

W911S8-18-D-0014 CFM BOSS OVERVIEW OF HOUSING MAINTENANCE

The BOSS contractor, CFM, is responsible for the management of DPG-DPW Housing, per the following contract specifications:

C.1.4.1.2. Performance Update Meetings

The Contractor shall provide performance update meetings on a weekly basis, unless cancelled by the Government. These update meetings shall provide metrics on meeting contract performance requirements to the Government including status of work being performed and any issues completing work or meeting contract performance. There shall be data indicating performance in each shop, facility maintenance, Army Family Housing (AFH) & Unaccompanied Housing (UPH) repairs, service order completion, service order backlog, and other information. Specific meeting information will be discussed with the Contractor.

C.1.9.1. Family Housing

Family Housing is Government owned at Dugway Proving Ground. This includes all housing units, exterior facilities (to include play areas), utility service laterals leading from the point of connection to the facility, and facilities used directly for the owners commercial or administrative benefit. The Contractor shall maintain the utility mains to the point of service connection. Electrical service is maintained to the service electrical meter. Water quality to housing units is included in this PWS. Street lighting in Housing is also maintained by this PWS. This shall include transformers.

C.5.1.7.1.4 Examples of Urgent Repairs.

Examples of urgent repair work include, but not limited to the following:

- No electric power in an office or living quarters;
- All Child Service Buildings.
- No heat to a room, parts of, or section of, a building, structure or facility when pipes are not in danger of freezing;
- All repair work in buildings identified as High Priority, unless issue qualifies as a Priority 1;
- No hot water in an Unaccompanied Housing.
- Water leaks not controlled by user-accessible shut off valves; and/or
- Whole building air conditioning failures.

C.5.1.7.5 Repairs to Army Housing.

Repairs to Army Family Housing and Unaccompanied Housing shall be completed ahead of other competing DMOs. The average completion time for Housing DMOs shall not exceed 15 days.

C.5.8.13.4 Laundry Facilities.

Repair laundry washers and dryers in unaccompanied housing listed in section C.8, TE-EEE as service orders are identified. Machines that are no longer economically functional or serviceable shall be replaced by DPW Furnishings Management.

C.5.10.7 Gas Leak Survey's.

Perform periodic gas leakage surveys (including the individual building service lines in Family Housing areas) in accordance with DOT Pipeline Safety Regulations, currently Part 192.723 and report the results to the COR NLT 30 September annually IAW section C.6, deliverable C.6.066. Requirements for the report are identified in C.8, TE-MMM.

C.5.12.6.4 Inspect for Proper Flow.

Inspect culverts, drainage ditches and catch basins for proper flow of storm/surface water. This includes all storm ditches and subsurface storm collection piping in the cantonment area, MAAF, the main ditches in the housing areas.

C.5.16.2 Facility Repairs.

Response to repairs will be in accordance with priority system identified in C.5.1.7. These repairs will consist of failures identified by facility occupants and called into the customer service area. Repairs may include any failure of real property and all necessary efforts after a water leak resulting from broken water pipes, overflowing bathtub, or other water sources.

Army

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C.5.18 ARMY HOUSING.

C.5.18.1 Assignments and Termination (A&T).

The Contractor, in a prompt, professional, and courteous manner, shall perform the administrative and clerical duties necessary for the A&T of Army housing. The average number of A&Ts occurring the past five (5) years is (164 assignments) (Termination 184) per year. Refer to TE-WWW for listing of housing units.

C.5.18.1.1 Perform A&T Tasks.

Perform A&T tasks IAW DOD 4165.63-M DOD Housing Management; AR 420-1; DA PAM 420-1-1 Housing Management; DPGR 420-1 Installation Housing Management; and established local policies and procedures. These tasks shall include, but not be limited to, maintenance of housing and resident files, preparation of Housing Reports, typing and reception duties, use of ADP equipment as necessary for the administration of the A&T process.

C.5.18.1.3 Enterprise Military Housing (eMH) System.

Use the Enterprise Military Housing (eMH) system [or other approved system (in writing by the KO via the COR and Installation Housing Officer (IHO))] for the tracking of various information, to include but not limited to, assignments and terminations for all housing administrative operations. Contractor access to the eMH system shall be coordinated thru the DPG IHO via the COR and completed no later than end of the phase in period.

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C.5.18.1.6 Assignment Orders.

Interview applicants for housing assignment and make recommendations regarding housing assignments to the IHO. The Contractor shall coordinate applicant's needs (e.g., furniture, number of keys, etc.) based on results of the interview. The Contractor shall ensure that housing assignments (to include Assignment Orders for the IHO's signature) are completed NLT one (1) day after the interview.

