# Performance Work Statement (PWS) For GRIM'S Food Service Contract at Suwon Air Base

24 Apr 2024

# CHAPTER 1

#### **DESCRIPTION OF SERVICES and GENERAL INFORMATION**

- **1.1. Scope of Work.** The selected concessionaire shall perform the following services:
  - **1.1.1.** The Concessionaire service to be performed under this contract consists of the operation of GRIM'S Food Service at Suwon Air Base, and the concessionaire has to provide service during all military exercises, emergencies, natural disasters and other contingency operations at Flight Kitchen in Suwon AB and Dining Facility (DFAC) designed for 500 members capacity in K2 Daegu AB.
  - **1.1.2.** The Concessionaire shall provide all transportation, materials, labor, supervision, and any items and services necessary to perform full food services as specified in this Performance Work Statement (PWS). The Concessionaire shall meet operational requirements of the Department of Air Force and conform to the public health standards of the Department of Defense utilizing the current FDA Food Code 2009.
  - **1.1.3.** The Concessionaire shall fund all costs related to supplies not only limited to kitchen supplies but also repair and preventive maintenance (PM) on all electronic Food Service Equipment (FSE) for GRIM'S Food Service at Suwon Air Base.
- **1.2.Contract Objective:** To operate food service at Community Activity Center, the concessionaire shall understand and agree to the following:
  - **1.2.1.** This food service contract is non-appropriated fund food service operation at Community Activity Center at Suwon AB. This facility provides full meal service to meet the nutritional needs of 230 or more US military and 3,000 Korean military that reside on the installation and contactors on base. GRIM'S is a full-service dining facility to include breakfast, lunch, and dinner, carry out, and catering service. Maintenance and repairs for electronic equipment at GRIM'S (Building #2201) are performed during the specified contract timeframes.

#### 1.2.2. Fees

The selected Concessionaire shall enter a contract under five-year optional renewals. The contract shall include the following terms and conditions.

- Payment terms and schedule.

Period	Item No	Description	Qty	Unit	Paid per month to NAFI	Paid per year to NAFI
Basic	1	Fixed Fee	12	Month	\$	\$
1st Option	2	Fixed Fee	12	Month	\$	\$
2nd Option	3	Fixed Fee	12	Month	\$	\$
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3rd Option	4	Fixed Fee	12	Month	\$	\$
4th Option	5	Fixed Fee	12	Month	\$	\$
		Total				\$

# 1.2.3. Specific Operational Requirements and Tasks the Concessionaire shall provide the following services:

#### 1.2.3.1. Daily Operation.

Concessionaire will operate the concession from Monday through Friday from 0700 to 1900, 52 weeks throughout the calendar year. The Concessionaire may occasionally request to adjust hours of operation or open / closure depending on the specific situations, but this shall be approved by the NAFI manager at least 30 days in advance of the specific date. The NAFI manager has final approval to change the hours of operation. No change may take place without written authorization from the NAFI manager.

- 1.2.3.2. Menu Planning. Menu items shall be priced by the Concessionaire, reviewed and approved by the NAFI manager. The Concessionaire shall print menus with US dollar prices that are available to customers. The Concessionaire shall submit any requests for proposed additions, deletions, or changes to the original menu and price list to the NAFI manager for coordination. The Contracting Officer's written approval is required prior to change. If the written approval is granted, the concessionaire shall post it in a conspicuous place for a minimum of 15 calendar days PRIOR to implementing what will be changed.
- **1.2.3.3. Food Preparation**. Food preparation shall be carried out using FDA Food Code 2009 and food handlers Program at ServSafe.

- **1.2.3.4. Subsistence and Material Handling**. Any products stored by the NAFI on behalf of the concession are not covered by the NAFI insurance. Refrigerated and dry storage areas are located on premise and are authorized for use by the Concessionaire at the Concessionaire's sole liability. The Concessionaire is required to provide insurance to cover the replacement value for all NAFI assets under this contract and furnish proof of such to the Contracting Officer within 10 calendar days after award notification.
- **1.2.3.5. Food and Beverage Purchasing**. The Concessionaire may only purchase from authorized and approved sources on his/her own, at his/her expense. Food and beverage purchasing must be used for contract use only. The Concessionaire will NOT obligate, collateralize, or contract the use of, any portion of the NAFI premises, equipment, or furnishings. Any Concessionaire from 3rd party, sub-vendor agreement for equipment or services, must be reviewed and approved by the Contracting Officer, and cannot attach itself to any term or condition of this contract.

