

ATTACHMENT 15  
ARMY HOUSING, FAMILY

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## 1.1 ARMY HOUSING

### 1.2 SCOPE

a. Contractor shall provide a broad range of services for the Army housing units of various types and sizes located at Rock Island Arsenal. Housing units are family housing (FH), including general/flag officer's quarters (GFOQ). The family housing unit numbers and general locations are identified in Technical Exhibit 15-1. Housing services, maintenance and repair shall extend to the Army Family Housing areas as described in TE 15-16, Family Housing Areas. Family Housing Area services, maintenance and repair shall include utilities operation, meter reading, lock and key services, snow removal, utilities maintenance, road and grounds maintenance.

b. Contractor shall perform all operations specified in this attachment beginning on the first day of the base performance period.

c. All services and reporting shall comply with AR 420-1, Army Facilities Management. The designated representative or Contracting Officer's Representative (COR) shall have final approval of work requirements, funding, policies, housing assignments or any and all decisions pertaining to housing management or housing tenants.

d. Contractor shall submit to the COR all reports required by Army Regulation or as requested by the COR in timely manner.

## 2.1 UTILIZATION OF GOVERNMENT OWNED HOUSING

a. These services shall include, but not be limited to providing the management, support, inspection, maintenance, and repair of housing facilities and appurtenances as delineated in AR 420-1, Army Facilities Management. The designated representative or Contracting Officer's Representative (COR) shall have final approval of work requirements, funding, policies, housing assignments or any and all decisions pertaining to housing management or housing tenants.

b. Contractor shall perform inspections of Lead-Based Paint in RIA housing units in accordance with the RIA Lead-Based Paint Management Plan TE 15-3, Federal, State, Local and Department of Army requirements. Contractor shall report all inspection results and commended repairs to the designated POC within 10 days from receipt of findings. Contractor shall report any finding, which could endanger the health of occupants immediately to the designated POC. The contractor shall be responsible for the issuance of lead paint/lead hazard notifications to housing tenants in accordance with laws and regulations. The RIA housing units inspected shall not include unit 705 and unit 709.

## 2.4 MAINTAIN SAFE AND ASSIGNABLE GOVERNMENT HOUSING

- a. These services shall include, but not be limited to, developing and executing the Annual Work Plan (AWP) and Long-range Work Plan (LRWP, see paragraph 2.5.1).
- b. Contractor shall maintain project files for all work conducted in housing units. A separate file shall be kept for each project. Files shall be kept IAW AR 420-1, paragraph 2-21.
- c. Contractor shall identify maintenance requirements to the COR or designated representative in a timely manner to facilitate expeditious repair and availability for re-occupancy. Contractor shall monitor and report vacant quarters maintenance (VQM) items not completed.
- d. Contractor shall maintain all vacant housing. Contractor shall inspect vacant houses once per week to ensure that faucets, drains and toilets function; HVAC systems are appropriately set (55 degrees in winter, 80 degrees in summer); doors and windows are locked and no interior or exterior damage has occurred. The Contractor shall remove snow from the street adjacent sidewalks as part of snow removal operations. The Contractor shall remove snow from driveways and front access sidewalk as needed for access or new tenants. The Contractor shall mow and trim the lawns as Improved Grounds. There are approximately 35 vacant houses to service.

### 2.5.1 FAMILY HOUSING 5-YEAR WORK PLAN

Contractor shall annually submit to the COR, IAW CDRL 15.0-2, separate plans for each family housing unit. Each plan shall document five-year requirements for operation, maintenance, repair and improvements for family housing and unaccompanied personnel housing units. The plan shall include budgetary data, preventive maintenance data from the buildings and structures plan, major repair projects, and furnishing management plan. The plan shall be prepared in accordance with AR 420-1.

