

June 7, 2007



DRAFT

**DEPARTMENT OF THE ARMY
PROTOTYPE (PART I)**

**PERFORMANCE WORK
STATEMENTS (PWS)**

**FOR
FULL FOOD SERVICE (FFS)
DINING FACILITY ATTENDANT (DFA) SERVICE
MANAGEMENT and FOOD PRODUCTION (M&FP)
SERVICE
PERFORMANCE-BASED SERVICE ACQUISITIONS**

Office of the G4, Chief of Staff
Directorate of Installation Management Agency



DEPARTMENT OF THE ARMY
OFFICE OF THE DEPUTY CHIEF OF STAFF FOR LOGISTICS
WASHINGTON, D.C. 30310-05

DALO-TST-F

MEMORANDUM FOR

SUBJECT: Food Service Performance Based Service Acquisitions (PBSA)

1. During the past several years we have seen a revolution in government procurement as Congress and the White House have pushed to adopt more commercial practices and streamline approaches to contracting. The Army in its acquisition pursuit of quality food service is changing its method of contracting as a result of this "*Revolution of Business Affairs*". To capitalize on new approaches; e.g., proven commercial practices, management innovations, and best value contracting, the Army will award its food service contracts under the Performance Based Service Acquisition concept. This idea will foster partnering arrangements between government and industry. The use of the PBSA concept is in keeping with the Undersecretary of Defense for Acquisition, Technology, and Logistics, commitment to convert half of all federal service contracts to performance-based by 2005.
2. To assist contracting activities in meet this goal, the Army Center of Excellence, Subsistence (ACES) and the Training and Doctrine Command (TRADOC) Acquisition Center, have developed a new prototype Performance Work Statement (PWS) for use throughout the Army. This PWS serves as a guide specification for three types of food service. Requirements are stated in terms of needs of the government (what it wants done) and the standards by which performance can be measured, without dictating the detailed performance process. Using this new template, solicitations can be developed under the PBSA concept allowing contracting officers to utilize incentives to reward quality performance.
3. Over the past decade, the Army has made measurable progress in its acquisition and administration of food service contracts. The quality of services has greatly improved while costs have been contained within normal inflation rates. This in part, is attributed to the Army's use of proven prototype work statements, training and certification of Contracting Officer's Representatives, and the sharing of lessons learned throughout the Department of Defense. I believe the use of this new prototype will accelerate us in our continued gains in government procurement. I thank you and our joint service members for your valuable contributions.
4. Your comments and feedback are vitally important to the commitment to the quality improvement program. Recommendations and suggestions should be forwarded to the Commander, U.S. Army Quartermaster Center and School, ATTN: ATSM-CES-OC, 1201 22nd Street, Fort Lee, Virginia 23801-1601 or via email: Cara.VartuliDusablon@LEE.ARMY.MIL

MAJ GEN ANDERS B. AADLAND

Agency

Director, Army Installation Management

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INSTRUCTIONS FOR USING THIS PROTOTYPE

1. **Policy.** The Department of the Army, Office of the Deputy Chief of Staff for Logistics and the Director, Installation Management Agency have approved this Prototype for use in preparing Performance Work Statements (PWS) and Performance Assessment Plans (PAP) for single and multi-functional food service Performance Based Service Acquisitions (PBSA). This edition supersedes “*The Department of the Army Prototype PWS and QASP for Food Service Contracts*”, May 2001.

Army Regulation, 30-22, Army Food Service Program, mandates the use of this Prototype as a guide to assist food service personnel in developing the functional contracting documents. This prototype is accessible in electronic format at the following Web Sites:

Logistics Integration Agency (www.lia.army.mil) - go to Logistics Regulations and Pamphlets –DPMS).

Army Center of Excellence, Subsistence (www.quartermaster.lee.army.mil) – go to Schools or Units and Departments, than to ACES

2. **Method of Contracting.** The negotiation method of contracting is required for PBSA. This will include a PWS developed from this Prototype to achieve a “Best Value” contract. The solicitation should be prepared, as a Request For Proposals (RFP). Contractors retain the flexibility of interpreting the Army’s food service requirements, and to submit proposals using commercial practices and innovative techniques that maximize competition.

3. **Incentives.** The PWS writing team and the Contracting Officer must work together in developing contract performance incentives (beyond the monthly agreed to contract payment) to encourage sustained performance at a quality level above that stated in the contract. This is the most important element of a performance based food service acquisition. Two possibilities are suggested: 1) using an award fee; and, 2) adding option years beyond the 4 typically used.

4. **Types of Contracts.** This Prototype can be used with both sealed bidding and negotiation methods of contracting to acquire either a fixed-price or a cost reimbursement type contract. Special instructions and notes have been provided throughout this document to assist the food service writing team in developing the installation PWS and Performance Assessment Plan.

5. **Tailoring.** The PWS writing team must identify the installation food service requirements and tailor them to the requirements contained in this Prototype while maintaining the same uniform PWS format. This will include additions, deletions and

modifications to the current provisions contained within each section and technical exhibit.

5.1. Paragraphs should be numbered in succession using the Dewy Decimal System, even if some are eliminated or others are added. Paragraphs that are eliminated *should not be marked “Reserved”* when not used.

5.2. **Notes have been typed in bold to provide guidance and offer consideration of alternative requirements. These notes are provided to assist you in developing your documents and should not appear in the final versions of your contract.**

5.3. Acceptable Quality Levels (AQL) standards on the Performance Requirement Summary (PRS) should only be tightened when justified by an established performance requirement. The AQL should be set at the highest maximum level the Government can allow. This will provide some tolerance in performance while ensuring a lower cost to the Government. The lower the AQL is set, the tighter the quality performance standards will be; thus, the higher the contract cost to the Government.

5.4. Section C.5. of the PWS contains specific tasks for the 3 types of Army food service; **C.5.1. Full Food Service (FFS)**, **C.5.2. Management & Food Production (M&FP) Service**, and **C.5.3. Dining Facility Attendant (DFA) Service**. Each of these sections has been written independent of one another and should only be used when that particular service is required. The writing team should eliminate those sections not applicable to the needs of the installation and renumber paragraphs in succession. Remember too, that for each type service you will need a PRS that corresponds to the requirements in each section.

5.5. The writing team should take the necessary time to develop accurate Technical Exhibits (TE) since these identify the workload and determine the price/cost of the contract. Sample documents; i.e. sample menus, SOPs and applicable reports, and the Performance Assessment Plan should be included as attachments for information purposes to clarify specific requirements.

6. **Bid Schedule**. Contracting and food service personnel should jointly prepare the bid schedule based on daily operations for each building and type of service. The bid schedule provides the format by which contractors must submit their bids/proposals and receives payment after winning the contract. The bid schedule becomes the basis and format for the Independent Government Estimate that is used in analyzing offerers proposed cost or pricing.

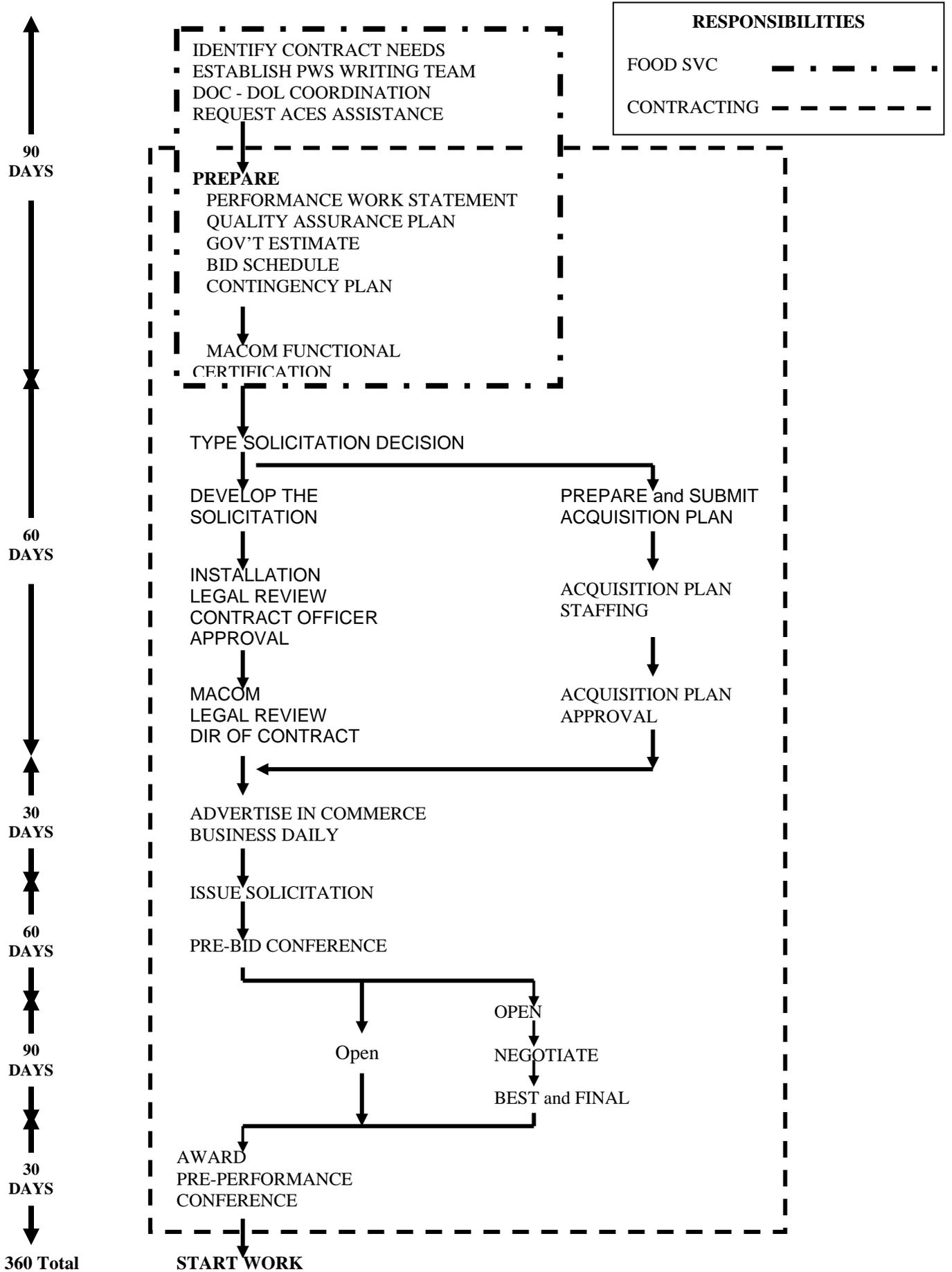
6.1. Each facility should be assigned a separate Contract Line Item Number (CLIN) since no dining facilities operate the same. Infrequent requirements; i.e., monthly, quarterly and semi-annually tasks, should be assigned separate CLIN's for individual pricing/cost control. A bid schedule established for pricing/payment, based on a month or day of operation provides the government the greatest flexibility for evaluation and processing payments.

6.2. The sample bid schedule below (page 6) is provided for your consideration when a requirement type contract is justified. This particular format has proven to be effective at installations where food service requirements vary from month to month and impact on the contractor's staffing. This particular price scheme protects the Government from Contractor claims in circumstances when actual workload varies from that specified in the contract.

7. **Feedback - Lessons Learned.** The Army Center of Excellence, Subsistence (ACES) is interested in hearing from you once you have had a chance to use this Prototype. Your direct input from experience and lessons learned will help others if you will share your comments. Please submit your comments, suggestions and recommendations to the address below.

8. **Assistance.** You may obtain assistance from ACES on the use of this prototype or to obtain on-site assistance in developing your solicitation/acquisition documents. Request should be forwarded to: CDR, USAQMC&S, ATTN: ATSM-CES-OC, 1201 22ND ST, BLDG 5000, FORT LEE, VA 23901-1601. Point of contact is Ms. Cara Vartuli-Dusablon, Voice: (804) 734-4839, Email: Cara.VartuliDusablon@LEE.ARMY.MIL, or Fax: (804) 687-4842.

CONTRACT MILESTONE CHART



SECTION C.1

GENERAL

C.1.1. **Scope of Work.** Provide all resources, except Government Furnished Property (GFP), to perform ((**Full Food Service (FFS), Dining Facility Attendant (DFA) Services, Management and Food Production (M&FP) Services**)) in dining facilities listed at TE 2, (**insert name of installation**) to meet the performance requirements stated in this contract.

*((NOTE: YOU MAY ADD A PARA ENTITLED “**BACKGROUND**” IF YOU WANT TO PROVIDE GENERAL INFORMATION ABOUT THE INSTALLATION, ACTIVITIES, ORGANIZATIONS, MISSION, STATION LOCATIONS AND ANY OTHER DATA AS LONG AS IT DOES NOT CONFLICT WITH OTHER PARTS OF THIS PWS.))*

C.1.2. **Personnel.**

((NOTE #1: USE OF MINIMUM STAFFING REQUIREMENTS SHOULD BE LIMITED TO THE NEGOTIATION METHOD OF CONTRACTING. A REQUIREMENT FOR STAFFING LEVELS BY DINING FACILITY CAN SERVE AS AN EFFECTIVE TECHNICAL EVALUATION FACTOR AND A BASIS FOR NEGOTIATION. SECTION "L" OF THE SOLICITATION MUST INCLUDE INFORMATION AND INSTRUCTIONS IN GUIDING OFFERORS IN PREPARING THEIR PROPOSALS.))

((NOTE #2: IT SHOULD BE NOTED THAT BY SPECIFYING STAFFING REQUIREMENTS UNDER AN INVITATION FOR BIDS THE GOVERNMENT ASSUMES GREATER RISK, RESTRICTS/LIMITS MANAGEMENT, ESTABLISHES A LABOR LEVEL THAT CAN BE DISPUTED IF UNDERSTATED, AND WILL DRIVE COST IF OVERSTATED.))

Hire and staff qualified personnel who can communicate with government representatives and diners.

Standards:

Personnel shall be citizens of the United States (U.S.) or possess a valid U.S. Immigration T-151 or I-94, Alien Registration Card.

Personnel shall read, write, speak, and understand English.

Personnel shall be free of a criminal record.

((NOTE: CHANGE THESE STANDARDS IF YOU ARE PREPARING A CONTRACT FOR OCONUS; E.G., KOREA, PANAMA AND EUROPE.))

C.1.2.1. **Contract Manager.**

((NOTE: DELETE THIS PARA IF YOU ARE CONTRACTING FOR ONLY ONE DINING FACILITY. IN THIS SITUATION, THE DINING FACILITY MANAGER, PARA C.1.2.2, OR THE DFA SUPERVISOR, PARA C.1.2.4. ASSUMES BOTH

RESPONSIBILITIES. THE GOVERNMENT SHOULD NOT REQUIRE TWO LEVELS OF MANAGEMENT.))

Provide an on-site contract (project) manager with the authority to obligate the company and be responsible for overall performance (to include subcontractors) of the contract to meet the specified performance standards.

Standards:

The Contract Manager, must be readily available to meet with Government representatives within (**insert**) minutes of call.

Manager must meet qualification requirements.

Qualifications: Within the past 10 years, 8 years experience; consisting of 3 years supervisory experience in managing cafeteria style or multi-entree operations providing complete meal service (breakfast, lunch and dinner).

Five years experience as a district manager, unit manager, or assistant manager.

High school graduate.

Bachelor of Science or Bachelor of Arts in food management may be substituted for 3 years of the 5 years of management experience.

Military food service experience in the pay grade of E-7, warrant or commissioned officer may be credited as management experience for this position.

Current sanitation certificate (within 4 yrs).

Documentation of past performance ratings via written evaluations by managers or owners.

C.1.2.2. Dining Facility Manager(s).

((NOTE: THE CONTRACT MANAGER SHOULD BE ELIMINATED AT INSTALLATIONS WITH ONLY ONE DINING FACILITY. IN THIS SITUATION, THE DUTIES AND RESPONSIBILITIES OF THE CONTRACT MANAGER SHOULD BE CONSOLIDATED WITH THAT OF THE DINING FACILITY MANAGER. THE GOVERNMENT SHOULD NOT REQUIRE TWO LEVELS OF MANAGEMENT.))

Provide a dining facility manager and alternate for each (**FFS and/or M&FP**) dining facility listed at TE 2 to direct work, be responsible for performance in each facility (to include subcontractors) and to meet the specified performance standards.

Standards:

The Dining Facility Manager, or alternate, full time during dining facility operating hours.

Managers and alternates meet qualification requirements.

Documentation of past performance ratings via written evaluations and commendations.

Qualifications. Within the past 10 years, 5 years experience working in a large food service operation providing cafeteria style or multi-entree operation providing complete meal service (breakfast, lunch and dinner).

One year must have been served as a manager or an assistant manager.

High school graduate.

Military food service experience in the pay grade of E-7 or above may be credited as management experience for this position.
Current sanitation certificate (within 4 yrs).

C.1.2.3. Dining Facility Attendant Supervisor.

((NOTE #1: USE THIS PARA ONLY FOR DINING FACILITIES WHERE YOU HAVE A REQUIREMENT FOR DFA SERVICE(S). THIS PARA DOES NOT APPLY TO FFS OR M&FP FACILITIES.))

((NOTE #2: ELIMINATE THIS PARA FOR FFS AND M&FP SERVICE.))

Provide a DFA Supervisor and alternate for each dining facility listed at TE 2 to oversee work, supervise employees and coordinate schedules with the military dining manager to meet the specified performance standards.

Standards:

The DFA Supervisor, or alternate, on-site, during dining facility operating hours.
Supervisors and alternates meet qualification requirements.

Qualifications.

Within the past 10 years, 5 years of experience working in a large food service operation, cafeteria style or multi-entree menu service, performing dining facility attendant service (breakfast, lunch and dinner).

One year must have been served as a supervisor or an assistant supervisor.

High school graduate.

Military food service experience in the pay grade of E-7 or above may be credited as management experience for this position.

Current sanitation certificate (within 4 years).

Documentation of past performance ratings via written evaluations and commendations.

C.1.2.4. Name Tags. Employees shall wear identification badges with a minimum of the Contractor's name and the employee's last name.

Standards:

Name tags are worn 100% of the time.

Name tags for managers and supervisors shall include their job title.

Name tags written in English and host nation language when applicable.

C.1.2.5. Conduct of Employees. Employees shall conduct themselves IAW installation policies concerning conduct.

Standards:

DOD 5500.7-R, Joint Ethics Regulation.

Personnel policies listed at C.6.

C.1.2.6. Personnel Health and Hygiene. Personnel shall maintain compliance with sanitation and food safety standards.

Standard: TB MED 530.

C.1.2.7. Employee Uniforms. Employees shall wear a clean and complete uniform when working.

Standards:

TB MED 530

Uniforms are approved by the COR NLT 14 days prior to the start of performance.

((NOTE: ADD REQUIREMENT FOR MEDICAL EXAMS AND FOOD HANDLER CERTIFICATES IF REQUIRED AT YOUR INSTALLATION.))

C.1.3. Meal Serving Hours. Meal serving hours are listed at TE 2.

C.1.4. Expanded Serving Hours. Expand meal serving hours listed at TE 2.

Standards:

Services provided or discontinued within **(insert number)** hours of advance notice.

Service invoiced IAW CLIN entitled "Expanded Services."

Note: Government payment will be made at a prorated hourly rate; e.g., if service is extended for 45 minutes, payment will be made at 3/4 of the hourly rate.

C.1.5. Consolidation of Dining Facilities. Open and close dining facilities.

Standards:

Services added or deleted IAW "Changes" clause of this contract.

Contractor provides service, or discontinues service, by way of **(insert number)** hour advance notification.

C.1.6. Strike Contingency Plan. Provide and maintain a strike contingency plan for continuation of performance of services under this contract should employees strike or a subcontractor defaults.

Standards:

Written plan submitted to the Contracting Officer not later than 20 days after award of contract.

Plan approved by the Government.

C.1.7. Quality Control Plan (QCP). Establish and maintain a comprehensive QCP.

Standards:

Written plan submitted to the Contracting Officer with proposal.

QCP IAW with TE 8.

C.1.8. Training. Train employees as described below.

C.1.8.1. Sanitation. Conduct sanitation training.

Standard: All personnel trained as prescribed by TB MED 530 100 % of the time.

C.1.8.2. Hazard Communication (HAZCOM). Train employees in the safe use of chemicals (inventory of products on hand) understanding manufacture's product labels, and information contained on the Material Safety Data Sheets (MSDS).

Standard: Title 29, Code of Federal Regulation Part 1910.1200, Hazard Communication

C.1.8.3. Marketing.

((NOTE: INCLUDE THIS REQUIREMENT FOR A LA CARTE SERVICE.))

Conduct marketing and merchandizing training.

Standard: Managers and services trained IAW TE (insert number) 100 % of the time.

C.1.8.4. Nutrition.

((NOTE: OMIT THIS REQUIREMENT FOR DFA SERVICE.))

Conduct nutrition training for employees.

Standards:

IAW AR 40-25

Personnel engaged in menu planning trained to develop menus IAW Section C.5 of this contract 100% of the time.

C.1.8.5. Headcount/Cashier.

((NOTE: OMIT THIS REQUIREMENT IF YOU DO NOT HAVE HEADCOUNT/CASHIER SERVICES SPECIFIED IN YOUR PWS.))

Conduct headcounter and cashier training.

Standard: Headcounters and cashiers trained IAW SOP, regulatory policy, menu pricing, computer and power malfunctions, and cash register manufactures operations instructions, 100% of the time.

C.1.8.6. Equipment Operator/Maintenance. Conduct equipment operating, cleaning and maintenance training.

Standards: Cooks and maintenance personnel trained IAW manufacturer instructions and operating manuals 100% of the time.

Training conducted IAW requirements listed at Section C.5.

C.1.9. Performance Evaluation Meetings. Attend performance meetings with government representatives.

Standard: Contract manager attends meetings during the first (insert number) month of the contract and often as deemed necessary thereafter.

C.1.10. Awards Program. The Contractor may participate in the (**Installation Best Dining**

Facility and) Philip A. Connelly Award Programs (See TE 7).

SECTION C.2 DEFINITIONS/ACRONYMS

((NOTE: LIST ALPHABETICALLY ONLY TERMS THAT PERTAIN TO THIS CONTRACT. THIS SECTION SHOULD NOT BE A DICTIONARY OF ALL CONTRACTING AND FOOD SERVICE TERMS. MODIFY THIS LIST TO MEET YOUR REQUIREMENTS. DELETE AFMIS TERMS AND ACRONYMS IF NOT APPLICABLE TO YOUR CONTRACT.))

C.2.1. **Standard Definitions.** Federal Acquisition Regulation (FAR), Dictionary of US Army Terms, AR 310-25 and Authorized Abbreviations and Brevity Code, AR 310-50, are the references for definitions and acronyms not listed below.

Acceptable Quality Level (AQL). The AQL is a designated value (percent) of defective outcomes/service that the Government indicates will be accepted using acceptable sampling techniques and procedures.

Administrative Contracting Officer (ACO). A Contracting Officer who is administering contracts.

Army Federal Acquisition Regulation Supplement (AFARS). The Army's supplement to the Federal Acquisition Regulation.

Class A Telephone. Telephone service, which is unrestricted, for use on-post and commercial calls.

Class C Telephone. Telephone service, which is restricted to inter-post calls from one post telephone to another.

Commercial and Government Entity (CAGE) Code. An identification code assigned to the Contractor and is required by the Contracting Officer (Property Administrator) and Contractor from the Defense Logistics Service Center. The CAGE code is also required on the annual Government facilities report. Use DD Form 2051 to request the CAGE code.

Contracting Officer. An individual with the authority to enter into, administer, and/or terminate contracts and make related determinations and findings.

Contracting Officer's Representative (COR). An individual from the functional activity appointed by the Contracting Officer and delegated specific authority to monitor contract performance and to perform specific contract administration functions.

Contract Discrepancy Report (CDR). A formal method documenting unsatisfactory contractor performance (contract deficiencies and defects against the AQL) in the contract file.

Defective Service. A unit of service, which contains one or more defects and does not conform to specified requirements.

Local Access Network Connections (LAN). An installation landline connecting the Army Management Information System modules to the mainframe computer system.

Lot. The total number of service outputs in an evaluation period; as defined in the AQL column of the Performance Requirement Summary. The lot size is used to determine the sample size (or number of inspections).

Percent of Sample Found Defective. A percentage determined by dividing the number of defects by the sample size. The resulting number is used to make an equitable deduction from the contract price or award fee for non-performance.

Performance Requirements Summary (PRS). The PRS identifies key performance indicators and standards that represent logical service outputs that will be evaluated by the Government to assure the Contractor is fulfilling the terms of the contract.

Performance Standard. A measurable output or result associated with the performance-based description of a requirement found in the PWS.

Performance Assessment Plan (PAP). Defines what the Government must do to ensure that a contractor has performed IAW specified performance standards. Focuses on the level of performance required by the PWS rather than on the methodology used by the contractor to achieve that performance. Sometimes called a Quality Assurance Surveillance Plan (QASP).

Planned Sampling. A sampling (inspection) method used to evaluate contractor tasks and services performed less frequently than daily. Evaluations that are scheduled when tasks and services are performed; e.g., receiving and storage service, field-feeding service, and tasks scheduled IAW the approved cleaning plan.

Quality Control. Those actions taken by the Contractor to control the in-process performance of goods or services to ensure that contract quality standards are met.

Random Sampling. A sampling (inspection) method used to evaluate contract tasks and services performed daily. It is the primary method for measuring contract performance. Each service output in a lot has an equal chance of being selected for inspection. The results of random inspections are evaluated against the number of allowable defects to determine the overall quality of the lot (service).

Sample. A sample (inspection) consists of one or more service outputs drawn at random from a lot. The number of outputs in the sample is the sample size.

C.2.2. Technical Definitions Peculiar to This Contract.

Accredited Sanitation Program: A certificate program that has been evaluated and listed by an accrediting agency as conforming to national standards that certify individuals. Managers, supervisors and food handlers shall satisfy one of the following requirements:

- a. Satisfactorily complete the Educational Foundation of the National Restaurant Association Course in Applied Food Service Sanitation.
- b. Pass an examination from the Educational Testing Service (ETS) showing satisfactory completion of the Food Protection Certification Program.
- c. Satisfactorily complete of a course of study that is offered from an accredited college or university approved by the Installation Medical Authority.

Army Food Management Information System (AFMIS). An automated record keeping system used in dining facilities to perform various functions that includes processes and outcomes; e.g., Meal Production Planning, Inventory, Transfers, Report of Survey/Statement of Charges, Inquiries, Headcount Maintenance, Batch processing. These functions provide the capability to create and adjust menus, shopping lists, and production schedules; make requests against subsistence inventories; facilitate returns to inventory; provide inventory accountability; perform headcount entries; and inquire against a variety of files. The AFMIS system includes a Dining Facility Operations (DFO) terminal located within each dining facility, interfaced with an installation minicomputer, operating system and application software.

Army Food Program. A comprehensive program which encompasses all phases of food service, from; procurement, inspection, transportation, storage, distribution, issue and sale, preparation, and serving meals in garrison dining facilities and in the field.

Army Ration Credit System (ARCS). An issue and accounting procedure used by appropriated fund dining facilities. Dining facilities that operate within the Army Ration Credit System are charged for the dollar value of subsistence issued and obtain credit for meals served.

Basic Allowance for Subsistence (BAS). A cash allowance paid to military personnel in lieu of subsistence.

Basic Daily Food Allowance (BDFFA). The computed monetary daily value of a ration. This value, expressed in dollars, is allocated for food cost authorized to feed one soldier daily. The dollar amount (allowance) is computed quarterly using actual costs of a selected sampling of food items (market basket) used in dining facilities.

Batch Function. The AFMIS function used to forecast headcount, print daily batch reports and Master Item File price update reports, and process equipment replacement records.

Brunch. A meal consisting of food items served during breakfast and lunch. This combined meal is served during an extended time period beginning at early or mid morning and ending shortly after the noon hour. When a brunch is served a supper follows.

Clean. Free of visible signs of food, food residues, ingredients, grease, soap and foreign matter.

Critical Control Point. An essential point in the flow of food, at which control can be applied so that a food safety hazard can be prevented, eliminated or reduced to an acceptable level.

Diner Satisfaction. Methods of feedback through a variety of surveys and comment programs to determine the degree to which the Contractor is meeting or exceeding contract requirements and established quality levels of food and service.

Dinner. Typically the third meal of the day, or evening meal of each day, served during late afternoon or early evening.

Dinnerware. Eating, drinking, and serving utensils for table use, such as flatware including knives, forks, and spoons; hollowware including bowls, cups, serving dishes, and tumblers; and plates.

Dining Facility Account. The dining facility account is a record of food purchased, issued, used, and on hand as reflected in dollars.

Dining Facility Attendant (DFA) Service. Those activities which comprise janitorial and custodial functions within a dining facility including, but not limited to; sweeping, mopping, scrubbing, trash removal, dishwashing, waxing, stripping, buffing, window washing, pot and pan cleaning and related quality control.

Dining Facility Operations (DFO) Subsystem. A part of AFMIS used to control subsistence and headcount. The DFO Subsystem consists of seven functions: Meal production Planning, Inventory, Transfers, ROS/SOC, Inquiries, Headcount Maintenance, Batch Processing.

Discount Meal Rate. The rate charged to reimburse the Government for subsistence at Army appropriated fund dining facilities.

Educational Foundation of the National Restaurant Association (NRA). Educational Foundation of the National Restaurant Association, (20 North Wacker Drive, Chicago, IL 60606) is a non-profit education foundation created by restaurateurs and other food service executives and governed by a board of trustees, representing all sectors of the industry and associated academic and commercial institutions.

Educational Testing Service. The Educational Testing Service of Princeton, NJ is a non-profit corporation engaged in test development, test administration and educational research. The Food Protection Certificate Program test is designed to test persons who have ongoing on-site responsibility for protecting the consumer from food-borne illness in food preparation, serving, or eating establishments. Educational Testing Service, Food Protection Certification Program, CN 6515, Princeton, NJ 08541-6515.