C.5.18.1.8 Occupant Files.

Administrative correspondences and maintain housing occupant information on military / civilian personnel to include, but not limited to, legal name, number of dependents, social security number, rank, work phone number, home phone number, quarters number, Military unit (if applicable), and employer IAW AR 420-1, AR 340-21, AR 25-400-2, DA PAM 420-1-1,

and DOD 4165.63-M. All Personally Identifiable Information (PII) shall be maintained IAW Department of Defense Directive (DoDD) 5400.11 DoD Privacy Program; AR 340-21 The Army Privacy Program.

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C.5.18.1.10 Vacancies.

Maintain current and accurate records of projected and anticipated vacancies IAW AR 420-1, AR 340-21, AR 25-400-2, DA PAM 420-1-1, and DOD 4165.63-M. The Contractor shall coordinate as necessary for the pre-termination inspections, assignment showing, cleaning, and maintenance of all Family Housing Quarters. The Contractor shall submit a weekly Vacancy report to the IHO via the COR NLT COB the first day of the work week. Refer to section C.6, deliverable C.6.083 for guidance.

C.5.18.2.1 Prepare & Submit.

Prepare and submit a detailed Cost Report NLT 5th day of every month for activities occurring the previous month by housing unit. Refer to section 6.084 for deliverable guidance.

C.5.18.3 APPLIANCES

The Contractor shall procure, upon approval by the KO via the COR, appliances required for emergency replacement or life-cycle replacement for Family Housing in section C.5.18.3 (refer to TE-XXX).

C.5.18.3.1 Procure.

Procure for Army Housing Units as required by the KO via the COR and the IHO. New appliances shall be compliant with FAR 23.103 and AR 420-1. The Contractor shall coordinate with the Property Book Office for the accountability of the appliances as Government property. Annual estimated replacements are identified in TE-XXX.

C.5.18.4 CHANGE OF OCCUPANCY MAINTENANCE (COM).

The Contractor shall accomplish COM for the AFH / UPH units. COM inspections shall be accomplished jointly by the IHO via the COR.

C.5.18.4.1 Inspection Process.

Initiate the COM inspection process NLT one (1) day after a unit has been cleared and/or rental agreement has been terminated.

C.5.18.4.2 Joint Inspection.

NLT COB the day of COM joint inspection, the Contractor shall provide (on the inspection checklist) their proposal for level of effort required for completion of COM work. If the Contractor's proposal exceeds seven (7) working days to complete the COM work, written approval from the KO via the COR and IHO shall be obtained prior to commencing work.

C.5.18.4.3 COM Approval.

In no case, shall the COM exceed the congressionally-approved limit per housing unit IAW AR 420-1. All COMs will have a DA Form 4283 prepared by the contractor and approved KO via the COR and must be signed by the Director of Public Works before work can commence. The amount expended per unit for COM related work shall be tracked and maintained by the Contractor and readily available (in the housing unit file) upon request by the IHO, COR, and/or other Government authorized individual (e.g. KO, Army or other DOD Audit Agencies, Garrison Manager, etc.).

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C.5.18.6.1 Tracking.

Utilize the eMH system (or other approved system [in writing by the KO via the COR and IHO]) for tracking of various information for inventory management and all housing administrative operations.

C.5.18.7 Self-help program.

The Contractor shall furnish all labor, equipment, transportation, supervision, and materials (except as specified herein) necessary to operate the Family Housing Self-Help Center.

The Contractor shall do the following:

C.5.18.7.1 Operating & Staff.

Operate and staff the Self-Help Store during the following hours:

- Monday and Tuesday

2:00 p.m. to 7:00 p.m.

- Wednesdays through Saturdays

9:00 a.m. to 7:00 p.m. (closed from 1:00 p.m. to 2:00 p.m. for lunch)

Inclement weather may require the Center's hours to be adjusted and may be accomplished by written approval by the KO as needed.

C.5.18.7.2 Issue Items.

Issue those items listed in TE-ZZZ to Family Housing residents as needed and IAW the other standards listed in section C.5.18.6. The Contractor shall also inform the resident of the 24 hour turn-around time (except for returns due on Sundays and holidays) of the items issued to them. The Contractor shall notify the COR in writing NLT one (1) business day in cases where housing resident does not comply with the turn-around time.

The W911S8-18-D-0014 CFM BOSS contract is in its first year. There are 4 option years remaining on this contract.