## 2.6 GENERAL FLAG OFFICER QUARTERS MAINTENANCE, REPAIR AND PROJECT MANAGEMENT

- a. Contractor shall maintain and update the Six-year GFOQ Plan (SYGP), as described within AR 420-1, paragraph 3-102. The contractor shall annually submit the six-year GFOQ plan IAW CDRL 15.0-8. Contractor shall develop requisitions to procure any materials and provide to the COR. Contractor shall track renovation, repair and maintenance and submit cost reports to the COR or designated representative.
- b. Contractor shall maintain and update the GFOQ Quarterly Expenditure Report, as described within AR 420-1, paragraph 3-97d (16). The contractor shall submit the Quarterly Expenditure Report IAW CDRL 15-0-9.

c. Contractor shall design and maintain a cost accounting system for GFOQ's that provides for:

1. Quarterly GFOQ expense reports.
2. Annual high cost GFOQ reports.

## 2.7 ARMY FAMILY HOUSING SELF HELP

a. Contractor shall provide and administer the occupant self-help maintenance and repair program in accordance with AR 420-22 and DA Pam 210-2. Program administration includes new occupant informal instruction, requests for instruction, and the provision of equipment, materials, and tools required to accomplish the authorized maintenance or repairs. Contractor shall furnish with its technical proposal a list of self-help supplies that are to be provided on an annual basis. Work that may be performed by Family Housing occupants under the Self Help Program is listed in Technical Exhibit 15-13. All other maintenance and repair shall be the responsibility of the Contractor and be accomplished by SO's or IJO's. The Self Help Crib shall be operated during normal duty hours. The Government will be responsible for material and equipment costs associated with the self-help program.

## 3.1 PROVIDE FOR ENTOMOLOGICAL SERVICES

a. The Contractor shall perform a minimum of semi-annual (April thru July and September thru December) inspections for household pests on the exterior all family housing buildings and structures and treat as required by inspection or as directed by COR or designated government employee. The Contractor shall perform interior inspections for household pests on all family housing buildings and structures and treat as required by inspection or as directed by COR or designated government employee.

b. The Contractor shall perform regular pest control activities for family housing IAW Attachment 14.

### 3.2.1 CHANGE OF OCCUPANCY PEST CONTROL

a. The Contractor shall perform annually, an amount not to exceed ~~thirty (30)~~ four (4) pest control inspections for family housing units during change of occupancy and treat as required by inspection IAW Attachment 14 requirements. After the pest control inspection is complete, the Contractor shall submit a report (CDRL 15-10) to include the tasks completed (annotated on Exhibit 15-14), total man-hours used, materials used, cost of materials, and any further work requirements.

b. Informal instruction will also be issued to new and existing housing occupants on the self-help pest management program. The occupants shall be reminded that self-help

should be the first course of action for the control of minor pests. Both verbal and written instructions will be provided to occupants upon move-in and also upon occupant's requests throughout their residency. Instructions shall also include, at a minimum, the IPM approaches for minor pest control, risks from pesticides and products and items available through the self-help program

### 3.4 WATER AND SANITARY SEWER DISTRIBUTION SYSTEM

The Contractor shall operate the Army Family Housing (AFH) portions of the water and sanitary sewer distribution in accordance with Paragraphs 2.8, Water Distribution System and 3.2, Sewage Lift Stations of Attachment 4. AFH portions of Attachment 4 are designated by green text and include water and sanitary sewer appurtenances contained within the boundaries defined by TE 15-16 unless otherwise noted.

### 3.5 METER READING

The Contractor shall read the AFH utility meters in accordance with Section 1.0, Meter Reading of Attachment 6 including TE 6-2, Meter List and Route. AFH portions of Attachment 6 are designated by green text and include all utility meters contained within the boundaries defined by TE 15-16 unless otherwise noted. This service shall include the submission of any CDRLs required by the referenced section of the Contract. Submission of separate CDRLs shall not be required, however Army Family Housing data shall be clearly delineated.

### 3.6 LOCK AND KEY OPERATIONS AND MAINTENANCE

The Contractor shall provide lock and key operations and maintenance in accordance with Section 3.0, Lock and Key Operations and Maintenance of Attachment 6. AFH portions of Attachment 6 are designated by green text and include all locks contained within the boundaries defined by TE 15-16 unless otherwise noted. This service shall include the submission of any CDRLs required by the referenced section of the Contract. Submission of separate CDRLs shall not be required, however Army Family Housing data shall be clearly delineated.

### 3.7 SNOW REMOVAL

The Contractor shall provide snow removal operations in accordance with Section 3.0, Snow Removal and Ice Control of Attachment 12 including TE 12-3-1 and 12-3-2. All snow removal operations in AFH areas shall be Level 1. AFH portions of Attachment 12 are designated by green text and include all snow removal and ice control areas contained within the boundaries defined by TE 15-16 unless otherwise noted. This service shall include the submission of any CDRLs required by the referenced section of the Contract. Submission of separate CDRLs shall not be required, however Army Family Housing data shall be clearly delineated.