#### 1.2.3.6. Sanitation Requirements.

The Concessionaire shall comply with the FDA Food Code 2009. The Concessionaire shall clean the service areas so that no visible dirt or dust remains on the floor, floor mats or runners, in corners, behind doors, or underneath furniture and equipment. The Concessionaire shall not place chairs on tables at any time. The Concessionaire shall clean floors to remove food spills and debris as they occur.

**1.2.4. Waste Management.** The Concessionaire shall support the government by complying with the Air Force recycling program. This requires segregating recyclable cardboard and placement in appropriately labeled containers.

#### 1.2.5. Concessionaire Personnel.

**1.2.5.1. Management.** Contractor shall provide an on-site manager during the time that concession services are being provided and the contract manager shall be responsible for the overall management and supervision of contractor personnel. Other Personnel. The Contractor shall furnish trained and qualified personnel to provide adequate and uninterrupted service to accomplish the functions set forth in this contract. Contractor personnel must be trained, and hold required certification and licenses in accordance with all laws, statutes and regulations pertaining to any service stated herein. The Concessionaire shall designate a full-time, on-site representative and alternate in between hours of operation. This representative shall be responsible for the performance of the work. These names shall be designated in writing to the contracting officer. The representative and alternate shall have full authority to act for the Concessionaire on all contract matters relating to daily operation. The representative or alternate shall be available at all times to meet with Services personnel designated by the contracting officer to discuss problem areas. After normal duty hours, representative or alternate shall be available within one (1) hour. The representative or alternate must be able to read, write, speak, and understand English. The positions shall at no time be vacant. Services must be notified of any employee changes prior to the change.

- **1.2.5.2.** Experience. Employees shall have at least 1(One) year culinary experience providing services of the same size and scope.
- 1.2.5.3. Conduct. Concessionaire employees shall not loiter in any working or patron area. Upon completion of their assigned shifts, employees shall promptly depart from the food service facilities. Concessionaire will be committed to maintaining the safety and health of its guests and employees and will not tolerate the use of illegal drugs, alcohol or intoxication while on-duty. Concessionaire will be committed to maintaining "High Quality" standards and will not tolerate conduct by contractor employees that have negative impact. 607<sup>th</sup> MMS Services may reject or refuse any contract individual based on poor performance, attitude, conduct or character. Contract employees will not smoke in view of the guests, nor will employee be allowed to eat or drink in front of guests. Contract personnel shall be required to wear name tags. Name tags must be worn at all times while an employee is on duty.
- **1.2.5.4 Dress Code and Grooming:** Dress Code and Grooming: The contractor shall establish and enforce a dress code that is appropriate for the type of work that your personnel are performing. Uniforms and name tags will be required, and employee must always meet Concessionaire's Grooming and Appearance Standards.

#### 1.2.6. Alcohol Beverage management.

**1.2.6.1.** The contractor is required and responsible for executing alcohol and beverage program in accordance with AFI 34-219 Alcohol Beverage Program. Moreover, contractors are solely responsible for ensuring their operations are in full compliance with alcohol guidelines and regulations associated with the maintenance of non-appropriated fund instrumentalities or contractor's alcohol license.

The contractor is allowed to sell following alcoholic beverages when approved by the Contractor Officer Representative (COR):

- Beer (by single serving size)
- Wine coolers (by single serving size)
- Premixed, commercially packaged alcoholic beverages with less than seven percent alcoholic content by volume.
- Wine and beer by the glass with meals.
- Miniature-bottled distilled spirits
- **1.2.6.2.** The contractor must have employees take DRAM Shop training as detailed in AFI 34-219 Alcohol Beverage Program and keep records of certificates. Dram shop training materials will be provided by COR for the contractor training employees.