Expendable/Durable Supplies. Items, which are consumed in use, regardless of type classification or unit, price.

Facilities. Government furnished buildings provided to the Contractor for use in performing tasks and services of this contract.

Meal Service for Remote Site Feeding. Tasks associated with preparing meals including beverages, packaging food for shipping from a garrison dining facility to feed soldiers at field training sites.

Food borne Disease Outbreak. The occurrence of two or more cases of a similar illness resulting from the ingestion of a common food.

Food Contact Surface. A surface of equipment or a utensils with which food normally comes in contact. This includes equipment and utensils from which food may drain, drop or splash back into food, or onto surfaces normally in contact with food.

Food Handlers. Food service personnel who work where unsealed, raw food or drink is handled, processed, prepared or served, and personnel who touch food or food contact surfaces.

Full Food Service (FFS). Those activities that comprise the full operation of an Army dining facility.

Government Furnished Property (GFP). All facilities, equipment, food and supplies owned or leased by the Government provided to the Contractor for use in performance of this contract.

Government Property. All property owned by or leased to the Government or acquired by the Government under the terms of the Contract. Government property includes both Government-furnished property and Contractor-acquired property as defined in FAR 45.101.

Government Property Administrator (GPA). A Government representative who is responsible for transfers of Government Furnished Property from organizations/units to contracts and return upon contract completion. The GPA maybe the COR.

HACCP Plan: A written document that delineates the formal procedures for following the Hazard Analysis Critical Control Point (HACCP) principles developed by The national Advisory Committee on Microbiological Criteria for Foods.

Hazard: a biological, chemical, or physical property that may cause an unacceptable consumer health risk.

Headcount Maintenance Function. The AFMIS function used to review, perform file maintenance and print reports for headcount and cash collections. It includes processes to update and report signature blocks as well as disbursing office data for the Cash Collection Voucher Report.

Holiday Meal Charges. The rates to be charged for the Thanksgiving and Christmas Day special meal.

Inquiries Function. The AFMIS function used to review dining facility files.

Inquiry. A database for information (asking/inquiring/accessing), also called query.

Installation Commander. A commander of any Army installation, military community for USAREUR, area commander for EUSA, state adjutant general for ARNG, and MUSARC commander for USAR.

Installation Food Program Manager or Food Advisor. An officer, warrant officer, noncommissioned officer, or Department of the Army civilian responsible to the installation commander for matters relating to food service.

Installation Medical Authority (IMA). Installation Medical Authority refers to the Unit Surgeon, Command Chief Surgeon, U.S. Army Medical Center Commanders, and the Director of Health Services or Center Commanders, and the Director of Health Services or his/her representative responsible for defining, setting and monitoring sanitary standards and procedures.

Installation Menu Board. The installation menu board is a panel of Government personnel that plans and provides for all anticipated subsistence requirements for the installation. It provides an interchange of information between food service personnel, TISA and the contractor concerning menu matters and diner comments. A specific function of the board is to review proposed menus, add or change items, and determine the extent to which it will be implemented.

Inventory Function. The AFMIS function used to complete weekly and monthly physical inventories.

Leftovers. Leftovers are the un-served portions of any item that was prepared for a specific meal, protected from contamination, and held at a proper temperature.

Management and Food Production (M&FP) Service. Those activities which comprise the management of an Army dining facility including, but not limited to; requisitioning, receiving, storing, preparation and serving of food. Also, included are the performance of related administrative and some limited sanitation functions. DFA services are not included.

Major Maintenance. The maintenance and repair of equipment, including the restoration or replacement of parts, as necessitated by wear and tear, damage, failure of parts, or the like.

Menu Production Planning Function. The AFMIS function that is used to plan menus, compute ingredients and quantities required to feed 100 persons per menu item. This program provides the user with a menu for breakfast, lunch and dinner meals for each day or the month, to include breakfast variations, and a daily menu for short order meals.

Meal Serving Hours. Hours designated by the Government when the dining facility serving lines are open for service.

Minor Maintenance. Normal operator care of equipment recommended by the manufacturer. Minor maintenance is limited to cleaning, oiling, greasing, tightening of nuts and bolts, and other minor tasks.

National Stock Number (NSN). A number used to identify a Government supply item.

Night Meal. The meal served during the late evening to early morning hours (referred to as the midnight meal). The night meal may be a breakfast or dinner meal.

Nonfood Surface. All exposed surfaces other than those included in food or splash zones.

Operating Hours. Operating hours for each facility are listed at TE 2. Operating hours specify the time prior to the scheduled start of meal service for the first meal of the day to time following the scheduled close of meal service for the day of operation.

Operational Ration. Packaged, semi-perishable meals issued to personnel for use under field conditions.

Perishable Subsistence. Those food items with limited shelf life that normally require controlled conditions of temperature, and/or humidity during transportation and storage.

Police. The action or process of cleaning and putting in order of a dining facility to include related areas of responsibility. Tasks include sweeping, raking and picking up trash and debris.

Portion Control. Serving of equal amounts to each diner in accordance with prescribed menus and recipes.

Potentially Hazardous Foods (PHF). Any food that promotes the rapid growth of bacteria. Maybe characterized as high protein and acid foods with water activity above 0.86(H₂).

Preventive Medicine Activity. The local medical authority responsible for inspecting sanitary conditions of dining facilities and safe food handling protection.

Prime Vendor. A Department of Defense contractor who has responsibility to supply and furnish subsistence to the dining facility.

Progressive Food Preparation (Batch Cookery). The continuous 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 diners through the serving lines so that freshly prepared, quality food is always provided. Progressive cooking reduces the need to hold foods for long periods of time that result in loss of flavor, color, texture, and nutritive value. Exceptions to progressive cooking are; baked or prepared desserts, soups, gravies, meat sauces, and other sauce-type items that do not deteriorate in flavor when held throughout the serving period.

Ration. The allowance of food for the subsistence of one person for one day.

Regular Menu. A menu offered at the breakfast, lunch and dinner meal which provides the diner, as a minimum, with a choice of two meats/entrees, two vegetables, two starches, assorted deserts, beverages and bread/rolls, and appropriate condiments.

Safe Temperatures. The internal product temperature of potentially hazardous food (PHF) shall be 40°F (7°) or below, 140° (60°C) or above.

Sanitizing. The process of reducing the number of microorganisms on a surface to safe levels.

Sanitizing Solutions. A chlorine solution "or any other chemical sanitizing agent allowed under 21 CFR 178.1010" as defined in, TB MED 530.

Semi-perishable Subsistence. Food item that do not spoil or deteriorate rapidly, such as canned, dried, dehydrated, and other items that may under normal conditions be transported and stored un-refrigerated.

Sensitive and High Dollar Subsistence. Those subsistence items that require intensive control and documentation. Sensitive and high dollar items are listed in the Federal Supply Classification 8905 group in the C8900 Stock List; e.g., meats, fish, poultry products, coffee, etc.

Serving Line(s). The location and equipment within dining facilities where diners are served food or where food/beverage is offered for self-service.

Short Order Menu. A fast food menu offered at the lunch and dinner meal which provides the diner, as a minimum, with a choice of prepared to order cold or grilled sandwiches, hamburgers, cheeseburgers, and hot dogs, in addition to other items; e.g., chili, French fries, baked beans, potato or macaroni salad, potato chips, salads, soups, assorted desserts, beverages and appropriate condiments.

Special Meals. Meals offered outside of the normal cyclic menu that support special occasions; e.g., Thanksgiving, Christmas, and the Army's Birthday, to include special theme meals to honor ethnic and American heritage events.

Standard Meal Rate. The rate charged to reimburse the Government for subsistence and a portion of operating expenses at Army appropriated funded dining facilities.

Subsistence. Food items required for feeding troops. This term includes all foods, nonalcoholic beverages, condiments, accessory foods and ice.

Subsistence-in-Kind (SIK). Meals furnished to enlisted personnel at Government expense, rather than money in lieu thereof.

Supper. A meal consisting of food items served during dinner. The meal may be served during an extended serving period beginning early afternoon and ending early evening.

This meal is served only when a brunch has been served and replaces the normal dinner meal.

System Administrator (SA). The individual responsible for planning and controlling the use of the Army Food Management Information System and Subsistence Prime Vendor Interpreter hardware and software.

Tableware. Condiment containers, dispensers and napkin holders.

Temperature Danger Zone (TDZ). Unsafe temperatures for food between 41°F and 140°F.

Troop Issue Subsistence Activity (TISA). The accountable element of an installation responsible for managing the acquisition and accounting for subsistence supplies for appropriated fund dining facilities, meals for remote site feeding, operational rations, contingency stocks, reserve component customers and authorized non-appropriated fund activity customers.

Subsistence Supply Manager (SSM). An individual who is accountable for government subsistence and who is responsible for supervising the TISA functions. Formerly the TISO.

Veterinary Activity. A part of VETCOM that is responsible for inspecting all food to determine fitness of safety for human consumption.

Work Days. Work days Monday through Friday, excluding national holidays.

Work Order. A request made to Directorate of Public Works (DPW) for maintenance (equipment repair, service, and calibration) and facility renovations.

C.2.3. Acronyms.

((NOTE: LIST ALPHABETICALLY ONLY ACRONYMS THAT ARE USED IN THIS CONTRACT. THIS SECTION SHOULD NOT BE A LISTING OF ALL CONTRACTING AND FOOD SERVICE ACRONYMS. MODIFY THIS SECTION TO MEET YOUR REQUIREMENTS. DELETE AFMIS ACRONYMS IF NOT APPLICABLE TO YOUR CONTRACT.))

AFARS. Army Federal Acquisition Regulation Supplement.

AFMIS. Army Food Management Information System.

AQL. Acceptable Quality Level

AR. Army Regulation.

ARCS. Army Ration Credit System.

ARNG. Army National Guard.

B DFA. Basic Daily Food Allowance.

CM. Contractor Meal.

COR. Contracting Officer's Representative

DA. Department of Army.

DFA. Dining Facility Attendant.

EFM. Employee Family Member.

EUSA. Eighth United States Army.

FAR. Federal Acquisition Regulation.

FFS. Full Food Service.

ETS. Educational Testing Service.

FM. Field Manual.

FPM. Food Program Manager

GPA. Government Property Administrator.

GFP. Government Furnished Property.

HACCP. Hazard Analysis Critical Control Point

I AW. In Accordance With.

IMA. Installation Medical Authority.

IMA. Installation Management Activity

KO. Contracting Officer.

M&FP. Management and Food Production.

MRE. Meal, Ready-to-Eat.

NSF. National Sanitation Foundation.

NSN. National Stock Number.

PHF. Potentially Hazardous Foods.

QA. Quality Assurance.

QC. Quality Control.

RC. Reserve Components.

SA. System Administrator.

SB. Supply Bulletin.

SOP. Standing Operating Procedure.

SSM. Subsistence Supply Manager

TB. Technical Bulletin.

TDZ. Temperature Danger Zone

TE. Technical Exhibit.

TB MED. Technical Bulletin Medical.

TISA. Troop Issue Subsistence Activity.

TISO. Troop Issue Subsistence Officer.

TM. Technical Manual.

USAR. United States Army Reserve.

**SECTION C.3
GOVERNMENT FURNISHED PROPERTY (GFP) AND SERVICES**

C.3.1. General.

((NOTE #1: THIS SECTION SPECIFICALLY DESCRIBES THE REQUIREMENTS FOR FFS AND M&FP SERVICES WHEREIN THE CONTRACTOR IS GIVEN GOVERNMENT PROPERTY AND MANAGEMENT RESPONSIBILITY FOR DINING FACILITIES OPERATIONS.))

((NOTE #2: WHEN CONTRACTING FOR DFA SERVICES, FACILITIES AND EQUIPMENT REMAIN THE MANAGEMENT RESPONSIBILITY OF THE DESIGNATED ORGANIZATION ASSIGNED TO THE DINING FACILITY. YOU SHOULD PROVIDE A LIST AT TE 3 OF EQUIPMENT BY BUILDING NUMBER THAT THE CONTRACTOR WILL USE TO MEET THE PERFORMANCE REQUIREMENTS.))

The Government will furnish facilities, equipment, subsistence and the initial quantity of expendable/durable supplies as Government Furnished Property (GFP) along with services specified in this section IAW the "Government Property" clause. Specified GFP and services shall only be used in the performance of this contract. The Contractor shall not be responsible for "fair wear and usage " of GFP.

C.3.2. Property Control Plan.

((NOTE #1: DELETE THIS PARA IF YOU HAVE A REQUIREMENT FOR DFA SERVICE ONLY.))

((NOTE #2: THE PROPERTY CONTROL PLAN MUST BE SUBMITTED FOR GOVERNMENT APPROVAL EITHER AS A PART OF THE PROPOSAL OR AS A SEPARATE SUBMISSION AFTER AWARD. THIS WILL DEPEND ON THE METHOD OF CONTRACTING USED. A RFP SHOULD REQUIRE THAT THE PLAN BE SUBMITTED WITH THE PROPOSAL IF GFP IS SIGNIFICANT ENOUGH TO WARRANT EVALUATION OF THE PLAN PRIOR TO AWARD. OTHERWISE, IT SHOULD BE SUBMITTED TO THE CONTRACTING OFFICER AFTER AWARD OF THE CONTRACT AND BEFORE START OF PERFORMANCE.))

Develop, maintain, and implement a Property Control Plan (PCP).

Standards:

IAW FAR Subpart 45.5

PCP is submitted in writing to the Government with proposal submission (See TE 4).

The Property Administrator (PA) implements approved PCP.

C.3.3. Official Property Records.

((NOTE: YOU MUST DETERMINE WHO WILL BE THE GOVERNMENT PROPERTY ADMINISTRATOR (GPA) AND WHO WILL MAINTAIN THE OFFICIAL PROPERTY BOOK RECORDS FOR THE GFP IN THIS CONTRACT. TYPICALLY, THIS IS A CONTRACTOR FUNCTION IN A FFS AND M&FP SERVICE CONTRACT; HOWEVER, THE GOVERNMENT MAY RETAIN THIS FUNCTION. USE THIS PARA IF THE CONTRACTOR WILL HAVE THE RESPONSIBILITY FOR THE OFFICIAL PROPERTY RECORDS. DELETE THIS PARA IF THE GOVERNMENT WILL MAINTAIN THE RECORDS AND COMPLETE THE ANNUAL REPORT.))

The Contractor shall accept and account for all GFP listed in this contract.

Standards:

DFARS Subpart 45.5.

Approved PCP.

C.3.4 **Changes.** Change inventories of GFP.

Standard: “Changes” and “Government Property” clauses.

C.3.5. **Liability.** Report GFP that is lost, damaged, destroyed or consumed in excess quantities.

Standards:

((FAR Clause 52.245-2 Government Property (Fixed-Price Contracts.))

((FAR Clause 52.245-5 Government Property (Cost Reimbursement Contracts.))

AFARS 45.503.

Notify the GPA by verbal means upon discovery of loss, damaged and unaccountable GFP.

Provide written report within 2 days of verbal notification.

Letter of Fact and Finding submitted to the Contracting Officer within 15 days after discovery of lost, damaged, destroyed, or consumed in excess, GFP.

C.3.5.1. **Reconciliation.** Reconcile loss, damaged, destroyed or consumed in excess quantities of GFP.

Standards:

AFARS Part 45.

Contracting Officer’s determination of liability.

Original acquisition cost of the property deducted from contract invoice.

C.3.6. **Leased/Rented Equipment.** Leased and rented equipment is considered GFP and is identified at TE 3.

C.3.7. **Equipment Manuals.** The Government will furnish equipment manufacturers operating manuals for equipment on-hand in each dining facility.

C.3.8. **Equipment Warranties.** Equipment manufacturers or dealers will perform warranty repairs on new equipment. Should unauthorized maintenance or repairs be made, which voids the warranty, the Contractor shall be responsible.

C.3.9. **Supplies.** The Government will furnish an initial inventory of expendable durable supplies listed at TE (**insert number**).

C.3.10. **Subsistence.** The Government will furnish all subsistence items through a food distribution contractor (prime vendor) and local vendors; e.g. bread, milk, soda, ice and ice cream; that will make scheduled deliveries to each dining facility. Vendors are required to off load items on the load dock. Prior to start of performance, the Government will furnish a delivery schedule for each dining facility. Subsistence is GFP and must be accountable until consumed.

C.3.11. **Services.**

((NOTE: YOU MUST REVIEW THIS LIST OF SERVICES AND MODIFY IT TO MEET YOUR REQUIREMENTS. ADD ANY OTHER SERVICES THAT ARE APPLICABLE TO THIS CONTRACT AND DELETE SERVICES THAT ARE NOT PROVIDED BY THE INSTALLATION. ACCESS TO DATA SERVICES; I.E, INTERNET, EMAIL; MAY BE FURNISHED FOR OFFICIAL USE PROVIDED THE NEED AND CAPACITY EXISTS. AUTHORIZED SERVICES MUST BE STATED IN THE CONTRACT AS GOV'T FURNISHED SERVICES. SPECIFY HERE IF APPLICABLE.))

The Government will furnish: all utilities, local mail distribution; class "C" telephones, telephone lines dedicated for transmission of AFMIS automated data; internet/email capability, laundry service for curtains/tablecloths; grease and refuse collection; grease interceptor cleaning; grease disposal; veterinary support, pest control services, police and fire protection.

C.3.11.1. **Maintenance.** Maintenance, repair, and replacement of GFP will remain the responsibility of the Government with the exception of minor operator maintenance.

((NOTE #1: YOU MUST MAKE DISTINCTIONS BETWEEN DINING FACILITIES WITH FFS, M&FP AND DFA SERVICES, WHAT SUPPLIES THE GOVERNMENT WILL FURNISH. SPECIFY CONTRACTOR FURNISHED ITEMS AND SERVICE, TO INCLUDE CLEANING SUPPLIES, AT SECTION C.4.))

((NOTE #2: USE THE FOLLOWING PARA IF YOU HAVE A REQUIREMENT FOR M&FP SERVICES.))

C.3.11.2. **Military DFA Services.** *The Government will furnish military personnel and supervision to perform DFA services in facilities where the Contractor is providing M&FP services.*

C.3.11.3. **Emergency Medical Treatment.** Government medical treatment will be available as the first point of medical care for on the job injuries. Employees injured on the job may use (**insert local medical facility, address, building number and telephone number**) on a reimbursable basis.

C.3.11.4. Transportation and Personnel for Remote Site Feeding. The Government will furnish transportation, drivers and personnel to serve meals at remote sites. Complete DD Form 1544, Cash Meal Payment Sheet, and DA Form 3032, Signature Headcount Sheet will be completed and returned to the contractor.

C.3.11.5. Performance Assessment. The Government will monitor the Contractor's performance to determine the effectiveness of the Contractor's quality control program/system. The Performance Assessment Plan (PAP) is an attachment for information.

C.3.11.6. Food Management Assistance Team (FMAT) Visits. A Dept. of the Army, FMAT may evaluate individual dining facilities to determine effectiveness and efficiency of the overall installation food program.

C.3.11.7. Veterinary Service. Installation medical authority representatives will randomly inspect food service operations for compliance with sanitation standards of TB MED 530.

C.3.11.8. Assistance. The Government will furnish technical assistance and training as specified in this contract.

C.3.12. Publications. The Government will provide publications and forms listed in Section C.6.

((NOTE #1: YOU MUST SPECIFY BELOW IF YOU WILL PROVIDE INSULATED FOOD CONTAINERS AND VACUUM JUGS FOR MEALS FOR REMOTE SITE FEEDING. LIST ALL ITEMS AT TE 2 AND IDENTIFIED ITEMS BY QUANTITY, MFG, MAKE AND MODEL NUMBER.))

((NOTE #2: YOU MUST SPECIFY IN THE PARA BELOW IF THE GOVERNMENT WILL FURNISH THE CONTRACTOR A SEPARATE REFRIGERATOR FOR EMPLOYEE LUNCHES.))

C.3.13. Miscellaneous Items. The Government will furnish the following items: replacement light bulbs; menu display boards with letters and numbers; education materials in the form of posters and table displays; emergency medical service as stated in Section C.1. and all items required for self-help activities except hand tools.

C.3.13.1. Project Office.

((NOTE: SPECIFY HERE THE LOCATION AND BUILDING NUMBER OF THE PROJECT MANAGERS OFFICE.))

C.3.13.2. Outside Storage.

((NOTE: YOU MUST SPECIFY HERE IF STORAGE FACILITIES SUCH AS OUT BUILDINGS AND CONEX BOXES WILL BE FURNISHED TO THE

**CONTRACTOR FOR STORING
AND VACUUM JUGS.))**

INSULATED FOOD CONTAINERS

C.3.13.3. Tablecloths.

**((NOTE: YOU MUST DECIDE WHETHER TABLECLOTHS WILL BE USED,
WHO WILL PROVIDE THEM, FREQUENCY/STANDARD FOR
USE/REPLACEMENT AND SPECIFY IN THIS PARA. THE DECISION SHOULD
BE BASED ON AN ECONOMIC ANALYSIS, CONSIDERING THE INITIAL
COST/RENTING AND LAUNDRY SERVICE. IF GOVERNMENT FURNISHES
TABLECLOTHS, YOU MUST SPECIFY WHO WILL BE RESPONSIBLE FOR
LAUNDERING AND/OR DRY CLEANING THEM. SPECIFY ABOVE IF THE
GOVERNMENT WILL BE RESPONSIBLE FOR THIS SERVICE.))**

**SECTION C.4
CONTRACTOR FURNISHED ITEMS**

C.4.3. **Expendable/Durable Supplies.**

((NOTE: YOU MUST IDENTIFY AT TE 5, EITHER THE ANNUAL BREAKAGE AMOUNT OR AN ESTIMATE OF THE DOLLAR AMOUNT EXPENDED ON THESE ITEMS OVER A PERIOD OF A YEAR.))

Furnish and maintain an inventory of expendable supplies identified at TE 5. **Note that the annual (insert the breakage amount or the dollar amount) is provided.** The Contractor has the option of either furnishing paper products or manually washing dinnerware upon power or mechanical failures.

Standards:

Supplies are maintained in each dining facility to meet performance requirements. Contractor furnished supplies are equal to the quality of the items furnished by the Government.

Year-end inventory levels are 100% in compliance with initial (beginning year) inventories.

C.4.4. **Office Equipment, Supplies and Tools.** Furnish office equipment, supplies, and tools necessary to meet performance requirements.

C.4.5. **Decorative Materials.** Furnish appropriate decorations for Thanksgiving, Christmas and the Army's Birthday.

SECTION C.5.1
SPECIFIC TASKS
FULL FOOD SERVICE (FFS)

((NOTE #1: EACH INSTALLATION MUST CAREFULLY REVIEW ALL SERVICES LISTED IN THIS SECTION. EACH PARA MUST BE ANALYZED TO ENSURE IT IS APPLICABLE AND SUFFICIENT TO MEET THE SPECIFIC NEEDS OF THE INSTALLATION. CARE MUST BE EXERCISED IN DEVELOPING THESE REQUIREMENTS TO ENSURE THAT THE GOVERNMENT NEEDS ARE ADEQUATELY BUT NOT OVERLY STATED. THE CONTRACTOR WILL NOT HAVE TO RELY ON THE DAILY DIRECTION OF THE GOVERNMENT TO PERFORM.))

((NOTE: #2: IF YOUR INSTALLATION ONLY HAS A REQUIREMENT FOR FULL FOOD SERVICES ELIMINATE SECTIONS C.5.2 AND C.5.3.))

((NOTE #3: THE ADMINISTRATION FUNCTIONS IN THIS SECTION HAVE BEEN DEVELOPED FOR USE WITH THE ARMY FOOD MANAGEMENT INFORMATION SYSTEM (AFMIS). IF YOU DO NOT HAVE AFMIS AT YOUR INSTALLATION, YOU MUST CHANGE THE ADMINISTRATION REQUIREMENTS TO COINCIDE WITH THE MANUAL ACCOUNTING SYSTEM.))

C.5.1.1. Menu Planning.

((NOTE #1: YOU MUST DETERMINE YOUR INSTALLATION MENU DEVELOPMENT REQUIREMENTS AND SPECIFY THEM IN THIS PARA. YOU MAY SPECIFY A CYCLIC MENU OR LEAVE THE MENU PLANNING TO EACH MANAGER TO DEVELOP FOLLOWING THE STANDARDS BELOW.))

((NOTE #2: IF YOU HAVE REQUIREMENTS FOR BOTH A LA CARTE AND TRADITIONAL MEAL SERVICE YOU MUST SPECIFY BOTH IN THIS PARAGRAPH. BE SURE TO DEFINE YOUR REQUIREMENTS CLEARLY AND SEPARATELY FOR EACH MENU. AN A LA CARTE MENU GUIDE IS PROVIDED AT TE 9.))

((NOTE #3: THE SHORT ORDER MENU IS MANADATORY FOR LUNCH AND OPTIONAL FOR DINNER. YOU MUST DECIDE AND STATE YOUR REQUIREMENTS HERE.))

#1 - Plan menus for regular, short order, fitness (low calorie), (**carryout, brunch, supper, midnight and special meals**) to meet the following performance requirements:

Standards:

Menus are 100% in compliance with the following:
AR 30-22, DA Pam 30-22, FM 10-23-2

Regular Breakfast Menu:

2 assorted 100% fruit juices
5 assorted fresh fruits (bananas daily)
1 hot cereal
6 whole grain cold cereals (3 with sugar coating and 2 folate 100% fortified)
1 meat item rotated daily, PLUS bacon and cream beef daily
Pasteurized eggs, eggs to order, assorted omelets and cholesterol-free eggs
2 starches (potato item daily)
Pancakes, French toast or waffles
2 breakfast pastries – raised or cake donut and sweet roll or pastry item
Whole grain muffin; 4 assorted breads, biscuits, bagels and English muffins
Hot (fresh baked) biscuits, rolls or muffins offered (**insert number**) breakfasts a week
Butter and margarine
Coffee; tea; milk
Low fat yogurt and required fitness menu items (see below)
Condiments – 2 jams or jellies, peanut butter, and low-fat cream cheese

((NOTE: IF YOU HAVE A REQUIREMENT FOR A BREAKFAST BAR, SPECIFY YOUR REQUIREMENTS IN A PARA HERE.))

Regular Lunch and Dinner Menu:

1 soup – cream or broth
2 meat entrees (1 baked, roasted or broiled) with appropriate sauces or gravies
2 starches (potato item daily)
2 cooked vegetables – dark green or deep yellow
Salad bar and 3 pre-portioned salads (not including short order items)
Assorted dressings - 2 fat-free or low calorie, vinegar and oil
2 seasonal fresh fruits varied between the lunch-dinner meals
4 desserts - 2 of which shall be pie, cake or pastry items and 2 of which shall be fitness oriented, e.g., chilled fruit, frozen yogurt, gelatin or pudding
3 assorted breads – 1 whole grain loaf and 2 others - hot rolls, cornbread, garlic bread or biscuits
(hot biscuits, rolls or muffins offered at least (**insert number**) lunch and (**insert number**) dinner meals per week)
Butter and margarine, jams, jellies
Variety of hot and cold beverages – coffee, tea, water, juice, carbonated drinks and milk
Appropriate condiments – butter, margarine, jams and jellies

Lunch & Dinner Short Order Menu:

1 soup – cream or broth
Chili con carne
6 different sandwiches or meat entrees – 3 grilled, 2 cold deli and 1 low fat entrée daily (hamburgers, cheeseburgers and hot dogs each meal)
3 starches - French fries, onion rings and assorted chips
Appropriate condiments – butter, margarine, jams and jellies

Salads, desserts, and beverages shall be the same as offered for the regular lunch and diner menu

Salad Bar Menu:

Leafy green salad with 10 fresh toppings
Lettuce, tomatoes, carrots, cucumbers and 6 additional vegetables rotated daily
Cooked egg
Breadcrumbs (croutons)
Bacon bits
Cheese
Cottage cheese
Lemon slices
Parmesan and Romano cheese
7 dressings; 5 regular, 2 low fat/no fat; in addition to oil and vinegar

Fitness (Low Calorie) Menu:

500 calories for regular meals
450-650 calories per short order meals
1900 calories per day total for both regular and short order meals
Fitness menu shall be offered in conjunction with the regular and short order meals

((NOTE: FOR A LA CARTE SERVICE, USE THE FOLLOWING STANDARDS.))

A la Carte Menu:

Standard breakfast, lunch and dinner items
Standard short order and fitness items
Seasonal items - either cyclic or a rotational basis
Main entrees shall include a combination and variety of low and high priced items
One low priced entrée, starch, vegetable and fitness item offered at lunch and dinner daily
(Low priced items shall vary between high fat and high sodium; e.g., fried foods and preserved meats)

Carryout Menu:

Regular and short order menu items
Commercially prepared meals (pre-packaged vendor sack lunches)
Meals prepared in advanced using in-house ingredients

Special Menus:

Appropriate items to support ethnic meals, super suppers, theme meals, organizational events
and holiday meals (in addition to Thanksgiving and Christmas)

((NOTE: ELIMINATE THE BRUNCH AND SUPPER MENU IF NOT A REQUIREMENT AT YOUR INSTALLATION.))

Brunch Menu:

((NOTE: THE BRUNCH MEAL SHOULD BE OFFERED OVER AN EXTENDED SERVING PERIOD, BEGINNING NO LATER THAN 0930 AND REMAIN UNTIL 1300. IN ADDITION TO THE COMBINED MENU STANDARDS, EXPANDED MENU SELECTIONS SHOULD BE OFFERED FOR BOTH THE FIRST AND SECOND HALF OF THE BRUNCH. THE SECOND HALF OF THE BRUNCH PERIOD SHOULD BEGIN AT THE SAME TIME THE NORMAL DAILY LUNCH IS SERVED. INCLUDE STANDARDS FOR SERVING THIS MENU UNDER FOOD SERVING.))