#### 4.1 ARMY FAMILY HOUSING MAINTENANCE AND REPAIR

#### 4.2 MAINTENANCE AND REPAIR TASKS

a. Contractor is responsible for the management of maintenance and repair (M&R) tasks in each on-post housing unit and in all Family Housing areas. Maintenance and repair not required within this section shall be accomplished through SOs, IJOs or other Government contracts. The Contractor is responsible for using Technical Exhibit 15-6 to inspect and identify maintenance and repair tasks and to coordinate with the housing occupants for accomplishing the completion of these tasks. The contractor shall then schedule the maintenance and repair visits with occupant (if the unit is occupied). The contractor shall also submit required repair and maintenance work scopes on RIA Form 420-36 for work under \$150,000 and DA 1391 for work exceeding \$150,000.

The contractor shall schedule and perform inspection, repair and maintenance as part of a change of occupancy maintenance program (COM). COM is the preparation of a housing unit for new occupants. Contractor shall provide COM on the housing units to repair any damaged, inferior, or incompatible components to provide a housing unit that has all components in good working order, is aesthetically pleasing, and is clean. In order to preserve continuous safe, operational, and structural integrity, the COM program shall include all interior and exterior components and accessories listed in Technical Exhibit 15-5. Contractor shall turn-around COM units within five workdays. Cleaning shall be performed by the current resident or a cleaning contractor hired by the resident to ensure that all interior and exterior components and accessories are free of stains, smudges, dirt, grease, old wax, hard water deposits, soap film, mildew, any foreign matter, and odors without disfiguration, scarring, or damage. The base operations contractor shall assure that outgoing residents have completed required cleaning or have hired a cleaning contractor. Should the resident choose to use a cleaning contractor, the base operations contractor shall also require that the resident and cleaning contractor have both signed a cleaning services contract, (TE 15-6) before releasing the tenant from cleaning responsibilities. The base operations contractor shall provide COM cleaning when required. Should substandard cleaning be accepted by the base operations contractor, the contractor shall re-clean the housing unit at their cost. COM re-cleaning must be completed within one working day from notification by the COR that the housing unit cleaning condition is not acceptable. All materials and finishes shall be durable and aesthetically acceptable products that closely match the color, quality, and types of existing materials and finishes. Contractor shall keep the work areas in or near residences and storage areas free from waste material and rubbish. Upon completion of a task, Contractor shall leave the work site and premises in a clean, neat, and workmanlike condition. Contractor shall not place trash in containers at housing units.

#### 4.4 CARPETING REPLACEMENT

Contractor shall develop and maintain a database to track carpet condition, recommended replacement date, replacement date, area re-carpeted, housing unit identification and

estimated replacement cost. This database shall be made available to the COR or designated POC upon request. Carpeting shall be scheduled for replacement when it becomes worn and dirty beyond cleaning and repair. Carpeting shall normally be replaced between occupancy. The average life expectancy of carpeting is approximately 7 years. Carpet replacement will be accomplished by SO, IJO or through other Government contracts.

#### 4.5 PAINTING PROGRAM

Contractor shall develop and maintain a database to track paint, woodwork condition, repainting and refinishing dates, area painted or refinished, and housing unit identification. This database shall be made available to the COR or designated POC upon request. Painting shall normally be accomplished every 3 years and shall be done between occupancy. Painting will be accomplished by SO, IJO or through other Government contracts.

#### 4.6 CROSS CONNECTION PROTECTION

a. The Contractor shall annually inspect, maintain, and test the installed housing testable cross-connection protection devices identified in TE 9-5 IAW Attachment 9 paragraph 2.7 Cross-Connection Protection Devices. The contractor shall also provide all required Cross Connection Device database updates IAW with Attachment 9 requirements.

b. The Contractor shall conduct a full inspection of all backflow preventers (testable and non-testable) on RIA and the entire plumbing system on RIA in the second year of the contract to note all locations where additional devices exist, existing devices (according to the Cross- Connection Database for Family Housing Devices) are missing, existing devices or equipment have been removed, additional devices are required, sufficient air gaps exist, and sufficient air gaps do not exist. The Contractor shall provide a Cross-Connection Protection Device Inspection Report IAW CDRL 15.0-5 noting all locations where additional devices exist, existing devices are missing, existing devices or equipment have been removed, additional devices are required, sufficient air gaps exist, and sufficient air gaps do not exist. The Contractor shall inspect, maintain, and test all testable and shall inspect and maintain all non-testable cross- connection protection devices during this survey.