#### 1.3. General Information.

- **1.3.1. Period of Performance.** The contract is hereby made and entered into the NAFI is signed. This contract includes five-year optional renewals.
  - **1.3.1.1 Normal Hours of Operation.** The Concessionaire shall maintain the hours of operation at GRIM'S from 0700 to 1900 from Monday through Friday.
- **1.3.2.** Holidays. GRIM'S will be closed on the following holidays, New Year's Day, Thanksgiving Day, Christmas Day and Korean Major Holidays, Chuseok and Seolnal (Thanksgiving and Luna New Year). The Concessionaire may occasionally be requested to have limited hours of operation or open for specific holidays, but this shall be approved by the NAFI Manager at least 30 days in advance of the specific date. The meal service provided on holidays will be equitable in quality and quantities to meals served during non-holiday meal periods and comply with appropriate directives and guidance.

#### 1.3.3. Emergency/Contingency Services.

**1.3.3.1.** The Concessionaire has to provide service during all military exercises, emergencies, natural disasters and other contingency operations at Flight Kitchen in Suwon AB and Dining Facility (DFAC) designed for 500 members capacity in K2 Daegu AB. The concessionaire can operate facilities by themselves, or the concessionaire can work under the supervision of military depending on the situations.

The concessionaire will be paid VIA MOA from deployed units. The deployed units will be furnished with a cost for their meals before the exercise begins. The COR and the concessionaire will discuss cost and menu and the COR will forward the cost to the exercise unit. The concessionaire will get the reimbursement for meals served, labor cost and supplies.

- **1.3.3.2.** The Concessionaire has to support exercise operations during contingencies. The concessionaire has to have the ability to increase its work force during exercise/contingencies due to increased workload and increased performance of services.
- **1.3.3.3.** The concessionaire will continue to serve cafeteria style service which will include but not limited to 2 meats/entrees, 2 starches, 2 vegetables, assorted deserts, bread/rolls, beverages, portioned salads, and appropriate condiments. The concessionaire will offer 3 types of box meals which is fried chicken, lunch meat sandwich or hamburger. The concessionaire can add more variety if they wish and the types of box meals can be changed depending on demands, or preference from the exercise units.
- **1.3.3.4.** The concessionaire has to extend hours of operation for breakfast, lunch and dinner upon request from COR. The concessionaire will open for midnight during contingency/all military exercises upon request from COR.
- **1.3.3.5.** The Concessionaire will provide food services to residents during emergency and contingency regardless of weather conditions or equipment failure. Service schedules and menus may be altered due to staff availability per approval of Services management. Menu alterations must be communicated to Services management immediately after the Concessionaire is aware of the need to alter the menu.

- **1.3.4. Quality Control Program.** The Concessionaire shall submit a Quality Control Plan (QCP) within 15 workdays of contract award outlining procedures to identify, prevent and ensure non-recurrence of defective services. The Concessionaire shall establish, through an independent function, a quality program, which shall encompass all aspects of the contract. The Concessionaire shall implement the quality program in accordance with the Quality Control
- The Concessionaire shall implement the quality program in accordance with the Quality Control Plan (QCP). The QCP shall include the following:
- **1.3.4.1. Quality Control (QC).** The Concessionaire shall develop and maintain a QC inspection system that encompasses all functions of the contract. The QC inspection system shall satisfy the requirements in the Inspection of Services clause in the solicitation and resultant contract and shall be designed to keep the Concessionaire's management informed of all issues affecting quality. The QC records of inspections shall indicate the nature and number of observations made, the number and type of deficiencies found, and the nature of corrective action taken as appropriate.
- **1.3.4.2. Quality Control Manager (QCM).** The Concessionaire shall develop and maintain a program ensuring the Government's interests are protected. Through a clearly separate entity this function shall assure all aspects of the contract to include the quality inspection system. Personnel performing the QCM function shall be independent of the project manager and have sufficient, well-defined responsibility, authority, and the organizational freedom to identify and evaluate quality problems and to initiate, recommend, or provide solutions.
  - **1.3.4.2.1.** The Concessionaire shall maintain adequate records of all audits and inspections. Records shall indicate the nature and number of observations made, number and type of deficiencies found, and the nature of corrective action taken.
  - **1.3.4.2.2.** Quality Status Reports (QSR) shall be generated on a monthly basis and a copy shall be provided to the COR on the last day of every month. Details of audits and inspections accomplished, significant deficiencies noted, trend analysis of contract performance and current status of all issues yet to be resolved shall be provided. QSRs shall be distributed to the Concessionaire's program management and Government representatives concurrently. At a minimum, the QSRs must include metrics, which verify whether the performance standards in the Services Summary have been met.
  - **1.3.4.2.3.** The QCM shall ensure that timely and effective corrective action is obtained for all deficiencies identified by the Government. All deficiency responses shall include identification of the cause of the deficiency to preclude recurrence and an analysis of the quality program's effectiveness in the area of the deficiency.
  - **1.3.4.2.4.** The QCM shall develop and maintain a training program designed to ensure all Concessionaire personnel are clearly aware of the contractual requirements and are current with any changes throughout the life of the contract.
  - **1.3.4.2.5.** The QCM shall conduct special inspections at the contracting officer's or contact COR written request. Results of the inspection or audit shall be provided, in writing 7 days from the day of inspection.
  - **1.3.5. Management Involvement.** Personnel performing management functions shall have distinct, well-defined, duties and responsibilities within the quality program.