Combination of the regular breakfast and lunch menus, short order and salad bar menus stated above in addition to the following:

First half of the brunch serving period:

Pancakes, French toast and waffles (1 required for the entire brunch serving period)
Bacon, creamed beef and minute steak (ham, sausage links or patties are optional)
(2 required for the entire brunch serving period)
2 types of potatoes (1 required for the entire brunch serving period)
Hot fruit cobbler or crisp

Second half of the brunch serving period:

4 entrées to include 1 roasted or baked entrée, 1 cooked to order entrée, and 1 reduced fat/low calorie entrée (or meatless/vegetarian entrée upon demand), and 1 other
1 roasted or baked entrée carved on the line and a cooked to order entrée required for the entire brunch serving period
2 types of potatoes (1 required for the entire brunch serving period)
(Another starch may be substituted for a potato item)

Supper Menu:

((NOTE: THE SUPPER MEAL SHOULD BEGIN 4 HOURS FOLLOWING THE END OF THE SCHEDULED BRUNCH MEAL. THE SERVING PERIOD SHOULD LAST 90 MINUTES. INCLUDE STANDARDS FOR SERVING THIS MENU UNDER FOOD SERVING.))

Combination lunch, short order and salad bar menus stated above in addition to the following:

Lunch

1 soup; cream or broth
4 entrées; 1 roasted or baked entrée, 1 cooked to order entrée, 1 reduced fat/low calorie entrée (or meatless/vegetarian entrée upon demand), and 1 other
3 starches; 2 potatoes, plus 1 other
3 cooked vegetables; 1 dark green or deep yellow and 2 others
4 breads; 1 whole grain, 1 roll, biscuit, muffin, corn or garlic bread, and 2 others
5 desserts (cake, cookie, pie, pudding, gelatin and low-fat ice cream)
3 fruits; 2 fresh and 1 canned, frozen or dried

Appropriate condiments – butter, margarine, jams and jellies

Short Order

3 grilled entrées; hamburgers, cheeseburgers and hotdogs

2 starches; French fried potatoes and onion rings

Appropriate condiments to include 1 reduced fat (mayonnaise type) salad dressing

Midnight (4th Meal) Menu:

((NOTE: YOU MUST DECIDE IF MIDNIGHT MEALS WILL BE REQUIRED DURING THE LIFE OF THIS CONTRACT. IF THIS WILL BE A REQUIREMENT AT YOUR INSTALLATION YOU SHOULD SPECIFY THE MENU IN THIS PARA AND ESTABLISH A SEPARATE CLIN ON THE BID SCHEDULE TO PAY THE CONTRACTOR WHEN IT IS PROVIDED.))

1 soup – cream or broth

2 meat entrees (1 baked, roasted or broiled) with appropriate sauces or gravies

1 breakfast meat – bacon, sausage, creamed beef, ham or steak

3 grilled items - Pancakes, waffles and French toast

2 starches (potato item daily)

2 cooked vegetables – dark green or deep yellow

Short order stated above

Salad bar menu stated above

6 whole grain cold cereals (3 with sugar coating and 2 foliate 100% fortified)

4 assorted breads – 3 whole grain and 1 other - hot biscuits, rolls, cornbread, garlic bread

(hot biscuits, rolls cornbread or garlic bread offered at least (insert number) midnight meals per week

1 specialty bread - bagel, biscuit or English muffin

1 breakfast pastry

4 desserts - 2 of which shall be pie, cake or pastry items and 2 of which shall be fitness oriented, e.g., chilled fruit, frozen yogurt, gelatin or pudding

2 seasonal fresh fruits – banana and 1 other

2 fruit juices – orange and 1 other

3 varieties of yogurt

Appropriate condiments – butter, margarine, jams and jellies

Variety of hot and cold beverages – coffee, tea, water, juice, carbonate drinks and milk

#2 – Modify daily menus.

Standard: 100% compliance with installation policy.

#3 - Attend (**monthly/quarterly**) installation menu board meetings. Average length of menu board meetings is (**insert number**) hours.

Standard: AR 30-22.

#4 - Develop caloric values of menus.

Standard: AR 30-22.

C.5.1.2. **Receipt and Storage of Subsistence.** Provide service to meet the performance requirements below:

#1 - Receive, inspect and store subsistence.

Standards:

Chapter 13, FM 10-23-2, AR 30-22, DA Pam 30-22, TB MED 530.

DD Form 577 submitted (see TE 4)

Designated clerks are experienced or have received on-the job training.

Perishable subsistence received and stored within 30 minutes of receipt.

#2 – Verify subsistence identity and quantity.

Standard: Delivery tickets IAW items physically received.

#3 - Initiate Subsistence Vendor Contract Discrepancy Reports (SVCDR).

Standard: Complete SVCDR IAW AR 30-22.

#4 - Maintain subsistence inventories.

Standards:

Inventory level in each dining facility equals to or is less than the dollar value of 6 times the average daily earnings (1 day of inventory on-hand plus a 3-day delivery calculated based on the average daily earnings).

AR 30-22.

C.5.1.3. **Food Preparation.**

((NOTE #1: YOU MUST DETERMINE IF BRUNCH AND SUPPER MEALS WILL BE SERVED AT YOUR INSTALLATION IN-LIEU OF THE NORMAL 3-MEAL SERVING PERIODS AND ADD A PARA OF REQUIREMENTS HERE AND WORKLOAD DATA AT TE 2. THE BRUNCH AND SUPPER CONCEPT ARE WELL SUITED FOR WEEKENDS AND HOLIDAYS AND WILL REQUIRE ADDITIONAL FOOD PREPARATION FOR BOTH (2) MEAL PERIODS. IF THE BRUNCH MEAL IS SERVED, THE SUPPER MEAL MUST ALSO BE SERVED.))

((NOTE #2: YOU MUST DETERMINE IF A MIDNIGHT MEAL WILL BE REQUIRED AT YOUR INSTALLATION AND ADD A PARA OF REQUIREMENTS HERE AND WORKLOAD DATA AT TE 2. THE SERVING OF A MIDNIGHT MEAL WILL NOT BE ESTABLISHED TO SUPPORT PERSONNEL RECEIVING BAS.))

((NOTE #3: IF YOU HAVE A REQUIREMENT FOR AN A LA CARTE DINING FACILITY OPERATION YOU MUST SPECIFY THE FOOD PREPARATION REQUIREMENTS BELOW.))

Provide food preparation service for all menus to meet the performance requirements below:

C.5.1.3.1. **Regular Menu.** Prepare regular menu items.

C.5.1.3.2. **Short Order Menu.** Prepare short order menu items.

C.5.1.3.3. **Breakfast Bar and Salad Bar Menu.** Prepare breakfast and salad bar menu items.

C.5.1.3.4. **Deserts and Baked Goods Menu.** Prepare deserts and baked goods specified on the menu.

((NOTE: ELIMINATE THIS REQUIREMENT IF COMMERCIAL ITEMS WILL BE EXCLUSIVELY USED IN LIEU OF IN-HOUSE BAKING.))

C.5.1.3.5. **Other Food Preparation.** Prepare items specified on the following menus: **(fitness, carry out (box lunches), special, brunch, supper suppers, midnight and A la Carte items).**

Food Preparation Standards For All Products:

TB MED 530.

AFMIS TM 10-412.

Menu standards listed at C.5.11 above.

Standing operating procedures (SOPs) and product preparation instructions approved and followed.

Liquid, frozen, or dried egg products used as ingredient for cooking and baking.

Shell eggs used for eggs to order and hard cooked eggs.

Deserts and baked goods prepared within 24 hours of scheduled service.

FM 10-23-2.

(Individual items merchandized for A la Carte service are wrapped and sealed.)

C.5.1.4. **Headcount/Cashier.** Provide headcount/cashier service to meet the performance requirements below:

#1 - Perform headcount and control entry.

Standards:

AR 30-22.

Comply with procedures IAW (**insert reference publication**) 100% of the time.

#2 – Maintain change funds.

Standard: Adequate change is immediately available for all cash customers 100% of the time.

#3 - Maintain headcount/cashier instructions and forms at each station.

Standards:

AR 30-22, DA Pam 30-22

Standard Operating Procedure (SOP) with sample forms at each station.

#4 - Maintain diner flow.

Standard: IAW rates specified at C.5.1.5.

C.5.1.4.1. Employee Meals. Employees may purchase their meals during work shift.
Standard: Standard meal rate.

C.5.1.4.2. Family Member Meals.

((NOTE: IF FAMILY MEMBERS OF CONTRACTOR PERSONNEL ARE NOT PERMITTED TO PURCHASE HOLIDAY MEALS, DELETE THIS PARA.))

Family members (of those employees scheduled to work during the holidays) may purchase Thanksgiving and Christmas Holiday meals.

Standard: Standard meal rate.

((NOTE: FOR A LA CARTE SERVICE, ADD THE FOLLOWING REQUIREMENTS HERE AND INCLUDE PROCEDURES OR POLICY AT TE 10.))

Enter all menu items into cash registers at the correct selling price.

Displayed the selling price of each item.

Provide each diner a receipt of sales.

Implement a manual accounting system for cash register and computer malfunctions.

Close out registers and turn in cash.

Standard: IAW TE 10.

C.5.1.5. Food Serving.

((NOTE #1: YOU MUST DETERMINE IF BRUNCH AND SUPPER MEALS WILL BE SERVED AT YOUR INSTALLATION IN LIEU OF THE NORMAL 3-MEAL SERVING PERIODS AND ADD A PARA OF REQUIREMENTS HERE AND WORKLOAD DATA AT TE 2. THE BRUNCH AND SUPPER CONCEPT ARE WELL SUITED FOR WEEKENDS AND HOLIDAYS AND WILL REQUIRE EXTENDED SERVING HOURS FOR BOTH MEAL PERIODS. IF THE BRUNCH MEAL IS SERVED, THE SUPPER MEAL MUST ALSO BE SERVED.))

((NOTE #2: YOU MUST DETERMINE IF A MIDNIGHT MEAL WILL BE REQUIRED AT YOUR INSTALLATION AND ADD A PARA OF REQUIREMENTS HERE AND WORKLOAD DATA AT TE 2. THE SERVING OF A MIDNIGHT MEAL WILL NOT BE ESTABLISHED TO SUPPORT PERSONNEL RECEIVING BAS.))

((NOTE #3: YOU MUST DETERMINE THE DINER FLOW RATE IAW WITH THE DESIGN AND CONFIGURATION OF YOUR DINING FACILITIES.))

((NOTE #4: FOR A LA CARTE SERVICE, ADD THE FOLLOWING REQUIREMENTS TO THE NEXT PARAGRAPH:

All food items shall be merchandised and individually priced per serving.

Standard: Selling price shall be used to advertise all items.))

Provide meal service to meet the performance requirements below:

#1- Serve meals and maintain self-service items, ice and beverages during designated meal serving periods (See TE-2).

Standards:

Approved menus.

TB MED 530.

AFMIS TM-412.

The regular menu is served at a rate of ((**insert number**)) diners per minute, per line.

The short order menu is served at a rate of ((**insert number**)) diners per minute, per line.

Minimum of 2 items from each food group available for service throughout the meal serving period.

Self-service items are available for diners without delay.

#2 - Provide dinnerware, utensils and trays to diners.

Standard: Clean and sanitized dinnerware, utensils and trays are available to diners without delay 100% during the schedule meal serving period.

#3 - Display nutrition posters, table tents and guide to good eating cards.

Standard: AR 30-22., DA Pam 30-22

#4 - Post menus with caloric values.

Standards:

AR 30-22., DA Pam 30-22

Caloric values are posted on all items prior to the schedule start of the meal serving period.

#5 - Set up, display food and break down serving lines.

Standards:

TB MED 530.

Serving lines are set up no earlier than ((**insert number**)) minutes prior to the schedule start of the meal period.

Breakdown of the serving lines begins within ((**insert number**)) minutes after last dinner is served, and completed within 60 minutes.

#6 - Serve special meals, at other than the assigned facility, see TE 2 for locations.

Standards

AR 30-1.

TB MED 530.

C.5.1.6. **Dining Room Service.** Provide dining room service to meet the performance requirements below:

#1 - Prepare, maintain and clean dining areas.

Standards:

TB MED 530.

Each diner is afforded a clean area to eat without delay.

Appropriate condiments are available without delay.

Condiment containers and napkin holders are visible clean and contain product.
Dining areas are clean prior to the scheduled start of the meal period and prior to closing for the day.

#2 – Provide clean dinnerware.

Standards:

Dinnerware protected from cross contamination.

Dinnerware is visibly free of grease, food particles and foreign matter prior to the start of the following scheduled meal period.

#3 - Clean spills and remove soiled dinnerware occasionally left by diners.

Standard: Spills cleaned and soiled trays bussed within 5 minutes of occurrence.

#4 - Clean dining room tables, chairs, booths (including chair legs, rungs and framework) walls, baseboards, window ledges, doors/doorframes, ceiling fans, TV's, pictures, wall art, artificial plants, light fixtures, globes/lenses, trophies/display cases, drapes/curtains and venetian blinds.

Standards:

Work performed weekly IAW the approved cleaning schedule.

Dining area and furniture are visibly free of dirt, grease, residue and food particles.

#5 – Display and remove holiday decorations.

Standard: Contractor furnished decorations are displayed on the day of the Army's birthday and 2-weeks prior to Thanksgiving and Christmas.

((NOTE: ADD THIS PARA IF YOU USE TABLE CLOTHS OR PLASTIC COVER.S.

#6 - Remove and replace tablecloths when stained or heavily soiled.

Standard: *Tablecloths are clean and in place by the scheduled start of each meal serving period.))*

((NOTE: ADD THIS PARA IF MOBILE TRAY CARTS ARE USED.

#7 - Buss and replace tray carts during meal serving periods.

Standard: *Space available, without diner delay, for soiled trays 100% of the time.))*

C.5.1.7. **Administration.**

((NOTE: FOR A LA CARTE SERVICE, ADD THE FOLLOWING ADMINISTRATIVE REQUIREMENTS:

Individually price all menu items for a la carte service IAW TE 10 and enter selling prices in the cash register system.

Update menu boards with menus and selling price of each item.

Record the actual amount of subsistence prepared, served, discarded or returned as a leftover.

Standard: *Menu prices entered in cash register system and menu boards posted prior to the schedule start of each meal serving period.))*

Perform administrative services to meet the performance requirements below:

#1 - Manage dining facility operations using the AFMIS automated record keeping system.

Standard: The AFMIS automated record keeping system is used IAW AIS Manual 25-L37-AJK-ATT-EM-4, End User Manual for Army Food Management Information Systems Dining Facility Operations, changes 1 thru (**insert No. 4 or latest change & date**).

#2 – Order subsistence to meet menu requirements.

Standards:

Complete orders to support menus are released to the installation TISO on time 100% of the time. AR 30-22, DA Pam 30-22.

#3 - Maintain files, current publications, forms, SOPs, training records and infrequent cleaning schedules.

Standards:

AR 25-400-2, The Modern Army Record Keeping System (MARKS).
Cleaning schedules are maintained current and followed by employees.

#4 - Deliver submittals and reports.

Standard: As required by TE 4.

#5 - Perform manual accounting and data collection when minicomputers or AFMIS fails.

Standard: AR 30-22, DA Pam 30-22.

#6 - Enter manually generated data in AFMIS.

Standard: Manual headcount documents are dated, time stamped and entered manually within 48 hours once AFMIS is back on line.

#7 - Maintain and care for GFP.

Standards:

GFP, Section C.3.

Approved QC Plan.

Inventories are 100% accurate to the initial inventory.

Dining Facility Equipment Inventory Report, DA 3988-R, maintained at 100% accuracy in each facility.

((NOTE: NON-AFMIS USERS USE THE FOLLOWING: GFP INVENTORY REPORTS ARE SUBMITTED FOR EACH DINING FACILITY TO THE COR WITHIN 5 DAYS FOLLOWING THE END OF THE QUARTER.))

#8 – Maintain equipment maintenance logs.

Standards:

DA PAM 738-750.

Maintenance Request Register, DA Form 2405 is current and accurate 100% in each facility.

#9 - Notify the COR whenever the Directorate of Public Works (DPW) fails to respond to a service call.

Standard: 1-hour if emergency and 72 hours for all others.

#10 - Receive and account for DD Form 1544, Cash Meal Payment Book.

Standard: AR 30-22, DA Pam 30-22.

#11 - Invoice the Government.

Standard: Invoices conform to bid schedule (meal service excludes employee and family member meals, seconds, commercial prepackaged meals and operational rations).

#12 - Purchase and stock each facility with expendable items and cleaning supplies.

Standards:

Initial inventory levels of expendable/durable items listed at TE 5 are maintained by line item at **(insert the percentage of cost or within a number of items.)**

Cleaning supplies are available in each dining facility to meet performance requirements.

#13 - Issues commercial prepackaged meals and enhancements.

Standard: Complete meals, fruit and beverage included, are issued IAW unit request 100% of the time.

((NOTE: THE FOLLOWING REQUIREMENT IS ONLY APPLICABLE TO CONUS CONTRACTS. DELETE THIS REQUIREMENT IF YOUR CONTRACT WILL BE PERFORMED OUTSIDE OF THE U.S.))

#14 - Comply with the Service Contract Act of 1965.

Standards:

Labor report filed with the Contracting Officer by 15 Oct annually for all personnel employed from 1 Oct to 30 Sep of the current year.

Employees identified by their hire date, occupational classes, rate of pay (including overtime), fringe benefits and wage classification equal to their continuous service with the company and it's predecessor.

Employee records are current within 7 days of hire date.

((NOTE: ADD THE FOLLOWING REQUIREMENTS IF OPERATIONAL RATIONS ARE ORDERED, RECEIVED AND ISSUED AT YOUR DINING FACILITIES.

#15 - Issue and account for operational rations in each dining facility.

Standards:

Chapter 5, FM10-23, AR 30-22, DA Pam 30-22.

Ration Control Sheets (DA Form 5914-R) submitted monthly within 24 hours of the end of each month.

16 - Report all operational rations which are suspect of poor quality, deterioration or any other undesirability or fitness related circumstances.

Standard: *Unsatisfactory Material Report (UMR), DD Form 1608, and supporting documentation submitted to the COR within 24 hours of occurrence (see TE 4).*

C.5.1.8. **Food Service Equipment and Utensil Cleaning.** Clean food service equipment and utensils to meet performance requirements below:

#1 - Clean all non-food contact surfaces.

#2 – Clean and sanitize all food contact surfaces.

#3 – Clean/sanitize equipment and utensils as applicable using mechanical, manual or the in-place method.

#4 – Air-dry equipment and utensils after items have been cleaned and sanitized.

#5 – Protect clean and sanitized equipment and utensils from contamination between uses.

Standards for #1 thru #5 above:

TB MED 530.

Equipment and utensils clean to sight and touch.

Clean & sanitized dinnerware available without delay to all diners during meal serving period.

Equipment manufacture's technical manuals - recommended cleaning and sanitizing products.

National Sanitation Foundation Standard Number 3, Dishwashing Machine

#6 - Notify the COR in the event of power or mechanical failures and when the final rinse contact temperature in dishwashing machines cannot be maintained at 160°F.

Standard: 100% upon occurrence.

#7 – Provide single use dinnerware when mechanical or manual cleaning/sanitizing cannot be maintained; i.e., mechanical or electrical failures.

Standard: 100% of occurrences during power or mechanical failures.

#8 - Drain, clean, filter and replace fat/oil in fryers.

Standards:

TB MED 530

Oil is free of food particles and a strong odor upon start of cooking each day and does not cause food to smoke during the cooking process.

Used fats/cooking grease is disposed in government provided containers.

#9 - Clean and sanitize storage compartments of ice making machines.

Standards:

TB MED 530.

FM 10-23-2.

Storage compartments/cabinets cleaned monthly IAW approved cleaning schedule.

Surfaces are clean to sight (and free from mold) and touch.

C.5.1.9. **Facility Maintenance and Sanitation.** Perform the following tasks as part of the daily operation to meet the performance requirements:

((NOTE #1: CHECK WITH DPW TO DETERMINE WHAT SUPPORT THEY PROVIDED AND DETERMINE WHAT REQUIREMENTS YOU WILL NEED TO INCLUDE IN THIS CONTRACT. IF DPW DOES NOT MAINTAIN THE LAWN AREAS, SHRUBBERY, OR REMOVE LEAVES, SAND, SNOW, ADD REQUIREMENTS AND STANDARDS HERE.))

((NOTE #2: YOU DETERMINE THE SQUARE FOOTAGE OF ALL FLOOR AREAS BY LOCATION AND TYPE FLOOR COVERING; E.G., VINYL TILE, NONSKID CERAMIC TILE, CARPET, ETC AND SPECIFY THIS INFORMATION IN TE 2. MODIFY THIS SECTION ACCORDING TO YOUR NEEDS; E.G. ELIMINATE CARPET CLEANING AND SHAMPOOING IF YOU DO NOT HAVE CARPET.))

#1 - Clean floors and floor coverings in all areas (See TE 2).

Standards:

TB MED 530.

Floor areas, entry mats and non-slip mats are visibly clean at the scheduled start of each meal period and prior to closing for the day.

#2 - Wax and buff floors.

Standards:

Work is performed IAW the approved cleaning schedule.

Floors are visibly free of dirt, gum, grease, streaks, scuffmarks, mop strings, old wax build-up and have a smooth gloss finish.

#3 - Maintain cleaning supplies.

Standards:

TB MED 530.

Supplies on hand in each dining facility to perform cleaning tasks (see TE 6).

100% compliance with Title 29, CFR 1910.1200.

#4 – Properly store chemicals and cleaning supplies.

Standard: TB MED 530

#5 - Discard garbage, refuse and grease.

Standard: Garbage, refuse and grease are disposed of within **(insert number)** hours following the end of each scheduled meal serving period and prior to closing for the day.

#6 - Clean grease traps.

Standard: Grease traps clean and free of accumulations of grease, scum and residue prior to the first dishwashing operation of the day.

#7 - Empty and clean garbage (**and recycle**) containers.

Standard: Garbage cans are emptied, cleaned and new liners installed following each scheduled meal period. (**Recycle containers are cleaned after they are emptied.**)

#8 - Clean restrooms, hand washing stations and employee locker rooms.

Standards:

TB MED 530

Fixtures, partitions, and mirrors are visibly free of dirt, grime, grease, residue and foreign matter, prior to the schedule start of each meal serving period and prior to closing of day.

Trash has been removed and new liners installed in waste containers.

Dispensers are supplied with manufacture's recommended products.

Paper towels, toilet tissue and soap are available during operations 100% of the time.

#9 - Clean exhaust hoods and filters to prevent accumulation of grease and oily sludge.

Standards:

TB MED 530.

Hood filters are cleaned IAW the approved cleaning schedule.

Filters are visibly free of food particles, grease, and oily sludge following cleaning.

#10 – Clean walls, ceilings and doors.

Standards:

Walls, ceilings and doors visibly free of dust, dirt, grease and food particles.

TB MED 530

#11 - Remove and re-install drapes/curtains.

Standard: Draperies/curtains removed or reinstalled within 72 hours notice by COR.

#12 – Perform minor building and food service equipment maintenance.

Standards:

AR 420-22.

Food service equipment, furniture, and structure is safe and in good repair.

Facility maintenance requests reported to the Director of Public Works (DPW) and recorded in Maintenance Request Register, DA 2405 100% upon occurrence.

#13 – Conduct effective integrated pest management.

Standards:

TB MED 530

Grass is cut and dead fall (tree branches/debris) is removed within 25 feet of dining facility.

#14 - Clean loading docks and surrounding grounds.

Standards:

TB MED 530.

Outside areas and 10 feet surrounding dumpsters are visibly free of trash, cigarette butts, raw food/ingredients, food waste, and foreign matter at the scheduled start of the lunch meal serving period.

#15 - Notify Government of utility and equipment failures.
Standard: COR notified orally within 30 minutes of occurrence, 100% of the time.

#16 - Remove (**snow and ice, or sand**) from sidewalks and access areas.
Standard: (**Snow and ice, or sand**) is partially removed from sidewalks, and access areas within 25 feet of the dining facilities during precipitation, and completely removed within 2 hours after precipitation stops.

((NOTE: IF YOUR INSTALLATION IMPLEMENTS A RECYCLING PROGRAM, YOU SHOULD INCLUDE PROVISIONS FOR RECYCLING HERE; E.G., SEPARATION, HANDLING AND DISCARD OF DIFFERENT MATERIALS. IDENTIFY YOUR RECYCLING REQUIREMENTS AND STANDARDS AND TAILOR THIS PARA TO YOUR REQUIREMENTS.))

#17 – Recycle cardboard, office paper, newspaper, glass, plastic, tin cans, and aluminum (cans, containers and foil).

Standards

Recyclable items managed IAW installation policy.
Recycle containers are emptied when full.

#18 - **Floor Stripping.** Strip, clean, wax, and buff floors.

Standards:

Work performed when ordered by the Contracting Officer (See CLIN on Bid Schedule). Floors have a smooth gloss finish and gum, grease, streaks, scuffmarks and wax build-up have been removed.

#19- **Carpet Shampooing.** Vacuum and shampoo carpets and mats.

Standards:

Work performed when ordered by the Contracting Officer (See CLIN on Bid Schedule). Carpet free of dirt, food particles, stains, and foreign matter.

#20 - **Window Cleaning.** Clean windows and screens (**include storm windows if applicable**) inside and out to include frames.

Standards:

Cleaning performed IAW the schedule cleaning plan (ref C.1.14).
Water spots, streaks, smudges and foreign matter removed from glass.
Screens are free of pollen, dust, dirt, pine tags, lint and cleaning solution residual.

#21 – **Cleaning for Opening/Closing Facilities.** Clean facilities, equipment and move subsistence when dining facilities are opened and closed.

Standards:

TB MED 530.

Facilities clean to sight (upon completion of work) when ordered by the Contracting Officer (See CLIN on Bid Schedule).
Dining facility floors, equipment and furniture free of dust, dirt, food particles, grease, paper, debris and foreign matter.
Subsistence and supplies transferred and stored.

C.5.1.10. Major Equipment Maintenance:

((NOTE: USE THE FOLLOWING PARAGRAPHS IF YOU WANT THE CONTRACTOR TO PERFORM MAJOR FOOD SERVICE EQUIPMENT MAINTENANCE THAT INCLUDES, EMERGENCY SERVICE, INSTALLATION OF EQUIPMENT AND REPAIR PARTS.))

Perform maintenance and repair of equipment listed at TE 3 IAW the appropriate CLIN to meet performance requirements below:

Government Responsibilities.

- a. electrical power, panel board, circuit breakers (or magnetic contacts) and lines up to and including each piece of equipment.
- b. sewer lines from floor and wall drains.
- c. all gas, water and steam lines up to and including each piece equipment.
- d. repair of all walk-in refrigerators and freezers
- e. cleaning, maintenance and repair of exhaust ventilating system.
- f. repairs to facilities (buildings).
- g. equipment under warranty to include component parts

C.5.1.10.1. Preventive Maintenance (PM).

#1 - Develop and maintain an approved PM schedule.

Standard: Initial PM schedule submitted to the COR within 14 days prior to the start of contract performance and as changes occur.

#2 - Perform PM on all equipment listed at TE 3 consisting of inspecting, testing, calibrating, adjusting, lubricating and replacing parts to maintain equipment to manufacturer's standards.

Standards:

PM is scheduled and performed IAW the approved PM schedule.

Equipment is maintained IAW DA PAM 738-750 or manufactures instructions.

#3 - Identify, estimate and report in writing equipment repairs and new equipment replacement that is estimated to exceed the PM threshold.

Standard: Cost breakdown estimate received 100% of the time when new equipment and repair costs exceed the threshold of **(insert dollar amount.)**

#4 – Disconnect and tag inoperable or unserviceable equipment and notify facility manager.

Standard: Work performed and the manager notified within 4 hours 100% each occurrence.

#5 - Perform repairs above the PM threshold of **(insert dollar amount.)**

Standards:

Authorized work completed IAW the estimate.

Actual cost does not exceed the estimate by more than 10%.

C.5.1.10.2. Emergency Repairs.

#1 - Perform emergency service and complete the repairs anytime when called by an authorized government agent.

Standards:

Calling procedures identified and personnel are on-call.

Work is performed 100% of the time whenever cost is less than the threshold amount.

Response time for service calls is 1 hour from the time of recorded call to arrival on site.

#2 - Identify cause of systems and equipment failures/malfunctions and provide cost breakdown estimates when cost exceeds **(insert dollar amount.)**

Standard: 100% upon occurrence.

#3 - Notify the government when systems/equipment are unserviceable or when costs exceed the repair limit and provide an estimate of the repair or replacement cost.

Standards:

Work performed and the manager notified when equipment is unserviceable or when repairs cannot be made on the initial service call (within 24 hours) 100% each occurrence.

Written notification and cost estimate provided when equipment is unserviceable or when repairs exceed the repair limit.

C.5.1.10.3. Installation, Replacement and Removal of Equipment.

#1 - Remove, replace, install and test new equipment IAW the “changes” and “GFP” clauses.

Standards:

TB MED 530

Newly installed equipment has been connected to utilities, grounded and tested.

Assemble, install and connect equipment IAW manufacture’s recommendations/specifications.

#2 - Verify utility availability and obtain compatibility certificate for replacement equipment.

Standard: Receipt of utility certification from DPW.

#3 - Move equipment to/from the dining facility, government warehouses, loading docks or trucks.

Standard: New and replacement equipment has been moved and stored.

C.5.1.10.4. Replacement Parts and Materials.

#1 - Purchase parts and materials compatible with manufacture’s recommendations competitively.

Standard: Parts and materials are standard products of manufactures that regularly engage in the production of that particular end item.

#2 - Invoice the government at cost.

Standards:

Parts and materials are invoiced to the government at contractor cost including discounts, credits and rebates.

Cost is defined as the price paid to the manufacturer or dealer as evidenced by an invoice.