c. The Family Housing Devices shall be updated utilizing the Cross-Connection Database which is accessed through the Internet. The Contractor will have the capability to add devices, remove devices, or modify device information in the database. The Contractor will also be able to view cross-connection reports in Microsoft Excel and Adobe Acrobat formats utilizing the database. The reports are segregated into all devices, testable devices, non-testable devices, fire protection devices, family housing devices, and testable devices excluding fire protection devices. The Contractor shall continually update the database to include adding all missing information and correcting all incorrect information for all cross-connection devices. The Contractor shall maintain the accuracy of the database throughout the life of the contract. The Contractor shall provide updates for Family Housing Devices to



the COR on 30 September of each contract year in electronic MicroStation V8 Computer-Aided Design and Drafting (CADD) format and Adobe Acrobat PDF format. Cross-connection devices that were removed or that do not exist shall be removed from the updated Family Housing Devices. All new cross-connection devices and existing cross-connection devices shall be included in the updated Family Housing Devices. The Contractor shall identify each cross-connection device on the maps utilizing the Standard Name of the device, as listed in the Cross-Connection Database, and depict the physical location of each device. All other cross-connection device information included in the maps shall be removed. At the end of the first contract year the cross-connection maps shall match the Cross-Connection Database entirely, identifying the exact location of each device (testable and non-testable) utilizing only the Standard Name of the cross-connection device. The devices shall be placed on two different levels in the MicroStation V8 CADD files. The two levels shall be Testable Devices and Non-Testable Devices. The Testable Devices level shall be white color, style 0, and weight 2. The Non-Testable Devices level shall be purple color, style 0, and weight 2. The maps shall conform to the latest edition of the U.S. Army Garrison Rock Island Arsenal Directorate of Public Works CADD Drafting Standards.

#### 4.7 RADON INSPECTION

a. Contractor shall annually (January) inspect the radon mitigation systems installed in on- post installation housing units specified in TE 15-11. The inspection will be conducted by a certified radon contractor. The inspection will consist of taking manometer readings, assuring that reading is within the indicated levels, and refilling manometer levels with the proper chemicals when the chemical level is too low. The inspection will also include checking for cracks in the piping, inspecting the motor for proper operation/undue noise/vibration, and inspect the vent to ensure that it is structurally sound and open to the atmosphere. The contractor shall report any problems or dangerous conditions to the COR or designated POC immediately. The contractor shall submit inspection results IAW CDRL 15-0.6. Additionally, the contractor will schedule inspections in July to be conducted by the Public Works Environmental Division.

b. The contractor shall be responsible for the issuance of radon information and notification in accordance with laws and regulations to housing occupants of units specified in TE 15-9.

#### 4.8 NATURAL GAS APPLIANCES

The Contractor shall annually (June) inspect, adjust, and maintain all hoses, hook-ups, burners, and flame adjustments on natural gas appliances, furnaces, boilers, hot water heaters and other natural gas equipment. The contractor shall be responsible for all gas lines from the gas meters and regulators (low-pressure side to include building plumbing). Contractor shall provide an inspection and maintenance report IAW CDRL 15.0-11. The contractor shall report any problems or dangerous conditions to the COR or designated POC immediately.

#### 4.9 ELECTRICAL DISTRIBUTION SYSTEM

The Contractor shall provide electrical distribution system maintenance in accordance with Paragraphs 2.4 Transformers, 2.6 Substations and Switchgear and 3.4 Exterior Lighting of Attachment 7 including TE 7-4 and 7-10. AFH portions of Attachment 7 are designated by green text and include all electrical distribution system devices contained within the boundaries defined by TE 15-16 unless otherwise noted. This service shall include the submission of any CDRLs required by the referenced section of the Contract. Submission of separate CDRLs shall not be required, however Army Family Housing data shall be clearly delineated.

