

786 CES/CEOES

PERFORMANCE WORK STATEMENT FOR
HOIST MAINTENANCE, REPAIR & INSPECTION SERVICES

1. DESCRIPTION OF SERVICES. The contractor shall provide all management, tools, supplies, equipment, parts and labor necessary to maintain, repair, and inspect the real property hoists in the Kaiserslautern Military Community (KMC), Ramstein Air Base (TYFR), Ramstein Air Base-Construction & Training Squadron (MTMC), Kaiserslautern-Kapaun Air Station (TYFU) in a manner that will ensure continuous and safe operation (full maintenance and repair with the exception of the exclusions listed in paragraph 2. below). Services are to be performed in accordance with all applicable German local, state, and federal standards, codes, laws, manufacturer specifications and all required safety regulations (see paragraph 8.16., Applicable Guidance). The most stringent of these shall apply. The hoists and their locations are listed in Appendix B, Equipment List. NOTE: The term "hoists" in this Performance Work Statement (PWS) includes all equipment listed in Appendix B. This is a non-personal service contract, the government shall not exercise any supervision or control over the contract service providers herein. This PWS will follow the mandatory procedures in accordance with (IAW) Air Force Instruction (AFI) 32-1001, "Civil Engineer Operations Management" (https://www.e-publishing.af.mil/).

NOTE: Contract performance is on a U.S. military installation and requires contractor personnel performing services under this contract to successfully communicate with contracting, contracting officer representative and end customer personnel in English. Therefore, all communication under this contract to include all email communication shall take place in English. All documents submitted shall be in English.

The contractor shall be responsible for providing German to English and vice versa translation/interpretation services if the Contracting Officer Representative (COR) or Contracting Officer (CO) determines that the English language skills of the technical on-site manager, contract manager, quality control inspector and any alternates of the aforementioned, as well as of the service technicians providing services are insufficient to perform the required duties and tasks under this contract. No additional costs shall be incurred by the government for the providing of German to English and vice versa translation/interpretation services (to include for any documents to be submitted) than agreed upon in the contract, the contractor shall be responsible for bearing all translation/interpretation costs.

1.1. This full maintenance contract signifies a hoist service provider (contractor) takes total service responsibility for the equipment identified in the contract. Except for the services covered in paragraph 2. below, the monthly fixed prices shall include all inspections, maintenance, repairs, replacements, routine and emergency repair service calls. This contract allows the government to budget total yearly costs and eliminates concerns relating to individual parts repair or replacement invoicing. The contractor assumes all responsibility and determines the amount of service visits and types of service required to keep the hoists operating safely and within the performance objectives of paragraph 4.3.

1.2. If grinding, cutting with the angle grinder or welding work is required in the performance of this contract, the contractor must inform the Contracting Officer Representative (COR) by email at least 24 hours prior to the scheduled repair/maintenance to coordinate the deactivation of fire extinguishing systems. In case of emergency repairs outside the hours of operation indicated in paragraph 8.3., Hours of Operation, the contractor must inform the COR immediately by phone upon determining that grinding, cutting with the angle grinder or welding work is required that the fire extinguishing systems must be deactivated. During the hours of operation indicated in paragraph 8.3., Hours of Operation, the contractor shall inform the COR by email. ***No grinding, cutting with the angle grinder or welding work shall be carried out without prior confirmation by the COR that fire extinguishing systems have been deactivated. Deactivation of fire extinguishing systems is possible 24/7.***

1.3. Work conducted on hoists will be in accordance with, but not limited to, the references listed in paragraph 8.16., Applicable Guidance, as well as any additional regulations that may apply, and shall be performed only by qualified personnel trained for the services required. Contractor technicians shall have knowledge of the current German Safety and Accident Prevention Regulations (Deutsche Gesetzliche Unfallversicherung – DGUV) and

the usage of guidelines and generally recognized rules of engineering in accordance with commercial practices to be able to assess the condition of the equipment properly.

2. EXCLUDED SERVICES. The following are not covered by the full maintenance service arrangement and are considered over and above services, and no work on any services listed in paragraph 2. will commence without advance approval by the Contracting Officer (CO):

2.1. Alterations (a.k.a. modernizations) are not covered by the full maintenance service arrangement. (See paragraph 3.2., Alteration)

2.2. Acts by parties other than the contractor of vandalism, abuse, negligence, damage resulting from rescue and recovery operations, acts of God (including damage resulting from emergency power, generator power spikes, and low quality, lightning-strike), and building subsidence are not included in the contract.

2.3. In the event the contractor encounters an item of work included in paragraph 2.1. and 2.2., the contractor will report the situation by submitting Appendix E, Over & Above (O&A) Work Request Form, with all fields filled out and signed, to the COR. The report will include the work location, a detailed scope of the required work, required parts, a justification as to why the work is not included in the contract, and an itemized cost estimate (including parts/material costs, with vendor quotes, total labor costs, total Over & Above costs), the schedule of work to include days and hours, the warranty period, as well as other conditions as indicated in Appendix E. *NOTE: Any part, component or assembly unavailable from the manufacturer due to obsolescence remains the contractor's responsibility to obtain an engineered equivalent product from a commercial source, unless waived by the COR.*

3. DEFINITIONS.

3.1. Maintenance, Repair and Replacement. Maintenance, repair and replacement of existing hoists are included in the contract scope of services. All maintenance, repair and replacement of damaged, broken, or worn parts are to be done in a manner that ensures that the equipment may be operated safely. Maintenance, repair and replacement are actions to restore equipment to a state in which it may safely perform its required operations as installed in accordance with the manufacturer's specifications, maintenance and repair manuals. All work carried out shall be in accordance with standard commercial practices using only Original Equipment Manufacturer (OEM) parts. Upon non-availability of OEM parts, items of equal or higher quality are permissible upon the COR's concurrence. All services carried out by the contractor shall be in accordance with, but not limited to, the standard guidelines listed in paragraph 8.16., Applicable Guidance. When required parts are not available, the contractor shall notify the COR on the business day of learning of the unavailability. The contractor shall provide written documentation (for example, a letter from the parts manufacturer) to the COR explaining any delays in the delivery of parts (if no response from the manufacturer is being received or the parts are unavailable, the contractor shall inform the COR accordingly by email). The contractor shall complete the repair within one (1) normal business day after receiving the required parts from the manufacturer.

