

DEFENSE COMMISSARY AGENCY
Fort Lee, Virginia 23801-6300



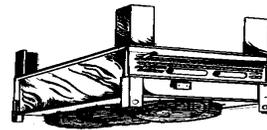
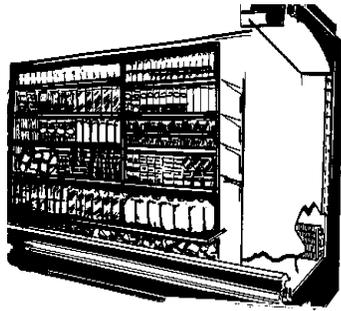
***REFRIGERATION, HEATING, VENTILATING,
AND AIR CONDITIONING***

MAINTENANCE CONTRACT HANDBOOK

February 27, 1998

**REFRIGERATION,
HEATING, VENTILATING,
AND AIR CONDITIONING**

MAINTENANCE CONTRACT HANDBOOK



**DIRECTORATE OF FACILITIES
ENGINEERING BUSINESS UNIT
SUSTAINMENT BRANCH
DeCA/ENFS**

FEBRUARY 27, 1998



**DEFENSE COMMISSARY AGENCY
HEADQUARTERS
1300 E AVENUE
FORT LEE, VIRGINIA 23801-1800**

DeCAH 20-5

February 27, 1998

DIRECTORATE OF FACILITIES

**REFRIGERATION, HEATING, VENTILATING, AND AIR CONDITIONING
MAINTENANCE CONTRACT HANDBOOK**

AUTHORITY: Defense Commissary Agency Directive Management Program is established in compliance with DoD Directive 5105.55, Defense Commissary Agency (DeCA) November 9, 1990.

MANAGEMENT CONTROLS: The OPR has determined that this handbook does not contain Management Control provisions that are subject to evaluation testing, and other requirements of DeCAD 70-2 and as specified by the Federal Manager Financial Integrity Act.

APPLICABILITY: This handbook is applicable to Headquarters, Field Operating Activities, regions and stores.

HOW TO SUPPLEMENT: This handbook may not be supplemented. However, suggested changes may be submitted to DeCA/ENFS.

HOW TO ORDER COPIES: Regions needing additional copies will contact the OPR DeCA/ENFS.

SUMMARY: This handbook contains guidance for DeCA Refrigeration/HVAC Maintenance Contracts



BY ORDER OF THE DIRECTOR

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OFFICE OF PRIMARY RESPONSIBILITY (OPR): DeCA/ENFS
COORDINATORS: DeCA/DF/EN, Region Engineers
DISTRIBUTION: HQ, FOAs, Regions, & Stores

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Chapter 1

FOREWORD

1-1. REFERENCE. This handbook has been prepared to provide necessary procedures to implement policies and guidelines established in DeCAD 20-9, Latest Edition, Chapter 7, Refrigeration, Heating, Ventilating and Air Conditioning Maintenance Contracts.

1-2. BACKGROUND. It is the desire of the Defense Commissary Agency (DeCA) to achieve operational reliability of commissary refrigeration and heating, ventilating and air conditioning (HVAC) systems to minimize product losses due to equipment failure. System reliability is essential to provide refrigeration display area without interruption and a comfortable temperature environment for the shopping patrons. Systems integrity, operability, maintainability and reliability are best achieved through the use of refrigeration and HVAC maintenance technicians specializing in state-of-the-art refrigeration systems. Commercial refrigeration and HVAC maintenance contracts have proven to be a cost effective and reliable means for meeting system maintenance requirements. These contracts will be used to maintain and repair DeCA refrigeration and HVAC equipment unless the base insists on performing these functions and can prove that they can provide these services in an acceptable manner.

1-3. INTENT. This handbook establishes guidance for quality surveillance of refrigeration and HVAC maintenance contracts. It is intended for use by Quality Surveillance Representatives (QSRs) and Authorized Government Representatives (AGPs) at DeCA commissaries. QSRs and AGPs are to read and refer to this handbook in order to conform to required procedures. It is imperative that QSRs submit appropriate reports in a timely manner whenever the contractor fails to meet contract requirements.

1-4. CONTACTS/ASSISTANCE. The DeCA has an Interdepartmental Support Agreement with United States Air Force Air Training Command for centralized contracting support. Under this agreement, all contracting responsibilities are assigned to the Contracting Squadron. Any questions of a contractual nature should be addressed to:

Contracting Officer, DSN 487-2491 COMM (210) 652-2491

1-5. PREPARERS/ASSISTANCE. This handbook has been developed by the Sustainment Branch (DeCA/ENFS) of the Engineering Business Unit with input provided by the region engineers. The region engineers serve as the chief technical inspector for each maintenance contract. Questions of a technical nature should be addressed to either the region engineer or DeCA/ENFS, DSN 539-2884, commercial (804) 765-2884. Comments or changes to the handbook should be sent to: DEFENSE COMMISSARY AGENCY, ATTN: ENFS, 1300 E AVENUE, FORT LEE VA 23801-6300 or faxed to (804) 765-2868.

Chapter 2

CONTRACT SUMMARY

2-1. SURVEILLANCE. The refrigeration and heating, ventilating and air conditioning (HVAC) maintenance contracts require that the contractor be responsible for quality control in the performance of the contract. Each contractor submits a quality control plan to DeCA at the beginning of each contract. We do not dictate exactly how the contractor will accomplish the maintenance work; however, we must insure that the level of service furnished meets the contract requirements. A systematic surveillance method is used to assure contractor performance. Operating temperature ranges for display cases and walk-in coolers and the ambient temperature and humidity range for sales, administrative, and computer room areas are specified in the contract and monitored by commissary personnel to measure contractor performance. When the contractor fails to meet performance standards, a discrepancy report is submitted which can be used to reduce the contractor's monthly payment. It has always had a positive impact on the contractor's performance when a CDR was submitted, even in instances when no money was withheld.

2-2. CONTRACTOR REQUIREMENTS. The contractor will:

- a. Perform refrigeration and HVAC periodic preventive maintenance (PPM) on a monthly basis.
- b. Be available for emergency service 24 hours/day, 7 days/week and furnish at least one, but not more than three telephone numbers at which the contractor or his representative can be contacted 24 hours/day, 7 days/week.
- c. Report to an authorized government personnel (AGP) upon arrival at the commissary and notify the AGP when repairs have been completed.
- d. Respond to an emergency call within 2 hours for refrigeration equipment and computer room HVAC and will make emergency repairs within 24 hours of receiving the emergency service call.
- e. Respond to an emergency call by 9:00 a.m. the following day for other than computer room HVAC and will make emergency repairs within 24 hours of arrival.
- f. Perform PPM and emergency service with lead technicians having a minimum of 5 years journeyman refrigeration mechanic experience.
- g. Provide a service statement identifying quantities and materials used, equipment worked on, man-hours used, reason for visit, and name, title, and designated skill level of technician performing.

2-3. CONTRACT INSPECTION. Quality Surveillance Representatives (QSRs) will:

- a. Perform daily surveillance and emergency repair inspections using checklist inspection sheets, review service statements for legibility and accuracy, and sign the sheets with date.
- b. Ensure that repairs have been completed by ensuring that equipment is operating within prescribed temperature limits.
- c. Document monthly PPM and report unsatisfactory contractor performance of PPM and prepare contract discrepancy reports.
- d. Maintain a contract file and refrigerant usage log or service statements noting refrigerant and pounds used.

e. Notify the contractor of emergency or advisory conditions. (It should be noted that the QSRs and AGPs are appointed by the commissary officer and the QSR may also be the AGP).

2-4. ASSISTANCE. The region engineer/chief inspector and DeCA/ENFS engineers will provide technical support to the contracting officer and commissary personnel and perform equipment inspections. The region engineer validates contractor payments, discrepancy reports, and contract modification requests and coordinates QSR training. DeCA/ENFS engineers conduct quality surveillance training, prepare contract modifications, and review contract documentation, such as discrepancy reports and contractors' claims. It is imperative that all concerned parties perform their designated tasks to ensure the desired contractor performance.