- **1.3.6. Inspection Instructions.** Inspection, auditing, and testing shall be prescribed by clear, complete, and current instructions. The inspection instructions shall include the specific criteria for approval and rejection of services that will be used in each inspection or audit; checklists may be used for this purpose. The Concessionaire's inspection instructions shall be documented and shall be available for review by designated government representatives throughout the life of the contract. The Concessionaire shall notify COR in writing of any changes to his inspection instructions before the change occurs.
- **1.3.7. Phase-In.** The Concessionaire shall provide a complete phase-in plan to ensure a smooth transition in the change of work effort. The plan shall be submitted to the Contracting Officer as part of the proposal.
- **1.3.8. Training.** The Concessionaire shall provide and/or pay for staff training in all areas pertinent to food services. Documentation necessary to meet mandatory training requirements during inspections shall be maintained.
- **1.3.8.1.** The Concessionaire shall ensure that the Project Manager, Assistant Project Manager and Shift Supervisors successfully complete the National Restaurant Association ServSafe Essential program, receive a certificate of completion and maintain certification throughout the contract period.
- **1.3.8.2.** Concessionaire personnel shall attend at least two (2) hours per year of fire prevention training provided by the Government.
- **1.3.8.3.** Government/Air Force Privacy Training for Personnel without Access to Government Computer or Information Assurance/PII Sensitive Information, this training course (IA) provides the mandatory yearly Privacy training requirement for any government personnel such as volunteers or Concessionaires without access to government computers or government sensitive Information.
- **1.3.9. Security Requirements.** All personnel employed by the Concessionaire in the performance of this contract, or any representative of the Concessionaire entering the Government installation, shall abide by all security regulations and complete background check. The Concessionaire shall sign an agreement to comply with the security requirements of this contract.
- **1.3.9.1. Employee Installation Access Badges.** The Concessionaire shall submit requests for access badges to COR for their personnel as soon as they know individual will be employed by the Concessionaire. When submitting a new badge request, the requestor shall fill out the request and hand deliver it to contract COR. Be advised, processing time for a new badge can take anywhere from two to four weeks depending on the situation. Renewals shall be submitted at a minimum of 30 workdays prior to expiration. This process can take anywhere from one (1) to two (2) weeks. The contract COR will notify the Concessionaire site supervisor when the badges is ready to be picked up at Pass and Id office Rejected badges requests shall not be resubmitted until National Security Agency (NSA) has deemed the individual a mitigated security risk. Once the notice has been given to the contract COR of the rejected badge, the COR will not entertain further requests for that individual for at least 180 workdays or until notified by NSA office of security.