3.2. Alteration. An alteration is also on existing hoists, but is not included in the full maintenance service arrangement. Alterations/modernizations will be processed as an over and above work request. The typical alteration results in a betterment to the safe operation of the equipment. In the case of hoists, when an alteration is made, all affected safety requirements must be complied with. All work as part of an alteration is required to comply with the standard guidelines listed in paragraph 8.16., Applicable Guidance, as well as any additional regulations that may apply.

4. MAINTENANCE AND INSPECTION SERVICES.

4.1. The contractor, with the COR, shall determine the working order and condition of all hoists listed in Appendix B, Equipment List, within thirty (30) calendar days of the start of the period of performance (PoP) and

submit a condition assessment for each hoist listed in Appendix B (indicating the building number, site, equipment type (English and German), type, serial number, and size) in PDF format to the COR within 35 calendar days of the start of the PoP. The condition assessment shall indicate the condition of the hoist (In Working Order: Yes/No; In Serviceable Condition: Yes/No), and include a description of the defect that existed before the start of the PoP, a description of the required repair/alteration work, as well as signature and date fields for both the contractor and COR. The condition assessment is subject to COR approval; after COR review and approval, the contractor and COR shall certify their agreement by signing the assessment. The COR and contractor shall resolve any discrepancies regarding the condition of the equipment prior to signing the assessment. Defects (alterations) that existed before the start of the PoP fall under CLIN X003, "Over and Above Services". The contractor shall submit Appendix E, Over & Above (O&A) Work Request Form, with all fields filled out and signed, to the COR, for each defect identified as part of the condition assessment with the condition assessment (within 35 calendar days of the start of the PoP). If approved by the COR, the CO will issue a modification directing the contractor to replace any missing items and/or repair all items not in working or serviceable condition. The COR will provide instructions for situations where a unit requires a level of repair potentially constituting an alteration as described in paragraph 3, Definitions.

4.2. The contractor shall develop and submit to the COR an annual written Maintenance Control Program (MCP) for each hoist within thirty (30) calendar days of contract award to cover the basic contract and any option periods. The MCP shall be provided in PDF format, and, at a minimum, include required inspections and maintenance per hoist (contractor shall indicate building number, site, equipment type (English and German), type, serial number, and size), timelines (month indicated, date and time to be indicated in separate schedule, see paragraph 8.7., Schedule Coordination) for inspections and maintenance to be performed. The MPC, as well as any revisions/updates to the MCP, are subject to approval by the COR. Appendix A, Annual Historical Workload Data, specifies the quantities for maintenance and inspections per 12-month PoP; the quantities specified for maintenance and inspections are mandatory and may be reduced/increased in coordination with and upon written approval from the COR and if the equipment list is being amended after written approval from the COR. To request changes to the number of maintenance/inspections, the contractor shall submit an email to the COR. Maintenance and inspections shall take place once per year per hoist by July, the month of completion of services may also be changed in coordination with and upon written approval from the COR. To request changes to the month of service completion, the contractor shall submit an email to the COR. A list with the names and telephone numbers of the Facility Managers/alternates will be provided by the COR upon award, updates to the list will be provided by the COR. If the contractor is unable to reach a Facility Manager/alternate, the contractor shall inform the COR at least one (1) week in advance by email to ensure services in accordance with the MCP can be provided; the COR will then reach out to the end customer to coordinate the maintenance/inspection appointment. The contractor shall perform inspections and maintenance of all hoists in accordance with the MCP. The MCP shall ensure compliance with all minimum code requirements. Revisions/updates to the MCP shall be submitted to the COR at least fourteen (14) days prior to the change taking effect.

4.3. The contractor shall perform maintenance in accordance with the MCP to ensure reliable and continuous safe operation. The contractor shall specify appropriate intervals for specific maintenance items in the MCP. The contractor shall carry out maintenance following the regulations/guidelines listed in paragraph 8.16., Applicable Guidance, below, as well as any additional regulations that may apply. Maintenance services shall include, but not be limited to, substitution/replacement/renewal/changing of parts and motors. The contractor shall clean equipment spaces and provide daily cleanup of job sites in conjunction with maintenance, inspections and tests, as well as repairs.

4.4. The contractor shall perform safety inspections and tests on all hoists listed in the attached Appendix B, Equipment List. All safety inspections shall be in compliance with, but not limited to, the applicable regulations and guidelines listed in paragraph 8.16., Applicable Guidance, of this PWS. In addition, the contractor shall provide DGUV-V3 testing / electrical safety checks, which are to be carried out every four (4) years and apply to electrical components testing. The costs for any additional tests must be included in the contract price, no additional costs shall be incurred by the government other than agreed upon in the contract. Load testing of

electrical components must be carried out in the base year and fourth option year of this contract.

4.5. Reporting. The contractor shall prepare and submit to the CO/COR a written report not later than eight (8) business days after maintenance service, a safety inspection, test, and/or safety check accomplishment. The report shall include, but not be limited to:

(a) Date, time and description of service
(b) Location, equipment/serial number and type
(c) Full operational test
(d) Overall condition including discrepancies cited and repairs needed
(e) Name of the technician performing the service
(f) Amount of man hours
(g) Parts used (incl. manufacturer)

4.6. The government may perform inspections of the hoists for purposes of capital asset management and quality assurance. If discrepancies are being discovered during these inspections, the contractor will be notified in writing of any determination and may be responsible for corrective action. The contractor shall not be liable for acts by parties other than the contractor of vandalism, abuse, negligence, damage resulting from rescue and recovery operations, acts of God (including damage resulting from emergency power, generator power spikes, and low quality, lightning-strike), and building subsidence.