#3 - Notify the Contracting Officer when the CLIN for parts and materials will exceed eighty (80%) percent of the “not to exceed” amount.

Standard: Contracting Officer receives written notification prior to eighty (80%) of the CLIN funds being obligated.

C.5.1.11. **Quality Control (QC)**. Provide QC service to meet performance requirements below:

#1 - Conduct QC during performance.

Standards:

QC Plan has been approved by the contracting officer.

Management fully implements the approved QC Plan.

#2 – Survey diners and respond to diner comments.

Standard: Approved quality control plan.

#3 - Train personnel.

Standard: Personnel are trained IAW approved training plan.

#4 - Inspect and document tasks and services performed.

Standards:

Services listed on the PRS are inspected IAW American National Standard Sampling Procedures and Tables for Inspections by Attributes (ANSI/SQCZ1.4).

Performance is documented IAW contract standards 100% during inspection.

Deficiencies are corrected IAW contract standards.

#5 - Report government deficiencies.

Standard: Record on file of notification.

#6 - Report to the home office the QC workload conducted monthly and the quality levels (satisfactory and unsatisfactory) of each service.

Standard: Copy of monthly report submitted to the COR.

#7 – Correct noted discrepancies/defects and prevent them from reoccurring.

Standard: Action taken IAW the Contract Discrepancy Report (CDR).

C.5.1.12. **Meal Service for Remote Site Feeding**.

((NOTE #1: DELETE THE FOLLOWING PARAS AND RS-12 ON THE PRS (TE 1) IF YOUR INSTALLATION DOES NOT HAVE A REQUIREMENT FOR MEAL SERVICE FOR REMOTE SITE FEEDING (A RATIONS PREPARED IN THE DINING FACILITY FOR SHIPMENT TO THE FIELD). OTHERWISE, TAILOR THESE REQUIREMENTS TO MEET YOUR SPECIFIC NEEDS. YOU

SHOULD COORDINATE WITH ALL UNITS TO HAVE MEALS PICKED-UP AT THE DINING FACILITY AND CONTAINERS RETURNED. THIS WILL ELIMINATE CONTRACT TRANSPORTATION REQUIREMENTS, REDUCE CONTRACT COSTS AND RISK TO THE GOVERNMENT.))

((NOTE #2: MEAL SERVICE FOR REMOTE SITE FEEDING MAY BE INCLUDED IN THE DAILY OPERATING COST/PRICE OF EACH DINING FACILITY AND PAID UNDER THE APPLICABLE CLIN ON THE BID SCHEDULE. AN ALTERNATIVE TO THIS METHOD OF PRICING/PAYMENT, IS TO ESTABLISH A SEPARATE CLIN, BY DINING FACILITY OR FOR THE ANNUAL CONTRACT, AND PAY IAW THAT CLIN WHEN ACTUALLY PERFORMED. CONSIDER THE WORKLOAD AND FREQUENCY FOR THIS REQUIREMENT, THEN CONSULT YOUR CONTRACTING OFFICER.))

((NOTE #3: THE GOVERNMENT SHOULD PROVIDE TRANSPORTATION, HEADCOUNT AND SERVE FOOD IN SUPPORT OF MEAL SERVICE FOR REMOTE SITE FEEDING IAW SECTION C.3. GFP. HOWEVER, IF YOU HAVE A REQUIREMENT FOR THE CONTRACTOR TO PROVIDE THESE SERVICES, ADD YOUR REQUIREMENTS HERE AND CHANGE THE REQUIREMENTS IN SECTIONS C.3. AND C.4. ACCORDINGLY. ALSO, BE SURE TO INCLUDE WORKLOAD DATA AT TE 2 TO DESCRIBE REQUIREMENTS, FREQUENCIES, SIMULTANEOUS FEEDINGS AND LOCATIONS OF FIELD SITES.))

Provide Meal Service for Remote Site Feeding to meet performance requirements below:

#1 - Plan, prepare, package and label complete meals for remote site feeding.

Standards:

TB MED 530.

FM 10-23-2.

Food prepared IAW approved menu and standards at C.5.1.3.

Requested meals are coordinated through the COR.

#2 - Assemble and stage complete meals for pick-up.

Standard: Requested meals, serving instructions, utensils, single use items, refuse receptacles and trash bags are ready for government pick-up at requested time.

#3 - Clean and store soiled equipment upon return to the dining facility.

Standards:

Work performed IAW C.5.1.8.

Soiled food and beverage containers are clean to sight within **(insert number)** hours of return to the dining facility.

((NOTE: DINNER MEAL CONTAINERS SHOULD BE RETURNED PRIOR TO THE BREAKFAST MEAL THE FOLLOWING DAY.))

#4 - Prepare and provide hot and cold beverage service for remote site consumption.

Standards:

TB MED 530.

AR 30-1.

IAW local SOP.

Beverages, condiments and disposable items are ready for government pick-up at request time.

SECTION C.5.2
SPECIFIC TASKS
MANAGEMENT AND FOOD PRODUCTION (M&FP) SERVICE

((NOTE #1: EACH INSTALLATION MUST CAREFULLY REVIEW ALL SPECIFIC TASKS LISTED IN THIS SECTION. EACH PARA MUST BE ANALYZED TO ENSURE IT IS APPLICABLE AND SUFFICIENT TO MEET THE SPECIFIC NEEDS OF THE INSTALLATION. CARE MUST BE EXERCISED IN DEVELOPING THESE REQUIREMENTS TO ENSURE THAT GOVERNMENT NEEDS ARE ADEQUATELY BUT NOT OVERLY STATED. THE CONTRACTOR WILL NOT RELY ON THE DAILY DIRECTION OF THE GOVERNMENT TO PERFORM. YOU MUST STATE THE EQUIPMENT AND FLOOR CLEANING REQUIREMENTS OF THE CONTRACTOR IN RELATIONSHIP TO WHAT THE MILITARY DINING FACILITY ATTENDENTS (MDFA) WILL PERFORM.))

((NOTE: #2: IF YOUR INSTALLATION ONLY HAS A REQUIREMENT FOR M&FP SERVICES ELIMINATE SECTIONS C.5.1 AND C.5.3.))

((NOTE #3: THE ADMINISTRATION FUNCTIONS IN THIS SECTION HAVE BEEN DEVELOPED FOR USE WITH THE ARMY FOOD MANAGEMENT INFORMATION SYSTEM (AFMIS). IF YOU DO NOT HAVE AFMIS AT YOUR INSTALLATION, YOU MUST CHANGE THE ADMINISTRATION REQUIREMENTS TO COINCIDE WITH THE APPROPRIATE PARA OF AR 30-22.))

C.5.2.1. Menu Planning.

((NOTE #1: YOU MUST DETERMINE YOUR INSTALLATION MENU DEVELOPMENT REQUIREMENTS AND SPECIFY THEM IN THIS PARA. YOU MAY SPECIFY A CYCLIC MENU OR LEAVE THE MENU PLANNING TO EACH MANAGER TO DEVELOP FOLLOWING THE STANDARDS BELOW.))

((NOTE #2: IF YOU HAVE REQUIREMENTS FOR BOTH A LA CARTE AND TRADITIONAL MEALS SERVICE YOU MUST SPECIFY BOTH IN THIS PARAGRAPH. BE SURE TO DEFINE YOUR REQUIREMENTS CLEARLY AND SEPARATELY FOR EACH MENU. AN A LA CARTE MENU GUIDE IS PROVIDED AT TE 9.))

((NOTE #3: THE SHORT ORDER MENU IS MANADATORY FOR LUNCH AND OPTIONAL FOR DINNER. YOU MUST DECIDE AND STATE YOUR REQUIREMENTS HERE.))

#1 - Plan menus for regular, short order, fitness (low calorie), (**carryout, brunch, supper, midnight and special meals**) to meet the following performance requirements:
Standards:

Menus are 100% in compliance with the following:
AR 30-22, DA Pam 30-22, FM 10-23-2

Regular Breakfast Menu:

2 assorted 100% fruit juices
5 assorted fresh fruits (bananas daily)
1 hot cereal
6 whole grain cold cereals (3 with sugar coating and 2 folate 100% fortified)
1 meat item rotated daily, bacon and cream beef daily
Pasteurized eggs, eggs to order, assorted omelets and cholesterol-free eggs
2 starches (potato item daily)
Pancakes, French toast or waffles
2 breakfast pastries – raised or cake donut and sweet roll or pastry item
Whole grain muffin; 4 assorted breads, biscuits, bagels and English muffins
Hot (fresh baked) biscuits, rolls or muffins offered (**insert number**) breakfasts a week
Butter and margarine
Coffee; tea; milk
Low fat yogurt and required fitness menu items (see below)
Condiments – 2 jams or jellies, peanut butter, and low-fat cream cheese

((NOTE: IF YOU HAVE A REQUIREMENT FOR A BREAKFAST BAR, SPECIFY YOUR REQUIREMENTS IN A PARA HERE.))

Regular Lunch and Dinner Menu:

1 soup – cream or broth
2 meat entrees (1 baked, roasted or broiled) with appropriate sauces or gravies
2 starches (potato item daily)
2 cooked vegetables – dark green or deep yellow
Salad bar and 3 pre-portioned salads (not including short order items)
Assorted dressings - 2 fat-free or low calorie, vinegar and oil
2 seasonal fresh fruits varied between the lunch-dinner meals
4 desserts - 2 of which shall be pie, cake or pastry items and 2 of which shall be fitness oriented, e.g., chilled fruit, frozen yogurt, gelatin or pudding
3 assorted breads – 1 whole grain loaf and 2 others - hot rolls, cornbread, garlic bread or biscuits
(hot biscuits, rolls or muffins offered at least (**insert number**) lunch and (**insert number**) dinner meals per week)
Butter and margarine, jams, jellies
Variety of hot and cold beverages – coffee, tea, water, juice, carbonated drinks and milk
Appropriate condiments – butter, margarine, jams and jellies

Lunch & Dinner Short Order Menu:

1 soup – cream or broth
Chili con carne
6 different sandwiches or meat entrees – 3 grilled, 2 cold deli and 1 low fat entrée daily (hamburgers, cheeseburgers and hot dogs each meal)
3 starches - French fries, onion rings and assorted chips
Appropriate condiments – butter, margarine, jams and jellies
Salads, desserts, and beverages shall be the same as offered for the regular lunch and diner menu

Salad Bar Menu:

Leafy green salad with 10 fresh toppings
Lettuce, tomatoes, carrots, cucumbers and 6 additional vegetables rotated daily
Cooked egg
Breadcrumbs (croutons)
Bacon bits
Cheese
Cottage cheese
Lemon slices
Parmesan and Romano cheese
7 dressings; 5 regular, 2 low fat/no fat; in addition to oil and vinegar

Fitness (Low Calorie) Menu:

500 calories for regular meals
450-650 calories per short order meals
1900 calories per day total for both regular and short order meals
Fitness menu shall be offered in conjunction with the regular and short order meals

((NOTE: FOR A LA CARTE SERVICE, USE THE FOLLOWING STANDARDS.))

A la Carte Menu:

Standard breakfast, lunch and dinner items

Standard short order and fitness items

Seasonal items - either cyclic or a rotational basis

Main entrees shall include a combination and variety of low and high priced items

One low priced entrée, starch, vegetable and fitness item offered at lunch and dinner daily

(Low priced items shall vary between high fat and high sodium; e.g., fried foods and preserved meats)

Carryout Menu:

Regular and short order menu items
Commercially prepared meals (pre-packaged vendor sack lunches)
Meals prepared in advanced using in-house ingredients

Special Menus:

Appropriate items to support ethnic meals, super suppers, theme meals, organizational events
and holiday meals (in addition to Thanksgiving and Christmas)

((NOTE: ELIMINATE THE BRUNCH AND SUPPER MENU IF NOT A REQUIREMENT AT YOUR INSTALLATION.))

Brunch Menu:

((NOTE: THE BRUNCH MEAL SHOULD BE OFFERED OVER AN EXTENDED SERVING PERIOD, BEGINNING NO LATER THAN 0930 AND REMAIN UNTIL 1300. IN ADDITION TO THE COMBINED MENU STANDARDS, EXPANDED MENU SELECTIONS SHOULD BE OFFERED FOR BOTH THE FIRST AND SECOND HALF OF THE BRUNCH. THE SECOND HALF OF THE BRUNCH PERIOD SHOULD BEGIN AT THE SAME TIME THE NORMAL DAILY LUNCH IS SERVED. INCLUDE STANDARDS FOR SERVING THIS MENU UNDER FOOD SERVING.))

Combination of the regular breakfast and lunch menus, short order and salad bar menus stated above in addition to the following:

First half of the brunch serving period:

Pancakes, French toast and waffles (1 required for the entire brunch serving period)
Bacon, creamed beef and minute steak (ham, sausage links or patties are optional)
(2 required for the entire brunch serving period)
2 types of potatoes (1 required for the entire brunch serving period)
Hot fruit cobbler or crisp

Second half of the brunch serving period:

4 entrées to include 1 roasted or baked entrée, 1 cooked to order entrée, and 1 reduced fat/low calorie entrée (or meatless/vegetarian entrée upon demand), and 1 other
1 roasted or baked entrée carved on the line and a cooked to order entrée required for the entire brunch serving period
2 types of potatoes (1 required for the entire brunch serving period)
(Another starch may be substituted for a potato item)

Supper Menu:

((NOTE: THE SUPPER MEAL SHOULD BEGIN 4 HOURS FOLLOWING THE END OF THE SCHEDULED BRUNCH MEAL. THE SERVING PERIOD SHOULD LAST 90 MINUTES. INCLUDE STANDARDS FOR SERVING THIS MENU UNDER FOOD SERVING.))

Combination lunch, short order and salad bar menus stated above in addition to the following:

Lunch

1 soup; cream or broth
4 entrées; 1 roasted or baked entrée, 1 cooked to order entrée, 1 reduced fat/low calorie entrée (or meatless/vegetarian entrée upon demand), and 1 other
3 starches; 2 potatoes, plus 1 other
3 cooked vegetables; 1 dark green or deep yellow and 2 others
4 breads; 1 whole grain, 1 roll, biscuit, muffin, corn or garlic bread, and 2 others
5 desserts (cake, cookie, pie, pudding, gelatin and low-fat ice cream)
3 fruits; 2 fresh and 1 canned, frozen or dried
Appropriate condiments – butter, margarine, jams and jellies

Short Order

3 grilled entrées; hamburgers, cheeseburgers and hotdogs
2 starches; French fried potatoes and onion rings
Appropriate condiments to include 1 reduced fat (mayonnaise type) salad dressing

Midnight (4th Meal) Menu:

((NOTE: YOU MUST DECIDE IF MIDNIGHT MEALS WILL BE REQUIRED DURING THE LIFE OF THIS CONTRACT. IF THIS WILL BE A REQUIREMENT AT YOUR INSTALLATION YOU SHOULD SPECIFY THE MENU IN THIS PARA AND ESTABLISH A SEPARATE CLIN ON THE BID SCHEDULE TO PAY THE CONTRACTOR WHEN IT IS PROVIDED.))

1 soup – cream or broth
2 meat entrees (1 baked, roasted or broiled) with appropriate sauces or gravies
1 breakfast meat – bacon, sausage, creamed beef, ham or steak
3 grilled items - Pancakes, waffles and French toast
2 starches (potato item daily)
2 cooked vegetables – dark green or deep yellow
Short order stated above
Salad bar menu stated above
6 whole grain cold cereals (3 with sugar coating and 2 foliate 100% fortified)
4 assorted breads – 3 whole grain and 1 other - hot biscuits, rolls, cornbread, garlic bread
(hot biscuits, rolls cornbread or garlic bread offered at least (insert number) midnight meals per week
1 specialty bread - bagel, biscuit or English muffin
1 breakfast pastry
4 desserts - 2 of which shall be pie, cake or pastry items and 2 of which shall be fitness oriented, e.g., chilled fruit, frozen yogurt, gelatin or pudding
2 seasonal fresh fruits – banana and 1 other
2 fruit juices – orange and 1 other
3 varieties of yogurt
Appropriate condiments – butter, margarine, jams and jellies
Variety of hot and cold beverages – coffee, tea, water, juice, carbonate drinks and milk

#2 – Modify daily menus.

Standard: 100% compliance with installation policy.

#3 - Attend (**monthly/quarterly**) installation menu board meetings. Average length of menu board meetings is (**insert number**) hours.

Standard: AR 30-22.

#4 - Develop caloric values of menus.

Standard: AR 30-22.

C.5.2.2. **Receipt and Storage of Subsistence.** Provide service to meet the performance requirements below:

#1 - Receive, inspect and store subsistence.

Standards:

FM 10-23-2, AR 30-22, DA Pam 30-22, TB MED 530.

Designated clerks (experienced or have received on-the job training) receive subsistence.
Perishable subsistence received and stored with 30 minutes of receipt.

#2 – Verify subsistence.

Standard: Delivery tickets IAW items ordered.

#3 - Initiate Subsistence Vendor Contract Discrepancy Reports (SVCDR).

Standard: Complete SVCDR IAW (**insert local regulation or SOP for prime vendor deliveries**).

#4 - Maintain subsistence inventories.

Standards:

Inventory level in each dining facility equals to or is less than the dollar value of 4 times the average daily earnings (1 day of inventory on-hand plus a 3-day delivery calculated based on the average daily earnings).

AR 30-22.

#5 - Notify the Veterinary Activity upon discovery of food that has exceeded the expiration date.

Standard: TB MED 530.

#6 - Notify the government in the event of emergency utility/equipment failures.

Standard: COR notified orally within 30 minutes of occurrence.

C.5.2.3. Food Preparation.

((NOTE #1: YOU MUST DETERMINE IF BRUNCH AND SUPPER MEALS WILL BE SERVED AT YOUR INSTALLATION IN-LIEU OF THE NORMAL 3-MEAL SERVING PERIODS AND ADD A PARA OF REQUIREMENTS HERE AND WORKLOAD DATA AT TE 2. THE BRUNCH AND SUPPER CONCEPT ARE WELL SUITED FOR WEEKENDS AND HOLIDAYS AND WILL REQUIRE ADDITIONAL FOOD PREPARATION FOR BOTH (2) MEAL PERIODS. IF THE BRUNCH MEAL IS SERVED THE SUPPER MEAL MUST ALSO BE SERVED.))

((NOTE #2: YOU MUST DETERMINE IF A MIDNIGHT MEAL WILL BE REQUIRED AT YOUR INSTALLATION AND ADD A PARA OF REQUIREMENTS HERE AND WORKLOAD DATA AT TE 2. THE SERVING OF A MIDNIGHT MEAL WILL NOT BE ESTABLISHED TO SUPPORT PERSONNEL RECEIVING BAS.))

((NOTE #3: IF YOU HAVE A REQUIREMENT FOR AN A LA CARTE DINING FACILITY OPERATION YOU MUST SPECIFY THE FOOD PREPARATION REQUIREMENTS BELOW.))

Provide food preparation service for all menus to meet the performance requirements below:

C.5.2.3.1. **Regular Menu.** Prepare regular menu items.

C.5.2.3.2. **Short Order.** Prepare short order menu items.

C.5.2.3.3. **Breakfast Bar and Salad Bar.** Prepare breakfast and salad bar menu items.

C.5.2.3.4. **Deserts and Baked Goods.** Prepare deserts and baked goods specified on the menu.

((NOTE: ELIMINATE THIS REQUIREMENT IF COMMERCIAL ITEMS WILL BE EXCLUSIVELY USED IN LIEU OF IN-HOUSE BAKING.))

C.5.2.3.5. **Other Food Preparation.** Prepare items specified on the following menus: **(fitness, carry out/box lunches, special, brunch, supper suppers, midnight and A la Carte items.)**

Food Preparation Standards For All Products:

TB MED 530.

AFMIS TM 10-412.

Standing operating procedures (SOPs) and product preparation instructions approved and followed.

Liquid, frozen, or dried egg products used only for cooking and baking.

Shell eggs used for eggs to order and hard cooked eggs.

Deserts and baked goods prepared within 24 hours of scheduled service.

FM 10-23-2.

(Individual items merchandized for A la Carte service are wrapped and sealed.)

C.5.2.4. **Headcount/Cashier.** Provide headcount/cashier service to meet the performance requirements below:

((NOTE: DELETE THIS PARAGRAPH IF HEADCOUNT/CASHIER SERVICE WILL BE PERFORMED AS PART OF THE MDFA SERVICE AND SUPERVISED BY A GOVERNMENT REPRESENTATIVE.))

#1 - Perform headcount and control entry.

Standards:

AR 30-22, DA Pam 30-22.

Comply with procedures IAW (**insert reference publication**) 100% of the time.

#2 – Maintain change funds.

Standard: Adequate change is immediately available for all cash customers 100% of the time.

#3 - Maintain headcount/cashier instructions and forms at each station.

Standards:

Standard Operating Procedure (SOP) with sample forms at each station.

AR 30-22, DA Pam 30-22.

#4 – Maintain diner flow.

Standard: IAW rates specified at C.5.2.5.

C.5.2.4.1. Employee Meals. Employees may purchase their meals during work shift.

Standard: Standard meal rate.

C.5.2.4.2. Family Member Meals.

((NOTE: IF FAMILY MEMBERS OF CONTRACTOR PERSONNEL ARE NOT PERMITTED TO PURCHASE HOLIDAY MEALS, DELETE THIS PARA.))

Family members (of those employees scheduled to work during the holidays) may purchase Thanksgiving and Christmas Holiday meals.

Standard: Standard meal rate.

((NOTE: FOR A LA CARTE SERVICE, ADD THE FOLLOWING REQUIREMENTS HERE AND INCLUDE PROCEDURES OR POLICY AT TE 10.

Enter all menu items into cash registers at the correct selling price.

Displayed the selling price of each item.

Provide each diner a receipt of sales.

Implement a manual accounting system for cash register and computer malfunctions.

Close out registers and turn in cash.

Standard: IAW TE 10.))

C.5.2.5. Food Serving.

((NOTE #1: DELETE THIS PARAGRAPH IF THE FOOD WILL BE SERVED AS PART OF THE MDFA SERVICE AND SUPERVISED BY A GOVERNMENT REPRESENTATIVE.))

((NOTE #2: YOU MUST DETERMINE IF BRUNCH AND SUPPER MEALS WILL BE SERVED AT YOUR INSTALLATION IN LIEU OF THE NORMAL 3-MEAL SERVING PERIODS AND ADD A PARA OF REQUIREMENTS HERE AND WORKLOAD DATA AT TE 2. THE BRUNCH AND SUPPER CONCEPT ARE WELL SUITED FOR WEEKENDS AND HOLIDAYS AND WILL REQUIRE EXTENDED SERVING HOURS FOR BOTH MEAL PERIODS. IF THE BRUNCH MEAL IS SERVED THAN THE SUPPER MEAL MUST ALSO BE SERVED.))

((NOTE #3: YOU MUST DETERMINE IF A MIDNIGHT MEAL WILL BE REQUIRED AT YOUR INSTALLATION AND ADD A PARA OF REQUIREMENTS HERE AND WORKLOAD DATA AT TE 2. THE SERVING OF A MIDNIGHT MEAL WILL NOT BE ESTABLISHED TO SUPPORT PERSONNEL RECEIVING BAS.))

((NOTE #4: YOU MUST DETERMINE THE DINER FLOW RATE IAW WITH THE DESIGN AND CONFIGURATION OF YOUR DINING FACILITIES.))

((NOTE #5: FOR A LA CARTE SERVICE, ADD THE FOLLOWING REQUIREMENTS TO THE NEXT PARAGRAPH:

All food items shall be merchandised and individually priced per serving. Standard: Selling price shall be used to advertise all items.))

Provide meal service to meet the performance requirements below:

#1- Serve meals and maintain self-service items, ice and beverages during designated meal serving periods (See TE-2).

Standards:

Approved menus.

TB MED 530.

AFMIS TM-412.

The regular menu is served at a rate of **((insert number))** diners per minute, per line.

The short order menu is served at a rate of **((insert number))** diners per minute, per line.

Minimum of 2 items from each food group available for service throughout the meal serving period.

Self-service items are available for diners without delay 100% during the schedule meal serving period.

#2 - Provide dinnerware, utensils and trays to diners.

Standard: Clean and sanitized dinnerware, utensils and trays are available without delay 100% during the schedule meal serving period.

#3 - Display nutrition posters, table tents and guide to good eating cards.

Standard: AR 30-22.

#4 - Post menus with caloric values.

Standard: AR 30-22.

#5 - Set up, display food and break down serving lines.

Standards:

TB MED 530.

Serving lines are set up no earlier than **((insert number))** minutes prior to the schedule start of the meal period.

Breakdown of the serving lines begins within **((insert number))** minutes after last dinner is served, and completed within 60 minutes.

#6 - Serve special meals, at other than the assigned facility, see TE 2 for locations.

Standards:

AR 30-22, TB MED 530., FM 10-23-2

C.5.2.6. **Administration.**

((NOTE: FOR A LA CARTE SERVICE, ADD THE FOLLOWING ADMINISTRATIVE REQUIREMENTS:

Individually price all menu items for a la carte service IAW TE 8 and enter selling prices in the cash register system.

Update menu boards with menus and selling price of each item.

Record the actual amount of subsistence prepared, served, discarded and returned as a leftover.

Standard: Menu prices entered in cash register system and menu boards posted prior to the schedule start of each meal serving period.))

Perform administrative services to meet the performance requirements below:

#1 - Manage dining facility operations using the AFMIS automated record keeping system.

Standard: The AFMIS automated record keeping system is used IAW AIS Manual 25-L37-AJK-ATT-EM-4, End User Manual for Army Food Management Information Systems Dining Facility Operations, changes 1 thru (**insert No. 4 or latest change & date.**)

#2 – Order subsistence to meet menu requirements.

Standards:

Complete orders to support menus are released to the installation TISO on time 100% of the time. AR 30-22, DA Pam 30-22.

#3 - Maintain files, current publications, forms, SOPs, training records and infrequent cleaning schedules.

Standards:

AR 25-400-2, The Modern Army Record Keeping System (MARKS).
Cleaning schedules are maintained current and followed by employees.

#4 - Deliver submittals and reports.

Standard: Data is submitted IAW TE 4.

#5 - Perform manual accounting and data collection when minicomputers or AFMIS fails.

Standard: AR 30-22, DA Pam 30-22.

#6 – Enter manual generated data in AFMIS.

Standard: Manual headcount documents are dated, time stamped and entered manually within 48 hours once AFMIS is back on line.

#7 - Maintain and care for GFP.

Standards:

GFP, Section C.3.

Approved QC Plan.

Inventories are 100% accurate to the initial inventory.

Dining Facility Equipment Inventory Report, DA 3988-R, maintained at 100% accuracy in each facility.

((NON-AFMIS USERS USE THE FOLLOWING: GFP INVENTORY REPORTS ARE SUBMITTED FOR EACH DINING FACILITY TO THE COR WITHIN 5 DAYS FOLLOWING THE END OF THE QUARTER.))

#8 – Maintain equipment maintenance logs.

Standards:

DA PAM 738-750.

Maintenance Request Register, DA Form 2405 is current and accurate 100% in each facility.

#9 - Notify the COR whenever the Directorate of Public Works (DPW) fails to respond to a service call.

Standard: 1-hour if emergency and 72 hours for all others.

#10 - Receive and account for DD Form 1544, Cash Meal Payment Book.

Standard: AR 30-22.

#11 - Invoice the Government.

Standard: Invoices conform to bid schedule (meal service excludes employee and family member meals, seconds, commercial prepackaged meals and operational rations).

#12 - Purchase and stock each facility with expendable/durable items and cleaning supplies.

Standards:

Initial inventory levels of expendable/durable items listed at TE 5 are maintained by line item at **(insert the percentage of cost or within a number of items.)**

Cleaning supplies are available in each dining facility to meet performance requirements.

#13 - Issues commercial prepackage meals and enhancements.

Standard: Complete meals, fruit and beverage included, are issued IAW unit request 100% of the time.

((NOTE: THE FOLLOWING REQUIREMENT IS ONLY APPLICABLE TO OCONUS CONTRACTS. DELETE THIS REQUIREMENT IF YOUR CONTRACT WILL BE PERFORMED OUTSIDE OF THE U.S.))

#14 - Comply with the Service Contract Act of 1965.

Standards:

Labor report filed with the Contracting Officer by 15 Oct annually for all personnel employed from 1 Oct to 30 Sep of the current year.

Employees identified by their hire date, occupational classes, rate of pay (including overtime), fringe benefits and wage classification equal to their continuous service with the company and it's predecessor.

Employee records are current within 7 days of hire date.

((NOTE: ADD THE FOLLOWING REQUIREMENTS IF OPERATIONAL RATIONS ARE ORDERED, RECEIVED AND ISSUED AT YOUR DINING FACILITIES

Issue and account for operational rations in each dining facility.

Standards:

AR 30-22, FM 10-23.

Ration Control Sheets (DA Form 5914-R) submitted monthly within 24 hours of the end of each month.

Report all operational rations which are suspect of poor quality, deterioration or any other undesirability or fitness related circumstances.

Standard: Unsatisfactory Material Report (UMR), DD Form 1608, and supporting documentation submitted to the COR within 24 hours of occurrence (see TE 4.)

C.5.2.7. Food Service Equipment Cleaning. Clean food preparation equipment used by cooks to meet performance requirements below:

#1 - Clean and sanitize cooking equipment (equipment used by cooks).

Standards:

TB MED 530.

Equipment clean to sight and touch.

Equipment manufacture's technical manuals.

#2 - Drain, clean, filter and replace fat/oil in fryers.

((NOTE: THIS IS A COOK REQUIREMENT AND SHOULD BE ELIMINATED FOR DFA SERVICE.))

Standards:

Oil is clear and free of food particles and a strong odor upon start of cooking each day and does not cause food to smoke during the cooking process.

Use fats/cooking grease is disposed in government provided containers.

C.5.2.8. Quality Control (QC). Provide QC service to meet performance requirements below:

#1 - Conduct QC during performance.