- **1.3.9.2. Physical Security**. The Concessionaire shall safeguard all government property provided for Concessionaire use. At the end of each work shift, all government facilities, equipment, and materials shall be secured. Access to the facility's subsistence storage areas (dry goods, freezers, meats) shall be limited to Concessionaire management, storeroom personnel, and designated Government representatives.
- **1.3.10. Special Functions.** The Concessionaire shall be encouraged to decorate the facility with decorative materials for the following holidays and special occasions: Christmas Day, Thanksgiving Day, Independence Day and Veterans Day. Decorative materials shall complement the particular holiday or special occasion being celebrated. It is highly encouraged that the Concessionaires decorate on all other federal holidays.
- **1.3.11. Information Systems Officer, Information Protection**: The Concessionaire will not have access to government Desktop computers, nor will they have access to online resources belonging to the government.
- **1.3.12. Privacy Officer:** The Concessionaire will not have access to PII Information (PHI) nor will they have the capability of access.
- **1.3.13. Concessionaire Automation Security Requirements:** Unless written authorization is issued by the Contracting Officer, Concessionaire employees will not use any form of removable storage media when providing services under the terms of this contract. Removable storage media includes, but is not limited to, USB thumb drives, MP3 Players, and external hard drives. Should the Concessionaire determine that the use of removable storage devices is required they must submit a written request with full justification to the Contracting Officer. For Concessionaire employees who have access to and stores information, the Contracting Officer must receive written permission from a 607 Communication Flight supervisor and government Information Security Officer (ISO) before authorizing Concessionaire employees to use such devices.

### 1.3.14. Personnel Policy:

- **1.3.14.1.** The Concessionaire shall be responsible for protecting the personnel furnishing services under this contract. To carry out this responsibility, the Concessionaire shall provide the following for these personnel:
  - Worker's Compensation and all occupational diseases insurance
  - Employer's liability insurance
  - General liability (Comprehensive)
  - Automobile liability insurance
- **1.3.14.2.** The parties agree that such Concessionaire furnished personnel shall not be considered government employees for any purpose and shall be considered employees of the Concessionaire.
- **1.3.14.3.** The Concessionaire will provide current copies of these records at the time of the contract award and annually on the anniversary date of the contract award to the government Contracting Officer's Representative (COR), or upon request, for each of the Concessionaire employees working on the contract.

**1.3.14.4.** Candidates are required to be eligible for US/Korean employment and able to provide proof of employment eligibility. It is the responsibility of the Concessionaire to assure their candidates have proof of citizenship or proof of the candidates' right to work.

#### 1.3.15. Termination Clauses:

- 1.3.15.1 The Contracting Officer Representative (COR) reserves the right, at any point, to issue a written order to the Concessionaire, mandating the cessation of all, or part of, the work stipulated by this contract for a duration of 90 days following the delivery of the order to the Concessionaire, and for any additional period that the parties may mutually agree upon. This order will be distinctly identified as a stop-work order, issued under the purview of this clause. Upon receipt of the order, the Concessionaire is required to comply promptly with its terms and should endeavor to minimize the costs applicable to the work affected by the order during the work stoppage period. Within a period of 90 days following the delivery of a stop-work order to the Concessionaire, or within any extended period agreed upon by both parties, the Contracting Officer Representative (COR) shall either cancel the stop-work order, or terminate the work impacted by the order as stipulated in the Default or the Termination for Convenience clause of this contract.
- **1.3.15.2** If a stop-work order issued under this clause is withdrawn, or the timeframe of the order or any extension thereof lapses, the Concessionaire is obliged to resume work. The Contracting Officer Representative (COR) will implement a fair adjustment in the delivery schedule or contract price, or both. Subsequently, the contract will be modified accordingly in written form, if-
  - **1.3.15.2.1** The stop-work order results in an increase in the time required for, or in the Concessionaire's cost properly allocable to, the performance of any part of this contract; and
  - **1.3.15.2.2** The Concessionaire asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
  - **1.3.15.2.3** If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the NAFI, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
  - **1.3.14.2.4** If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

#### 1.3.16. Insurance Requirement:

The Contractor shall procure within Five (5) days of contract award, and maintain during the entire period of his performance under this contract.

The following types of insurance in no less than the minimum amounts set forth herein. Contractor shall provide such proof of insurance to the Contracting Officer Representative (COR) within Five (5) days after contract award.