4.7. The contractor shall maintain a copy of all current hoists inspection documentation, along with an index indicating the location, date inspected, and date of the next required inspection having provided the original to the CO/COR upon request. The index and copies of certificates shall be delivered to the CO/COR by email upon request; however, not later than one (1) business day of a request for review.

5. REPAIR SERVICE CALLS. The contractor shall provide repair service calls (routine and emergency) under the full maintenance service agreement at no additional cost to the government than agreed upon in the contract. All repair work shall be done in accordance with standard commercial practices as well as all applicable guidelines listed in paragraph 8.16., Applicable Guidance, below, manufacturer specifications, maintenance and repair manuals, and any additional regulations that may apply. The contractor shall repair and replace components of the hoists at no additional cost to the government than agreed upon in the contract.

5.1. Routine Repair Calls. Service calls will be classified as routine when the work or adjustments do not qualify as an emergency repair call, please see 5.2., Emergency Repair Call, below for a definition of emergency calls.

5.1.1 The contractor shall respond in person to the hoists and begin work on routine service calls not later than three (3) hours after receipt of the call on regular scheduled workdays/hours.

5.1.2. The contractor shall report to the work location, survey the repair, and provide the COR with Appendix E, with all fields filled out and signed, within the time frame and in accordance with the instructions provided in Appendix D, Over & Above (O&A) Instructions, when the repair is not covered by the full maintenance service contract, but necessary to bring the hoists back to operation.

5.2. Emergency Service Calls. Emergency repair calls are defined as calls made for services when a hoist system fails and constitutes a danger to personnel; threatens to damage properties; or threatens to disrupt activity, operations, and/or training missions.

5.2.1. The contractor shall respond in person to the hoist and begin work on emergency service calls not later than two (2) hours after receipt of the call.

5.2.2. The contractor shall report to the work location, survey the repair, and provide the COR with Appendix E, with all fields filled out and signed, within the time frame and in accordance with the instructions provided in Appendix D, Over & Above (O&A) Instructions when the repair is not covered by the basic full maintenance service contract, but necessary to bring the hoist back to operation.

5.3. Reporting. The contractor shall prepare and submit to the CO/COR a written report not later than eight (8) business days after a routine/emergency repair has been completed. The reports shall include:

(a) Date, time and call number of the service
(b) Location, equipment/serial number and type
(c) Full functionality test
(d) Service performed (malfunction and description of work)
(e) Amount of man hours
(f) Parts used (incl. manufacturer)
(g) Name of the technician performing the service

5.3.1. The contractor shall submit a written monthly report listing all open calls not later than the first business day of the following month to the CO and COR by email in PDF format.

6. SERVICES SUMMARY. The government will evaluate contractor performance in accordance with the following criteria. The Services Summary (SS) provides information on contract requirements and the expected level of contractor performance. The contract service requirements are summarized in performance objectives. The performance threshold briefly describes the acceptable levels of service required for each requirement. These thresholds are critical to mission success.

Performance Objective	PWS Paragraph(s)	Performance Threshold	Remedy
SS-1. Maintenance and Inspection – Maintenance and Inspection Schedule Adherence.	8.7.	Meets maintenance and inspection dates and times as stated in maintenance and inspection schedule. **Maintenance and Inspection according to maintenance and inspection schedule:** No more than 2 defects per month.	Reperformance within 3 business days after initially scheduled maintenance/inspection date IAW maintenance and inspection schedule.
SS-2. Hoists Service Availability.	4., 4.2., 4.3., 4.4., 4.5., 4.6., 4.7., 5., 5.1., 5.1.1., 5.1.2., 5.2., 5.2.1., 5.2.2., 8.7.	Hoists Service Availability. **Performance Threshold:** No more than 2 defects (hoists not providing service) per month.	Reperformance within 24 hours after notification by COR.

SS-3. Repair Service Call Routine – Response Time. Response to routine calls within time specified in paragraph 5.1.1.	5., 5.1., 5.1.1., 5.1.2.	Response to routine service call thresholds (quarterly inspection basis, Jan-Mar, Apr-Jun, Jul-Sep, Oct-Dec). **Performance Threshold:** No more than 2 defects per quarter.	Reperformance within 2 hours of notification by COR.
SS-4. Repair Service Call – Emergency – Response Time. Response to emergency calls within the time specified in paragraph 5.2.1.	5., 5.2., 5.2.1., 5.2.2.	Response to emergency service call thresholds (quarterly inspection basis, Jan-Mar, Apr-Jun, Jul-Sep, Oct-Dec). **Performance Threshold:** 100% within stated response time.	N/A
SS-5. Reporting.	2., 2.1., 2.2., 2.3., 3., 3.1., 3.2., 4., 4.1., 4.2., 4.3., 4.4., 4.5., 4.6., 4.7., 5., 5.1., 5.1.1., 5.1.2., 5.2., 5.2.1., 5.2.2. 5.3., 5.3.1., Appendix E	Reports and documents submitted in accordance with PWS requirements, within time frame specified and in English (quarterly inspection basis, Jan-Mar, Apr-Jun, Jul-Sep, Oct-Dec). **Performance Threshold:** No more than 3 defects per quarter.	Reperformance not later than 24 hours after notification by COR.
SS-6 English Language Requirements		100% oral and written communication in English (quarterly inspection basis, Jan-Mar, Apr-Jun, Jul-Sep, Oct-Dec). **Performance Threshold:** 100% oral and written communication in English.	N/A

7. GOVERNMENT FURNISHED PROPERTY AND SERVICES. The government does not anticipate providing any government furnished property (GFP).