Standards:

QC Pan has been approved.

Management implementation IAW the approved QC Plan.

#2 - Train personnel.

Standard: Personnel are trained IAW approved training plan.

#3 - Inspect and document tasks and services performed.

Standards:

Services listed on the PRS are inspected IAW American National Standard Sampling Procedures and Tables for Inspections by Attributes (ANSI/SQCZI.4).

Performance is document IAW contract standards 100% during inspection.
Deficiencies are corrected IAW contract standards.

#4 - Report government deficiencies.

Standard: Record on file of notification.

#5 - Report to the home office the QC workload conducted monthly and the quality levels (satisfactory and unsatisfactory) of each service.

Standard: Copy of monthly report submitted to the COR.

#6 - Correct noted contract discrepancies/defects and prevent them from reoccurring.

Standard: Action taken IAW the Contract Discrepancy Report (CDR).

C.5.2.9. Meal Service for Remote Site Feeding.

((NOTE #1: DELETE THE FOLLOWING PARAS AND RS-16 ON THE PRS (TE 1) IF YOUR INSTALLATION DOES NOT HAVE A REQUIREMENT FOR MEAL SERVICE FOR REMOTE SITE FEEDING (A RATIONS PREPARED IN THE DINING FACILITY FOR SHIPMENT TO THE FIELD). OTHERWISE, TAILOR THESE REQUIREMENTS TO MEET YOUR SPECIFIC NEEDS. YOU SHOULD COORDINATE WITH ALL UNITS TO HAVE MEALS PICKED-UP AT THE DINING FACILITY AND CONTAINERS RETURNED. THIS WILL ELIMINATE CONTRACT TRANSPORTATION REQUIREMENTS, REDUCE CONTRACT COSTS AND RISK TO THE GOVERNMENT. CONTRACTORS ARE NOT AUTHORIZED TO PREPARE MEALS AT FIELD SITES USING FIELD EQUIPMENT.))

((NOTE #2: MEAL SERVICE FOR REMOTE SITE FEEDING REQUIREMENTS MAY BE INCLUDED IN THE DAILY OPERATING COST/PRICE OF EACH DINING FACILITY AND PAID UNDER THE APPLICABLE CLIN ON THE BID SCHEDULE. AN ALTERNATIVE TO THIS METHOD OF PRICING/PAYMENT, IS TO ESTABLISH A SEPARATE CLIN, BY DINING FACILITY OR FOR THE ANNUAL CONTRACT, AND PAY IAW THAT CLIN WHEN ACTUALLY PERFORMED. CONSIDER THE WORKLOAD AND FREQUENCY FOR THIS REQUIREMENT, THEN CONSULT YOUR CONTRACTING OFFICER.))

Provide meals for remote site feeding to meet performance requirements below:

#1 - Plan, prepare, package and label complete meals for meals for remote site feeding.

Standards:

TB MED 530.

FM 10-23-2.

Food prepared IAW approved menu and standards at C.5.2.3.

Requested meals are cleared through the COR.

#2 - Assemble and stage complete meals for pick-up.

Standard: Requested meals, serving instructions, utensils, single use items, refuse receptacles and trash bags are ready for government pick-up at request time.

#3 - Prepare and provide hot and cold beverage service for remote consumption.

Standards:

TB MED 530.

AR 30-22.

IAW local SOP.

Beverages, condiments and disposable items are ready for government pick-up at request time.

((NOTE: THE GOVERNMENT SHOULD PROVIDE TRANSPORTATION, HEADCOUNT AND SERVE FOOD IN SUPPORT OF MEAL SERVICE FOR REMOTE SITE FEEDING IAW SECTION C.3. GFP. HOWEVER, IF YOU HAVE A REQUIREMENT FOR THE CONTRACTOR TO PROVIDE THESE SERVICES, ADD YOUR REQUIREMENTS HERE AND CHANGE THE REQUIREMENTS IN SECTIONS C.3. AND C.4., ACCORDINGLY. ALSO, BE SURE TO INCLUDE WORKLOAD DATA AT TE 2 TO DESCRIBE REQUIREMENTS, FREQUENCIES, SIMULTANEOUS FEEDINGS AND LOCATIONS OF FIELD SITES.))

SECTION C.5.3
SPECIFIC TASKS
DINING FACILITY ATTENDANT (DFA) SERVICE

((NOTE #1: EACH INSTALLATION MUST CAREFULLY REVIEW ALL SPECIFIC TASKS LISTED IN THIS SECTION. EACH PARA MUST BE ANALYZED TO ENSURE IT IS APPLICABLE AND SUFFICIENT TO MEET THE SPECIFIC NEEDS OF THE INSTALLATION. CARE MUST BE EXERCISED IN DEVELOPMENT OF ALL CHANGES TO ENSURE PERSONAL TYPE SERVICES ARE NOT INCLUDED AND THAT THE NEEDS OF THE GOVERNMENT ARE ADEQUATELY BUT NOT OVERLY STATED.))

((NOTE: #2: IF YOUR INSTALLATION ONLY HAS A REQUIREMENT FOR DFA SERVICES ELIMINATE SECTIONS C.5.1 AND C.5.2. ALSO NOTE, SECTION C.3. WILL NOT APPLY TO THIS CONTRACT SINCE THE UNIT/ORGANIZATION OWNING THE DINING FACILITY WILL REMAIN RESPONSIBLE FOR GFP.))

C.5.3.1. General. The contractor shall be responsible for the performance of DFA services to the standards specified in this section.

C.5.3.2. **Government Responsibilities.**

((NOTE: YOU MUST DECIDE WHICH SERVICES WILL BE PROVIDED BY THE GOVERNMENT AND STATE THEM IN THIS PARAGRAPH. BE SURE TO IDENTIFY THE EQUIPMENT AND AREAS THAT THE GOVERNMENT WILL CLEAN.))

This paragraph is provided for information only. These duties will remain the responsibility of the Government:

C.5.3.2.1. Cleaning major items of food preparation equipment used by the cooks.

C.5.3.2.2. Cleaning fryers and recycling/changing grease.

C.5.3.2.3. Cleaning of the kitchen floors.

C.5.3.2.4. Cleaning and care of special equipment: cooks' knives, sharpening stones, meat slicers, vegetable slicing/dicing machines and all thermometers used in cooking.

C.5.3.2.5. Receiving and acceptance of subsistence.

C.5.3.3. **Subsistence Storage.** Provide service to meet the performance requirements below:

Store subsistence following acceptance by the Government.

Standards:

FM 10-23-2, TB MED 530.

Perishable items placed under refrigeration within 15 minutes of delivery acceptance.

C.5.3.4. **General Services.**

((NOTE: CHECK WITH YOUR MILITARY MANAGERS TO COORDINATE THE REQUIREMENTS OF THIS PARAGRAPH. DEFINE THE FOOD PREPARATION REQUIREMENTS HERE TO ELIMINATE THE RISK OF TRADE-OFFS DURING PERFORMANCE.))

Perform the following food preparation tasks to meet the performance requirements below:

- #1. Collect, wash and slice fruits and vegetables.
- #2. Plate deserts.
- #3. Set-up and breakdown breakfast bars and salad bars.
- #4. Set-up and breakdown serving lines and self-service areas.

Standards for #1 - #4 above):

TB MED 530.

AFMIS TM 10-412.

Standing operating procedures (SOPs) and product preparation instructions approved and followed.

C.5.3.5. **Headcount/Cashier.** Provide headcount/cashier service to meet the performance requirements below:

((NOTE: DELETE THIS PARAGRAPH IF THE MILITARY WILL PROVIDE THIS SERVICE.))

#1 - Perform headcount and control entry.

Standards:

AR 30-22, DA Pam 30-22.

Comply with procedures IAW (**insert reference publication**) 100% of the time.

#2 - Maintain change funds.

Standard: Adequate change is immediately available for all cash customers 100% of the time.

#3 - Maintain headcount/cashier instructions and forms at each station.

Standards:

AR 30-22, DA Pam 30-22.

Standard Operating Procedure (SOP) with sample forms at each station.

#4 – Maintain diner flow.

Standard: IAW ((C.5.3.6. of specify number of diners per minute)).

C.5.3.5.1. Employee Meals. Employees may purchase their meals during work shift.

Standard: Standard meal rate.

C.5.3.5.2. Family Member Meals.

((NOTE: IF FAMILY MEMBERS OF CONTRACTOR PERSONNEL ARE NOT PERMITTED TO PURCHASE HOLIDAY MEALS, DELETE THIS PARA.))

Family members (of those employees scheduled to work during the holidays) may purchase Thanksgiving and Christmas Holiday meals.

Standard: Standard meal rate.

((NOTE: FOR A LA CARTE SERVICE, ADD THE FOLLOWING REQUIREMENTS HERE AND INCLUDE PROCEDURES OR POLICY AT TE 10.

Enter all menu items into cash registers at the correct selling price.

Displayed the selling price of each item.

Provide each diner a receipt of sales.

Implement a manual accounting system for cash register and computer malfunctions.

Close out registers and turn in cash.

Standard: IAW TE 10.))

C.5.3.6. Food Serving.

((NOTE #1: DELETE THIS PARAGRAPH IF THE MILITARY WILL SERVE MEALS AND ATTEND TO THE SELF-SERVICE AREAS.))

((NOTE #2: YOU MUST DETERMINE IF BRUNCH AND SUPPER MEALS WILL BE SERVED AT YOUR INSTALLATION IN LIEU OF THE NORMAL 3-MEAL SERVING PERIODS AND ADD A PARA OF REQUIREMENTS HERE AND WORKLOAD DATA AT TE 2. THE BRUNCH AND SUPPER CONCEPT ARE WELL SUITED FOR WEEKENDS AND HOLIDAYS AND WILL REQUIRE EXTENDED SERVING HOURS FOR BOTH MEAL PERIODS. IF THE BRUNCH MEAL IS SERVED THE SUPPER MEAL MUST ALSO BE SERVED.))

((NOTE #3: YOU MUST DETERMINE IF A MIDNIGHT MEAL WILL BE REQUIRED AT YOUR INSTALLATION AND ADD A PARA OF REQUIREMENTS HERE AND WORKLOAD DATA AT TE 2. THE SERVING OF A MIDNIGHT MEAL WILL NOT BE ESTABLISHED TO SUPPORT PERSONNEL RECEIVING BAS.))

((NOTE #4: YOU MUST DETERMINE THE DINER FLOW RATE IAW WITH THE DESIGN AND CONFIGURATION OF YOUR DINING FACILITIES.))

((NOTE #5: FOR A LA CARTE SERVICE, ADD THE FOLLOWING REQUIREMENTS TO THE NEXT PARAGRAPH:

All food items shall be merchandised and individually priced per serving.
Standard: Selling price shall be used to advertise all items.))

Provide meal service to meet the performance requirements below:

#1- Serve meals and maintain self-service items, ice and beverages during designated meal serving periods (See TE-2).

Standards:

Approved menus.

TB MED 530.

AFMIS TM-412.

The regular menu is served at a rate of ((**insert number**)) diners per minute, per line.

The short order menu is served at a rate of ((**insert number**)) diners per minute, per line.

Minimum of 2 items from each food group available for service throughout the meal serving period.

Self-service items are available for diners without delay 100% during the schedule meal serving period.

#2 - Provide dinnerware, utensils and trays to diners.

Standard: Clean and sanitized dinnerware, utensils and trays are available to diners without delay 100% of the schedule meal serving period.

#3 - Set up, display food and break down serving lines.

Standards:

TB MED 530.

Serving lines are set up no earlier than (**insert number**) minutes prior to the schedule start of the meal period.

Breakdown of the serving lines begins within (**insert number**) minutes after last dinner is served, and completed within 60 minutes.

#4 - Serve special meals, at other than the assigned facility, see TE 2 for locations.

Standards

AR 30-22, FM 10-23-2.

TB MED 530.

C.5.3.7. **Dining Room Service.** Provide dining room service to meet the performance requirements below:

#1 - Prepare, maintain and clean dining areas.

Standards:

TB MED 530.

Each diner is afforded a clean area to eat without delay.

Appropriate condiments are available without delay.

Condiment containers and napkin holders are visibly clean and contain product.

Dining areas are clean prior to the scheduled start of the meal period and prior to closing for the day.

#2 – Clean tableware.

Standard: Condiment containers and dispensers are visibly free of grease, food particles and foreign matter prior to the start of the following scheduled meal period.

#3 - Clean spills and remove soiled dinnerware occasionally left by diners.

Standard: Spills cleaned and soiled trays bussed within 5 minutes of occurrence.

#4 - Clean dining room tables, chairs, booths (including chair legs, rungs and framework) walls, baseboards, window ledges, doors/doorframes, ceiling fans, TV's, pictures, wall art, artificial plants, light fixtures, globes/lenses, trophies/display cases, drapes/curtains and venetian blinds.

Standards:

Work performed weekly IAW the approved cleaning schedule.

Dining area and furniture are visible clean; free of dirt grease, residue and food particles.

#5 - Display and remove holiday decorations.

Standard: Contractor furnished decorations are displayed on the day of the Army's birthday and 2-weeks prior to Thanksgiving and Christmas.

((NOTE: ADD THIS PARA IF YOU USE TABLE CLOTHS OR PLASTIC COVERS.

#6 - Remove and replaced tablecloths when stained or heavily soiled.

Standard: *Tablecloths are clean and in place by the schedule start of each meal serving period.))*

((NOTE: ADD THIS PARA IF MOBILE TRAY CARTS ARE USED.

#7 - Buss and replace tray carts during meal serving periods.

Standard: *No diner is delayed from exiting the facility due to the non-availability of space on a cart for a soiled tray.))*

C.5.3.8. Food Service Equipment and Utensil Cleaning.

((NOTE: COOKS ARE REQUIRED TO CLEAN THE COOKING EQUIPMENT THEY USE IN CONJUNCTION WITH PREPARING FOOD. PANS, UTENSILS AND ALL NON-COOKING EQUIPMENT MUST BE SPECIFIED HERE.))

#1 - Clean all non-food contact surfaces.

#2 – Clean and sanitize all food contact surfaces.

#3 – Clean/sanitize equipment and utensils as applicable using mechanical, manual or the in-place method.

#4 – Air dry equipment and utensils after items have been cleaned and sanitized.

#5 – Protect clean and sanitized equipment and utensils from contamination between uses.

Standards for #1 thru #5 above:

TB MED 530.

Equipment and utensils clean to sight and touch.

Clean & sanitized dinnerware available without delay to all diners during meal serving period.

Equipment manufacture's technical manuals and recommended cleaning and sanitizing products.

National Sanitation Foundation Standard Number 3, Dishwashing Machine

#6 - Notify the COR in the event of power or mechanical failures and when the final rinse contact temperature in dishwashing machines cannot be maintained at 160°F.

Standard: 100% upon occurrence.

#7 – Provide single use dinnerware when mechanical or manual cleaning/sanitizing cannot be maintained; i.e., mechanical or electrical failures.

Standard: 100% of occurrences during power or mechanical failures.

#8 - Clean and sanitize storage compartments of ice making machines.

Standards:

TB MED 530.

FM 10-23-2.

Storage compartments/cabinets cleaned monthly IAW approved cleaning schedule.

Surfaces are clean to sight (and free from mold) and touch.

C.5.3.9. **Facility Maintenance and Sanitation.** Perform the following tasks as part of the daily operating costs to meet the performance requirements:

((NOTE #1: CHECK WITH DPW TO DETERMINE WHAT SUPPORT THEY PROVIDED AND DETERMINE WHAT REQUIREMENTS YOU WILL NEED TO INCLUDE IN THIS CONTRACT. IF DPW DOES NOT MAINTAIN THE LAWN AREAS, SHRUBBERY, OR REMOVE LEAVES, SAND, SNOW, ADD REQUIREMENTS AND STANDARDS HERE.))

((NOTE #2: YOU DETERMINE THE SQUARE FOOTAGE OF ALL FLOOR AREAS BY LOCATION AND TYPE FLOOR COVERING; E.G., VINYL TILE, NONSKID CERAMIC TILE, CARPET, ETC AND SPECIFY THIS INFORMATION IN TE 2. MODIFY THIS SECTION ACCORDING TO YOUR NEEDS; E.G. ELIMINATE CARPET CLEANING AND SHAMPOOING IF YOU DO NOT HAVE CARPET.))

#1 - Clean floors and floor coverings in all areas (See TE 2).

Standards:

TB MED 530.

Floor areas, entry mats and non-skid mats are visibly clean at the scheduled start of each meal period and prior to closing for the day.

#2 - Wax and buff floors.

Standards:

Work is performed IAW the approved cleaning schedule.

Floors are visibly free of dirt, gum, grease, streaks, scuffmarks, mop strings, old wax build-up and have a smooth gloss finish.

#3 - Maintain cleaning supplies.

Standards:

TB MED 530.

100% compliance with Title 29, CFR 1910.1200.

Supplies on hand in each dining facility to perform cleaning tasks (see TE 6).

#4 - Properly store chemicals and cleaning supplies.

Standard: TB MED 530

#5 - Discard garbage, refuse and grease.

Standard: Garbage, refuse and grease are disposed of within (**insert number**) hours following the end of each scheduled meal serving period and prior to closing for the day.

#6 - Clean grease traps.

Standard: Grease traps clean and free of accumulations of grease, scum and residue prior to the first dishwashing operation of the day.

#7 - Empty and clean garbage (**and recycle**) containers.

Standard: Garbage cans are emptied, cleaned and new liners installed following each scheduled meal period. (**Recycle containers are cleaned after they are emptied.**)

#8 - Clean restrooms, hand washing stations and employee locker rooms.

Standards:

TB MED 530

Fixtures, partitions, and mirrors are visibly free of dirt, grime, grease, residue and foreign matter, prior to the schedule start of each meal serving period and prior to closing of day.

Trash has been removed and new liners installed in waste containers.

Dispensers are supplied with manufacture's recommended products.

Disposable paper towels, toilet tissue and soap are available 100% of the time.

#9 - Clean exhaust hoods and filters to prevent accumulation of grease and oily sludge.

Standards:

TB MED 530.

Hood filters are cleaned IAW the approved cleaning schedule.

Filters are visibly free of food particles, grease, and oily sludge following cleaning.

#10 - Clean walls, ceilings and doors.

Standards:

Walls, ceilings and doors visibly free of dust, dirt, grease and food particles.

#11 – Remove and re-install drapes/curtains.

Standard: Draperies/curtains removed or reinstalled within 72 hours notice by COR.

#12 - Perform minor building and food service equipment maintenance.

Standards:

AR 420-22

Food service equipment, furniture, and structure is safe and in good repair.

Facility maintenance requests reported to the Director of Public Works and recorded in Maintenance Request Register, DA 2405 100% upon occurrence.

#13 – Conduct effective integrated pest management.

Standards:

TB MED 530

Grass is cut and dead fall (tree branches/debris) is removed within 25 feet of dining facility.

#14 - Clean loading docks and surrounding grounds.

Standards:

TB MED 530.

Outside areas and 10 feet surrounding dumpsters are visibly free of trash, cigarette butts, raw food/ingredients, food waste, and foreign matter at the scheduled start of the lunch meal serving period.

#15 – Notify the Government of utility and equipment failures.

Standard: COR notified orally within 30 minutes of occurrence, 100% of the time.

#16 - Remove (**snow and ice, or sand**) from sidewalks and access areas.

Standard: (**Snow and ice, or sand**) is partially removed from sidewalks, and access areas within 25 feet of the dining facilities during precipitation, and completely removed within 2 hours after precipitation stops.

((NOTE: IF YOUR INSTALLATION IMPLEMENTS A RECYCLING PROGRAM, YOU SHOULD INCLUDE PROVISIONS FOR RECYCLING HERE; E.G., SEPARATION, HANDLING AND DISCARD OF DIFFERENT MATERIALS. IDENTIFY YOUR RECYCLING REQUIREMENTS AND STANDARDS AND TAILOR THIS PARA TO YOUR REQUIREMENTS.))

#17 – Recycle cardboard, office paper, newspaper, glass, plastic, tin cans, and aluminum (cans, containers and foil).

Standard: Recyclable items deposited in the appropriate government containers by the scheduled start of the following meal period and prior to closing for the day.

#18 - **Floor Stripping**. Strip, clean, wax, and buff floors.

Standards:

Work performed when order by the Contracting Officer (See CLIN on Bid Schedule).

Floors are visibly free of dirt, gum, grease, streaks, scuff marks, mop strings, old wax and have a smooth gloss finish.

#19 - **Carpet Shampooing**. Vacuum, clean and shampoo carpet and mats.

Standards:

Work performed when ordered by the Contracting Officer (See CLIN on Bid Schedule).
Carpet visibly free of visible dirt, food particles, stains, and foreign matter.

#20 - **Window Cleaning**. Clean windows and screens (**include storm windows if applicable**) inside and out to include frames.

Standards:

Cleaning performed IAW the schedule cleaning plan (ref C.1.14).
Glass is visibly free of dirt, water spots, streaks, smudges and foreign matter.
Screens are free of pollen, dust, dirt, pine tags, lint and cleaning solution.

#21 – **Cleaning for Opening/Closing Facilities**. Clean facilities, equipment and move subsistence when dining facilities are opened and closed.

Standards:

TB MED 530.

Facilities clean to sight (upon completion of work) when ordered by the contracting officer (See CLIN on Bid Schedule).

Dining facility floors, equipment and furniture free of dust, dirt, food particles, grease, paper, debris and foreign matter.

Subsistence and supplies transferred and stored.

C.5.3.10. **Quality Control (QC)**. Provide QC service to meet performance requirements below:

#1 - Conduct QC during performance.

Standards:

QC Plan has been approved by the contracting officer.

Management fully implements the approved QC Plan.

#2 - Train personnel.

Standard: Personnel are trained IAW approved training plan.

#3 - Inspect and document all tasks and services performed.

Standards:

Services listed on the PRS are inspected IAW American National Standard Sampling Procedures and Tables for Inspections by Attributes (ANSI/SQCZI.4).

Performance is documented IAW contract standards 100% during inspection.

Deficiencies are corrected IAW contract standards.

#4 - Report government deficiencies.

Standard: Record on file of notification.

#5 - Report to the home office the QC workload conducted monthly and the quality levels (satisfactory and unsatisfactory) of each service.

Standard: Copy of monthly report submitted to the COR.

#6 - Correct noted contract discrepancies/defects and prevent them from reoccurring.
Standard: Action taken IAW the Contract Discrepancy Report (CDR).

June 7, 2007



Interim Change to

**DEPARTMENT OF THE ARMY
PROTOTYPE (PART I)
PERFORMANCE WORK
STATEMENTS (PWS)
FOR
CONTRACT COOK SUPPORT AND DINING FACILITY
ATTENDANT (CS + DFA) SERVICE WITHIN MILITARY
OPERATED DINING FACILITIES
PERFORMANCE-BASED SERVICE
ACQUISITIONS**

*Installation Management Command
Office of the G4, Chief of Staff*

INSTRUCTIONS

FOR USE

1. Current Army mission requirements have resulted in many installations experiencing a shortage of military cooks available to support their total food service requirements. Units preparing for deployment or returning from deployment must address the training, preparation and re-integration needs of food service personnel as well as all other unit members. Within consolidated dining facilities deploying units take cooks out of operational facilities yet the facility remains open to support Soldiers remaining at the installation. This has created a need for the use of contract cooks to supplement the Army Food Operations Personnel.

2. The preferred methodology to address this problem is to consolidate remaining food service personnel into the number of facilities they can manage and then turn any additional requirements for dining facilities over to a contractor under a Full Food Service contract.

3. Some installations have found it necessary to co-mingle military and contract cooks in the same facility. This is the least desirable solution to this problem and presents a distinct set of challenges for development and administration of the contract.

a. Within "**Services Contracts**" The Federal Acquisition Regulation (FAR) is clear in its ban on "personal services contracts". These are defined as functions performed by government personnel i.e.; Military and contract cooks in the same facility performing the same tasks. Further definition is the determination of a "master servant relationship". This is defined as "who supervises who". Contractor personnel cannot supervise military personnel as they are not employees of the government. The reverse is true in that military supervisors cannot direct the performance of the contractor. These are Federal regulations based in US law and are not the purview of the Army to change without congressional action. Specifically:

1) **Service Contracts.** (FAR) 37.101 defines a service contract as one that directly engages the time and effort of a contractor whose primary purpose is to perform an identifiable task rather than furnish an end item of supply.

(2) **Personal Service Contracts.** A contract that by its written terms or as administered causes the contracted personnel to appear to be government employees. Contracted personnel are subject to continuous supervision and control of a government officer or employee. (FAR 37.104)

(3) **Non-Personal Service Contracts.** A contract under which contractor employees are not subject, either by the contract terms or by the manner of daily administration, to the supervision or control of government employees. (FAR 37.104)

b. The contracting officer must determine in writing that the services to be performed under the contract are non-personal in nature before entering into the contract. It is the requiring activity's responsibility to provide the contracting officer with a suitable performance work statement (PWS) indicating "what is to be done" and NOT "how to do it". Care and consideration in the separation of duties must include recognition of the requirement for military cooks to remain proficient in food preparation. Acceptance or rejection of the contractor's performance must be based solely on whether job performance meets standards established in the contract or not. Challenges do not end with the development of a proper PWS. Despite the way the contract is written a

“personal services” contract can be created through improper day to day administration. If the actual daily practice within the dining facility is for contractor employees to take their orders from government personnel then an illegal personal services will be created.

4. These prohibitions on the supervision of contracted employees by government personnel and vice - versa clearly presents the food service operator and the requiring installation with challenges in the development of the contract and in the day to day administration of the contract. This section has been developed to address the challenge in identifying the requirements. Installation Food Program Managers and each Food Operations Sergeant operating a dining facility must be responsible for the daily administration of the contract.

5. Enclosed in this section are those requirements (tasks and standards) suitable for contractor performance under this type of contract arrangement. ***EACH INSTALLATION MUST CAREFULLY REVIEW ALL SERVICES LISTED IN THIS SECTION. EACH PARAGRAPH MUST BE ANALYZED TO ENSURE IT IS APPLICABLE AND SUFFICIENT TO MEET THE SPECIFIC NEEDS OF THE INSTALLATION. CARE MUST BE EXERCISED IN DEVELOPING THESE REQUIREMENTS TO ENSURE THAT THE GOVERNMENT NEEDS ARE ADEQUATELY BUT NOT OVERLY STATED. WHEN THESE ARE PROPERLY CONSTRUCTED THE CONTRACTOR WILL NOT HAVE TO RELY ON THE DAILY DIRECTION OF THE GOVERNMENT TO PERFORM. THE FUNCTIONS OF THE MILITARY PERSONNEL AND THE CONTRACTOR PERSONNEL MUST BE STRICTLY DIVIDED. THIS WILL BE ACCOMPLISHED BY REMOVING ANY TASK HEREIN THAT IS TO BE RESERVED FOR MILITARY COOKS. WHAT SHOULD DRIVE THESE DECISIONS ARE THE SIZE AND ABILITY OF THE REMAINING MILITARY STAFF. WHAT REMAINS WILL BE YOUR REQUIREMENTS FOR THE CONTRACTOR TO INCLUDE DFA SERVICES.***

**SECTION C.5.4
SPECIFIC TASKS
CONTRACT COOK SUPPORT & DINING FACILITY ATTENDANT (CS+DFA)
SERVICE**

((NOTE: EACH INSTALLATION MUST CAREFULLY REVIEW ALL SPECIFIC TASKS LISTED IN THIS SECTION. EACH PARAGRAPH MUST BE ANALYZED TO ENSURE IT IS APPLICABLE AND SUFFICIENT TO MEET THE SPECIFIC NEEDS OF THE INSTALLATION. CARE MUST BE EXERCISED IN DEVELOPMENT OF ALL CHANGES TO ENSURE PERSONAL TYPE SERVICES ARE NOT INCLUDED AND THAT THE NEEDS OF THE GOVERNMENT ARE ADEQUATELY BUT NOT OVERLY STATED.))

C.5.4.1. **General.** The contractor shall be responsible for the performance of Cook Support and Dining Facility Attendant services to the standards specified in this section.

C.5.4.2. Government **Responsibilities.**

((NOTE: YOU MUST DECIDE WHICH SERVICES WILL BE PROVIDED BY THE GOVERNMENT AND STATE THEM IN THIS PARAGRAPH. BE SURE TO IDENTIFY THE EQUIPMENT AND AREAS THAT THE GOVERNMENT WILL CLEAN.))

This paragraph is provided for information only. These duties will remain the responsibility of the Government:

C.5.4.2.1. Cleaning and care of special equipment: cooks' knives, sharpening stones, meat slicers, vegetable slicing/dicing machines and all thermometers used by military cooks in cooking.

C.5.4.2.2. Receiving and acceptance of subsistence.

C.5.4.3. **Subsistence Storage.** Provide service to meet the performance requirements below:

Store subsistence following acceptance by the Government.

Standards:

FM 10-23-2, TB MED 530.

Begin placing perishable items under refrigeration within 15 minutes of delivery acceptance. Complete placement of perishable items under refrigeration within 30 minutes of delivery acceptance.

C.5.4.4. **Food Preparation.**

The contractor shall provide food preparation service (cook support) for all menus to meet the performance requirements below:

C.5.4.4.1. Regular Menu. Prepare regular menu items. ((NOTE: THE INSTALLATION MUST DETERMINE WHICH ITEMS WILL BECOME THE RESPONSIBILITY OF THE CONTRACTOR; SUCH AS, ALL VEGETABLE ITEMS, ALL SALAD ITEMS, SOUPS, MEATS. WHO WILL DO WHAT MUST BE DETAILED. CHECK WITH YOUR MILITARY MANAGERS TO COORDINATE THE REQUIREMENTS OF THIS PARAGRAPH. DEFINE THE FOOD PREPARATION REQUIREMENTS HERE TO ELIMINATE THE RISK OF TRADE-OFFS DURING PERFORMANCE.))

Select from below.