- **1.3.16.1** The Concessionaire shall be fully responsible to the fund for his associates, subcontractors, and his professional consultant's work and shall secure and an insurance policy that is acceptable to the NAFI and covers the minimum requirements as outlined below. Prior to commencing performance, the Concessionaire shall provide the NAFI and the Contracting Officer with certificates of insurance verifying that such insurance is in force. In the event of modification, cancellation, or non-renewal of the insurance coverage, the Concessionaire's insurer shall provide at least ten (10) days' notice to the NAFI and the Contracting Officer. The insurance contracts shall list the Concessionaire, the NAFI, and the United States of America as co-insured parties and shall include a severability of interest clause pertaining to claims, suits, judgments, costs, charges, and expenses arising from or related to loss, damage, or injury resulting from the negligence or other errors of the Concessionaire, its agents, representatives, and employees.
- **1.3.16.2** Employer's Liability Insurance, including all occupational diseases not covered in Workers' Compensation, should amount to \$100,000 per accident. Irrespective of State or Host Country stipulations regarding the minimum number of employees, the Concessionaire's insurance coverage under this clause must comply with the requirements and benefits established by the Ministry of Finance of the Republic of Korea.
- **1.3.16.3** Worker's Compensation and all occupational diseases must be procured according to local Korean law.
- **1.3.16.4** General Liability (Comprehensive), including bodily injury and property damage per occurrence, should amount to \$1,000,000.
- **1.3.16.5** Automobile Liability (Comprehensive):

Bodily Injury per person should amount to \$500,000. Bodily Injury occurrence should amount to \$1,000,000. Property Damage per accident should amount to \$500,000.

#### 1.3.17. Liabilities for Taxes and Limitations:

- **1.3.17.1** The Concessionaire holds exclusive responsibility for any taxes applicable to their property, income, and transactions.
- **1.3.17.2** Adherence to relevant laws and regulations.

#### **1.3.18. Reports:**

The Concessionaire is required to provide the following reports to the Contracting Officer's Representative (COR):

- **1.3.18.2** A report detailing loss or damage to Government/Fund-provided property (submitted within 24 hours of the loss or damage occurring).
- **1.3.18.3** An incident report concerning disturbances such as vandalism, robbery, etc. (submitted within 72 hours of the incident).
- **1.3.18.4** Financial statements, including Profit and Loss Statements and a monthly sales report detailing daily sales. These are to be provided to the COR monthly and must correspond with the Concessionaire's operational records for the same period. All statements should be submitted no later than the 10th of the month following the end of the previous month's accounting period.
- **1.3.18.5** A property inventory (conducted at least once per year), or more frequently if requested by the COR.

# **CHAPTER 2**

# QUALITY ASSURANCE SURVEILLANCE PLAN

Performance Objectives	PWS Reference	Performance Thresholds	Frequency	
Menus shall be planned in accordance with the Menu Planning Guide	1.2.3.2	90% of meal periods inspected by government COR shall be in 100% compliance with Menu Planning Guide – meal components and health diet guidelines.	Bi-Monthly	
Food preparation shall be IAW tri food code and Servsafe.	1.2.3.3	95% of meal periods inspected by the government shall comply with the Menu Planning Guide – meal components and health diet guidelines.	Weekly	
Shall comply with sanitation requirements of the food code and state and local laws and regulations, which result in a satisfactory or better rating in Health Inspections.	1.2.3.6	100% of the time	Weekly	
Shall provide supplies and materials necessary to serve the guests	1.1.2	90% of meal periods inspected by government quality assurance evaluators shall have no observed supply shortages	Weekly	
Maintain the interior and exterior of the dining facility in a clean and sanitary condition	1.2.3.6	Concessionaire shall have no findings on 90% of inspections.	Monthly	
Security and control of government property	1.3.9.2	Subsistence is secured during 95% of the random surveillance visits.	Monthly	
Shall comply with mandated Inspection and handling of subsistence	1.2.3.5	The Concessionaire shall not accept damaged or tampered subsistence or deviate from the current FDA Food Code during 95% of inspections.	Monthly	