7.1. Damage to Government Property. The contractor shall report all damages to U.S. Government property within one (1) hour after occurrence to the 786 CES/CEOES Service Contract section, phone: 06371-XX-XXXX. The contractor shall use reasonable care to avoid damaging existing buildings, equipment, and vegetation on the government installation. If the contractor's failure to use reasonable care causes damage to any of this property, the contractor shall replace or repair the damage at no expense to the government as the CO directs. If the contractor fails or refuses to make such repair or replacement, the contractor shall be liable for the cost, which may be deducted from the contract price.

8. GENERAL INFORMATION.

8.1. Quality Control. The contractor will identify to the CO the responsible quality control inspector to be notified in case of customer complaints upon submission of quote. The quality control inspector and any alternate(s) shall be proficient in English to fully perform all required duties and tasks required under this contract. The contractor shall develop and maintain a quality control plan (QCP) to ensure maintenance, inspection, and repair services are performed in accordance with the standard guidelines and codes listed in paragraph 8.16., Applicable Guidance, of this PWS, as well as any additional regulations that may apply. As a minimum, the contractor shall develop quality control procedures addressing the areas identified in paragraph 6., Services Summary. The contractor shall develop and implement procedures to identify, prevent, and eliminate reoccurrence of once identified/repaired defects. The QCP shall be provided upon submission of quote in PDF format and is subject to approval by the COR. After acceptance by the government, the QCP becomes a compliance document incorporated into the contract at the time of award. The CO/COR will be provided with updates to the QCP as they occur, any updates are subject to COR approval. The QCP will identify the procedures in writing for inspections, maintenance and repair, individual responsible, hoists, MCP, and the location of all inspection records and control logs, which will be made available to the government within five (5) business days of request. The QCP shall include the inspection forms and records which will be used for the service. All contractor quality control records to include the QCP shall be made available to the government within five (5) business days of request. Quality control records shall be maintained and kept by the contractor throughout the contract performance period and for the period after contract completion until final settlement of any claims under this contract.

8.2. Quality Assurance. The government will periodically evaluate the contractor's performance in accordance with the Quality Assurance Surveillance Plan (QASP). The contractor shall reperform at no additional cost to the government than agreed upon in the contract when reperformance is required in accordance with paragraph 6., Services Summary. Any re-performance and/or unacceptable performance will be documented by the COR and may result in the government seeking equitable price reduction or adequate consideration in accordance with FAR 52.212-4, Contract Terms and Conditions – Commercial Products and Commercial Services. To verify contractor performance, the COR will use the contractor's MCP, maintenance, inspection, and repair reports to ensure all terms and conditions of applicable regulations and manufacturer instructions are met to ensure safe and continuous operation of installed equipment subject to this contract. Results of the validation then become the official Air Force's record of the contractor's performance. When a performance threshold has not been met or contractor performance has not been accomplished as required, the COR will initiate and provide the CO with a Corrective Action Report (CAR) for issuance to the contractor. The contractor shall respond to the CAR in accordance with the instructions provided and return it to the CO within five (5) calendar days of receipt. The CO will forward the contractor's response to the COR once received. The COR will perform re-inspection within one (1) business day of receipt of the contractor's response.

MEETINGS. The CO, Functional Commander, COR, or other government personnel as appropriate and the contractor shall meet to discuss the contractor's performance at the government facility upon request of the COR and/or 700 CONS, if required. The following issues may be discussed: opportunities to improve the contract, required contract modification(s), unsatisfactory inspections and trends for each performance objective observed, positive performance and steps taken by the contractor to prevent unsatisfactory performance in the future. The COR shall provide a summation of unsatisfactory inspections and customer complaints and provide insight into any identified trends. These meetings shall take place in person at the government facility and the contractor is required to attend any meetings held under this contract in person. Online meetings (via TEAMS/Zoom) will only be held in exceptional and unusual circumstances (for example COVID 19 contact restrictions) at the sole discretion of the U.S. Government.

Meeting Minutes. Minutes of these meetings will be summarized in writing, signed by the Contract Specialist (CS) and any other signatories as deemed appropriate. Meeting minutes will be sent for verification to the

functional area and the contractor prior to being signed and distributed. Should the contractor not concur with the minutes, the contractor shall provide a written notification to the CO and CS identifying areas of non-concurrence for resolution. Both the contractor and functional area will receive a copy of the finalized meeting minutes.

8.3. Hours of Operation. The contractor shall coordinate all work to be accomplished in accordance with this PWS with the COR and Facility Manager/alternate for each piece of equipment to be maintained and repaired. The contractor shall coordinate the exact date and time with the respective Facility Manager/alternate by email prior to carrying out any services and notify the COR in advance of the service by email of the date and time. Emergency repairs may be required 24 hours, Monday through Sunday, including on German and U.S. holidays. Business hours are 0700-1600, Monday through Friday. The time for maintenance, inspections, and repairs to be performed shall be coordinated before any work is scheduled. In case of short-notice changes to maintenance and inspection, as well as repair appointments, the contractor shall coordinate with the Facility Manager by email at least 72 hours in advance and inform the COR by email of the changed date and time in advance of the appointment.

The contractor's hours of operations shall be in accordance with the table below.

Hours of Operation	**Preventive Maintenance, Maintenance Services and Safety Inspections**	**Routine Repairs, Over & Above Work**	**Emergency Repairs**
Monday-Friday, except on German holidays	0700-1600	0700-1600	
Monday-Sunday, to include German and U.S. holidays			24 hours

U.S./German Holidays.