#### 4.10 WATER DISTRIBUTION SYSTEM

The Contractor shall provide water distribution system maintenance in accordance with Section 2.0 Scheduled Services – Water Treatment/Distribution System, Paragraph 2.4 Valves (Distribution System) of Attachment 9 including TE 9-1 and 9-12. AFH portions of Attachment 9 are designated by green text and include all water distribution system devices contained within the boundaries defined by TE 15-16 unless otherwise noted. This service shall include the submission of any CDRLs required by the referenced section of the Contract. Submission of separate CDRLs shall not be required, however Army Family

#### 4.11 SANITARY SEWAGE SYSTEM

The Contractor shall provide sanitary sewage system maintenance in accordance with Section 3.0 Scheduled Services – Sanitary Sewage System of Attachment 9 including TE 9-7 and 9-9. AFH portions of Attachment 9 are designated by green text and include all sanitary sewage system devices contained within the boundaries defined by TE 15-16 unless otherwise noted. This service shall include the submission of any CDRLs required by the referenced section of the Contract. Submission of separate CDRLs shall not be required, however Army Family Housing data shall be clearly delineated.

#### 4.12 STORM WATER DISTRIBUTION SYSTEM

The Contractor shall provide storm water distribution system maintenance in accordance Section 4.0 Scheduled Services – Storm Drainage System and Paragraph 4.2 Inlets/Catch Basins of Attachment 9 including TE 9-9, 9-10 and 9-12. AFH portions of Attachment 9 are designated by green text and include all storm water distribution system devices contained within the boundaries defined by TE 15-16 unless otherwise noted. This service shall include the submission of any CDRLs required by the referenced section of the Contract. Submission of separate CDRLs shall not be required, however Army Family Housing data shall be clearly delineated.

#### 4.13 PAVED SURFACES

The Contractor shall provide paved surfaces maintenance in accordance Paragraphs 2.2

Paved Surface Areas – Cracks, 2.3 Paved Surface Areas – Potholes – Hot Mix, Paved Surface Areas – Potholes – Cold Mix, 2.13 Sign Inventory and 2.14 Sign Replacement of Attachment 12. AFH portions of Attachment 12 are designated by green text and include all paved surfaces and appurtenances contained within the boundaries defined by TE 15-16 unless otherwise noted. This service shall include the submission of any CDRLs required by the referenced section of the Contract. Submission of separate CDRLs shall not be required, however Army Family Housing data shall be clearly delineated.

#### 4.14 GROUNDS

The Contractor shall provide grounds maintenance in accordance Section 4.0 Scheduled Services – Grounds, Paragraphs 4.1 Improved Grounds – Grass Mowing, 4.2 Improved Grounds – Grass Trimming, 4.3 Improved Grounds – Edging, 4.4 Improved Grounds – Leaf Removal/Compost Pile, 4.10 Recreational Areas, 4.21 Tree Removal, 4.22 Tree Pruning, 4.27 Weekly Yard Waste Removal , 4.28 Grounds Care – Fertilization, 4.30 Grounds Care – Seed, 4.32 Landscaped Areas – Mulch, 4.34 Mulching – Shrubs, Hedges and Trees, 4.35 Pruning Shrubs of Attachment 12 including TE 12-4-1 (West & East) and 12-5. All grounds maintenance in AFH areas shall be Level 1. AFH portions of Attachment 12 are designated by green text and include all paved surfaces and appurtenances contained within the boundaries defined by TE 15-16 unless otherwise noted. This service shall include the submission of any CDRLs required by the referenced section of the Contract. Submission of separate CDRLs shall not be required, however Army Family Housing data shall be clearly delineated.

#### 4.15 DETENTION/RETENTION AREAS

The Contractor shall provide detention/retention area maintenance. There are 3 detention/retention areas associated with AFH. The detention/retention areas are located northeast of the intersection of Baker Avenue and Durnin Avenue, south of 2530 and 2548 Durnin Avenue and south of the softball fields on Blunt Road/north of hole 6 on the golf course. Maintenance of these areas shall include mowing once per month from April – October and removal of accumulated leaf debris once per month in October, November and April. Mowing shall include cutting the grass to 5 inches in height and removing mowing debris. During mowing operations the Contractor shall remove any trash or other debris and dispose of such debris properly.

#### 8.1 APPENDICES

#### 8.2 TECHNICAL EXHIBITS

- TE 15-1 Family Housing Units
- TE 15-3 RIA Lead-Based Paint Management Plan
- TE 15-5 Change of Occupancy Maintenance Checklist
- TE 15-11 Radon Systems in Family Housing Units
- TE 15-12 Family Housing Recreational Areas
- TE 15-13 Self-Help Program Requirements

TE 15-14 Change of Occupancy Pest Control Checklist

TE 15-16 Family Housing Areas