# **CHAPTER 3**

#### GOVERNMENT-FURNISHED PROPERTY AND SERVICES

- **3.1.** The Government shall provide certain facilities, equipment, and materials at no additional cost to the Concessionaire:
  - **3.1.1.** Dining Area, Lobby, Kitchen, Dry Storage, Preparation/Washing Area, Walk-in Freezer.
  - **3.1.2.** Utilities, including electricity, water, drainage, and heat, as well as one (1) Kitchen Hood cleaning per month. Any additional cleanings required will be at the Concessionaire's expense and will be charged at reconciliation.
  - **3.1.3.** Access to dumpsters for the disposal of concession-produced garbage.
  - **3.1.4.** The kitchen equipment provided by the NAFI at the beginning of the contract will be in working condition equipment list. The concessionaire shall be responsible for repair/maintenance of all NAFI equipment and furnishings signed over after initial inventory. The concessionaire is expected to maintain this equipment, excluding normal wear and tear, and replace any items damaged due to negligence. An initial inventory will be taken by both parties before operations commence, with potential for additional inventories in compliance with Air Force Regulations.

The concessionaire is expected to maintain an excellent state of furnishings and finishes, handle warranties on provided equipment, and utilize certified technicians for repairs and maintenance. Any additional electrical equipment necessary for the contract's operation beyond NAFI's provision is the concessionaire's responsibility.

Any potential changes or improvements to the interior decor of the allocated space must be surveyed and approved by the NAFI manager or representative before implementation. No changes will occur during the contract's first year unless given NAFI's approval. The concessionaire is also expected to consistently update the facility's interior decor, including pictures and posters, to match the facility's overall design.

The concessionaire may install equipment based on the available electrical power supply and outlets within the facility. If additional power supply is needed, the NAFI Maintenance Team will coordinate with Civil Engineering before installation.

- **3.2. Equipment Inventory**. An inventory of Government-Furnished equipment shall be accomplished not later than five (5) calendar days before the start of the contract period, and not later than ten (10) calendar days before the completion of the contract period (including any option periods). The Concessionaire and a Government COR shall conduct a joint inventory of all Government-Furnished equipment and the Concessionaire shall sign a receipt for all equipment provided by the Government. Items of equipment missing or not in working order shall be recorded and the Government Contracting Officer notified in writing. The Concessionaire and the Government representative shall jointly determine the working order and condition of all equipment and document their findings on the inventory.
- **3.3. Equipment Loss or Damage.** The Concessionaire shall fund all costs including the maintenance and repair work for all equipment including both Government-Furnished property (GFP) and Non-Government -Furnished equipment. The contractor shall submit requests for replacement of Government-Furnished equipment to the COR for processing only when GFP is not repairable. Such requests shall specify the reason for the replacement.
- **3.4. Services.** The Government is responsible for the following:
  - **3.4.1.** Removal of any equipment condemned or replaced in the food service facility receiving area.
  - **3.4.2.** Electrical power into the building and including panel board and circuit breaker.
  - **3.4.3.** Sewer lines from floor and wall drains of buildings.
- **3.5.** Utilities. The Government will provide electricity, sewage, and water.
  - **3.5.1. Telephone.** The Government will provide telephones for Concessionaire use for official business use only.
- **3.6.Facilities**. No alterations to the facilities shall be made without specific written permission from the Contracting Officer. Any/all approved structure modification accomplished will be at concessionaire expense with no expense to the Air Force/607 MMS Services. Additionally, at any time contractor decides to vacate the contract, no reimbursement will be given for structure modification that was paid by contractor.
- **3.7.Concessionaire Furnished Items and Services.** Except for those items or services specifically stated as Government-Furnished or Government Reimbursed, the Concessionaire shall furnish everything required to perform this contract, to include:
  - **3.7.1. Housekeeping Supplies, Materials, and Equipment**. Except for items specifically stated as Government-Furnished or Government-Reimbursed, the Concessionaire furnishes everything required to perform this contract.
  - **3.7.2. Preventive and Required Maintenance.** Perform preventive and required maintenance in accordance with manufacturer's instructions on all equipment. The Concessionaire shall submit an equipment maintenance plan no later than the contract start date. The plan shall specify when preventive maintenance is accomplished and how maintenance and repairs are documented. The Concessionaire shall provide all materials and supplies necessary to perform preventive and required maintenance.