#1. The contractor shall prepare a variety of protein products for all meals daily. (Beef, Pork, Fish, Poultry)

#2. The contractor shall prepare a variety of starch products (Potatoes, Rice, and Pasta).

#3. The contractor shall process and prepare a variety of vegetable entrees for all meals. Collect, wash and slice fruits and vegetables

#4. The contractor shall prepare a variety of soups, sauces and gravies for the lunch and dinner meals each day.

C.5.4.4.2. **Short Order Menu.** The contractor shall staff, prepare and serve all short order items.

C.5.4.4.3. **Breakfast Bar and Salad Bar Menu.** Prepare breakfast and salad bar menu items. (**IDENTIFY CONTRACTOR RESPONSIBILITIES. SAME AS ABOVE.**)

C.5.4.4.4. **Deserts and Baked Goods Menu.** Prepare deserts and baked goods specified on the menu. (**SAME AS ABOVE ((NOTE: ELIMINATE THIS REQUIREMENT IF COMMERCIAL ITEMS WILL BE EXCLUSIVELY USED IN LIEU OF IN-HOUSE BAKING.))**)

#1. Plate deserts.

#2. Wrap required individual items prior to display.

Food Preparation Standards for All Products:

TB MED 530

AFMIS TM 10-412 OR APPROVED LOCAL RECIPE

Standing operating procedures (SOPs) and product preparation instructions approved and followed.

Deserts and baked goods prepared within 24 hours of scheduled service.

FM 10-23-2

C.5.4.5. **Headcount/Cashier**. Provide headcount/cashier service to meet the performance requirements below:

((NOTE: DELETE THIS PARAGRAPH IF THE MILITARY WILL PROVIDE THIS SERVICE.))

#1 - Perform headcount and control entry.

Standards:

AR 30-22, DA Pam 30-22.

Comply with procedures IAW (**insert reference publication**) 100% of the time. Return headcount documents and all monies received to the military manager at the close of each meal period.

#2 - Maintain change funds.

Standard: Adequate change is immediately available for all cash customers 100% of the time.

#3 - Maintain headcount/cashier instructions and forms at each station.

Standards:

AR 30-22, DA Pam 30-22.

Standard Operating Procedure (SOP) with sample forms at each station.

#4 – Maintain diner flow.

Standard: IAW (***C.5.3.6. of specify number of diners per minute***)).

#5 - Employee Meals. Employees may purchase their meals during work shift.

Standard: Standard meal rate.

#6 - Family Member Meals. (***NOTE: IF FAMILY MEMBERS OF CONTRACTOR PERSONNEL ARE NOT PERMITTED TO PURCHASE HOLIDAY MEALS, DELETE THIS PARAGRAPH.***)

Family members (of those employees scheduled to work during the holidays) may purchase Thanksgiving and Christmas Holiday meals.

Standard: Standard meal rate.

C.5.4.6. **Food Serving**.

((NOTE #1: DELETE THIS PARAGRAPH IF THE MILITARY WILL SERVE MEALS AND ATTEND TO THE SELF-SERVICE AREAS.))

((NOTE #2: YOU MUST DETERMINE IF BRUNCH AND SUPPER MEALS WILL BE SERVED AT YOUR INSTALLATION IN LIEU OF THE NORMAL 3-MEAL

SERVING PERIODS AND ADD A PARAGRAPH OF REQUIREMENTS HERE AND WORKLOAD DATA AT TE 2. THE BRUNCH AND SUPPER CONCEPT ARE WELL SUITED FOR WEEKENDS AND HOLIDAYS AND WILL REQUIRE EXTENDED SERVING HOURS FOR BOTH MEAL PERIODS. IF THE BRUNCH MEAL IS SERVED THE SUPPER MEAL MUST ALSO BE SERVED.))
((NOTE #3: YOU MUST DETERMINE IF A MIDNIGHT MEAL WILL BE REQUIRED AT YOUR INSTALLATION AND ADD A PARAGRAPH OF REQUIREMENTS HERE AND WORKLOAD DATA AT TE 2. THE SERVING OF A MIDNIGHT MEAL WILL NOT BE ESTABLISHED TO SUPPORT PERSONNEL RECEIVING BAS.))

((NOTE #4: YOU MUST DETERMINE THE DINER FLOW RATE IAW WITH THE DESIGN AND CONFIGURATION OF YOUR DINING FACILITIES.))

Provide meal service to meet the performance requirements below:

#1- Serve meals and maintain self-service items, ice and beverages during designated meal serving periods (See TE-2).

Standards:

TB MED 530.

AFMIS TM-412.

The regular menu is served at a rate of nine diners per minute, per line.

The short order menu is served at a rate of five diners per minute, per line.

Minimum of 2 items from each food group available for service throughout the meal serving period.

Self-service items are available for diners without delay 100% during the schedule meal serving period.

#2 - Provide dinnerware, utensils and trays to diners.

Standard: Clean and sanitized dinnerware, utensils and trays are available to diners without delay 100% of the schedule meal serving period.

#3 - Set up, display food and break down serving lines.

Standards:

TB MED 530.

Serving lines for hot items set up begins no earlier than thirty minutes prior and is completed no earlier than fifteen minutes prior to the schedule start of the scheduled meal serving period. Cold items (salad bars) set up begins no earlier than forty-five minutes prior to and is completed no earlier than thirty minutes prior to the scheduled meal serving period.

Breakdown of the serving lines begins within thirty minutes after last dinner is served, and is completed within 60 minutes.

#4 - Serve special meals, at other than the assigned facility, see TE 2 for locations.

Standards

AR 30-22, FM 10-23-2.

TB MED 530.

C.5.4.7. **Dining Room Service.** Provide dining room service to meet the performance requirements below:

#1 – Clean, Prepare, and dining areas.

Standards:

TB MED 530.

Each diner is afforded a clean area to eat without delay.

Appropriate condiments are available without delay.

Condiment containers and napkin holders are visibly clean and contain product.

Dining areas are clean prior to the scheduled start of the meal period and prior to closing for the day.

#2 – Clean tableware.

Standard: Condiment containers and dispensers are visibly free of grease, food particles and foreign matter prior to the start of the following scheduled meal period.

#3 - Clean spills and remove soiled dinnerware occasionally left by diners.

Standard: Spills cleaned and soiled trays bussed within 5 minutes of occurrence.

#4 - Clean dining room tables, chairs, booths (including chair legs, rungs and framework) walls, baseboards, window ledges, doors/doorframes, ceiling fans, TV's, pictures, wall art, artificial plants, light fixtures, globes/lenses, trophies/display cases, drapes/curtains and venetian blinds.

Standards:

Work performed weekly IAW the approved cleaning schedule.

Dining area and furniture are visible clean; free of dirt grease, residue and food particles.

#5 - Display and remove holiday decorations.

Standard: Contractor furnished decorations are displayed on the day of the Army's birthday and 2-weeks prior to Thanksgiving and Christmas.

((NOTE: ADD THIS PARAGRAPH IF YOU USE TABLE CLOTHS OR PLASTIC COVERS.

#6 - Remove and replaced tablecloths when stained or heavily soiled.

Standard: Tablecloths are clean and in place by the schedule start of each meal serving period.))

((NOTE: ADD THIS PARAGRAPH IF MOBILE TRAY CARTS ARE USED.

#7 - Buss and replace tray carts during meal serving periods.

Standard: No diner is delayed from exiting the facility due to the non-availability of space on a cart for a soiled tray.))

C.5.4.8. Food Service Equipment and Utensil Cleaning.

#1 - Clean all non-food contact surfaces.

#2 – Clean and sanitize all food contact surfaces.

#3 – Clean/sanitize equipment and utensils as applicable using mechanical, manual or the in-place method.

#4 – Air dry equipment and utensils after items have been cleaned and sanitized.

#5 – Protect clean and sanitized equipment and utensils from contamination between uses.

Standards for #1 thru #5 above:

Equipment cleaned as required by TB MED 530.

Equipment and utensils clean to sight and touch.

Clean & sanitized dinnerware available without delay to all diners during meal serving period.

Equipment manufacture's technical manuals and recommended cleaning and sanitizing products.

National Sanitation Foundation Standard Number 3, Dishwashing Machine

#6 - Notify the COR in the event of power or mechanical failures and when the final rinse contact temperature in dishwashing machines cannot be maintained at 160°F.

Standard: 100% upon occurrence.

#7 - Clean and sanitize storage compartments of ice making machines.

Standards:

TB MED 530.

FM 10-23-2.

Storage compartments/cabinets cleaned monthly IAW approved cleaning schedule.

Surfaces are clean to sight (and free from mold) and touch.

C.5.4.9. **Facility Maintenance and Sanitation.** Perform the following tasks as part of the daily operations to meet the performance requirements:

((NOTE #1: YOU MUST DETERMINE THE SQUARE FOOTAGE OF ALL FLOOR AREAS BY LOCATION AND TYPE FLOOR COVERING; E.G., VINYL TILE, NONSKID CERAMIC TILE, CARPET, ETC AND SPECIFY THIS INFORMATION IN TE 2. MODIFY THIS SECTION ACCORDING TO YOUR NEEDS; E.G. ELIMINATE CARPET CLEANING AND SHAMPOOING IF YOU DO NOT HAVE CARPET.))

#1 - Clean floors and floor coverings in all areas (See TE 2).

Standards:

TB MED 530.

Floor areas, entry mats and non-skid mats are visibly clean at the scheduled start of each meal period and prior to closing for the day.

#2 - Wax and buff floors.

Standards:

Work is performed IAW the approved cleaning schedule.

Floors are visibly free of dirt, gum, grease, streaks, scuffmarks, mop strings, old wax build-up and have a smooth gloss finish.

#3 - Properly store chemicals and cleaning supplies.

Standard: TB MED 530

#4 - Discard garbage, refuse and grease.

Standard: Garbage, refuse and grease are disposed of within one hour following the end of each scheduled meal serving period and prior to closing for the day.

#5 - Clean grease traps (where installed on building interior).

Standard: Interior grease traps clean and free of accumulations of grease, scum and residue prior to the first dishwashing operation of the day.

#6 - Empty and clean garbage (**and recycle**) containers.

Standard: Garbage cans are emptied, cleaned and new liners installed following each scheduled meal period. (**Recycle containers are cleaned after they are emptied.**)

#7 - Clean restrooms, hand washing stations and employee locker rooms.

Standards:

TB MED 530

Fixtures, partitions, and mirrors are visibly free of dirt, grime, grease, residue and foreign matter, prior to the schedule start of each meal serving period and prior to closing of day.

Trash has been removed and new liners installed in waste containers.

Dispensers are supplied with manufacture's recommended products.

Disposable paper towels, toilet tissue and soap are available 100% of the time.

#8 - Clean exhaust hoods and filters to prevent accumulation of grease and oily sludge.

Standards:

TB MED 530.

Hood filters are cleaned IAW the approved cleaning schedule.

Filters are visibly free of food particles, grease, and oily sludge following cleaning.

#9 – Clean walls, ceilings and doors.

Standards:

Walls, ceilings and doors visibly free of dust, dirt, grease and food particles.

#10 – Remove and re-install drapes/curtains.

Standard: Draperies/curtains removed or reinstalled within 72 hours notice by COR.

#11- Clean loading docks and surrounding grounds.

Standards:

TB MED 530.

Outside areas and 10 feet surrounding dumpsters are visibly free of trash, cigarette butts, raw food/ingredients, food waste, and foreign matter at the scheduled start of the lunch meal serving period.

#12- Remove (**snow and ice, or sand**) from sidewalks and access areas.

Standard: (**Snow and ice, or sand**) is partially removed from sidewalks, and access areas within 25 feet of the dining facilities during precipitation, and completely removed within 2 hours after precipitation stops.

((NOTE: IF YOUR INSTALLATION IMPLEMENTS A RECYCLING PROGRAM, YOU SHOULD INCLUDE PROVISIONS FOR RECYCLING HERE; E.G., SEPARATION, HANDLING AND DISCARD OF DIFFERENT MATERIALS. IDENTIFY YOUR RECYCLING REQUIREMENTS AND STANDARDS AND TAILOR THIS PARAGRAPH TO YOUR REQUIREMENTS.))

#13– Recycle cardboard, office paper, newspaper, glass, plastic, tin cans, and aluminum (cans, containers and foil).

Standard: Recyclable items deposited in the appropriate government containers by the scheduled start of the following meal period and prior to closing for the day.

#14- **Floor Stripping.** Strip, clean, wax, and buff floors.

Standards:

Work performed when order by the Contracting Officer (See CLIN on Bid Schedule). Floors are visibly free of dirt, gum, grease, streaks, scuff marks, mop strings, old wax and have a smooth gloss finish.

#15- **Carpet Shampooing.** Vacuum, clean and shampoo carpet and mats.

Standards:

Work performed when ordered by the Contracting Officer (See CLIN on Bid Schedule). Carpet visibly free of visible dirt, food particles, stains, and foreign matter.

#16- **Window Cleaning.** Clean windows and screens (**include storm windows if applicable**) inside and out to include frames.

Standards:

Cleaning performed IAW the approved cleaning plan (ref C.1.14). Glass is visibly free of dirt, water spots, streaks, smudges and foreign matter. Screens are free of pollen, dust, dirt, pine tags, lint and cleaning solution.

#17– **Cleaning for Opening/Closing Facilities.** Clean facilities, equipment and move subsistence when dining facilities are opened and closed.

Standards:

TB MED 530.

Facilities clean to sight (upon completion of work) when ordered by the contracting officer (See CLIN on Bid Schedule).

Dining facility floors, equipment and furniture free of dust, dirt, food particles, grease, paper, debris and foreign matter.

Subsistence and supplies transferred and stored.

C.5.4.10. **Quality Control (QC).** Provide QC service to meet performance requirements below:

#1 - Conduct QC during performance.

Standards:

QC Plan has been approved by the contracting officer.
Management fully implements the approved QC Plan.

#2 - Train personnel.

Standard: Personnel are trained IAW approved training plan.

#3 - Inspect and document all tasks and services performed.

Standards:

Services listed on the PRS are inspected IAW American National Standard Sampling Procedures and Tables for Inspections by Attributes (ANSI/SQCZI.4).

Performance is documented IAW contract standards 100% during inspection.

Deficiencies are corrected IAW contract standards.

#4 - Report government deficiencies.

Standard: Record on file of notification.

#5 - Report to the home office the QC workload conducted monthly and the quality levels (satisfactory and unsatisfactory) of each service.

Standard: Copy of monthly report submitted to the COR.

#6 - Correct noted contract discrepancies/defects and prevent them from reoccurring.

Standard: Action taken IAW the Contract Discrepancy Report (CDR).

**SECTION C.6
APPLICABLE PUBLICATIONS AND FORMS**

6.1. Publications, Forms and Labels.

((NOTE: ALL DOCUMENTS REFERENCED IN THE PWS MUST BE LISTED IN THIS SECTION BY THEIR CURRENT DATES OF PUBLICATION. LISTING REFERENCED DOCUMENTS IN THIS SECTION LEGALLY INCORPORATES THEM INTO THE CONTRACT. INSTALLATIONS WHICH HAVE REQUIREMENTS FOR A MULTIPLE SERVICE CONTRACT; E.G., FFS, DFA, AND M&FP, MUST SEPARATELY IDENTIFY THE PORTION OF THE CONTRACT TO WHICH EACH LISTED DOCUMENT APPLIES.))

Receive, issue and maintain current government publications, forms and labels listed below.

Standard: Publications and forms listed below are maintained current..

6.2. Regulations.

((NOTE: LIST ALL CURRENT REGULATIONS, TECHNICAL MANUALS, TECHNICAL BULLETINS, SUPPLY BULLETINS, FIELD MANUALS, DA PAMPHLETS, AND OTHER PUBLICATIONS AND THEIR DATES. YOU SHOULD LIST EACH APPLICABLE PARA OR CHAPTER AS REFERENCED THROUGHOUT YOUR PWS.))

NUMBER	TITLE	FFS	DFA
M&FP			
AR 25-400-2 X	Modern Army Record Keeping System (MARKS) 26 FEB 93	X	
AR 30-7 X	Operational Rations 1 MAR 79	X	

AR 30-16 X	Food Service Data Feedback Program 15 APR 88			X
AR 30-22 X	Army Food Service Program 30 Mar 02		X	X
AR 40-25 X	Nutrition Standards and Education		X	
AR 380-19 X	Information Systems Security 1 AUG 90		X	X
AR 385-10 X	The Army Safety Program 23 MAY 88		X	X
AR 385-40 X	Army Accident Investigation and Reporting 01 Nov 94		X	X
AR 420-22 X	Preventive Maintenance and Self-Help Programs 6 JUL 76		X	
AR 420-90 X	Fire Protection 25 SEP 92		X	X

6.3. Field Manuals (FM) and Technical Manuals (TM).

FM 10-23-2 X	Tactics, Techniques, and Procedures for Garrison Food and Class I Operations Management 30 SEP 93		X	X
TM 10-412 X (Index Recipes)	Armed Forces Recipe Service 11 DEC 92		X	

6.4. Supply Bulletins (SB), Technical Bulletins (TB), and DA Pamphlets (DA PAM).

<u>NUMBER</u>	<u>TITLE</u>	<u>FFS</u>	<u>DFA</u>
M&FP SB 10-540 X	Box Lunches, Flight Feeding	X	

	Motor Convoy Menus 15 JUN 82		
TB MED 530 X	Occupational and Environmental Health Food Service Sanitation 28 NOV 91 and Food Flasher Message #95-6, effective 1 May 1995	X	X
DA PAM X 30-22	Operating Procedures for the Army Food Program	X	X
DA PAM X 738-750	The Army Maintenance Management System (TAMMS) 27 SEP 91	X	
6.5. <u>Other Publications.</u>			
DOD 5500.7-R X	Joint Ethics Regulation	X	X
ANSI/ASQCZ1.4	American National Standard Sampling Procedures X And Tables for Inspection by Attributes 1993	X	X
AFMIS Manual X 25-L37-AJK- ATT-EM-4	End User Manual for Army Food Management Information Systems Dining Facility Operations (AFMIS-DFO) with current SCP	X	
NSF No. 3	American National Standard No. 3, Dishwashing Machine JUN 1982	X	X
29 CFR 1910.1200 X	Title 29, Code of Federal Regulation Part 1910.1200, Hazard Communication	X	X

6.6. **Forms.** Mandatory records and report forms are listed below.

<u>NUMBER</u>	<u>TITLE</u>	<u>FFS</u>	<u>DFA</u>
<u>M&FP</u>			
DA Forms			
285 X	US Army Accident Investigation Report	X	X
714 X	Meal Card	X	
714-E X	Meal Card (Automated)	X	
2062 X	Hand Receipt/Annex Number	X	
2405 X	Maintenance Request Register	X	
2765-1 X	Request for Issue or Turn-In	X	
3032 X	Signature Headcount Sheet	X	
3034 X	Production Schedule	X	
4552-R X	Kitchen Requisition	X	
3033 X	Headcount Report	X	
3980 X	Dining Facility Earnings and Expenditure Record	X	
3161 X	Request for Issue or Turn-In	X	
3234-R X	Inventory Record	X	
3234-1-R X	Monthly Inventory Recap	X	

Sheet for DA 3234-R

3294 X	Ration Request, Issue and Turn-in Slip	X
3546-R X	Control Record for Dining Control Register	X
3988-R X	Dining Facility Equipment Replacement Record	X

<u>NUMBER</u>	<u>TITLE</u>	<u>FFS</u>	
<u>DFA M&FP</u>			
DA Forms Cont'd			
5914-R X	Ration Control Sheet	X	
577 X	Signature Card	X	
1131 X	Cash Collection Voucher	X	
1532-1 X	Pest Management Maintenance Record	X	
1544 X	Cash Meal Payment Sheet	X	X
1608 X	Unsatisfactory Materiel Report	X	
1662 X	DOD Property in the Custody of Contractors	X	
<u>Other Forms</u>			
SVCDR-1-R X	Subsistence Vendor Contract Discrepancy Report	X	
<u>DA Labels</u>			
177 X	Pre-prepared Food	X	
178 X	Leftover - Use Within 24 Hours	X	

TECHNICAL EXHIBIT 1
PERFORMANCE REQUIREMENTS SUMMARY
FIRM FIXED-PRICE CONTRACT

1. **General.**

((NOTE: USE THIS TECHNICAL EXHIBIT FOR FIRM FIXED-PRICE CONTRACTS. INCLUDE THE PERFORMANCE REQUIREMENT SUMMARY (PRS) APPLICABLE TO YOUR CONTRACT REQUIREMENTS. IF YOU HAVE MORE THAN ONE SERVICE; E.G. DFA AND M&FP, IN ADDITION TO FFS; USE ALL 3 PRS'S. THE MAXIMUM PAYMENT PERCENTAGES LISTED IN COLUMN 5 DIFFERS ON EACH PRS BECAUSE PERFORMANCE VALUES VARY WITH THE TOTAL PRICE OF THE SERVICE ON EACH PRS.))

The Performance Requirements Summary (**Summaries**) in this section will be used to measure performance of services for the purposes of determining the continuation of service under this contract and any applicable payment deductions. The rights of the Government and remedies described in this section are in addition to all other rights and remedies set forth in this solicitation. The Government reserves its right under the "Inspection of Services" and "Termination for Default" clauses of this contract. Any deductions pursuant to the Performance Requirement Summary (PRS) (**Summaries**) shall reflect the reduced value of service performed under this contract. The Contractor shall not be relieved of full performance of the services hereunder and may be terminated for default based upon inadequate performance of services even if a deduction was previously taken for inadequate performance.

1.1. **Individual Tasks and Other Services.** Requirements not included in the PRS remain subject to separate quality assurance evaluations and deductions from payments under the "Inspection of Services" clause of this contract. The absence from the PRS of any contract requirement, however, shall not detract from its enforceability or limit the rights or remedies of the Government under any provision of this contract.

1.2. **Explanation of the PRS.** The PRS (**insert table or tables**) (**insert Figure/s 1, 2 and/or 3**) lists those services for which the Government will make deductions from payment due the Contractor when service fails to meet the established Acceptable Quality Level (AQL). Due to the interrelated requirements of a food service operation, many tasks will have direct impact on the overall acceptability of a single required service. Therefore, the PRS has been developed, where possible, to cover required services rather than the individual performance of tasks. Each listed service will pass or fail based on the acceptability of the tasks, which comprise that service.

2. **PRS Table.** The PRS (**insert Figure/s 1, 2 and/or 3**) included in this section will provide the following information:

2.1. **Column Number 1.** Column 1 lists the contract requirements by service outputs which breakdown the contract in areas considered necessary for acceptable contract performance. The Government will measure contract performance in each of these various areas to determine overall performance and contract payment. Each service on

the PRS will be evaluate IAW established AQLs. Also provided in this column, is the reference para number (including all subsequent subparas) of the contract that describes the required service.

2.2. Column Number 2. Column 2 lists the contract para (including all subsequent subparas), which details the standards for each listed service.

2.3. Column Number 3. Column 3 lists the lot size formula and Allowable Quality Level (AQL) which together determines the maximum allowable degree of deviation from perfect performance that may occur for each listed service before the Contractor will receive less than 100 % of the maximum payment for the listed service (Column 3). Definition of the lot size used as the basis for surveillance and for payment computation purposes is also included in this column.

2.4. Column Number 4. Column 4 lists the primary surveillance methods the Government will use to evaluate the Contractor's performance of each listed service.

2.5. Column Number 5. Column 5 lists the maximum payment percentage of the contract price for each service output listed in column 1. The dollar amount as computed by each percentage represents the relative value of the service to the Government.

((NOTE: IF YOUR CONTRACT WILL BE NEGOTIATED, USE THE FOLLOWING PARA IN LIEU OF THE ABOVE. IF THE SEALED BID METHOD OF CONTRACTING WILL BE USED, DELETE THE FOLLOWING PARA. YOU SHOULD CONSULT YOUR CONTRACTING OFFICER.))

Column 5 sets forth the percentage of the contract price that each service output listed in column 1 represents. **(The percentage used is the relative value of each contract requirement negotiated at the time of proposal and incorporated in the contract).**

3. **Inspection Methods.** The Government may use a variety of surveillance methods to evaluate the Contractor's performance. The Government may unilaterally change the type and frequency of inspections as it deems necessary. Both scheduled and unscheduled surveillance will be used to look at the total or parts of performance. Valid customer complaints will not be added to the defective samples found under random or planned sampling for the purposes of deductions in contract payment. The methods of surveillance that may be used are listed at paras 3.1 - 3.4 below and described in Section C.2., Definitions/Acronyms. For the purpose of this contract, the word "sampling" is synonymous with the word "inspection".

3.1. Random Sampling.

3.2. Planned Sampling.

3.3. Unscheduled Inspection.

3.4. Customer Comments.

4. **Performance Evaluations.** The Contractor shall have work complete and ready for inspection in accordance with all terms of the contract. The Government will perform monthly quality assurance inspections to measure overall performance and determine contract payment. Government inspections will be made according to the appropriate surveillance method (s), to compare Contractor's performance to contract requirements and standards. When the Contract Manager is not available during inspection to receive the results, acceptance or rejection of work will be made on the basis of the initial inspection.

5. **Measuring Performance.** The Government will use the PRS in this contract as the primary tool to measure contract performance. The American National Standard Sampling Procedures and Tables for Inspection by Attributes (ANSI/ASQCZ1.4) will be used to determine the number of inspections and the number of allowable defects each month. Contract performance will be measured each month by comparing the number of recorded defects on the sampling guides to the number of allowable defects as determined by the AQL. Defects are the Contractor's failure to meet contract provisions, requirements and standards. One defect constitutes failure of one inspection of one service listed on the PRS during an evaluation period.

5.1. **Performance Tolerance For Random Sampling.** When the method of surveillance of a service listed on the PRS is random sampling, tables in ANSI/ASQCZ1.4 will be used to determine the number of allowable defects and when each service should be accepted or rejected.

5.2. **Performance Tolerance For Planned Sampling.** When the method of surveillance of a service listed on the PRS is planned sampling; e.g., meals for remote site feeding, the following procedure will be used to determine when that service should be accepted or rejected. The AQL will be multiplied by the lot size to determine the number of allowable defects. If the resulting value has a decimal, it will be rounded to the next higher whole number if the decimal is 0.5 or greater; and to the lower whole number if the decimal is less than 0.5. One additional defect will be the point at which the service will be rendered defective.

5.3. **Acceptable Performance.** Contractor performance will be acceptable when all requirements have been met and the number of allowable defects (as determined above) has not been exceeded, whether random or planned sampling techniques were used.

5.4. **Unacceptable Performance.** Services listed on the PRS will be unacceptable and rated defective when the number of recorded defects exceeds the allowable number of defects. Defects will result when performance does not meet contract provisions, or was not IAW contract requirements and standards, or was not completed by the specified time, or was not completed in its entirety. **Once a defect has been identified it remains a defect, regardless if it has been corrected.**

5.4.1. **Contract Discrepancy Report (CDR).** When a PRS service is defective, the Government will issue the Contractor a CDR. The Contractor shall reply in writing by the suspense date explaining why performance was unacceptable and how recurrence of the problem will be prevented in the future. The Contracting Officer will evaluate the

Contractor's explanation and determine if other remedies; e.g., partial payment, or contract termination is applicable.

6. **Reperformance of Defective Work**. Except as otherwise provided by this para, the work required by the contract is of such a nature that defective or incomplete performance disclosed by Government inspection is not subject to correction by reperformance or late performance.

The Contractor shall not be required or entitled to reperform, perform late, or otherwise correct defective work for the purpose of avoiding a defect for the day of evaluation and any applicable reduction in contract price.

6.1. **Reperformance Requirements**. At the sole election of the Government and upon notification to the Contractor, the Contractor may be required to reperform or perform late any or all defective work. Where the Government so elects, the Contractor shall be notified promptly after inspection that specified defective work will be reperformed or performed late and completed within the reperformance period specified by the Government. In such cases, the Government will reinspect work designated for reperformance or late performance.

6.2. **Conditions of Reperformance**. Reperformed work shall comply with same requirements as initial work. The requirement for reperforming defective work will not alleviate the Contractor from responsibility to perform all other work IAW the terms of the contract. **The Contractor's original inspection results will not be modified when work is reperformed IAW the contract.** The Contractor may be held liable for any damages sustained by the Government; e.g., costs associated with re-inspection.

7. **Contractor Payment**. The Contractor will receive the maximum monthly contract payment when contract requirements have been met and each PRS service is performed within the established AQL; e.g., number of recorded defects does not exceed the number allowed.

7.1. **Payment Deductions**. When the Contractor fails to meet contract requirements of those services listed on the PRS; e.g., the number of recorded defects exceeds the number of allowable defects (AQL); performance will be deemed defective. The Contractor will be subject to a deduction in contract price based on the value of the service established by the percentages in column 5 of the PRS. Payment for services not conforming to the specified AQL will be calculated as described below.

7.1.2. **Determining PRS Deductions for Random Sampling**. To determine a deduction in contract payment for unacceptable service, the maximum contract payment per month (column 5) is multiplied by the percentage of the sample found unacceptable. **The total number of defectives found, not just those in excess of the reject level, are used to determine the percentage of the sample found unacceptable.**

7.1.2.1. **Example**: Assume the maximum monthly contract payment is \$120,000, an AQL of 6.5%, general inspection level II, normal degree of inspection and a lot size of 450 units. Using ANSI/ASQCZ1.4 Inspection Level II, Normal Degree of Inspection,

the resulting sample size would be 50 units with a reject level of 8 defects. If 10 defects were found during the evaluation period the payment computation would be as follows:

Example payment computation for PRS random inspection:

(1) Maximum monthly contract payment	\$ 120,000
(2) Maximum payment percentage is 5%	X <u>.05</u>
(3) Maximum payment for acceptable work	\$ 6,000.00
(4) Percentage of sample found unacceptable: 10 defects exceeds reject level of 8 defects divided by sample size (10/50 = .20)	
(5) Unacceptable percentage 20%	X <u>.20</u>
(6) Deduction for unacceptable work (line 3 X line 5)	\$ 1,200.00

7.1.3. Determining PRS Deductions for Planned Sampling. To determine a deduction in contract payment for unacceptable service the maximum contract payment per month (column 5) is multiplied by the percentage of the sample found unacceptable. The total number of defectives found, not just those in excess of the reject level are used to determine the percentage of the sample found unacceptable. To determine the accept and reject level (**different from random sampling**) the number of defects is divided by the lot size and rounded at .5 to the next whole number.