Chapter 3

DAILY SURVEILLANCE

3-1. WHERE TO MEASURE AIR TEMPERATURES. The QSR or alternate QSR(s) will perform checklist inspections once each day, and within the same hour of each day. This requires recording the store temperature and humidity, entering (supply) air temperatures (EAT) of all display cases, and ambient air temperature in walk-ins listed in Technical Exhibit 5 of the contract statement of work. Figure 3-1 shows typical locations for measuring EATs for medium and low temperature refrigerated display cases. The direction of the arrow does not indicate the direction of airflow. Note that on most upright refrigerated display cases, the case design incorporates two or three air bands used to generate an air curtain at the front of the case. The air band closest to the outside of the case (nearest the consumer) is a warm air band and the air band closest to the inside of the case (near the product) is the cold air band. Care must be taken to measure EATs at the cold air band. If in doubt as to where to measure air temperature, have the maintenance contractor show the location when he/she is in the store for the next routine maintenance call.

3-2. MONITORING. Air temperatures are recorded on a daily surveillance checklist. The daily surveillance checklist is used to document the surveillance whether all temperatures and humidity are within prescribed limits and, if not, which equipment is not within limits. A daily surveillance checklist is shown in Figure 3-2. If the commissary is equipped with a refrigeration monitoring and alarm system (RMAS) or refrigeration monitoring and control system (RMCS), the data collected by these systems may be used in lieu of the daily checklist inspection. RMCS and RMAS readings should be checked quarterly by commissary personnel to ensure accuracy. A printout should be maintained in the contract file to document equipment out of limits each day. Temperature charts (DeCA Form 40-9) maintained each day according to DeCA Directives 40-4 and 40-5 may also be used in lieu of separate temperature checks. However, it should be noted that the sales area temperature and relative humidity and the computer room temperatures are not specifically addressed on the DeCA Form 40-9.

3-3. TEMPERATURE/RELATIVE HUMIDITY REQUIREMENTS. Acceptable refrigerated display case EAT, walk-in ambient temperature and sales area, administrative area, and computer room ambient temperatures, and sales area relative humidity requirements are identified in Technical Exhibit 6 of the contract Statement of Work. The QSR compares the temperature readings recorded to the limits as shown in Technical Exhibit 6. Technical Exhibit 6 is included at Figure 3-3. When a display case or walk-in cooler is identified as being outside of specified ranges, the QSR will review the defrost schedule provided by the maintenance contractor to insure that an emergency service call is not placed for equipment in defrost. Note: At some installations the veterinarian may take temperature readings inside display cases. These readings will differ from EATs. When these or other issues arise, it is requested that commissary personnel contact DeCA/ENFS, DSN 539-2884.

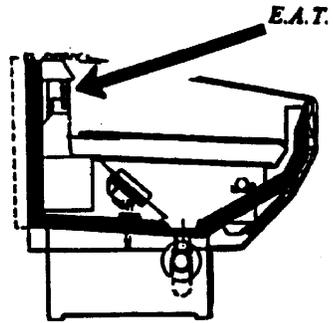
3-4. COMMISSARY EQUIPMENT. A sample commissary equipment listing (Technical Exhibit 5) is shown in Figure 3-4. The QSR should carefully review his specific technical exhibit to familiarize himself as to how the equipment is listed for contract and bid purposes. We are concerned with the first two subject headings, display cases and unit coolers in determining which locations to measure the temperature readings. Walk-in (refrigerated storage rooms) locations are listed under unit coolers and we are concerned only with the temperature in these rooms. Self-contained display cases, icemakers and RMCS/RMAS will appear under additional equipment. At the beginning of the contract, the QSR should review the technical exhibit to ensure that no equipment has been left off of the contract, as the maintenance contractor will not maintain equipment which does not appear in Technical Exhibit 5. If he does the work he can submit "over and above" charge for his services. If additional equipment is installed in the commissary or removed from the commissary during the life of the contract, DeCA/ENFS should be notified so that Technical Exhibit 5 may be updated. Technical Exhibit 5 should only include DeCA property, not vendor supplied equipment. Vendor equipment is the responsibility of the vendor for

maintenance and repair. It is essential that equipment installed by vendors not be serviced by the maintenance contractor as it will be considered out of the scope of the contract and result in "over and above" charges.

3-5. VALUE-MART EQUIPMENT. Refrigerated cases located in a "Value-Mart" store are not included on the technical exhibit. Such areas are not air conditioned to maintain the proper environment for the refrigerated display cases. (All refrigeration case manufacturers design their cases for a temperature level of 75 degrees and a humidity level not to exceed 55 percent.) These conditions do not exist in these areas during the hot and humid summer months in most geographic areas.

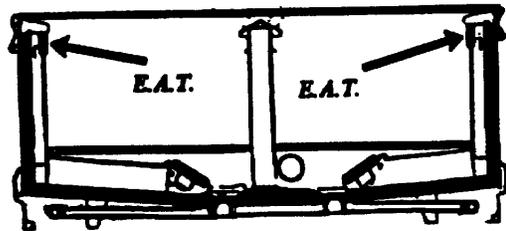
3-6. ADVISORY CALLS. During daily inspections, the QSR may identify a potential problem which he/she feels the contractor should be aware of, e.g., excessive fan noise, low refrigerant level, excessive compressor noise, lights in walk-ins. An advisory call can be placed to the contractor in situations of this nature. Ensure that advisory calls are so stated at the times of the call. It is essential that these calls be placed in a manner that will not place the government in a position to be held accountable for charges on work that could have been avoided by making sure that the contractor understands that the call is for non-emergency type work. Log the call in a contract log sheet incorporated in the contract file/folder noting the time and date the call was made. Maintain the file until work is completed. Items noted for corrective action through advisory calls should be addressed by the contractor during the next PPM visit.

**WHERE TO MEASURE
ENTERING AIR TEMPERATURES
ON
VARIOUS REFRIGERATED & FROZEN
DISPLAY CASES**

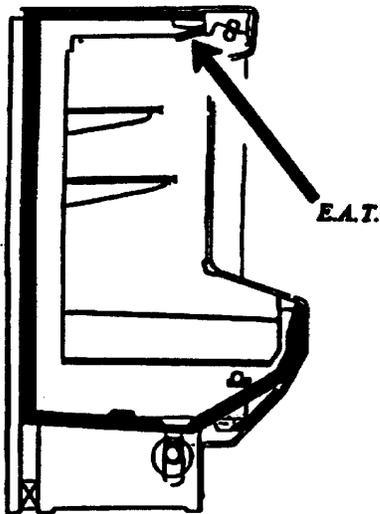


**REFRIGERATED
OPEN TOP
FRESH MEAT
DISPLAY CASE**

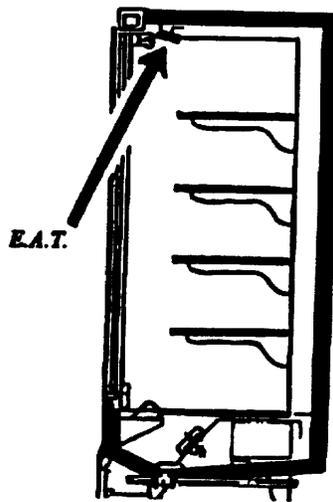
Arrows shown on the drawings of display cases indicate where the entering air temperature (E.A.T.) is to be taken. The direction of the arrow does not indicate the direction of the air flow.



**JUMBO OPEN
FROZEN FOOD**

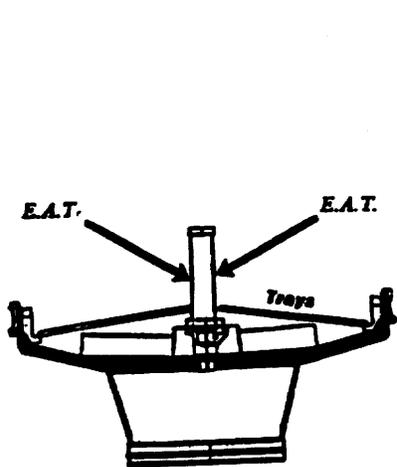


**REFRIGERATED
FRONT LOAD MULTI-SHELF
MEAT & DELI CASE**

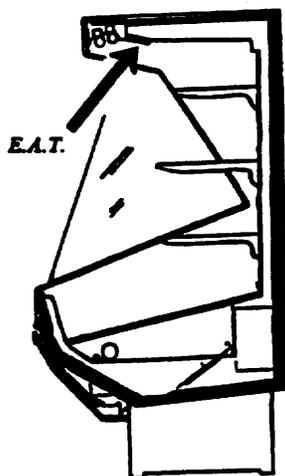


**GLASS DOOR
MERCHANDISER**

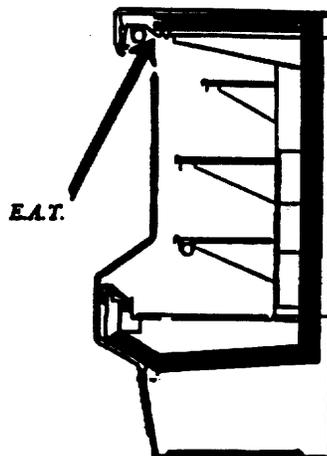
Figure 3-1 Typical Refrigerated Case Entering Air Locations