# 3.7.3. Government will provide facility and some equipment listed below:

- 1. Refrigerator True Manufacturing 100F5F8940
- 2. 3 Door Refrigerator True Manufacturing 100F5F8941
- 3. A bottle cooler Beverage-Air Corporation 100F5F0627
- 4. Electric Stove Vulcan 100F5F8938
- 5. Deep Fryer Frymaster 515F 100430068
- 6. Electric Griddle Vulcan WPZQ02703
- 7. Walk in Freezer
- 8. Convention Oven

# 3.8. Plans/Reports Deliverables Table:

Report/Plan	PWS Reference	Required Date	Format
Quality Control Plan	PWS 1.3.4	15 Days from contract award	Concessionaire Format Acceptable
Quality Status Report	PWS 1.3.4.2.2	By 10 <sup>th</sup> of each month	Concessionaire Format Acceptable
Equipment Maintenance Plan	PWS 3.7.2	By the contract start date	Concessionaire Format Acceptable
Purchase History Receipt	PWS 1.2.3.5	By 1500 next duty day after end of month	Electronic

#### **HOURS OF OPERATION**

# GRIM's

Meal Period	Serving Hours	Number of Serving Lines
Breakfast	0700-0900	1
Lunch	1100-1300	1
Dinner	1630-1900	1

NOTE: The dining facility shall provide takeout during scheduled meal serving hours. The Concessionaire shall be notified by the Government Contracting Officer or Government Contracting Officer Representative of the scheduled serving hours for holidays at least five (5) work days before the date of the holiday if they deviate from the above established hours. Holiday hours shall not exceed the hours used for a normal weekday.

#### **DEFINITIONS**

**Equipment.** Items used to store, prepare, cook, transport, and serve food. Equipment also includes items used in cleaning and sanitizing, as well as those used to transport and store supplies.

**Food Handlers.** Food service personnel, who work where unsealed food or drink is handled, processed, prepared, or served, and who touch food or food contact surfaces in any way. Excluded are food service managers, cashiers, and delivery persons who do not handle unwrapped food or touch food contact surfaces.

**Garbage.** Animal and vegetable waste resulting from handling, preparing, cooking, and consuming foods.

**Facility Menu.** It specifies menu choices (except leftovers), including, but not limited to, entrees, salad, desserts, soups, to be served each meal during the menu cycle. The menu also includes the recipes to be used.

**Major Maintenance.** The maintenance and repair of equipment, including the restoration or replacement of parts because of wear and tear, damage, failure of parts, or the like. Major maintenance includes replacing or repairing handles, hinges, gaskets, compressors, and all other components necessary to maintain refrigeration in refrigerators

**Minor Maintenance.** Involves the cleaning, adjusting, tightening of knobs, screws, nuts, bolts, etc., as required to keep food service equipment in operation and performing other user maintenance recommended by the manufacturer.

**Potentially Hazardous Foods.** Any perishable food which consists in whole or in part of dairy products, eggs, meat, poultry, fish, shellfish. These foods are good media for bacterial growth and are potential causes of FOODBORNE disease especially if creamed, ground, mixed, or handled often.

**Preventive Maintenance.** Encompasses the tasks necessary to prevent the premature failure of equipment and includes routine checks of all equipment, lubricating, greasing and oiling equipment parts/components on a regular basis, and the maintenance of equipment logs.

**Progressive food Preparation (Batch Cookery).** The preparation of food items at selective time intervals during the entire meal period as the food is consumed. The objective is to match the flow of customers through the serving lines so that freshly prepared, high quality food is always provided. It avoids long holding periods, which result in loss of flavor, color, texture, and nutritive value. Some exceptions to this procedure are most soups, gravies, meat sauces, other sauce-type items and baked or prepared desserts. These foods do not deteriorate in flavor when held throughout the serving period.

**Subsistence.** Food items, including beverages and condiments.

**Work Request.** A request made to Engineering Service or Building Owner for maintenance, construction of new facilities, or additions or changes to cure.