7.1.3.1. Example: Assume the maximum monthly contract payment is \$120,000, an AQL of 4%, and a lot size of 50 units. Using ANSI/ASQCZ1.4 Inspection Level II, Normal Degree of Inspection, the resulting sample size would be 8 units. Next, multiply 4% (AQL) times 50 (lot size) to obtain the number 2, the number of allowable defects. The established reject level would be 3 defects. If 5 defects were found during the evaluation period the payment computation would be as follows:

Example payment computation for PRS planned inspection:

(1) Maximum contract payment per month	\$ 120,000
(2) Maximum payment percentage is 4%	X <u>.04</u>
(3) Maximum payment for acceptable work	\$ 4,800.00
(4) Percentage of sample found unacceptable: 5 defects exceeds reject level of 3 defects divide number of defects by the lot size (5/50 = .10)	
(5) Unacceptable percentage 10%	X <u>.10</u>
(6) Deduction for unacceptable work (line 3 X line 5)	480.00

8. **Reinspection Fee.**

((NOTE #1: YOU MAY WANT TO INCLUDE A REINSPECTION FEE IN YOUR CONTRACT. YOU MUST COMPUTE THIS FEE USING THE FORMULA BELOW. THE FEE SHOULD REFLECT THE GOVERNMENT'S ACTUAL COST IN THE EVENT THE GOVERNMENT MUST MAKE A SECOND OR SUBSEQUENT INSPECTION. TO COMPUTE THE FEE, DETERMINE THE GRADE AND SALARY OF THE INSPECTOR AT THE FIFTH STEP, THE TYPE OF VEHICLE THE INSPECTOR WILL USE, THE HOURLY RENTAL RATE OF THAT VEHICLE THE INSPECTOR WILL USE, AND THE AMOUNT OF TIME THE INSPECTION WILL TAKE. APPLY THIS INFORMATION TO THE

FOLLOWING FORMULA, THEN ROUND THE COST TO THE NEAREST WHOLE DOLLAR, AND PUT THE DOLLAR AMOUNT IN THE PARA))

EXAMPLE OF REINSPECTION FEE COMPUTATION:

(1) SALARY OF QAE'S PERFORMING INSPECTIONS		
AVG YEARLY SALARY AT STEP 5		\$
24,220		
(2) FRINGE BENEFITS		
AVG SALARY (LINE 1)	\$ 24,220	
OMB FTP RATE 29.65%	x.2965	
	\$ <u>7,181</u>	
(3) AVG SALARY W/BENEFITS	\$ 31,401	
(4) HOURLY RATE (ROUNDED)		
AVG SALARY W/BENEFITS (LINE 3)	\$ <u>31,401</u>	\$ 18.00
FTE PRODUCTIVE HOURS PER YEAR	1744	
(5) VEHICLE HOURLY RATE		<u>7.00</u>
(6) TOTAL HOURLY RATE - VEHICLE and QAE SALARY		\$ 25.00
(7) REQUIRED TIME (HOURS) FOR INSPECTION		<u>x 2</u>
(8) REINSPECTION FEE		\$ 50.00

((NOTE #2: DELETE THIS FORMULA AND ALL COMPUTATIONS WHEN FINISHED. ONLY YOUR ESTIMATED REINSPECTION FEE SHOULD REMAIN AS PART OF THIS PARA.))

The Government will assess a reinspection fee for the second and any subsequent inspection(s) at a flat rate of (**insert the dollar amount computed by the formula above**) per inspection. This fee will not be assessed for the first regularly scheduled inspection.

TECHNICAL EXHIBIT 1
PERFORMANCE REQUIREMENTS SUMMARY
COST REIMBURSEMENT CONTRACT

1. **General.**

((NOTE: USE THIS TECHNICAL EXHIBIT FOR COST REIMBURSEMENT CONTRACTS. INCLUDE THE PERFORMANCE REQUIREMENT SUMMARY (PRS) APPLICABLE TO YOUR CONTRACT REQUIREMENTS. IF YOU HAVE MORE THAN ONE SERVICE; E.G. DFA AND M&FP, IN ADDITION TO FFS; USE ALL 3 PRS'S. YOU MUST FULLY EXPLAIN THE USE OF THE PRS AND HOW RESULTS COULD AFFECT PAYMENT AND/OR FEE. CONSULT YOUR CONTRACTING OFFICER WHEN PREPARING THIS TECHNICAL EXHIBIT.))

The Performance Requirements Summary (**Summaries**) in this section will be used to measure performance of services for the purposes of determining the continuation of service under this contract and any applicable fees. The rights of the Government and remedies described in this section are in addition to all other rights and remedies set forth in this contract. The Government reserves its right under the "Inspection of Services - Cost- Reimbursement" and "Termination (Cost- Reimbursement)" clauses of this contract. Any reductions in fee pursuant to the Performance Requirement Summary (PRS) (**Summaries**) shall reflect the variances in quality of services performed under this contract. The Contractor shall not be relieved of full performance of services hereunder and may be terminated for default based upon unsatisfactory performance.

1.1. **Individual Tasks and Other Services.** Requirements not included in the PRS remain subject to separate quality assurance evaluations and deductions in applicable fees under the "Inspection of Services - Cost-Reimbursement" clause of this contract. The absence from the PRS of any contract requirement, however, shall not detract from its enforceability or limit the rights or remedies of the Government under any provision of this contract.

1.2. **Explanation of the PRS.** The PRS (insert table or tables) (insert Figure/s 1, 2 and/or 3) list the services, which the Government considers as decisive performance indicators. Each service on the PRS will be evaluated IAW established Acceptable Quality Level (AQL). Due to the interrelated requirements of a food service operation, many tasks will have direct impact on the overall acceptability of a single required service. Therefore, the PRS has been developed, where possible, to cover required services rather than the individual performance of tasks. Each listed service will pass or fail based on the acceptability of the tasks that comprise that service.

2. **PRS Table.** The PRS (**insert Figure/s 1, 2 and/or 3**) included in this section will provide the following information:

2.1. Column Number 1. Column 1 lists the contract requirements by service outputs which breakdown the contract into various areas considered necessary for acceptable contract performance. The Government will measure contract performance in each of these areas to determine overall performance. Also provided in this column, is the reference para number (including all subsequent subparas) of the contract that describes the required service.

2.2. Column Number 2. Column 2 lists the contract para (including all subsequent subparas), which details the standards for each listed service.

2.3. Column Number 3. Column 3 lists the lot size formula and AQL that together determines the maximum allowable degree of deviation from perfect performance for each listed service. The lot size formula will determine the number of inspections the Government will conduct in determining the quality level of each service.

2.4. Column Number 4. Column 4 lists the primary surveillance methods the Government will use to evaluate the Contractor's performance of each listed service.

3. **Inspection Methods**. The Government may use a variety of surveillance methods to evaluate the Contractor's performance. The Government may unilaterally change the type and frequency of inspections as it deems necessary. Both scheduled and unscheduled surveillance will be used to look at the total or parts of performance. Valid customer complaints will not be added to the defective samples found under random or planned sampling for the purposes of deductions of any applicable fee. The methods of surveillance that may be used are listed in 3.1 through 3.4 below and described in Section C.2., Definitions/Acronyms. For the purpose of this contract, the word "sampling" is synonymous with the word "inspection".

3.1. Random Sampling.

3.2. Planned Sampling.

3.3. Unscheduled Inspection.

3.4. Customer Comments.

4. **Performance Evaluations**. The Contractor shall have work complete and ready for inspection in accordance with all terms of the contract. The Government will perform monthly quality assurance inspections to measure overall performance and determine contract payment and any applicable award fee. Government inspections will be made according to the surveillance method(s) used, to compare Contractor's performance to contract requirements and standards. When the Contract Manager is not available during inspection to receive the results, acceptance or rejection of work will be made on the basis of the initial inspection.

5. **Measuring Performance.** The Government will use the PRS in this contract as the primary tool to measure contract performance. The American National Standard Sampling Procedures and Tables for Inspection by Attributes (ANSI/ASQCZ1.4) will be used to determine the number of inspections and the number of allowable defects each month. Contract performance will be measured each month by comparing the number of recorded defects on the sampling guides to the number of allowable defects as determined by the AQL. Defects are the Contractor's failure to meet contract provisions, requirements and standards. One defect constitutes failure of one inspection of one service listed on the PRS during an evaluation period.

5.1. **Performance Tolerance For Random Sampling.** When the method of surveillance of a service listed on the PRS is random sampling, tables in ANSI/ASQCZ1.4 will be used to determine the number of allowable defects when each service should be accepted or rejected.

5.2. **Performance Tolerance For Planned Sampling.** When the method of surveillance of a service listed on the PRS is planned sampling; e.g., meals for remote site feeding, the following procedures will be used to determine when that service should be accepted or rejected. The AQL will be multiplied by the lot size to determine the number of allowable defects. If the resulting value has a decimal, it will be rounded to the next higher whole number if the decimal is 0.5 or greater; and to the lower whole number if the decimal is less than 0.5. One additional defect will be the point at which the service will be rendered defective.

5.3. **Acceptable Performance.** Contractor performance will be acceptable when all requirements have been met and the number of allowable defects (as determined above) has not been exceeded, whether random or planned sampling techniques were used.

5.4. **Unacceptable Performance.** Services listed on the PRS will be unacceptable and rated defective when the number of recorded defects exceeds the allowable number of defects. Defects will result when performance does not meet contract provisions, or was not IAW contract requirements and standards, or was not completed by the specified time, or was not completed in its entirety. **Once a defect has been identified it remains a defect, regardless if it has been corrected.**

5.3. **Contract Discrepancy Report (CDR).** When a PRS service is defective, the Government will issue the Contractor a CDR. The Contractor shall reply in writing by the suspense date explaining why performance was unacceptable and how recurrence of the problem will be prevented in the future. The Contracting Officer will evaluate the Contractor's explanation and determine the effect of the non-performance, to include any reduction in fee payable, and whether the contract termination process is appropriate.

6. **Reperformance.** At the sole election of the Government and upon notification to the Contractor, the Contractor may be required to reperform or perform late any or all defective work for no additional fee. Where the Government so elects, the Contractor shall be notified promptly after inspection that specified defective work will be reperformed or performed late and completed within the reperformance period specified by the

Government. In such cases, the Government will reinspect work designated for reperformance or late performance. The Contractor may be held liable for any damages sustained by the Government including; e.g., costs associated with re-inspection.

6.1. Conditions of Reperformance. Reperformed work shall comply with same requirements as initial work. The requirement for reperforming defective work will not alleviate the Contractor from responsibility to perform all other work IAW the terms of the contract. **The Contractor's original inspection results will not be modified when work is reperfomed IAW the contract.**

7. **Determining Award Fee.** In addition to controlling cost, various factors related to contract performance will be used in the award fee process; e.g., results of inspecting each service listed on the PRS will be considered in determining the amount of the award fee. In addition, other factors will be considered; e.g., deficiencies documented by planned inspections, customer comments and complaints, past versus current performance (trend analysis), contractor initiatives and performance of service above the minimum requirements specified in this contract.

7.1. Satisfactory Performance. When Contractor performance is equal to the AQL; e.g., the allowable number of defects has been reached but not exceeded, the contract performance shall be deemed "satisfactory". No award fee will be given when service is merely "satisfactory".

7.2. Qualifying for Award Fee. Where contract performance is within the AQL, and the allowable number of defects has not been reached, the Contractor shall qualify for some or the entire award fee based on the following example.

7.2.1. Example: Assume the maximum monthly contract payment is \$1,000,000, an AQL of 10%, general inspection level II, normal degree of inspection and a lot size of 310 units. Using ANSI/ASQCZ1.4 Inspection Level II, Normal Degree of Inspection, and the resulting sample size would be 50 units with an acceptance level of 10 defects and a reject level of 11 defects. The service being reviewed is Menu planning. If 8 defects were found during the evaluation period the Award Fee computation would be as follows:

Example Award Fee payment computation for PRS inspection:

Award Fee Computation

(1) Maximum monthly contract payment	\$1,000,000
(2) Maximum award fee percentage	x <u>.07</u>
(3) Total award fee available	\$70,000

Award Fee Computation for each service

(4) Total award fee available	\$70,000
(5) Maximum award fee % for <i>menu planning</i> (based on the PRS).	x <u>.03</u>

(6) Maximum award fee available for *menu planning* \$2,100

Award Fee Earned for this service

(7) Percentage of Award Fee earned is based on number of defects for *menu planning*,
(8 defects does not exceed the reject level of 11 defects).

- 10= 0%
- 9= 15%
- 8= 30%
- 7= 45%
- 6= 60%
- 5= 70%
- 4= 85%
- 3= 90%
- 2= 100%

(8) Maximum Award Fee available for *menu planning* \$2,100

(9) Award Fee achieved is 30% **x .30**

Maximum award fee achieved for this service (menu planning) is \$630

7.3 Unacceptable Performance. Where contract performance exceeds the AQL, and a service is rendered defective, the Contractor shall be subject to a reduction in base fee.

PERFORMANCE REQUIREMENTS SUMMARY

FULL FOOD SERVICE (FFS)

((Table 1))

((NOTE: SERVICES TO BE LISTED ON YOUR PRS MUST BE SUPPORTED BY REQUIREMENTS CONTAINED IN YOUR PWS. ALL TASKS RELATED TO THESE SERVICES SHOULD BE GROUPED TOGETHER IN THE SAME GENERAL PARA AS INDICATED BELOW. ONLY ITEMS, WHICH ARE CRITICAL AND/OR NON-REPERFORMABLE THROUGH TIME SENSITIVITY OR COSTLY TO THE GOVERNMENT, SHOULD BE PLACED ON THE PRS. ANY SERVICE LISTED ON THIS PRS; E.G. MEAL SERVICE FOR REMOTE SITE FEEDING, AND NOT PART OF YOUR CONTRACT REQUIREMENTS (PWS) MUST BE ELIMINATED AND THE PAYMENT PERCENTAGE REDISTRIBUTED AMONG THE REMAINING SERVICES. THE MAXIMUM PAYMENT PERCENTAGES SHOULD TOTAL 85%, WITH THE REMAINING 15% LEFT FOR USE UNDER THE INSPECTION OF SERVICES CLAUSE. FOR COST REIMBURSEMENT TYPE CONTRACTS, ELIMINATE COLUMN 5 ENTITLED, MAXIMUM PAYMENT PERCENTAGE.))

REQUIRED SERVICE	STANDARD	AQL	LOT SIZE AND	SAMPLING METHOD % PWS	MAXIMUM AWARD FEE	REFERENCE
RS-1 Menu Planning and Administration	Menus meet the standards of para C.5.1.1. and		Lot size shall be equal to the total number of operational days for all facilities each month AQL = (10%)	Random	(3.0%)	
RS-2 Receipt & Storage of Subsistence	Service meets the standards of para C.5.1.2.		Lot size shall be equal to the total number of delivery days for all facilities each month AQL = (10%)	Planned	(4.0%)	
RS-3 Food Prep – Regular Menu	Service meets the standards of para C.5.1.3.1.		Lot size shall be equal to the total number of operational days for all facilities each month AQL = (10%)	Random	(12.0%)	
RS-4 Food Prep – Short Order Menu	Service meets the standards of para C.5.1.3.2.		Lot size shall be equal to the total number of operational days for all facilities each month AQL = (10%)	Random	(8.0%)	

PERFORMANCE REQUIREMENTS SUMMARY
FULL FOOD SERVICE (FFS)
 ((Table 1))

REQUIRED SERVICE REFERENCE	STANDARD	LOT SIZE AND AQL	SAMPLING METHOD	MAXIMUM AWARD FEE % PWS
RS-5 Food Prep – Breakfast & Salad Bar	Service meets the standards of para C.5.1.3.3.	Lot size shall be equal to the total number of operational days for all facilities each month AQL = (10%)	Random	(5%)
RS-6 Food Prep – Baked Goods & Desserts	Service meets the standards of para C.5.1.3.4.	Lot size shall be equal to the total number of operational days for all facilities each month AQL = (10%)	Random	(2%)
RS-7 Headcount/Cashier	Service meets the standards of para C.5.1.4.	Lot size shall be equal to the total number of operational days for all facilities each month AQL = (10%)	Random	(3%)
RS-8 Food Serving	Service meets the standards of para C.5.1.5.	Lot size shall be equal to the total number of operational days for all facilities each month AQL = (10%)	Random	(8%)
RS-9 Dining Room	Service meets the standards of para C.5.1.6.	Lot size shall be equal to the total number of operational days for all facilities each month AQL = (10%)	Random	(5%)

PERFORMANCE REQUIREMENTS SUMMARY

FULL FOOD SERVICE (FFS)

((Table 1))

REQUIRED SERVICE REFERENCE	STANDARD	LOT SIZE AND AQL	SAMPLING METHOD	MAXIMUM AWARD FEE % PWS
RS-11 Food Svc Equipment & Utensil Cleaning	Service meets the standards of para C.5.1.8.	Lot size shall be equal to the total number of operational days for all facilities each month AQL = (10%)	Random	(9%)
RS-12 Facility Maintenance & Sanitation	Service meets the standards of para C.5.1.9.	Lot size shall be equal to the total number of operational days for all facilities each month AQL = (10%)	Random	(7%)
RS-13 Quality Control	Service meets the standards of para C.5.1.15.	Lot size shall be equal to the total number of operational days for all facilities each month AQL = (6.5%)	Planned	(3%)
RS-14 Meals for Remote Site Feeding	Service meets the standards of para C.5.1.16.	Lot size shall be equal to the total number of projected orders requested each month AQL = (6.5%)	Planned	(6%)
				(75%)

((NOTE: THE TOTAL OF ALL PRS ITEMS SHOULD EQUAL 75%. AND NOT MORE THAN 100% OF THE PWS(-----)) 25% SHOULD BE SET ASIDE FOR COST CONTROL AND REVIEWED BEFORE THE ABOVE PRS ITEMS ARE CONSIDERED.))

PERFORMANCE REQUIREMENTS SUMMARY

MANAGEMENT AND FOOD PRODUCTION (M&FP) SERVICE

((Table 2))

((NOTE: SERVICES TO BE LISTED ON YOUR PRS MUST BE SUPPORTED BY REQUIREMENTS CONTAINED IN YOUR PWS. ALL TASKS RELATED TO THESE SERVICES SHOULD BE GROUPED TOGETHER IN THE SAME GENERAL PARA AS INDICATED BELOW. ONLY ITEMS, WHICH ARE CRITICAL AND/OR NON-REPERFORMABLE THROUGH TIME SENSITIVITY OR COSTLY TO THE GOVERNMENT, SHOULD BE PLACED ON THE PRS. ANY SERVICE LISTED ON THIS PRS; E.G., MEAL SERVICE FOR REMOTE SITE FEEDING, AND NOT PART OF YOUR CONTRACT REQUIREMENTS (PWS) MUST BE ELIMINATED AND THE PAYMENT PERCENTAGE REDISTRIBUTED AMONG THE REMAINING SERVICES. THE MAXIMUM PAYMENT PERCENTAGES SHOULD TOTAL 85%, WITH THE REMAINING 15% LEFT FOR USE UNDER THE INSPECTION OF SERVICES CLAUSE. FOR COST REIMBURSEMENT TYPE CONTRACTS, ELIMINATE COLUMN 5 ENTITLED, MAXIMUM PAYMENT PERCENTAGE))

REQUIRED SERVICE REFERENCE	STANDARD	LOT SIZE AND AQL	SAMPLING METHOD	MAXIMUM PAYMENT %
RS-1 Menu Planning	Menus meet the standards of para C.5.2.1.	Lot size shall be equal to the total number of operational days for all facilities each month AQL = (6.5% or 10%)	Random	(1% - 2%)
RS-2 Receipt and Storage of Subsistence	Service meets the standards of para C.5.2.2.	Lot size shall be equal to the total number of delivery days for all facilities each month AQL = (4.0% - 10%)	Planned	(3% - 8%)
RS-3 Food Prep – 18%) Regular Menu	Service meets the standards of para C.5.2.3.1	Lot size shall be equal to the total number of operational days for all facilities each month AQL = (6.5% or 10%)	Random	(12% -
RS-4 Food Prep – Short Order Menu	Service meets the standards of para C.5.2.3.2.	Lot size shall be equal to the total number of operational days for all facilities each month AQL = (6.5% or 10%)	Random	(7% - 12%)

PERFORMANCE REQUIREMENTS SUMMARY
MANAGEMENT AND FOOD PRODUCTION (M&FP) SERVICE
((Table 2))

REQUIRED SERVICE REFERENCE	STANDARD	LOT SIZE AND AQL	SAMPLING METHOD	MAXIMUM PAYMENT %
RS-5 Food Prep – Breakfast & Salad Bar	Service meets the standards of para C.5.2.3.3.	Lot size shall be equal to the total number of operational days for all facilities each month AQL = (6.5% or 10%)	Random	(6% - 10%)
RS-6 Food Prep – Baked Goods & Desserts	Service meets the standards of para C.5.2.3.4.	Lot size shall be equal to the total number of operational days for all facilities each month AQL = (6.5% or 10%)	Random	(5% - 8%)
RS-7 Headcount/Cashier	Service meets the standards of para C.5.2.4.	Lot size shall be equal to the total number of operational days for all facilities each month AQL = (4.0% or 6.5%)	Random	(3% - 5%)
RS-8 Food Serving	Service meets the standards of para C.5.2.5.	Lot size shall be equal to the total number of operational days for all facilities each month AQL = (4.0% or 6.5%)	Random	(9% - 14%)
RS-9 Administration	Service meets the standards of para C.5.2.6.	Lot size shall be equal to the total number of operational days for all facilities each month AQL = (6.5% or 10%)	Random	(5% - 8%)
RS-10 Equipment Cleaning	Service meets the standards of para C.5.2.7.	Lot size shall be equal to the total number of operational days for all facilities each month AQL 10%	Random	(6% - 8%)

PERFORMANCE REQUIREMENTS SUMMARY

MANAGEMENT AND FOOD PRODUCTION (M&FP)

SERVICE

((Table 2))

REQUIRED SERVICE REFERENCE	STANDARD	LOT SIZE AND AQL	SAMPLING METHOD	MAXIMUM PAYMENT %
RS-11 Quality Control	Service meets the standards of para C.5.2.8.	Lot size shall be equal to the total number of operational days for all facilities each month AQL = 4.0%	Planned	(4% - 6%)
RS-12 Meals for Remote Site Feeding	Service meets the standards of para C.5.2.9.	Lot size shall be equal to the total number of projected orders requested each month AQL = 4.0%	Planned	(4% - 6%)

((NOTE: THE TOTAL OF ALL PRS ITEMS SHOULD EQUAL AT LEAST 85% AND NOT MORE THAN 100% OF THE PWS-----((-----))))

PERFORMANCE REQUIREMENTS SUMMARY

DINING FACILITY ATTENDANT (DFA) SERVICE

((Table 3))

((NOTE: SERVICES TO BE LISTED ON YOUR PRS MUST BE SUPPORTED BY REQUIREMENTS CONTAINED IN YOUR PWS. ALL TASKS RELATED TO THESE SERVICES SHOULD BE GROUPED TOGETHER IN THE SAME GENERAL PARA AS INDICATED BELOW. ONLY ITEMS, WHICH ARE CRITICAL AND/OR NON-REPERFORMABLE THROUGH TIME SENSITIVITY OR COSTLY TO THE GOVERNMENT, SHOULD BE PLACED ON THE PRS. ANY SERVICE LISTED ON THIS PRS; E.G., MEAL SERVICE FOR REMOTE SITE FEEDING, AND NOT PART OF YOUR CONTRACT REQUIREMENTS (PWS) MUST BE ELIMINATED AND THE PAYMENT PERCENTAGE REDISTRIBUTED AMONG THE REMAINING SERVICES. THE MAXIMUM PAYMENT PERCENTAGES SHOULD TOTAL 85%, WITH THE REMAINING 15% LEFT FOR USE UNDER THE INSPECTION OF SERVICES CLAUSE. FOR COST REIMBURSEMENT TYPE CONTRACTS, ELIMINATE COLUMN 5 ENTITLED, MAXIMUM PAYMENT PERCENTAGE))

REQUIRED SERVICE REFERENCE	STANDARD	LOT SIZE AND AQL	SAMPLING METHOD	MAXIMUM PAYMENT %
RS-1 Subsistence Storage	Service meets the standards of para C.5.3.3.	Lot size shall be equal to the total number of delivery days for all facilities each month AQL = (6.5% or 10%)	Planned	(8% - 12%)
RS-2 General Services	Service meets the standards of para C.5.3.4.	Lot size shall be equal to the total number of operational days for all facilities each month AQL = (6.5% or 10%)	Random	(7% - 11%)
RS-3 Headcount/Cashier	Service meets the standards of para C.5.3.5.	Lot size shall be equal to the total number of operational days for all facilities each month AQL = (4.0% or 6.5%)	Random	(6% - 12%)
RS-4 Food Serving	Service meets the standards of para C.5.3.6.	Lot size shall be equal to the total number of operational days for all facilities each month AQL = (4.0% or 6.5%)	Random	(12% -20%)

PERFORMANCE REQUIREMENTS SUMMARY
DINING FACILITY ATTENDANT (DFA) SERVICE
((Table 3))

REQUIRED SERVICE REFERENCE	STANDARD	LOT SIZE AND AQL	SAMPLING METHOD	MAXIMUM PAYMENT %
RS-5 Dining Room	Service meets the standards of para C.5.3.7.	Lot size shall be equal to the total number of operational days for all facilities each month AQL = (6.5% or 10%)	Random	(8% - 14%)
RS-6 Food Svc Equipment & Utensil Cleaning	Service meets the standards of para C.5.3.8.	Lot size shall be equal to the total number of operational days for all facilities each month AQL = 10%	Random	(10% -16%)
RS-7 Facility Maintenance & Sanitation	Service meets the standards of para C.5.3.9.	Lot size shall be equal to the total number of operational days for all facilities each month AQL 10%	Random	(8% - 12%)
RS-8 Quality Control	Service meets the standards of para C.5.3.14.	Lot size shall be equal to the total number of operational days for all facilities each month AQL = 4.0%	Planned	(6% - 8%)

((NOTE: THE TOTAL OF ALL PRS ITEMS SHOULD EQUAL AT LEAST 85% AND NOT MORE THAN 100% OF THE PWS-----((-----))

TECHNICAL EXHIBIT 2

WORKLOAD

((NOTE: THE INFORMATION AND DATA YOU PROVIDE IN THIS TECHNICAL EXHIBIT, TOGETHER WITH THE REQUIREMENTS AND STANDARDS IN SECTION C OF THE PWS, WILL PROVIDE CONTRACTORS WITH THE BASES ON WHICH TO CONSTRUCT A BID OR A PROPOSAL. USE THIS EXHIBIT TO LIST ALL INFORMATION KNOWN ABOUT EACH DINING FACILITY. YOU MUST PROVIDE DATA IN THE BLANK SPACES PROVIDED AND OMIT INFORMATION/DATA NOT APPLICABLE. IF YOU CAN NOT SUPPORT YOUR WORKLOAD DATA WITH HISTORICAL INFORMATION, ESTIMATE IT TO THE BEST OF YOUR ABILITY.))

1. **Building Number:** _____

2. **Type of Service:** (**FFS, M&FP, DFA**) See attachments for building layout sketch.

3. **Operating Schedule:** Weekdays per week: _____ Weekend days per week: _____

Weekdays per year: _____ Weekend days per year: _____

4. **Meal Serving Periods:** Breakfast Lunch Dinner ((**Brunch** **Supper** **Midnight**))

5. **Seating Capacity:** Number of Tables: _____ Number of Booths: _____ Number of Chairs: _____

6. **Number & Type of Serving Lines:**

Regular menu line(s): _____

Short order line(s): _____

Self service line(s): _____

7. **Number of Headcount/Cashier Stations:** _____

WORKLOAD (Cont'd)

8. Interior/Exterior Dining Facility Areas: (See attached building sketch)

<u>Floors:</u>	<u>Square Footage</u>	<u>Type Material</u>
Dining room	_____	_____
Kitchen	_____	_____
Storage	_____	_____
Serving area	_____	_____
Self service	_____	_____
Pot and pan area	_____	_____
Dishwashing area	_____	_____
Office(s)	_____	_____
Loading dock	_____	_____
Restrooms	_____	_____
Foyer and misc	_____	_____
Others	_____	_____

<u>Windows:</u>	<u>Number</u>	<u>Square Footage/Size</u>
Exterior prime windows	_____	_____
Storm windows	_____	_____
Venetian/vertical blinds	_____	_____

<u>Exhaust Hoods:</u>	<u>Number</u>	<u>Square Footage/Size</u>
Kitchen	_____	_____
Serving area	_____	_____
Pot and Pan	_____	_____

9. Grounds Areas:

((NOTE: IDENTIFY THE EXTERIOR GROUND AREAS AROUND THE DINING FACILITY THAT THE CONTRACTOR WILL BE RESPONSIBLE TO CLEAN & MAINTAIN; OR TO REMOVE SNOW OR SAND IF APPLICABLE. BE SURE TO INCLUDE AREAS AROUND DUMPSTERS, LOADING DOCKS AND ACCESS WAYS TO/FROM THE BUILDING.))