**REFRIGERATED
WIDE ISLAND
PRODUCE CASE**



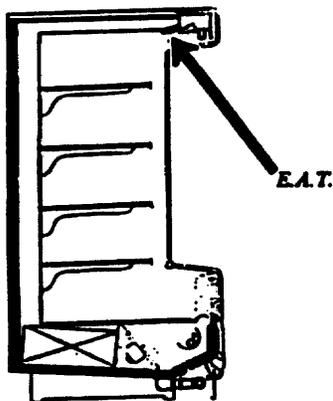
**REFRIGERATED MULTI-SHELF
PRODUCE CASE**



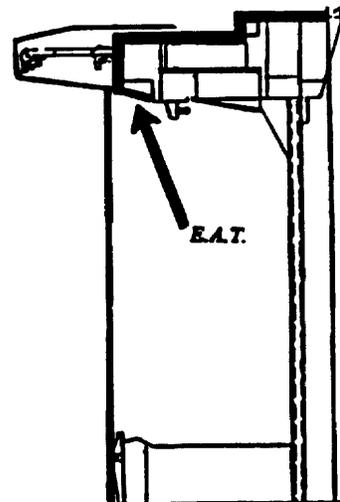
**AIR SCREEN
MERCHANDISER**



**MULTI-SHELF
FROZEN FOOD
DISPLAY CASE**



**REFRIGERATED
DAIRY/DELI CASE**



**REAR LOAD
ROLL-IN DAIRY**

Figure 3-1 (Continued) Typical Refrigerated Case Entering Air Locations

DAILY SURVEILLANCE CHECKLIST

CONTRACT NO. **F41689-97-D-0000**

BASE **Ft. Wall, TX**

DATE **9-22-97**

TIME **0845 Hours**

Check one of the following and fill in the appropriate information:

 All temperatures and store environment (where HVAC is included in the contract) are within limits.

 ✓ The following equipment is not within the required limits. (NOTE: BE SURE THAT DISPLAY CASE TEMPERATURES THAT EXCEED LIMITS ARE CHECKED TWO HOURS LATER TO BE SURE THAT THEY ARE NOT IN DEFROST, BEFORE RECORDING. DELAY IS NOT REQUIRED IF USING RMCS/RMAS PRINTOUT WHICH INDICATES DEFROST TIMES):

<u>EQUIPMENT DESCRIPTION</u>	<u>TEMPERATURE</u>	<u>SPECIFIED LIMITS</u>
FRESH MEAT.....	34	22-26
MULTIDECK DAIRY	41	30-36
GLASS DOOR FROZEN FOOD	+4	-6 TO -1
MULTIDECK PREPACK MEAT	36	28-32

SAMPLE

MILT MILTON
Signature

FIGURE 3-2. DAILY SURVEILLANCE CHECKLIST

TECHNICAL EXHIBIT 6**QUALITY STANDARDS
DISPLAY CASE ENTERING AIR TEMPERATURE LIMITS**

Produce	+36 to +40 deg F
Deli, clerk Service	+34 to +38 deg F
Fresh Meat	+22 to +26 deg F
Milk Roll-in	+26 to +30 deg F
Multideck Dairy	+30 to +36 deg F
Chest, Ice Cream (Includes Jumbo Wide Is)	-28 to -22 deg F
Chest, Frozen Food (Includes Jumbo Wide Is)	-12 to - 5 deg F
Multideck Frozen	- 8 to - 3 deg F
Multideck Pre-Pack Meats	+28 to +32 deg F
Multideck Meat	+24 to +28 deg F
Dual-Temp Meat	-12 to - 3 deg F
Glass Door Frozen	- 6 to - 1 deg F
Bakery	+36 to +40 deg F
Egg Spot Merchandiser	+36 to +40 deg F
Multideck Deli, Self Service	+32 to +35 deg F
Glass Door Ice Cream	-15 to -10 deg F
Multideck Ice Cream	-15 to -12 deg F
Glass door Medium Temp	+25 to +29 deg F
Fish Case	+28 to +34 deg F

REACH-IN STORAGE BOX TEMPERATURE LIMITS

Blast Freezer	-25 to -15 deg F
Medium Temp Reach-in	+36 to +40 deg F
Low Temp Reach-in	- 6 to + 2 deg F

WALK-IN STORAGE ROOM TEMPERATURE LIMITS

Controlled Temperature Storage	+60 to +65 deg F
Candy Storage	+58 to +65 deg F
Dairy Storage	+34 to +37 deg F
Frozen Food Storage	-10 to 0 deg F
Carcass Storage w/Hose Bib	+32 to +36 deg F
Carcass Storage w/o Host Bib	+28 to +32 deg F
Meat Holding	+28 to +32 deg F
Meat Processing	+46 to +50 deg F
Meat Wrapping	+46 to +50 deg F
Deli Storage	+34 to +37 deg F
Produce Storage	+38 to +42 deg F
Produce Processing	+58 to +65 deg F
Bakery Cooler	+34 to +37 deg F
Bakery Freezer	- 6 to 0 deg F
Pre-Pack Meat Storage	+32 to +36 deg F
Hard Chill Storage	+26 to +30 deg F

FIGURE 3-3. Technical Exhibit 6

ROOM ENVIRONMENTAL LIMITS

Sales and Checkout Area

Cooling: 50% Maximum Relative Humidity * and 72 to 75 deg F
Heating: 60% Maximum Relative Humidity and 68 to 71 degrees **

ADP Room

Cooling: 72 to 78 deg F
Heating: 68 to 72 deg F

All Other Areas

Cooling: 76 to 80 deg F
Heating: 68 to 72 deg F***

* Set controls at a maximum of 40% relative humidity, but the environment is not deficient until 50% relative humidity is reached.

** If the system has night setback, let temperature fall to a minimum of 60 deg F during hours that the commissary is closed.

*** Should the temperature rise above 72 deg F during the winter due to internal load, the cooling should not start until the temperature reaches the temperature requirements for summer.

FIGURE 3-3. (Continued) Technical Exhibit 6

SAMPLE TECHNICAL EXHIBIT # 5**XYZ COMMISSARY****REFRIGERATION EQUIPMENT**
DISPLAY CASES

<u>QUANTITY</u>	<u>LENGTH</u>	<u>TYPE</u>
6	12'	PRODUCE
2	12'	PRODUCE, PRECUT
3	12'	PREPACKAGED MEAT, MULTIDECK
6	12'	FRESH MEAT, SINGLE DECK
2	12'	MILK ROLL-IN
5	5 DR	GLASS DOOR, FROZEN FOOD
4	4 DR	GLASS DOOR ICE CREAM
2	3 DR	GLASS DOOR FROZEN JUICE
4	12'	FROZEN FOOD WIDE ISLAND
1	END CAP	FROZEN FOOD WIDE ISLAND
2	12'	FROZEN FOOD, WIDE ISLAND
6	12'	ICE CREAM, WIDE ISLAND
1	8'	DELI CLERK SERVICE
1	5'	BAKERY CASE

UNIT COOLERS

<u>QUANTITY</u>	<u>LOCATION</u>
6	FROZEN FOOD STORAGE
8	DAIRY WALK-IN
2	PREPACK MEAT STORAGE
2	MEAT HOLDING
4	MEAT WRAPPING
4	MEAT PREPARATION
2	PRODUCE STORAGE
1	PRODUCE PROCESSING

COMPRESSOR SYSTEMS

<u>QUANTITY OF SYSTEMS</u>	<u>HORSEPOWER (EA COMPRESSOR)</u>
1	7.5, 7.5, 7.5, 7.5
1	7.5, 7.5, 7.5
1	5, 10, 15, 20
1	5, 10, 25, 25