1st January	New Year's Day	Neujahr	U.S. and German
3rd Monday in January	Martin Luther King Day		U.S.
3rd Monday in February	Washington's Birthday		U.S.
**	Good Friday	Karfreitag	German
**	Easter Monday	Ostermontag	German
1st May	Labor Day	Tag der Arbeit	German
**	Ascension Day	Christi Himmelfahrt	German
**	Whit Monday	Pfingstmontag	German
Last Monday in May	Memorial Day		U.S.
**	Corpus Christi Day	Fronleichnam	German
19th June	Juneteenth Day		U.S.
4th July	Independence Day		U.S.
1st Monday in September	Labor Day		U.S.
3rd October	German Unification	Tag der dt. Einheit	German
2nd Monday in October	Columbus Day		U.S.
1st November	All Saints' Day	Allerheiligen	German
11th November	Veteran's Day		U.S.
4th Thursday in November	Thanksgiving		U.S.
25th December	Christmas	Weihnachten	U.S. and German
26th December	2nd Day of Christmas	2. Weihnachtstag	German

When a U.S. federal holiday falls on a Saturday, the preceding Friday will be observed. When the holiday falls on a Sunday, the following Monday will be observed.

** Indicates date change each year – **Movable holidays.

8.4. Security Requirements. Contractor personnel shall comply with all requirements and procedures as defined in DAFFARS clause 5352.242-9000, Contractor Access to Department of the Air Force Installations. Contractor employees will be required to obtain and display identification badges. Please anticipate delays when accessing the base with commercial vehicles and allow time for commercial vehicles to reach their destination. Contractor vehicles may be subject to search prior to gaining base entry. Contractor employees shall drive only on designated routes and obey the speed limits posted throughout base. Procedures for commercial vehicle access to the base are subject to change without prior notice. The contractor shall comply with RABI (Ramstein Air Base Instruction) 31-218, Installation Traffic Code (https://www.e-publishing.af.mil/).

Citizens from certain countries are currently banned from entering U.S. installations; Security Forces maintains a list (https://www.state.gov/state-sponsors-of-terrorism/) of these banned countries. This includes individual contractor employees, therefore any contractor employee who is a citizen of one of these countries will not be allowed to access the installation. The list of excluded countries is subject to change without modification or amendment of the PWS or contract. No additional cost than agreed upon in the contract shall be incurred by the government as a result of any changes to this list. The government is authorized to restrict access under the contract to any contractor employee or prospective contractor employee who is identified as a potential threat to the health, safety, security, general well-being, or operational mission of the installation and its population. If an employee is identified as a potential threat, the contractor shall return their employee's base access card/installation pass within 24 hours of notification by Security Forces to the 577 card holder. Point of contact information will be provided by the COR. If notification is being received on a Friday or before a U.S. or German holiday, the base access card shall be returned the next business day to the 577 card holder.

8.4.1. Contractor/employee base pass and identification, special clearances. Contractor personnel shall obtain a Defense Biometric Identification Card (DBIDS) not later than fourteen (14) days prior to PoP start. In order to obtain the DBIDS, the contractor is required to submit to the 577 card holder (to be identified upon award) the following:

- AE190-16A (Request for DBIDS).
- AE190-16K (Installation-Pass-Holder Acknowledgement).
- AE190-16E (Data Protection).
- Memo of DBIDS Request.
- Copy of Passport / ID Card (front and back) (Vorder- und Rückseite Reisepass / Personalausweis).
- AE Form 604-1B, 17-page Security Questionnaire for Simple Security Check.
- Original and copy of Police Good Conduct Certificate (Polizeiliches Führungszeugnis) or Security Clearance (if applicable) obtained at the local court house. Police Good Conduct Certificate must not be older than one year, if the PGCC is not being obtained in Germany, a German or English translation, notarized by a public agency, has to be provided with the original certificate.
- Copy of Work Permit (Arbeitserlaubnis), if required.
- Copy of DoD awarded contract showing performance period and location(s) access is required to fulfill contractual obligations.
- Copy of Residency Permit/Aufenthaltserlaubnis (if required).

AE190-16A, AE190-16K, AE190-16E, Memo of DBIDS, Military Installation Access List request, and the Security Questionnaire will be provided by the 577 card holder, 786 CES/CEOES. All documents provided by the 577 card holder as listed in paragraph 8.4.1. shall be completed by the contractor and submitted to the 577 card holder by email not later than seven (7) business days after receipt. All other documents listed in paragraph

8.4.1. shall be provided with these forms.

Contractor personnel shall present completed documentation to Security Forces personnel at ***bldg. # 800 (ROB-MC Gate), Ramstein Air Base***, to obtain their DBIDS. Contractor personnel can only gain access to the KMC (Kaiserslautern Military Community) after the security check has been passed with a negative result. It is the responsibility of the contractor to collect and return the DBIDS to the 577 card holder within one (1) week from personnel that is no longer employed, in case the contract is terminated and/or after end of the PoP.

8.4.2. Access to Restricted Areas. Access to secure areas must be coordinated with the COR. Restricted areas require notification through the COR to the Facility Manager/alternate. The contractor shall submit a request to access a secure area at least one (1) week prior to the date of service by email to the COR to allow ample time for coordination. At all times while in restricted/controlled areas, contractor employees shall be under direct surveillance or a person from the respective facility who is cleared to wear a controlled area badge and perform escort duties. Visitor badges shall be returned to the Entry Controller each time the employee completes duties and leaves the area. This requirement is waived for contractor personnel who have unescorted access privileges and display a controlled area badge for restricted/controlled areas. The facility manager/end user/occupant/requester will be responsible for providing access, escorts, or temporary visitor badges for contractor personnel performing their duties. The Ramstein Air Base Installation Commander reserves the right to deny restricted area entry to any contractor employee and the right to terminate the entry of any employee upon disclosure of information indicating the individual's continued entry to a secure area is not in the best interest of national security.