WORKLOAD (Cont'd)

10. Historical Headcount of Meals Served in this Facility:

MONTH/YEAR	WEEKEND DAYS			WEEKEND DAYS		
	BRE AKF AST	L U N C H	D I N N E R	BREAKFAST	L U N C H	DI NN ER
October						
November						
December						
January						
February						
March						
April						
May						
June						
July						
August						
September						

11. Estimated Number of Diners to be Served Each Meal Period in this Facility:

	WEEKEND DAYS	WEEKEND DAYS
--	--------------	--------------

MONTH/YEAR		BREAKFAST	LUNCH	DINNER	BREAKFAST	LUNCH	DINNER
October							
November							
December							
January							
February							
March							
April							
May							
June							
July							
August							
September							

WORKLOAD (Cont'd)

12. Historical Data of Meals for Remote Site Feeding:

((NOTE: ENTER THE NUMBER OF MEAL PERIODS AND HEADCOUNT FOR THE LAST 12 MONTHS. THE FIRST NUMBER IN EACH COLUMN SHOULD BE THE NUMBER OF MEAL PERIODS AND THE SECOND NUMBER SHOULD BE THE NUMBER OF MEALS SERVED; E.G., 30/250.))

NOTE: The first numbers within these columns indicates the number of meal periods/shipments each month and the second number in the column indicates the number of meals.

MONTH/YEAR		WEEKDAYS				WEEKEND DAYS			
		BRE AKF AST	L U N C H	D I N N E R	FIELD SHIPMENTS	BREAK FAST	L U N C H	DI NN ER	FIELD SHIPMENTS
October									
November									
December									
January									
February									
March									
April									
May									
June									
July									
August									
September									

13. Estimated Frequency & Number of Meals to be Prepared for Remote Site Feeding:

((NOTE #1: YOU MUST SPECIFY YOUR WORKLOAD HERE IAW REQUIREMENTS AND STANDARDS IN SECTION C OF THE PWS; E.G., THE NUMBER OF DAYS AND MEALS REQUIRED, NUMBER OF LOCATIONS/SHIPMENTS FOR THIS SERVICE. YOU MUST INDICATE IN THIS PARA THE SERVICES THAT THE CONTRACTOR WILL BE REQUIRED TO PERFORM. THESE REQUIREMENTS MUST COINCIDE WITH REQUIREMENTS STATED ELSEWHERE IN THE PWS.))

((NOTE #2: ENTER THE PROJECTED NUMBER OF DAYS AND MEALS REQUIRED BY SERVING PERIOD. THE FIRST NUMBER IN EACH COLUMN SHOULD BE THE NUMBER OF DAYS AND THE SECOND NUMBER SHOULD BE THE AVERAGE NUMBER OF MEALS; E.G., 5 DAYS/150 MEALS.))

The first numbers within these columns indicates the number of meal periods/shipments each month. The second number in the column indicates the number of diners' served/feed.

MONTH/YEAR		WEEKDAYS				WEEKEND DAYS			
		BREAKFAST	LUNCH	DINNER	FIELD SHIPMENTS	BREAKFAST	LUNCH	DINNER	FIELD SHIPMENTS
October									
November									
December									
January									
February									
March									
April									
May									
June									

July									
August									
September									

14. Number of Containers Use for Remote Site Feeding:

Food containers, lids & inserts: _____

Beverage containers: _____

TECHNICAL EXHIBIT 3

GOVERNMENT FURNISHED PROPERTY

Building Number: (_____)

The Government will furnish the following dining facility and office equipment in this building. This list of equipment is subject to change as replacement equipment is installed or received. Changes in equipment will be made under the Government Property Clause of this contract.

NSN	ITEM NAME	MANUFACTURE	SERIAL NUMBER	DESCRIPTION	QTY	CONDITION CODE	ACQ COST
1.							
2.							
3.							
4							
5.							

((NOTE #1: FOR DFA SERVICES INCLUDE THE FOLLOWING NOTE IN THIS EXHIBIT:

THE CONTRACTOR IS AUTHORIZED BY THIS CONTRACT TO USE THE FOLLOWING EQUIPMENT TO PERFORM SERVICES SPECIFIED. THIS EQUIPMENT IS OWNED BY THE GOVERNMENT AND REMAINS THE RESPONSIBILITY OF THE GOVERNMENT ORGANIZATION FOR WHICH THE DINING FACILITY IS ASSIGNED. THE CONTRACTOR SHALL USE THIS EQUIPMENT TO PERFORM TO THE STANDARDS OF THIS CONTRACT WHILE PROVIDING USER MAINTENANCE AS SPECIFIED.))

((NOTE #2: LIST ALL GOVERNMENT OWNED AND LEASED EQUIPMENT; E.G., FOOD SERVICE EQUIPMENT (MOBILE AND FIXED), INSULATED FOOD CONTAINERS, VACUUM JUGS, COMPUTERS, OFFICE FURNITURE EQUIPMENT, AND JANITORIAL/CLEANING EQUIPMENT WHICH WILL BE PROVIDED TO THE CONTRACTOR AS PART OF EACH DINING FACILITY. ACCURATE ASSESSMENT OF THE CONDITION OF EACH PIECE OF EQUIPMENT AT THE TIME OF THE JOINT INVENTORY IS CRITICAL TO SUCCESSFUL PROPERTY MANAGEMENT THROUGHOUT THE TERM OF THIS CONTRACT.))

((NOTE #3 YOU SHOULD USE THE AFMIS DINING FACILITY EQUIPMENT INVENTORY REPORT (DA FORM 3988-R) FOR THIS TECHNICAL EXHIBIT. YOU MUST INCLUDE THE ACQUISITION COST UNDER THE REMARKS COLUMN FOR EACH PIECE OF EQUIPMENT. FOR LEASED EQUIPMENT INDICATE LEASE IN THE ACQUISITION COST COLUMN.))

**TECHNICAL EXHIBIT 4
REQUIRED SUBMITTALS AND REPORTS**

1. Submittals:

TITLE	REQUIRING DIRECTIVE	FORMAT	REQUIRED DATE	FREQUENCY	NUMBER OF COPIES	DISTRIBUTION
<i>((NOTE: THIS LIST IS FOR SAMPLE GUIDANCE ONLY AND IS NOT COMPLETE. YOU MUST REVIEW THE YOUR PWS AND LIST ALL SUBMITTALS AND REPORTS THAT ARE REQUIRED TO BE FURNISHED BY THE CONTRACTOR. INSERT APPLICABLE PARAS IN COLUMN 2.))</i>						
Identification of Contract Manager	(<u>para no</u>)	Letter	10 days prior to performance	Initial and upon changes	2	1 - KO 1 - COR
Identification of Dining Facility Manager(s)	(<u>para no</u>)	Letter	2 days after start of	Initial and upon change employment	2	1 - KO 1 - COR
Identification of DFA Supervisor(s)	(<u>para no</u>)	Letter	2 days after start of employment	Initial and upon change	2	1 - KO 1 - COR
Uniforms	(<u>para no</u>)	Sample Uniforms	14 days prior to performance	Initial and upon change	1	1 - COR uniform
Quality Control Plan	(<u>para no</u>)	Contractor's choice	15 days after award of contract	Initial and upon change	2	1 - KO 1 - COR
Safety Program	(<u>para no</u>)	Contractor's choice	10 days prior to performance	Initial and upon change	2	1 - KO 1 - COR
Fire Prevention Evacuation Program	(<u>para no</u>)	Contractor's choice	20 days after contract award	Initial and upon change	2	1 - KO 1 - COR

Submittals (Cont'd)

TITLE	REQUIRING DIRECTIVE	FORMAT	REQUIRED DATE	FREQUENCY	NUMBER OF COPIES	DISTRIBUTION
Key Control Plan	(<u>para no</u>)	Contractor's Choice	20 days after contract award	Initial and upon change	2	1 - KO 1 - COR
Strike Contingency Plan	(<u>para no</u>)	Contractor's choice	14 days prior to performance	Initial and upon change	2	1 - KO 1 - COR
Cleaning Schedule	(<u>para no</u>)	Calendar schedule	20 days after contract award	Initial and upon change	2 per DF	1 - KO 1 - ea DF
Sanitation Training Plan	(<u>para no</u>)	Contractor's choice	20 days after contract award	Initial and upon change	2	1 - KO 1 - COR
Nutrition Training Plan	(<u>para no</u>)	Contractor's 20 choice	days after contract award	Initial and upon change	2	1 - KO 1 - COR
Government Property Admin Plan	(<u>para no</u>)	Contractor's choice	14 days prior to performance	Initial and upon change	2	1 - KO 1 - COR
Dishwashing Compounds and Rinse Additives	(<u>Para no</u>)	Mfg's literature	20 days after contract award	Initial and upon change	2	1 - KO 1 - COR
Signature Card	(<u>para no</u>)	DD Form 577	10 days prior to performance	Initial and upon change	2	1 - KO 1 - COR
Equipment Inventory	(<u>para no</u>)	AFMIS Equip Rpt Inv Rpt	5 days after any equipment	Initial and upon change changes	2	2 - COR

Submittals (Cont'd)

TITLE	REQUIRING DIRECTIVE	FORMAT	DATE	REQUIRED FREQUENCY OF COPIES	NUMBER DISTRIBUTION
Recipe SOP's	<u>(para no)</u>	Contractor's Choice	10 days prior to performance	Initial and upon change	2 2 - COR

2. Reports:

TITLE	REQUIRING DIRECTIVE	FORMAT	REQUIRED DATE	FREQUENCY	NUMBER OF COPIES	DISTRIBUTION
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((NOTE: DELETE THE FOLLOWING REPORT IF THE GOVERNMENT MAINTAINS PROPERTY RECORDS.))

Government Facilities Rpt	(<u>para no</u>)	DD Form 1662	30 Sept	Annual	2	1 - KO 1 - COR
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((NOTE: DELETE THE FOLLOWING REPORT IF OPERATIONAL RATIIONS ARE NOT USED IN CONTRACT DF.))

Ration Control Sheet (Op Rations)	(<u>para no</u>)	DA Form 5914-R	24 hrs after reconciliation of the inventory	Monthly	1	1 - COR
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DFO Monthly Inventory Rpt	(<u>para no</u>)	AFMIS DFO Monthly Inv Rpt DA Forms 3234-R and 3234-1-R	24 hrs after reconciliation of the inventory	Monthly	2	2 - COR
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DFO Cash <u>DFAS</u> Collection Voucher Rpt	(<u>para no</u>)	AFMIS Cash Collection Voucher DD Form 1131	Collection of \$500; or, the last day of each month	Monthly and when \$500 is collected	5	5 (<u>insert-office-& address</u>)
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DFO Earnings and Expenditure Record Rpt (Financial Summary)	(<u>para no</u>)	<u>(insert Form No. – AR 30-22)</u>	2 days following DF account period	Monthly	2	2 - COR
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DFO Current Expenditure Act Status	(<u>para no</u>)	<u>(insert Form No. – AR 30-22)</u>	Within 2 days of end of each month	Monthly	2	2 – COR
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Reports (Cont'd)

DF Equipment Inventory Rpt	(<u>para no</u>)	DA 3988-R	Upon the direction of the KO	Initial and upon change	2	1-KO 1-COR
Subsistence Vendor Contract Discrepancy Rpt	(<u>para no</u>)	VCDR-1-R	Within 36 hrs of initial delivery	Ea occurrence	2	1 - TISA 1 - COR

((NOTE: DELETE THE FOLLOWING REPORT IF OPERATIONAL RATIONS ARE NOT USE IN CONTRACT DF.))

Unsatisfactory Material Report	(<u>para no</u>)	DD Form 1608	Within 24 hrs of receipt unsat operational rations	Ea occurrence	2	1 - KO 1 - COR
Customer Comment Synopsis	(<u>para no</u>)	Contractor's choice	5 days after the end of month	Monthly	2	2 - COR
Loss of GFP Rpt	(<u>para no</u>)	Letter	Within 2 days of occurrence	Ea occurrence	2	1 - KO 1 - COR

((NOTE: FOR A LA CARTE ADD THE FOLLOWING REPORTS THAT WILL BE GENERATED UTILIZING THE (NCR OR FS2000) AUTOMATED SYSTEM AND MAINTAINED WITHIN EACH DINING FACILITY.

Revenue Report	(<u>para no</u>)	Automated	End of day	Daily		
Item Sales Report	(<u>para no</u>)	Automated	End of day	Daily		
Special Statistical Report	(<u>para no</u>)	Automated	End of day	Daily		
Status Report - Specific Meal Card	(<u>para no</u>)	Automated	End of day	Daily		

**TECHNICAL EXHIBIT 5
EXPENDABLE/DURABLE SUPPLIES**

((NOTE #1: YOU MUST PREPARE THIS EXHIBIT FOR EACH DINING FACILITY IAW SECTION C.3., GFP OR C.4, CONTRACTOR FURNISHED ITEMS. SOMEONE AT YOUR INSTALLATION MUST DETERMINE WHO WILL FURNISH THESE ITEMS. CONSULT THE CHIEF, SUPPLY AND SERVICES OR THE DOL)).

((NOTE #2: THIS LIST IS PROVIDED FOR SAMPLE GUIDANCE ONLY. ALL SINGLE SERVICE ITEMS REQUIRED TO SUPPORT MEAL SERVICE FOR REMOTE SITE FEEDING MUST BE INCLUDED. FURTHER, ITEM QUANTITIES SHOULD BE ADEQUATE TO FACILITATE MAXIMUM HEADCOUNT WITHOUT A REQUIREMENT TO WASH DINNERWARE AND EATINGWARE DURING THE MEAL SERVING PERIOD.))

((NOTE #3: IF THE CONTRACTOR IS PROVIDING THESE ITEMS, YOU MUST IDENTIFY THE QUANTITY OF EACH ITEM BY CONTRACT PERIOD (YEAR) AND PROVIDE A COMMERCIAL ITEM DESCRIPTION OF EACH TO ENSURE THE QUALITY AND CONTINUITY TO PRESENT GFP.))

**TECHNICAL EXHIBIT 5
EXPENDABLE/DURABLE SUPPLIES**

ITEM NAME	BEGINNING	ENDING	ITEM NAME	BEGINING	ENDING
Board, Chopping			Peeler, Potato, Hand		
Bowl, Eating, Plastic			Ice, Pick		
Bowl, Glass			Pitcher, Water 2-1/2 qt		
Cans, Garbage, 32 gal w/lid			Potato Masher		
Cup, Drinking, 10 1/2oz			Potato Masher		
Butchers Steel, 10"			Pot, Cooking, w/Cover		
Cups, Plastic, 10 oz			Pot, Cooking, 24 qt		
Dipper, Kitchen, 1 qt 10 gal			Rolling Pin		
Dish, Saucer			Saucepan, w/Cover 7-1/8 qt		
Dish Pan, 20 qt			Saucer, Cup		
Egg Whip, 16"			Scoop, Ice Cream		
Fork, Food Prep, 16"			Shaker, Salt & Pepper		
Fork, Table			Spatula, Kitchen, 15"		
Fork, Food Prep, 21"			Spoon, Food Serving, Basting 15"		
Holder, Griddle Pan			Spoon, Food Serving, 21"		
Holder, Napkin			Spoon, Food Serving, Slotted 15"		
Holder, Napkin			Stone, Sharpening		
Knife, Boning, 6"			Strainer, Aluminum w/pedestal		
Knife, Paring, 4"			Tongs, Food Serving 8"		
Knife, French			Tablespoons		
Knife, Steak, 10"			Thermometer, Deep Fat Frying		

Knife, Table			Thermometer, Meat Basting		
Ladle, Kitchen 2 oz			Thermometer, Refrigerator		
Ladle, Kitchen 8 oz			Thermometer, Oven		
Measuring Spoon Set			Tumbler, Glass 10 oz		
Opener, Can			Tumbler, Plastic 8 oz		
Pan, Baking and Roasting			Tongs, Ice		
Plate, Dinner 9"					
Pan, Fry, 12"					
Pan, Sheet					
Plate, Bread and Butter					

SINGLE USE DINNERWARE	BEGINNING	ENDING
Cups, Paper 12 oz		
Fork, Plastic		
Knife, Plastic		
Napkins, Paper		
Plates, Paper 9"		
Spoon, Plastic		

**TECHNICAL EXHIBIT 6
RECOMMENDED SUPPLIES**

The Contractor shall furnish supplies necessary to meet the requirements and standards of this contract. Supplies should include but not be limited to the following:

((NOTE: THIS LIST IS PROVIDED FOR SAMPLE GUIDANCE ONLY. YOU MUST REVIEW AND ADJUST THIS LIST TO MEET YOUR REQUIREMENTS.))

Uniforms, jackets, rubber gloves & aprons	Chemical test kits & litmus paper
Special clothing - paper caps & hair restraints	Oven cleaners
Disposable plastic gloves	Sanitizing solutions
Dishwasher compound, machine	Scale removing compound
Dishwashing compound, liquid	Toilet cleaners
Rinse additive, dishwashing	Brushes (scrub and toilet)
Hand soap and paper towels	Glass cleaner
Hand soap and paper towels	Wax remover
Scouring pads	Acrylic floor wax
Disposable wipe cloths	Floor finish, self-polishing
Screen, griddle cleaning	Furniture polish
Scouring powder, chlorinated	Chlorine solution
Scouring powder, non-chlorinated	Dust pans
Food grade plastic liners	Mops, brooms and buckets
Plastic trash and garbage bags	Buffers and floor polishing pads
Stainless steel polish and cleaner	Ladders
Thermometers and alcohol swabs	Paper towels
Thermocouples	

**TECHNICAL EXHIBIT 7
DINING FACILITY AWARDS PROGRAM**

1. Best Dining Facility Award.

((NOTE: YOU MUST TAILOR THIS INFORMATION TO YOUR INSTALLATION REQUIREMENTS AND PROCEDURES. YOU SHOULD FULLY EXPLAIN YOUR INSTALLATION BEST DINING FACILITY AWARD PROGRAM. EXPAND ON THE INFORMATION PROVIDED.))

All operating dining facilities of units/organizations assigned or attached to **((insert name of installation))** and tenant units are eligible to compete for the Dining Facility of the **((insert name of the award))** Award.

1.2. Procedures: Representatives of the Installation Food Service Office will perform unannounced evaluations of the nominees using **((insert form number))**. The dining facility with the highest score will be proclaimed winner of the competition. In the event that two or more facilities obtain identical scores, the installation SOP will be implemented to determine the winner. At the end of each fiscal year, dining facilities selected as Dining Facility of the **((insert name of award))** during that year's competition, and/or nominations from each major subordinate command will compete for the Philip A. Connelly Award. The winners at the installation level of this competition will represent this installation in the **((insert MACOM))** competition.

1.3. Awards.

((NOTE: YOU MUST LIST THE AWARD AND PRESENTATION PROCEDURES HERE.))

2. Philip A. Connelly Program. Contractor operated dining facilities will be evaluated under the same evaluation criteria as military operated dining facilities competing at the Department of the Army (DA) level of competition (reference Chapter 13, AR 30-1).

2.1. Should a contract facility is selected as a winner or runner-up in the DA competition the contracting dining facility manager and one other person selected by the installation will attend the IFSEA awards convention at government expense.

2.2. The **((winning command or winning installation))** will provide the following for the two representatives attending the conference:

2.2.1. Travel and per diem to cover attendance at the IFSEA Conference. Per diem allocation is offset by number of Government furnished meals provided at the conference (conference function meals included in ticket books).

2.2.2. Registration fee and an IFSEA conference activity book for each representative. Activity books contain tickets for up to 10 meals provided in conjunction with related conference functions, such as the Army Connelly Awards and Navy Ney Awards ceremonies.

2.3. The dining facility manager will accept the Connelly award from IFSEA and a General Officer representing the command. However, the award is a unit award and remains the property of the winning/runner-up unit upon its return to the installation.

2.4. A government representative from the installation will accepted the award.

2.5. Other contractor representatives may attend the IFSEA conference and/or Connelly ceremony at the option and expense of the company, provided attendance is coordinated with the DA Connelly Office, ACES, Fort Lee, VA 23801-1601.

2.6. When the Contractor operated dining facility reaches the DA finalist level of competition, each member of the food service staff will receive finalist level certificates of achievement from IFSEA and ACES attesting to their proficiency. If the facility is selected as a winner, a second certificate reflecting that level of achievement is awarded each member of the food service staff, and the dining facility manager is awarded a special certificate signed by the Commanding General USAQMC&S.

TECHNICAL EXHIBIT 8

QUALITY CONTROL PLAN

Purpose: To be used as a guide during performance to ensure food products and services comply with standards listed in the contract.

Provisions:

1. Organization chart which provides for QC personnel to have direct accountability to the Contractor's top management.
2. An inspection system covering all tasks and services required by this contract. A schedule shall include areas to be inspected on a routine or unscheduled basis, frequency of inspections, documentation forms, and individuals that will perform the inspections and the follow-up procedures.
3. Method of identifying deficiencies in the quality of services performed before the level of performance becomes unacceptable.
4. Method of documenting and enforcing QC operations.
5. Process action plan to correct and prevent continuous deficiencies and defects.
6. Methods of communication with the Government regarding quality and contract performance.
7. Customer/diner feedback.
8. Monthly reporting system to the Contractor's home office.

Elements of the Plan:

1. Personnel health and hygiene.
2. Safety.
3. Fire prevention and evacuation.
4. Environmental protection.
5. Energy conservation.
6. Employee training.
6. HAZMAT Program.
7. Hazard communication standards (OSHA) for use of chemicals
8. Hazard Analysis Critical Control Point (HACCP).
9. Government Property.
10. Security.
11. Key control.

Inspection Techniques:

1. Random sampling (inspections)
2. Planned sampling (inspection)
3. Customer surveys

**TECHNICAL EXHIBIT 9
A LA CARTE MENU GUIDE**

Traditional Breakfast:

Fresh fruit	3 varieties
Chilled juice	4 varieties
Eggs and omelets to order	
Pancakes and French toast	
Dry cereal	assorted sweetened and unsweetened
Breakfast meat	3 varieties
Hot cereal	1 variety (seasonal)
Bread	4 varieties
Beverage	4 varieties including 1% milk
Condiments	

Continental Breakfast: (served during the breakfast meal period and continued for a specified time after the specified serving hours)

Sweet rolls	2 varieties
Sweet muffins	3 varieties
Doughnuts	4 varieties
Bagels and English muffins	3 varieties
Sandwich	2 varieties
Low fat yogurts	2 varieties
Dry cereals	assorted sweetened and unsweetened
Beverages	4 varieties including 1% milk
Condiments	

Lunch & Dinner:

Soup or chili	1 variety
Hot entrée	2 varieties
Vegetable	2 varieties
Starch	2 varieties
Short order:	
Sandwich	4 varieties – hamburger, cheeseburger, frankfurter and 1
other grilled	
Made to order sandwiches	3 meat varieties (roast beef, ham and turkey) 3 salad varieties (egg, tuna and chicken)
Specialty entrée	2 varieties (pizza, egg role, corn dog, fajitas, burritos)
Salad entrée	3 varieties (cold plate, chef salad and taco)
Pre-plated salad	2 varieties (cold slaw, cottage cheese)

Deserts:

Baked goods calorie)	6 varieties (cake, fruit and cream pies, pudding, 1 low
Fresh fruit	2 varieties
Low fat yogurt	2 varieties
Bread, rolls and crackers	assorted varieties
Beverages	4 varieties including 1% milk
Condiments	

TECHNICAL EXHIBIT 10 A LA CARTE MENU PRICING

1. Pricing the Menu.

((NOTE #1: THE INSTALLATION IS NOT AUTHORIZED TO RETURN TO A FIXED PRICE MEAL SYSTEM WITHOUT HQDA APPROVAL.))

((NOTE #2: INSERT LOCAL PROCEDURES TO COMPUTE INDIVIDUAL ITEM PRICING AND REQUIREMENTS FOR FIXED PRICE HOLIDAY MEALS, THANKSGIVING, CHRISTMAS AND THE ARMY BIRTHDAY. THE PRICE CHARGED SHALL BE THE DOD PUBLISHED RATES. ADDITIONAL FUNDS ARE NOT AUTHORIZED WHEN THE DOD MEAL RATE IS LESS THAN THE COST OF FOOD.))

The AFMIS Master Menu File, Inquiry Function, shall be used as a planning tool to individually price all menu items. All menu items shall be price for sales, both at a discount and a standard meal price, and entered into the cashier register system initially and upon change. Prices shall be changed on a quarterly basis and entered in the cash register system by the 10th of the month, after receipt of the adjusted item costs. A record of the method used to determine all item pricing shall be maintained in the dining facility for 90 days. Additional cost to cover the expenses of disposable paper products for carry out service is not authorized.

1.1. **Discount Selling Price.** To calculate the discount selling price the recipe ingredient cost is multiplied by 20% for condiments, garnish, waste and kitchen supplies, which is added to all recipes. To figure the cost of an item, divide the total cost of the recipe by 100 to determine the individual serving cost. Multiply this cost by 1.20 (condiment cost) and round up or down to the nearest nickel to determine the discount-selling price.

1.2. **Standard Selling Price.** To calculate the standard selling price the discount-selling price (recipe cost plus 20% condiment factor as explained above) is multiplied by the operating rate factor (published in DA message each year) and rounded up or down to the nearest nickel. The operating costs, as determined by the DA operating rate factor, shall be added to the discount-selling price in a manner similar to sales tax.

1.3. **Example of Calculations.** A recipe of one hundred servings of baked chicken cost \$70.00. Divide the \$70.00 by 100 servings to determine the individual cost per serving of .70 cents. Multiply the .70 cents by 1.20 (condiment costs) to obtain .84 cents and round up to .85 cents. This is the discount-selling price of one serving of baked chicken. Now determine the standard meal selling price by multiplying the discount selling price of .85 cents by 1.33 (1999 Operating Rate Factor) to obtain \$1.1305 and round down to \$1.13. This is the standard meal-selling price.

1.4. Price Averaging. Selling prices for similar food items; e.g. vegetables, deserts, soups, starches, beverages, etc. may be averaged. Items that are significantly more expensive than the average price should be priced separately (e.g., asparagus versus green beans). Price averaging is used to encourage the selection of a wider variety of foods and speed meal services.

1.4.1. Salads. Salads may be priced pre-plated, individually priced (salad plates and chefs salads) end by price averaging. The cost per pound of each salad item or ingredient (including dressing) on a salad bar is used to compute an average price per ounce. The selling price under this method is based on the size of the salad dish or bowl used by the diner. Be aware that customers can creatively "build" salads, which could be much more expensive than originally computed for an average price. In such cases, care should be taken to insure that actual self-serve portion sizes are used in the calculation.

1.4.2. Pricing by Weight. Menu items; e.g., soft serve ice cream/yogurt, salads, deli sandwiches, and soup may be priced by weight. The portion is weighed on scales attached to the cash register. Based on an average price per ounce, the total price of the item is calculated by the cash register. This option yields the highest accuracy because the customer pays exactly for what he/she takes.

2. Pricing Daily Specials. To promote the sale of "fitness" entrees, low calorie and light meals at a standard price for a week is encouraged. For example, a typical lunch special might include, soup, entree, salad (pre-plated), 2% milk, and fresh fruit. Menu choices shall change daily. To calculate the standard selling price for specials for the week the prices of the components of each special must be averaged. Ensure that total monies collected for specials during the week are sufficient to recover the actual cost (including the 20% for condiments) of the food sold as "Specials".

3. Price Reductions. Reduced selling prices (below discount and standard selling prices) are authorized to decrease loss of subsistence (caused by discarding leftovers and forced issues). Prices shall be reduced in cases, beyond the control of the manager, when meals have been planned and prepared for a special group and the group does not show-up for the meal. Items such as roast beef; spaghetti and desserts shall not be reduced in price because of their acceptability as leftovers. The price of any leftover item may be reduced up to 50 % of the standard selling price. The amount of the reduction shall be determined by the manager and posted to the menu for the meal period. Credit for the difference between the regular selling price and the reduced price is not authorized. In addition, reduce selling prices are authorized when reduced subsistence (offered at times

by TISA and commissary to prevent loss) is purchased for use in the dining facility. In those cases, the selling price of the menu items shall be determined by the purchase price of the subsistence.

4. **Fixed Meal Pricing.** Meal prices shall be fixed IAW the DOD published meal rates for Thanksgiving, Christmas, Army's Birthday, company picnic functions and organizational day Activities.

5. **Group Meal Pricing.** The meal price for groups shall be predetermined by the total prices of all individual components (including appropriate operating cost) of the meal. Full reimbursement at the standard meal price (includes operating costs) shall be obtained, unless the diner is exempted IAW (**insert reference AR 30-1**). A record of all sales will be maintained within the dining facility.

6. **Individual Item Pricing.**

Individual menu items and bulk beverage sales; e.g. cookies, pastries, coffee and tea are authorized when requested and approved by the Government in support mission functions. Full reimbursement at the standard selling price (includes operating costs) shall be obtained for all menu item sales regardless of whether any or all individuals are exempt from the standard meal rate. Prices shall be determined using the a la carte pricing report and the pricing methods stated above. A record of all sales shall be maintained within the dining facility.

((CASH DEPOSITS. THE CONTRACTOR SHALL USE THE FOLLOW FORMULA TO DEPOSIT CASH WHEN THE AUTOMATED RECORD KEEPING SYSTEM MALFUNCTIONS. TO DETERMINE THE FOOD COSTS, MULTIPLY THE TOTAL CASH BY 77% (A GIVEN FACTOR). THE REMAINING 23% (A GIVEN FACTOR) REPRESENTS THE OPERATIONAL COSTS. TO VERIFY THE CALCULATIONS, ADD THE FOOD COSTS (77%) TO THE OPERATIONAL COSTS (23%) TO OBTAIN THE AMOUNT OF THE TURN-IN.

EXAMPLE. TO TURN-IN \$200.00 CASH, MULTIPLY \$200.00 BY .77 (77%) TO OBTAIN \$154.00 (FOOD COSTS). NEXT SUBTRACT \$154.00 FROM \$200.00 TO GET \$46.00 (OPERATIONAL COSTS). TO VERIFY THE CALCULATIONS, ADD \$154.00 AND \$46.00, WHICH EQUALS \$200.00.))