CONDENSERS

<u>QUANTITY</u>	<u>TYPE</u>
4	AIR-COOLED

HEAT RECLAIM COILS

<u>QUANTITY</u>	<u>TYPE (AIR OR WATER)</u>
2	AIR

FIGURE 3-4. Technical Exhibit 5 with Additional Comments

CONDENSING UNITS

<u>QUANTITY</u>	<u>HORSEPOWER(EA. COMPRESSOR)</u>
2	5

ADDITIONAL EQUIPMENT

<u>QUANTITY</u>	<u>DESCRIPTION</u>
1	REFRIGERATION MONITORING AND ALARM SYSTEM
1	12' DELI, FULL SERVICE, SELF-CONTAINED
1	ICE MAKER

HVAC EQUIPMENT

<u>DESCRIPTION</u>	<u>QUANTITY</u>	<u>REMARKS</u>
AIR HANDLING UNIT W/COILS	1	74 MBH CLG, 75 MBH HTG
COMPUTER AHU W/COND. UNIT	1	37 MBH CLG
DESICCANT DEHUMIDIFIER	1	255 LBS/HR, 23000 CFM
CHILLER	1	696 TONS
CONDENSER	1	FOR CHILLER, AIR-COOLED
EXHAUST FAN	7	FRACTIONAL HP
PUMP	2	5 HP
UNIT HEATER	2	8-15 MBH
FAN COIL UNIT	5	4 MBH CLG, 5 MBH HTG
BOILER	1	900 MBH OUTPUT
HVAC CONTROLS	1 LOT	PNEUMATIC/ ELECTRIC

ADDITIONAL COMMENTS ON TECHNICAL EXHIBIT 5--FOR HANDBOOK PURPOSES ONLY

- a. CASES ARE SHOWN WITH LENGTHS OF EACH AS LOCATED IN COMMISSARY.
- b. UNIT COOLERS ARE COILS LOCATED IN THE CEILING OF THE STORAGE ROOM. (QUANTITY IS ACTUAL COUNT IN EACH ROOM).
- c. COMPRESSOR SYSTEMS ARE SHOWN WITH COMPRESSOR SIZES NOTED FOR EACH RACK OF THE SYSTEM.
- d. CONDENSERS ARE USED TO REJECT HEAT FROM REFRIGERANT. USUALLY LOCATED ON THE ROOF.
- e. HEAT RECLAIM COILS USED TO CAPTURE HEAT FROM REFRIGERANT-USED TO HEAT STORE THROUGH HOT GAS COILS IN THE HVAC SYSTEM OR TO PREHEAT DOMESTIC HOT WATER.
- f. CONDENSING UNIT HAS THE COMPRESSOR AND CONDENSER AS AN INTEGRAL UNIT.

Figure 3-4. (Continued) Technical Exhibit 5 with Additional Comments

- g. AIR HANDLING UNIT HAS A FAN THAT FORCES AIR OVER COILS THROUGH THE DUCT TO HEAT AND COOL THE STORE.
- h. CHILLER USED TO COOL WATER TO PROVIDE AIR CONDITIONING TO THE SALES AND ADMINISTRATION AREAS.
- i. DESICCANT DEHUMIDIFIER USED TO LOWER THE RELATIVE HUMIDITY (BY REMOVING MOISTURE) IN THE SALES AREA.

Figure 3-4. (Continued) Technical Exhibit 5 with Additional Comments

Chapter 4

EMERGENCY SERVICE-CONTRACT CRITERIA

4-1. REQUIRED ACTION BY QSR. If the display case, walk-in cooler, or the store ambient temperature or humidity is outside of specified ranges, the QSR notifies the AGP so that an emergency service call may be placed. The QSR also starts an Emergency Service Work Call Surveillance Checklist by filling in the type of emergency, i.e., refrigeration or HVAC, the equipment description, and the time of the call. An Emergency Service Work Call Surveillance Checklist is included in Figure 4-1. Clogged display drains and power failures where commissary personnel are unable to restart equipment when power is restored are also considered emergencies. Calls for clogged display drains many times results in contractor claims for over and above charges for which the contractor claims are the result of poor housekeeping practices. Commissary personnel should ensure that products have not fallen onto the condensate pan under the products and are blocking case drains. In the case of power failures and tripped breakers, it is imperative that commissary personnel check the to ensure that the breaker is tripped and not simply turned off.

4-2. EMERGENCY SERVICE WORK CALL CHECKLIST. When the maintenance contractor arrives to perform emergency service, the QSR records the arrival time on the Emergency Service Work Call Surveillance Checklist. When the contractor completes emergency repairs and equipment temperatures or store or computer room temperature and humidity have been demonstrated as acceptable to the QSR, the completion time is recorded by the QSR on the emergency service work call surveillance checklist. The contractor service statement is reviewed for accuracy and signed by the QSR. The QSR also evaluates the contractors performance by reviewing the results of the emergency service work call surveillance checklist. If "No" is answered to any question, a contract discrepancy report (CDR), which is described in Chapter 6, should be completed. Separate CDRs are completed for each "No" answer.

Note: It must be emphasized that the contractor's response/requirements for a HVAC emergency is different than that for a refrigeration emergency.

4-3. WHAT IS A HVAC EMERGENCY? When the temperature or humidity in the sales area does not meet the limits as noted in Technical Exhibit 6. Note exception: Temperature and humidity in the computer room area is covered under refrigeration response (see below).

4-4. CONTRACTOR RESPONSE - HVAC. The contractor is required to arrive at the commissary no later than 9:00 A.M. the next day following the placement of the emergency service call by the AGP. The contractor must repair HVAC equipment to proper operating condition within 24 hours after 9:00 AM arrival time.

4-5. PARTS - HVAC. Non-availability of parts does not relieve the contractor of the 24 hour repair time requirement unless he submits justification by fax transmittal to the contracting officer and commissary officer. He must receive approval from the contracting officer for the delay. For items such as evaporator coils, and condenser coils are considered as major equipment and the contractor is granted a 5 day lead time for procurement by contract stipulations.

4-6. WHAT IS A REFRIGERATION EMERGENCY? When the EAT of a refrigerated display case, ambient temperature of a walk-in, temperature or humidity in the ADP area does not meet the limits as noted in Technical Exhibit 6.

4-7. CONTRACTOR RESPONSE - REFRIGERATION. The contractor is required to arrive at the commissary no later than two hours following the placement of the emergency service call by the AGP. The contractor must repair refrigeration equipment or HVAC equipment supporting ADP areas to proper operating condition within 24 hours of placement of the emergency service call by the AGP.

4-8. PARTS - REFRIGERATION. Non-availability of parts does not relieve the contractor of the 24 hour repair time requirement unless he submits written justification to the contracting officer and commissary officer. He must receive approval from the contracting officer for the delay. Items such as evaporator coils, heat reclaim coils, and condenser coils are considered as major equipment and the contractor is granted a 5 day lead time for procurement by contract stipulations.

EMERGENCY SERVICE WORK CALL SURVEILLANCE CHECKLIST

CONTRACT NO. F41689-97-D-0000

BASE FORT WALL, TX

	DATE	TIME
Contractor Called	<u>9-22-97</u>	<u>10:00 A.M.</u>
Contractor Arrived	<u>9-22-97</u>	<u>11:48 A.M.</u>
Repair Completed	<u>9-22-97</u>	<u>4:30 P.M.</u>

ITEM

1. Contractor arrived within time specified? (5.8.1 and 5.8.2) Yes No
2. Work performed to restore equipment to proper operating condition within specified time? (5.8.1 and 5.8.2) Yes No
3. What was the emergency condition? (QSR to note specific cause of emergency call) High temperatures on fresh Meat cases(5)

SAMPLE

FIGURE 4-1. EMERGENCY SERVICE WORK CALL SURVEILLANCE CHECKLIST

Chapter 5

SAMPLES OF EMERGENCY WORK REQUESTS

5-1. EXPLANATION. The following sample work requests are based on actual past DeCA experience. Most of these resulted in "over and above charges", or payments to the maintenance contractor for work not covered in the contract Statement of Work. They are related here not to discourage emergency service calls; but to make QSRs, more aware of instances where DeCA funds could be saved by slight changes in response or additional investigation prior to placing an emergency service call.