8.4.3. Escort. For any restricted/secure area access in conjunction with the scope of services, the COR will arrange for an escort and entry authorization at the designated place of performance. The facility manager/end user/occupant/requester will be responsible for providing access badges for contractor personnel performing their duties.

8.4.4. Language Requirement. Contractor employees performing services shall be able to read, speak, and write English and German at a level necessary to fully perform all required duties and tasks of their position.

8.5. Continuation of Essential Department of Defense Services During Crisis Declared By The National Command Authority or Overseas Combatant Commander. In accordance with DODI 1100.22, Policy and Procedure for Determining Workforce Mix, paragraph 5b, it is determined that none of the services as stated in this PWS are mission essential.

8.6. Special Qualifications. Manufacturer training certificates are not required to perform services under this contract unless required by German law/regulation. All work will be performed by personnel who are trained and qualified for the systems and equipment. Contractor personnel must adhere to the qualification standards defined in DIN EN 15011, Cranes – Bridge and Gantry Cranes (Krane – Brücken- und Portalkrane). The contractor shall submit certificates of competency for hoist cranes (Zertifikat als Befähigte Person für Hebezeuge-Krane) of the employees being intended to perform the solicited services to the contracting office upon submission of quote. The training certificates shall be obtained through an accreditation authority (for example TÜV (Technischer Überwachungsverein), DEKRA). The contractor, subcontractor, teaming/joint venture partner, etc. being intended to perform the solicited services must be registered or a member of the German Chamber of Commerce and Industry (Industrie- und Handelskammer) or the German Chamber of Trade (Handwerkskammer). Proof of membership must be provided upon submission of quote. Membership must continue throughout contract performance. The contractor shall be familiar with the different equipment used under this contract. The contractor must continue to be certified through the life of the contract. The government reserves the right to request verification of the certificates cited in this paragraph during contract performance.

8.7. Schedule Coordination. The contractor is responsible for coordinating/scheduling the dates and times services will be rendered with the respective Facility Manager/alternate by email and inform the COR in advance of the dates and times of service by email. The contractor shall submit an inspection and maintenance schedule

to the COR by email not later than thirty (30) business days prior to the start date of the maintenance and safety inspections. The schedule shall include the service to be provided (inspection/maintenance), estimated dates, times, building numbers and locations. The contractor shall coordinate any schedule changes with the Facility Manager/alternate and COR by email at least eight (8) business days prior to the originally scheduled dates.

8.8. Schedule Information. The contractor shall be responsible for providing all schedule coordination information of their operations with the appropriate base personnel to the CO/COR by email. The facilities shall remain in operation while the contractor is working, and it is up to the contractor to coordinate around the normal activities of the facility. Downtime of equipment shall be reduced to a minimum.

8.9. Special Equipment. Any special equipment required in the performance of services under this contract, such as lifting/working platforms, etc. must be made available immediately at any time to make a repair. No prior coordination with the COR is required to determine that special equipment is needed and must be obtained. Any special equipment must be brought on base for each operation and taken back off-base the same day after completion of work. There is no temporary storage facility available on base.

8.10. Environmental Control. The contractor shall comply and assure that all subcontractors comply with all applicable federal, state, and local laws, regulations, ordinances, policies and standards related to environmental matters. Where applicable, the contractor shall use environmentally safe products in the course of completion of their project. The contractor shall maintain Material Safety Data Sheets (MSDS) for all chemicals. A copy of all MSDS will be provided to the CO/COR by email within five (5) business days of request. The MSDS data is subject to random checks by the government. The contractor shall maintain and provide by email to the COR within five (5) business days of request an inventory of materials being brought to the government facility. The contractor shall complete and provide by email within five (5) business days of request monthly inventories of HAZMAT used, including but not limited to: solvents, paints, degreasers, greases, Ozone Depleting Substances, and oils brought to the government facility. If the contractor spills or releases any HAZMAT or other substance contained in 40 CFR 302 (https://www.ecfr.gov/current/title-40/chapter-I/subchapter-J/part-302) into the environment, the contractor shall immediately notify the COR and follow the appropriate emergency procedures. The contractor is responsible for all costs associated with clean-up and restoration, including any applicable fines and/or penalties. The contractor shall maintain a spill plan as required by federal, state, and local laws and regulations.

8.11. Emergency Procedures. In the event of a fire, or in the case of a hazardous or material spill, the contractor shall notify the Fire Department and the Environmental Management Office immediately. The contractor shall place a warning triangle at a safe distance. In case of a vehicle leaking oil or hydraulic fluid on base roads, or any other hazardous substances or materials, the contractor shall place a warning triangle in accordance with German Road Traffic Regulations (Strassenverkehrsordnung – STVO), notify the Fire Department immediately, and follow the emergency procedures outlined in the 86 AW (Airlift Wing) Hazardous Materials Spill Prevention and Response Plan (HMSPRP), Ramstein Air Base, dated 28 Sep 2021 (see paragraph 8.16., Applicable Guidance). Should any contractor vehicles or equipment have any leaks, the contractor shall notify the COR (786 CES) and the Environmental Management Office (86 CES) immediately and is responsible for clean-up. The contractor shall be responsible for bearing all costs associated with oil or hydraulic fluid leaks caused by contractor vehicles, for example vehicle spills caused by a hydraulic hose breaking.