5-2. EXAMPLE #1 - DRAINS CLOGGED UP.

a. **PROBLEM/INSPECTOR ACTIONS:** At FORT COURAGE Commissary the QSR checked the entering (supply) temperature levels in a multideck frozen food display case and found them to be above the limits as noted Technical Exhibit 6. The QSR further verified that the temperatures were out of tolerance by a check two hours later. The QSR notified the AGP of the emergency conditions. The AGP called the contractor to notify him of an emergency condition.

b. **CONTRACTOR ACTIONS:** Contractor responds to emergency call within the allowable two hour response time for refrigeration emergency calls and discovers that the drains on the display cases are clogged up. This causes moisture to freeze on the evaporator coils and prevents effective heat transfer and thereby high entering air temperatures. Commissary personnel remove product from the case to allow the contractor access to the case drain. The contractor clears the clogged drains. Contractor upon completion of work submits a claim stating that the work is not his responsibility because commissary personnel were not cleaning the cases in a timely manner by allowing debris to build up which caused drains to be clogged.

c. **HEADQUARTERS/CONTRACTING OFFICER ACTIONS:** The contractor's claim for "over and above costs" for this work is submitted to the contracting officer who forwards it to DeCA/ENFS for review. A call is made to the commissary. Commissary personnel confirm that the drains were clogged up because some products had fallen down into the condensate pan. DeCA/ENFS concurs with request for reimbursement of over and above costs. Note: It will always be the contractor's responsibility to clean the display drains, and it will always be his responsibility to prove that the commissary has poor housekeeping practices, for him to receive additional pay for this work. It is not DeCA's policy to pay for clogged drain(s) unless the contractor can prove that the drain(s) were blocked by products or that the contractor can prove the commissary has extremely poor housekeeping practices. Commissary could have had good housekeeping practices and the claim would have been denied.

5-3. EXAMPLE #2 - "ACT OF GOD" DAMAGE.

a. **PROBLEM/INSPECTOR ACTIONS:** At TOP FLIGHT AFB Commissary the QSR checks the entering air(supply) temperature in a line of display cases and discovers that the cases are not in tolerance. The QSR waits 2 hours and checks the same line of cases and finds that the temperature levels have risen. The QSR (who is also the AGP) calls the contractor and notifies him of the emergency condition.

b. **CONTRACTOR ACTIONS:** The contractor reports to the commissary within the allowable 2 hour response time for refrigeration emergency calls. Upon arrival the contractor discovers that a tree blown by a storm had damaged a condensing unit located beside the building. The contractor finds the condensing unit is beyond repair and notifies both the QSR and AGP of the problem. The QSR

requests that the contractor notify the contracting office of the problem by FAX and requests \$4000 for "over and above" costs for replacing the condensing unit.

c. HEADQUARTERS/CONTRACTING OFFICER ACTIONS: The contracting officer calls DeCA/ENFS requesting concurrence for claim of damage. DeCA/ENFS confirms the storm damage with the QSR and concurs with contractor's claim because the damage was due to an "act of God". The contractor is due payment for the replacement condensing unit labor involved in removing the existing unit. Note: This would also apply to compressors and any other electrical components that may be destroyed due to lightning surges. The QSR acted in a prudent manner in resolving the problem. As always, the "Act of God" will be confirmed with commissary personnel prior to approval of the contractor's claim.

5-4. EXAMPLE #3 - DOORS LEFT OPEN TO FROZEN FOOD STORAGE.

a. PROBLEM/INSPECTOR ACTIONS: At SHIPS AHOY NS Commissary the refrigeration monitoring and alarm system goes into alarm condition for high temperature in the frozen food walk-in. The QSR (also an AGP) immediately calls the contractor to notify him of the emergency condition.

b. CONTRACTOR ACTIONS: The contractor reports to the store within the required 2 hour response time and cannot find anything wrong with the refrigeration system or unit coolers serving the frozen food walk-in. In discussion with commissary personnel it was discovered that the doors to the walk-in had been open for an extended period of time for delivery of products. The contractor stated that there is no way that the system could maintain stipulated temperature when the doors were open for extended periods of time and that he is due reimbursement for the service call. Charges were submitted through the contracting office for payment of the service call.

c. HEADQUARTERS/CONTRACTING OFFICER ACTIONS: The contracting officer forwards a request to DeCA/ENFS for review of the claim for "over and above" services. DeCA/ENFS reviews the circumstances with the QSR and concurs that the work is not covered by the contract due to the call being for faulty operational practices. Note: Some degree of practicality should be applied in checking temperature levels in the frozen food walk-ins as it can take 1-2 hours to bring the temperature level in the walk-ins to stipulated levels when the door has been open for long periods of time. Commissary officer should instruct personnel on not leaving doors open for extended periods of time.

5-5. EXAMPLE #4 - BASE POWER SHUTDOWN.

a. PROBLEM/INSPECTOR ACTIONS: At TOUGH GUYS MCLB Commissary the QSR checks the display cases and finds the entering (supply) air temperatures are out of tolerance and the system is inoperable. The QSR tries to start the system but finds out there is no power supply. The QSR (also an AGP) calls the contractor to notify him of an emergency condition.

b. CONTRACTOR ACTIONS: The contractor responds to the call within the required 2 hour time frame and discovers that the installation has disconnected power to the panel serving the display cases. The contractor notifies the installation of the problem and has them turn the power back on. He stays at the store until the power is turned back on and ensures that the cases are operational prior to his departure. Contractor submits a request for payment of "over and above" costs through the contracting office.

c. HEADQUARTERS/CONTRACTING OFFICER ACTIONS: The contracting officer submits the claim to DeCA/ENFS for review. DeCA/ENFS reviews the claim and recommends that the contractor be paid for the emergency visit. Note: The contract states that the contractor shall restart equipment should there be a power failure and the commissary personnel cannot restart equipment. In

this example the power was turned off by the installation without notice and was not in fact a power failure in the normal sense (storm or tripped breaker), so the claim is justifiable.

5-6. EXAMPLE #5 - TRIPPED ELECTRICAL BREAKER.

a. PROBLEM/INSPECTOR ACTIONS: At FORT WALL Commissary the QSR checks the entering air temperature level on some meat cases finds they have exceeded the stipulated entering air temperature level for over 2 hours. The inspector (QSR) calls the maintenance contractor notifying him of an emergency condition.

b. CONTRACTOR ACTIONS: Contractor responds to the call and on arrival at the store finds the electrical breaker has tripped due to an electrical storm in the area. The maintenance contractor turns the electrical breaker back on and in time the case in time meets stipulated temperature requirements. Contractor submits claim for "over and above" work.

c. HEADQUARTERS/CONTRACTING OFFICER ACTIONS: The contracting officer submits the claim to headquarters for review as to contractual obligations. DeCA/ENFS recommends the claim be denied with the position that the work was not covered in contract documents. Note: An electrical breaker under a large electrical surge will trip to the halfway point and to turn it back on it has to be turned to the full off position and then flipped to the on position.

5-7. EXAMPLE # 6 - ADVISORY CALL.

a. PROBLEM/INSPECTOR ACTIONS: At SHIPS IN PORT NS Commissary, the QSR hears an excessive noise coming out of the mechanical room. ASR enters the mechanical room and discovers that on of the compressors is shaking on its base with the compressor starting and then quickly stopping. The QSR calls the contractor and explains the noted problem and explains that the call is advisory in nature. He notes the time the call was made on his calendar and also makes a note of the call in the contract file.

b. CONTRACTOR ACTIONS: The contractor responds to the call and on arrival checks case temperature and finds that they are within stipulated levels. He later goes into the mechanical room and discovers the problem that was relayed to him by the QSR. He later discovers that system is low on refrigerant causing the compressor to short cycle and shake on its base as it starts and then shuts down under normal control constraints. He submits a claim for this work to the contracting officer as he states that the call was not a true emergency because temperature levels were within prescribed limits.

c. HEADQUARTERS/CONTRACTING OFFICER ACTIONS: The contracting officer forwards the request for "over and above" charges to DeCA/ENFS for review and recommendations. DeCA/ENFS calls the commissary and verifies that the call was made under an 'advisory' nature. DeCA/ENFS recommends that the charges be denied as the call was permitted under the contract. The contracting officer denied the contractor's claim.

5-8. TYPICAL OVER AND ABOVE CLAIMS WHICH DECA RECOMMENDED FOR PAYMENT.

- a. Banners hanging over condensers on a display case obstructing airflow and heat transfer.
- b. Damage to equipment by commissary personnel.
- c. Installing strip curtains-Directed to do so by commissary personnel. Contract to maintain existing strip curtains for normal wear/tear.
- d. Damage to equipment by other contractors working in the commissary.

- e. Honeycomb diffusers on cases not properly lined up affecting airflow.
- f. Cases overstocked (above stocking line) - affecting airflow.
- g. Design deficiencies affecting the appropriate performance of the equipment.
- h. Improper or fluctuating electrical voltage coming into the building.
- i. Roof leaks affecting equipment and its operation.

Chapter 6

CONTRACT DISCREPANCY REPORTS

6-1. DEFINITION OF NEED. There will be times when the contractor's action or lack of action will require documentation of his performance. To document these cases in which the contractor does not fulfill his contractual obligation it is necessary that a DeCA Form 70-60, Contract Discrepancy Report (CDR), be submitted. As previously noted, a completed emergency service work call surveillance checklist will always identify whether the QSR needs to complete a CDR. It is essential that CDRs be completed in a timely manner if the contracting officer is to act on the contractor's improper or negligent actions. QSRs must be aware that if a contractor is not notified in a timely manner of his poor performance, the agency receiving his services can be considered to be condoning or sanctioning his improper actions. It is very important to document the contractor's actions all the time, especially if there is a loss of product.

6-2. DOCUMENTATION. The QSR documents poor performance by preparing and filing a CDR when the deficiency occurs. CDRs may be filed for each of the following six occurrences:

- a. Five or more items of refrigeration equipment are outside of the specified range.
- b. Sales area, administrative area, or computer room temperature or humidity is outside of the specified range.
- c. Contractor did not arrive within 2 hours for emergency repair of refrigeration equipment or computer room HVAC equipment.
- d. Contractor did not arrive by 9:00 A.M. the following day for emergency repair of HVAC equipment.
- e. Contractor did not complete refrigeration equipment emergency repairs within 24 hours of receiving an emergency service call.
- f. Contractor did not complete HVAC equipment emergency repairs within 24 hours of arrival.

NOTE: A properly completed Emergency Service Work Call Surveillance Checklist will help to identify when a CDR should be submitted.

6-3. TECHNICIAN QUALIFICATIONS. If the QSR suspects the contractor technician is unqualified, DeCA/ENFS should be notified immediately. If DeCA/ENFS determines that the technician is unqualified to perform emergency service or PPM, this is considered not meeting the response and repair times identified above and a CDR will be prepared by the QSR.

6-4. EXCEPTIONS TO 24 HOUR REPAIR TIME. Two exceptions to the 24-hour emergency repair time are as follows:

- a. Replacement of major equipment such as condenser coils, heat reclaim coils, and evaporator coils which are usually not readily available. Those items must be procured and installed within 5 days of the response time deadline. All other equipment such as compressors, fans, which are readily available, must be repaired/replaced within 24 hours.

b. Individual items of equipment costing more than \$5,000 are reimbursable by the Government. All other items are the contractor's responsibility. Prior to purchase of items costing \$5,000, the contractor must receive approval from the contracting officer. The contractor is responsible for labor involved in installing the piece of equipment.

6-5. PARTS JUSTIFICATION. The contractor must provide justification to the contracting officer to use either of the exceptions above. This justification should also be made available to the QSR. Justification should include the following:

- a. Part that cannot be purchased locally
- b. Estimated delivery date of the part
- c. Means of shipment of the part
- d. Date that repairs are expected to be completed

6-6. PREPARATION OF CDR. If neither of these two exceptions applies, a CDR should be prepared. It is the QSR's responsibility to initiate a CDR. Copies of Daily and Emergency Service Work Call Surveillance Checklists should be maintained in the commissary contract file to support actions taken in submitting a CDR. Reasonable judgment should be used in the submission of a CDR because no action can be taken by the contracting officer unless the claim has valid data from the contract to back up the CDR.

- a. Blocks 1 through 6 are to be completed by the QSR.
- b. Block #1 - CONTRACT NUMBER. The contract number is found on the first page of the contract documents and on the letter forwarding the contract to the commissary.
- c. Block #2 - REPORT NUMBER FOR THIS DISCREPANCY. Order number of filing of each incident requiring a CDR. A second submission involving the same incident would entail the use of the next number.
- d. Block #3 - TO (Contractor and Manager Name). The prime contractor for the contract. A subcontractor may be performing maintenance services for the prime contractor, however, the government does not recognize subcontractors in claims of poor performance in the overall contract.
- e. Block #4 - FROM. QSR's name, signature, and commissary location.
- f. Block #5 - DATE PREPARED. No explanation required
- g. Block #6 - DISCREPANCY OR PROBLEM. Reference the paragraph in the contract Statement of Work covers the particular deficiency being processed. It is essential that the deficiency has exact verbiage from the contract documents to back up the allegations of poor performance.

6-7. CONTRACTING OFFICER'S RESPONSIBILITY. It is the contracting officer's responsibility to validate claims for follow up action to the contractor. Substantiated CDRs can be used as a tool to terminate contracts when the contractor does not meet overall contract standards. Sample CDRs are shown in FIGURES 6-1 through 6-6 for each of the six potential circumstances where a CDR may be filed. In each sample the proper verbiage noting discrepancies and reference is made to a particular paragraph in the contract Statement of Work. Remember, Block #6 must identify the paragraph from the contract stating where the contractors performance does not meet contract requirements and must follow closely the guidelines established in the CDR samples provided. Other CDR backup documentation to be maintained in the contract file are:

- a. How was emergency verified?
- b. The time and date the contractor was notified of the emergency
- c. Name of person making call
- d. Brief summary of call

6-8. SUBMISSION/COORDINATION. After completion, the CDR is forwarded to the Region engineer/Chief Inspector and a copy should be faxed to DeCA/ENFS (804) 765-2868. CDRs should be completed and forwarded within 2 days of the incident. The region engineer will review the CDR for proper preparation to ensure that it addresses one of the six items identified in paragraph 6-2 of this handbook, and forward valid CDRs to the contracting officer.

6-9. JUSTIFICATION FOR DISCIPLINARY ACTION. A CDR is a document which must be capable of withstanding the legal review of the contracting officer and in some cases the contracting officer's general counsel. Before the contracting officer will seek disciplinary action against the contractor, he/she must be satisfied that the contractor is in fact being cited for an action that definitely is not in accordance with contract documents.

CONTRACT DISCREPANCY REPORT <i>(For use of this form, see QASP: OPR is RM.)</i>		1. CONTRACT NUMBER F41689-95-5-0254	2. REPORT NUMBER FOR THIS DISCREPANCY 01
3. TO (Contractor (Company) and Manager (Name)) ABC REFRIGERATION ATTN: MR JOHNS		4. FROM (Name of OAE) <i>Leland Schneider</i> LELAND SCHNEIDER, FT LEE, VA	
5. DATES			
PREPARED 11-6-96	RETURNED BY CONTRACTOR	ACTION COMPLETE	
6. DISCREPANCY OR PROGRAM <i>(Describe in detail; include reference to SOW/Directive; attach continuation sheet if necessary)</i> Reference Statement of Work para. C-5, 7.1, Emergency work, The contractor is required to respond and arrive at the commissary within two hours of emergency repair request. Contractor was called at 9:00 a. m. on July 5, 1997 and did not arrive at the commissary until 1:20 p. m. on July 5, 1997. The ice cream cases, 24 lineal feet, Circuit 1-1 exceeded maximum temperature range initially and two hours later			
7a. NAME OF CONTRACTING OFFICER <i>(Typed or Printed)</i>		7b. CONTRACTING OFFICER SIGNATURE	DATE
8a. TO (Contracting Officer)		8b. FROM (Contractor)	
9. CONTRACTOR RESPONSE AS TO CAUSE, CORRECTIVE ACTION AND ACTIONS TO PREVENT RECURRENCE <i>(Cite applicable QC program procedures or new QC procedures. Attach continuation sheet if necessary)</i> SAMPLE			
10. NAME OF CONTRACTOR REPRESENTATIVE <i>(Typed or Printed)</i>		SIGNATURE OF CONTRACTOR REPRESENTATIVE	DATE
11. GOVERNMENT EVALUATION <i>(Acceptance, partial acceptance, rejection; attach continuation sheet if necessary)</i>			
12. GOVERNMENT ACTIONS <i>(Payment deduction, cure notice, show cause, other.)</i>			