8.12. Emergency Numbers. Military Commercial

Fire Protection RAB & MFH

Fire Protection Vogelweh

Security Police RAB & MFH

Security Police Vogelweh

Environmental Management

8.13. Conformance with Environmental Management Systems. The contractor shall perform work under this contract consistently with the relevant environmental policy and objectives identified in the installation environmental management system (EMS) applicable to the contract. The contractor shall perform work in a manner that conserves water, energy, and other resources to the maximum extent feasible and ensure minimum production of waste as possible, giving preference to recycling and reutilization opportunities. Furthermore, the contractor shall give preference to less toxic materials whenever available and still reliable for their work. In the event an environmental nonconformance or noncompliance of host nation and USAF environmental laws and regulations associated with the contracted services is identified, the contractor shall take corrective and/or preventative actions. In the case of noncompliance, the contractor shall respond and take corrective action immediately. In the case of nonconformance, the contractor shall respond and take corrective action based on the time schedule established by the EMS coordinator. In addition, the contractor shall ensure that their employees are aware of the environmental management system on base and how these requirements affect their work performed under this contract. All on-site contractor personnel shall receive the installation EMS awareness level information.

8.14. Conformance with Environmental Requirements. The contractor shall perform all work in accordance with applicable German and U.S. Air Force environmental laws, regulations and operating standards, including but not limited to, the Final Governing Standards (FGS) for Germany. The contractor shall be immediately capable of understanding and addressing environmental laws and regulations as they pertain to work performed under this contract. Environmental laws and requirements applicable to all contractors working on base will be made available upon award by request to 86 CES/CEIE, Environmental Management Office, DSN: 478-XXX, COM: 06371-XXX-XXXX, Email: XX@XX.us.af.mil.

8.15. Contract Manager. The contractor shall provide to the CO/COR the name of a contract manager and on-site technical manager (primary and alternates), who shall be responsible for the performance of work and have full authority to act on behalf of the contractor regarding all contract matters relating to the daily operations of this contract not later than five (5) business days after award. The on-site and contract manager shall be available during normal duty hours (0700-1600). The contract and on-site technical manager shall be able to meet with the COR at the government facility to resolve any contract-related issues. The contract and on-site technical manager and alternate(s) shall be proficient in English (reading/understanding/writing) to fully perform all required duties and tasks required under this contract. **At least one (1) service technician performing repair/maintenance/inspection services on site shall be proficient in English to fully perform all duties and tasks of their position as required under the contract.** The contractor shall provide to the CO and COR, not later than five (5) business days after award, a list of all personnel performing under this contract to include names and contact information (valid (cell) phone numbers), as well as their individual function. Any required changes to this list shall be submitted by email to the CO and COR, not later than ten (10) business days prior to the change taking effect.

8.16. Applicable Guidance. The contractor shall comply with all applicable regulations and requirements. The below list may not be complete and all-inclusive. Systems shall be checked in accordance with:

- Manufacturer Specifications.
- TRBS – Technische Regeln für Betriebssicherheit / Technical Rules for Operational Safety.
- Technische Regeln für Arbeitsstätten / Technical Rules for Workplaces “ASR A1.7”.
- DIN EN 15011 – Krane, Brücken- und Portalkrane / Cranes, Bridges- and Gantry Cranes.
- DGUV Deutsche Unfallverhütungsvorschriften (UVV) / German Accident Prevention Regulations.
- DGUV Grundsatz 309-001 – Prüfung von Kranen / Testing of Cranes.
- DGUV (Deutsche Gesetzliche Unfallversicherung Vorschrift) 52 Krane / German Statutory Accident

Insurance Rule 52 Cranes.

- DGUV (Deutsche Gesetzliche Unfallversicherung Vorschrift) 54 Winden, Hub- und Zuggeräte / German Statutory Accident Insurance Rule 54 Winches, Lifting and Towing Equipment.
- Betriebssicherheitsverordnung (BetrSichVO) / Ordinance on Industrial Safety and Health.
- DGUV-V3 Prüfung Elektrischer Betriebsmittel / Testing of Electrical Systems.
- DIN EN VDE 0100 – Daten und Fakten für das Errichten von Niederspannungen / Information on Design and Erection of Low-voltage Electrical Installations.

The contractor shall comply with the regulations listed below. The contractor must reach out to 86 CES/CEIE, Environmental Management Office, DSN: 478-XXXX, COM: 06371-XXX-XXXX, Email: XX@XX.us.af.mil, for copies of the below regulations upon award (except for FGS).

- All applicable portions of Chapter 5 and 6 of the U.S. Department of Defense Environmental Final Governing Standards (FGS) for Germany and other appropriate European and German laws and regulations.
- 86 AW Airlift Wing Hazardous Waste Management Plan.
- 86 AW Hazardous Materials Spill Prevention and Response Plan (HMSPRP) Ramstein Air Base, dated 28 September 2021.
- Paragraph 1.2.10.3, 86 AW Operation Plan 32-4013, Hazardous Material Emergency Response Plan.
- AFMAN 32-7002, Environmental Compliance and Pollution Prevention (available at: https://www.e-publishing.af.mil/)

8.17. Waste Disposal. All trash and hazardous waste, generated as a result of services performed, shall be disposed off base in accordance with the German National Waste Disposal Act (Abfallbeseitigungsgesetz – AbfG) at no additional cost to the government than agreed upon in the contract.

8.18. Performance and Services Performed During Military Exercises and Operations Work stoppages may occur during the execution of this contract due to military exercises or operations. During these times, access to areas supporting the exercise or operation may be curtailed or not allowed. During scheduled and unscheduled exercises or operations, the contractor should be prepared to move to other work locations or suspend operations. No additional cost shall be incurred to the government than agreed upon in the contract for moving to other work locations and for the waiting time until the exercise or operation is over.

8.19. Base Closures. Work scheduled, but not accomplished because of base closures due to weather, military exercises or operations, or actual alert, will be accomplished as soon as possible after the installation is reopened. No additional cost shall be incurred to the government than agreed upon in the contract for work disruptions or waiting times caused by base closures, military exercises or operations, or actual alert.

APPENDICES.