DeCA Form 70-60, Dec 93

Supersedes TSA Form 104, Aug 83

This form was electronically produced by Elite Federal Forms, Inc

Figure 6-1. Sample Contract Discrepancy Report (DeCA Form 70-60)

CONTRACT DISCREPANCY REPORT <i>(For use of this form, see QASP; OPR is RM.)</i>		1. CONTRACT NUMBER F41689-94-D-0252	2. REPORT NUMBER FOR THIS DISCREPANCY 02	
3. TO (Contractor (Company) and Manager (Name)) ABC REFRIGERATION ATTN MR JOHNS		4. FROM (Name of QAB) <i>Leland Schneider</i> LELAND SCHNEIDER FT LEE, VA		
5. DATES				
PREPARED 11-24-96	RETURNED BY CONTRACTOR		ACTION COMPLETE	
6. DISCREPANCY OR PROGRAM <i>(Describe in detail; include reference to SOW/Directive; attach continuation sheet if necessary)</i> Statement of Work paragraph C-5, 8.1 Emergency service work : The contractor is required to repair equipment to proper operation within 24 hours of request for emergency repairs. On November 23, 1996 24 feet of ice cream cases (circuit 1-3—cases 33 and 34 exceeded the temperature limits shown in Technical Exhibit # 6. Temperature high limit existed 2 hours later. Contractor was then called at 9:30 a. m. on November 23, 1996 for emergency repairs. At 12: 30 p. m. on November 24, 1996 repairs were completed, 27 hours af ter emergency servicve was requested. This exceeds the required 24 hour time limit for repairs.				
7a. NAME OF CONTRACTING OFFICER <i>(Typed or Printed)</i>		7b. CONTRACTING OFFICER SIGNATURE		DATE
8a. TO (Contracting Officer)		8b. FROM (Contractor)		
9. CONTRACTOR RESPONSE AS TO CAUSE, CORRECTIVE ACTION AND ACTIONS TO PREVENT RECURRENCE <i>(Cite applicable QC program procedures or new QC procedures. Attach continuation sheet if necessary)</i> <div style="text-align: center; font-size: 2em; opacity: 0.5;">SAMPLE</div>				
10. NAME OF CONTRACTOR REPRESENTATIVE <i>(Typed or Printed)</i>		SIGNATURE OF CONTRACTOR REPRESENTATIVE		DATE
11. GOVERNMENT EVALUATION <i>(Acceptance, partial acceptance, rejection; attach continuation sheet if necessary)</i>				
12. GOVERNMENT ACTIONS <i>(Payment deduction, cure notice, show cause, other.)</i>				

DeCA Form 70-60, Dec 93

Supersedes TSA Form 104, Aug 83

This form was electronically produced by Elite Federal Forms, Inc

Figure 6-2. Sample Contract Discrepancy Report (DeCA Form 70-60)

CONTRACT DISCREPANCY REPORT <i>(For use of this form, see QASP: OPR is RM.)</i>		1. CONTRACT NUMBER F41689-94-D-0252	2. REPORT NUMBER FOR THIS DISCREPANCY 03
3. TO (Contractor (Company) and Manager (Name)) ABC REFRIGERATION CO. ATTN MR JOHNS		4. FROM (Name of QAB) <i>Leland Schneider</i> LELAND SCHNEIDER, FT LEE, VA	
5. DATES			
PREPARED 11-24-96	RETURNED BY CONTRACTOR	ACTION COMPLETE	
6. DISCREPANCY OR PROGRAM <i>(Describe in detail; include reference to SOW/Directive; attach continuation sheet if necessary)</i> Reference Statement of Work, Technical Exhibit #1 Performance Standard #3. The contractor is required to maintain all display cases entering air temperature within the limits shown in Technical Exhibit #6, Acceptable performance is 5 defects or less. On November 23, 1996 the daily temperature check shows 15 defects (display cases were out of temperature tolerance.. Daily check list attached. Temperatures were rechecked two hours later and 14 cases were still out of tolerance . Contractor was called for emergency services 10:30 a. m. on November 23, 1996			
7a. NAME OF CONTRACTING OFFICER <i>(Typed or Printed)</i>		7b. CONTRACTING OFFICER SIGNATURE	DATE
8a. TO (Contracting Officer)		8b. FROM (Contractor)	
9. CONTRACTOR RESPONSE AS TO CAUSE, CORRECTIVE ACTION AND ACTIONS TO PREVENT RECURRENCE <i>(Cite applicable QC program procedures or new QC procedures. Attach continuation sheet if necessary)</i> SAMPLE			
10. NAME OF CONTRACTOR REPRESENTATIVE <i>(Typed or Printed)</i>		SIGNATURE OF CONTRACTOR REPRESENTATIVE	DATE
11. GOVERNMENT EVALUATION <i>(Acceptance, partial acceptance, rejection; attach continuation sheet if necessary)</i>			
12. GOVERNMENT ACTIONS <i>(Payment deduction, cure notice, show cause, other.)</i>			

DeCA Form 70-60, Dec 93

Supersedes TSA Form 104, Aug 83

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Figure 6-3. Sample Contract Discrepancy Report (DeCA Form 70-60)

CONTRACT DISCREPANCY REPORT <i>(For use of this form, see QASP: OPR is RM.)</i>		1. CONTRACT NUMBER F41689-94-D-0255	2. REPORT NUMBER FOR THIS DISCREPANCY 04
3. TO (Contractor (Company) and Manager (Name)) ABC REFRIGERATION CO ATTN MR JOHNS		4. FROM (Name of QAF) <i>Leland Schneider</i> LELAND SCHNEIDER, FT LEE, VA	
5. DATES			
PREPARED 11-25-96	RETURNED BY CONTRACTOR	ACTION COMPLETE	
6. DISCREPANCY OR PROGRAM <i>(Describe in detail; include reference to SOW/Directive; attach continuation sheet if necessary)</i> Reference Statement of Work paragraph C-5, 8.2 Emergency Service Work : The contractor is required to respond and arrive at the commissary not later than 9:00 a. m. on the next day following the emergency call , On November 24, 1996 the sales area temperature/ humidity was noted to exceed the limits in Technical Exhibit #6. The contractor was called at 9:30 a. m. on November 24, 1996. The contractor did not arrive until 10: 00 a. m. on November 25, 1996 which exceeds the required response time.			
7a. NAME OF CONTRACTING OFFICER <i>(Typed or Printed)</i>		7b. CONTRACTING OFFICER SIGNATURE	DATE
8a. TO (Contracting Officer)		8b. FROM (Contractor)	
9. CONTRACTOR RESPONSE AS TO CAUSE, CORRECTIVE ACTION AND ACTIONS TO PREVENT RECURRENCE <i>(Cite applicable QC program procedures or new QC procedures. Attach continuation sheet if necessary)</i> <div style="text-align: center; font-size: 2em; opacity: 0.5;">SAMPLE</div>			
10. NAME OF CONTRACTOR REPRESENTATIVE <i>(Typed or Printed)</i>		SIGNATURE OF CONTRACTOR REPRESENTATIVE	DATE
11. GOVERNMENT EVALUATION <i>(Acceptance, partial acceptance, rejection; attach continuation sheet if necessary)</i>			
12. GOVERNMENT ACTIONS <i>(Payment deduction, cure notice, show cause, other.)</i>			

DeCA Form 70-60, Dec 93

Supersedes TSA Form 104, Aug 83

This form was electronically produced by Elite Federal Forms, Inc

Figure 6-4. Sample Contract Discrepancy Report (DeCA Form 70-60)