A. Annual Historical Workload Data
B. Equipment List (see separate sheet)
C. Deliverables
D. Over & Above Instructions
E. Over & Above Work Request Form

APPENDIX A – Annual Historical Workload Data (5-year average)

ITEM	DESCRIPTION OF SERVICE	HISTORICAL QUANTITY / AMOUNT	
1	**Annual Preventive Maintenance*** (In Accordance with the Current Equipment List)	49 Each	Year
2	**Annual Safety Inspections***	49 Each	Year
3	**Routine Repair Calls***	14 Each	Year
4	**Emergency Repair Calls***	2 Each	Year
5	**Parts for Regular Maintenance and Repair **** (In accordance with current Equipment List)	€ 32,000.00	Year

The data provided is based on the *current equipment* list and historical data*** and its purpose is to provide the contractor with the information required to estimate the workload and perform the risk assessment required to establish a fair and reasonable FFP (Firm-Fixed Price).

As assets are replaced, upgraded, decommissioned, and lose warranty, the equipment list will be updated at least annually. For the scope of this contract, any upward or downward quantity change to Appendix A, Annual Historical Workload Data, of up to 10% is considered in scope and will not require a modification.

APPENDIX B – Equipment List (see separate sheet)

APPENDIX C – Deliverables

All deliverables must meet professional standards and the requirements set forth in the applicable contractual documents. All required documents, reports and schedules listed below and in this PWS shall be sent by email in Adobe PDF format to the organizational email address of the requiring activity: 786CES.ServiceContracts.OrgBox@us.af.mil

DELIVERABLE	PARA REFERENCE	DUE DATE	DELIVER TO
Condition Assessment	4.1.	Within 35 calendar days of PoP start	COR
Over & Above Requests required per Condition Assessment	4.1.	Within 35 calendar days of PoP start	COR
Maintenance Control Program (MCP) for each hoist	4.2., 4.3.	Within 30 calendar days of PoP start	COR
Revisions/updates to the MCP	4.2., 4.3.	At least14 days prior to change taking effect	COR
Quality Control Inspector	8.1.	Submission of Quote	CO
Maintenance, Inspection, Test, and/or Safety Check Report	4.5.	NLT 8 business days after maintenance/inspection/test/safety check completion date	COR
Response Time to Routine Repair Service Call	5.1.1.	NLT 3 hours after receipt of call	COR
Response Time to Emergency Repair Call	5.2.1.	NLT 2 hours after receipt of call	COR
Routine Repair Reports	5.3.	NLT 8 business days after repair completion date	COR
Inspection and Maintenance Schedule	8.7.	NLT 30 business days prior to the start date of maintenance and safety inspections	COR
Emergency Repair Reports	5.3.	NLT 8 business days after repair completion date	COR
Monthly Open Calls Report	5.3.1.	NLT than 1 business day of the following month	COR
Certificates of Competency for Hoist Cranes	8.6.	Submission of Quote	CO
Proof of German Chamber of Commerce and Industry or the German Chamber of Trade Membership	8.6.	Submission of Quote	CO
Over & Above Work Justification and Quotation	2., 2.1., 2.2., 2.3., Appendix D & E	NLT 5 business days after reporting to work location	COR

Contract Manager, On-site Technical Manager (primary and alternates)	8.15.	NLT 5 business days after award	
List of Personnel	8.15.	NLT 5 business days after award	
Changes to Personnel List	8.15.	NLT 8 business days prior to change taking effect	

APPENDIX D – Over & Above (O&A) Instructions

1. O&A Work Definition. O&A work means work discovered during the course of contract performance that is not covered in the full maintenance service arrangement covered by the line items for the basic work under the contract, and necessary in order to satisfactorily return the hoists to a safe and operational condition. The contractor shall identify needed repairs and recommend corrective action during contract performance. Using a contract modification permits the government and the contractor to negotiate parts and labor which are necessary to make repairs or prevent malfunctions, but are not specifically identified and priced. Examples of O&A work include: **EXCLUDED SERVICES** identified in **paragraph 2**.

NOTE: The Government reserves the right at any time to utilize other contract vehicles, perform work in house, or to outsource O&A work without any notice or further consultation for maintenance/repair or replacement of equipment or infrastructure system upgrades/modifications. If O&A work is performed under this contract, competing quotes from other sources will be requested by the government to determine price fair and reasonableness in accordance with FAR 13.106-3(a)(1). If pricing obtained from other sources is found to be lower than the pricing submitted by the contract holder, the government reserves the right at any time to award a contract to the lowest-priced offeror.

1.2. O&A Work Procedures.

1.2.1. The contractor shall submit to the Contracting Officer Representative (COR) Appendix E, O&A Request Form describing the O&A work being proposed. The form, with all applicable fields completed, signed and dated by an authorized contractor representative, shall be submitted not later than five (5) business days after reporting to the work location. Should the five (5) business days be insufficient due to delays caused by establishing repair costs, the contractor shall provide written documentation (for example, a letter/email from the parts manufacturer) to the COR explaining any delays. The contractor shall submit vendor quotes to the COR for any parts/material obtained.

1.2.2. The COR will send the work request package to the Contracting Officer (CO) for review/approval.

1.2.3. The contractor and CO will negotiate a firm-fixed-price settlement for the work. The contractor shall not begin work until a modification has been issued by the CO. The contractor shall commence work and complete work by the mutually agreed upon dates stipulated in the form/memo.

APPENDIX E – Over & Above (O&A) Work Request Form

Control Number _____

Work location, work to be performed & required parts: _____

Justification: _____

Price: The total O&A proposed pricing shall include all labor, parts, and delivery.

Total of Parts/Material Costs EUR_____

Total of Labor Costs EUR_____

Total of all O&A Costs EUR_____

Schedule of Work: Start_____ Complete_____ Days & Hours_____

Warranty Period: Parts_____ Labor_____

Other Conditions:

Contractor Signature & Date	Government COR Signature & Date	Contracting Officer Signature & Date

APPROVED/DISAPPROVED

Approved for EUR_____