CONTRACT DISCREPANCY REPORT <i>(For use of this form, see QASP: OPR is RM.)</i>		1. CONTRACT NUMBER F41689-94-D-0255	2. REPORT NUMBER FOR THIS DISCREPANCY 05
3. TO (Contractor (Company) and Manager (Name)) ABC REFRIGERATION CO. ATTN: MR JOHNS		4. FROM (Name of OAF) <i>Leland Schneider</i> LELAND SCHNEIDER FT LEE, VA	
5. DATES			
PREPARED 11-25-96	RETURNED BY CONTRACTOR	ACTION COMPLETE	
6. DISCREPANCY OR PROGRAM <i>(Describe in detail; include reference to SOW/Directive; attach continuation sheet if necessary)</i> Reference Statement of Work paragraph C-5, 8.2, Emergency service work: The contractor is to required to repair equipment to proper operation within 24 hours after response time deadline 9:00 am on the next day following emergency call). On November 23, 1996 sales area temperature exceeded the temperature limits in Technical Exhibit # 6. Contractor was called at 9:30 a. m. on November 25, 1996 for emergency repairs. Contractor arrived by 9:00 a. m. on november 24. At 12:30 p. m. on November 25 repairs were completed 27 hours after response time deadline. This exceeded the required 24 hour time limit for repairs.			
7a. NAME OF CONTRACTING OFFICER <i>(Typed or Printed)</i>		7b. CONTRACTING OFFICER SIGNATURE	DATE
8a. TO (Contracting Officer)		8b. FROM (Contractor)	
9. CONTRACTOR RESPONSE AS TO CAUSE, CORRECTIVE ACTION AND ACTIONS TO PREVENT RECURRENCE <i>(Cite applicable QC program procedures or new QC procedures. Attach continuation sheet if necessary)</i> <p style="text-align: center; font-size: 2em; opacity: 0.5;">SAMPLE</p>			
10. NAME OF CONTRACTOR REPRESENTATIVE <i>(Typed or Printed)</i>		SIGNATURE OF CONTRACTOR REPRESENTATIVE	DATE
11. GOVERNMENT EVALUATION <i>(Acceptance, partial acceptance, rejection; attach continuation sheet if necessary)</i>			
12. GOVERNMENT ACTIONS <i>(Payment deduction, cure notice, show cause, other.)</i>			

DeCA Form 70-60, Dec 93

Supersedes TSA Form 104, Aug 83

This form was electronically produced by Elite Federal Forms, Inc.

Figure 6-5. Sample Contract Discrepancy Report (DeCA Form 70-60)

CONTRACT DISCREPANCY REPORT <i>(For use of this form, see QASP: OPR is RM.)</i>		1. CONTRACT NUMBER F41689-95-D-0252	2. REPORT NUMBER FOR THIS DISCREPANCY 06
3. TO (Contractor (Company) and Manager (Name)) ABC REFRIGERATION CO ATTN: MR JOHNS		4. FROM (Name of OLE) <i>Leland Schneider</i> LELAND SCHNEIDER FT LEE, VA	
5. DATES			
PREPARED 11-25-96	RETURNED BY CONTRACTOR		ACTION COMPLETE
6. DISCREPANCY OR PROGRAM <i>(Describe in detail; include reference to SOW/Directive; attach continuation sheet if necessary)</i> Reference Statement of Work, Technical Exhibit #1, Standard # 6, Contractor shall maintain all room requirements (room Environments served by HVAC systems specified in Technical Exhibit #5 and measured at the thermostat location) shown in Technical Exhibit #6, acceptable performance is 0 defects. On November 25, 1996 the daily temperature check shows the the sales area temperature to exceed the limits in Technical Exhibit #6. Contractor was called for emergency repairs at 8:30 a. m. on November 25, 1996			
7a. NAME OF CONTRACTING OFFICER <i>(Typed or Printed)</i>		7b. CONTRACTING OFFICER SIGNATURE	DATE
8a. TO (Contracting Officer)		8b. FROM (Contractor)	
9. CONTRACTOR RESPONSE AS TO CAUSE, CORRECTIVE ACTION AND ACTIONS TO PREVENT RECURRENCE <i>(Cite applicable QC program procedures or new QC procedures. Attach continuation sheet if necessary)</i> SAMPLE			
10. NAME OF CONTRACTOR REPRESENTATIVE <i>(Typed or Printed)</i>		SIGNATURE OF CONTRACTOR REPRESENTATIVE	DATE
11. GOVERNMENT EVALUATION <i>(Acceptance, partial acceptance, rejection; attach continuation sheet if necessary)</i>			
12. GOVERNMENT ACTIONS <i>(Payment deduction, cure notice, show cause, other.)</i>			

DeCA Form 70-60, Dec 93

Supersedes TSA Form 104, Aug 83

This form was electronically produced by Elite Federal Forms, Inc

Figure 6-6. Sample Contract Discrepancy Report (DeCA Form 70-60)

CHAPTER 7

PERFORMANCE STANDARDS, PAYMENTS, INSPECTIONS AND MODIFICATIONS

7-1. STANDARDS. The contract performance standards are used to measure the contractor's performance and calculate deductions using CDRs. Performance Standards are shown in Technical Exhibit 1 of the contract statement of work and are duplicated in Appendix A of this handbook. There are six performance standards addressing the following:

- a. Refrigeration emergency response
- b. Refrigeration emergency repair
- c. Refrigeration PPM
- d. HVAC emergency response
- e. HVAC emergency repair
- f. HVAC PPM

7-2. PERCENTAGES FOR DEDUCTION. Standards 1-6 have percentages associated with them which may be used to apportion the refrigeration and HVAC contract bid line items. The region engineer apportions the line items at the start of the contract and reduces the monthly payments by any deductions associated with CDRs filed for that month.

7-3. CONTRACT MONITORING AND SURVEILLANCE REPORT (AF Form 372). This form is to be used to record the contractor's nonconformance with contract documents that are not covered by periodic inspection. This form is used primarily to deduct payment for not performing Preventive Maintenance, however, it can be used by QSRs and AGPs for any other contractor deficiency. AF Form 372 is basically self-explanatory except for verbiage under "Performance" and under "Remarks" (Sample is at Figure 7-1 and blank form is at Appendix B). Under "Performance:" provide the following:

- a. Contract paragraph reference number and a description of the service to be provided.
- b. Record date, time and method of notifying contractor's representative.
- c. Explain deficiencies noted in a specific and concise manner.
- d. Have contractor sign AF Form 372 or, if he declines, it is to be noted on the back of the form. Promptly notify the contract administrator of specific details of defective service and contractor's involvement.

7-4. VERIFICATION OF WORK/APPROVALS. On the first day of each month the QSR will review the maintenance contractor's service statements for the previous month and verify PPM was performed. If PPM was performed, the commissary officer or QSR will prepare a Material Handling and Inspection Report, DD Form 250, and forward to the region engineer. If the service statements reflect nonperformance of PPM or performance by an apprentice without a lead qualified mechanic present, PPM is considered as not having been performed. Nonperformance is also stated on the DD Form 250. A Contract Monitoring and Surveillance Form, AF Form 372, is also prepared, and both are forwarded to the region engineer. Sample form of DD Form 250 is shown in Figure 7-2. If any CDRs were prepared the previous month, the QSR will consolidate all CDRs and forward to the region engineer. The

commissary will FAX the DD Form 250 to the region by the third workday of the month following the service and retain backup documentation in the contract file.

7-5. REGION ENGINEER'S REVIEW. By the fifth day of each month the region engineer will consolidate individual commissary DD Forms 250 for the previous month. The region engineer will check stores off from consolidated DD Forms 250 indicating all stores in a particular contract that have received PM work. The region engineer will compile each commissary's CDRs, calculate deductions to be made based on the formulas and percentages identified in the contract. The DD Form 250 amounts will be reduced by the calculated deductions and the consolidated DD Forms 250 will be faxed to the contracting officer. A sample is included in Figure 7-2. Note: If stores do not report nonperformance of PPM by submitting an AF Form 372 and not approving the DD Form 250, the contractor will be paid due to contracting officers set payment schedules. It can be readily seen that it is imperative that a report be submitted.

7-6. CONTRACT FILE. The QSR will maintain a contract file containing the contract, daily surveillance and emergency repair checklists, QSR training record, and copies of contractor service statements, CDRs, DD Forms 250, and AF Forms 372.

7-7. REFRIGERANT USAGE LOG. The QSR will also maintain a refrigerant usage log to document usage of refrigerants and the system(s), which was charged with refrigerant. (This information is identified on the contractor's service statements, which can be filed to serve as a refrigerant log).

7-8. EQUIPMENT INSPECTIONS. During the contract period, spot inspections will be conducted by DeCA/ENFS engineers and the region engineer. Inspection will include documenting equipment appearance and condition (e.g., display case, walk-in cooler, air handling unit, compressor, chiller, condenser, etc.), and verification of display case discharge temperatures, walk-in cooler temperatures and store ambient temperature and humidity. The engineer will also inspect the maintenance contract file for completeness, e.g., checklists, service statements, CDRs. The engineer will prepare an inspection report and forward it to the contracting officer and QSR. The contractor will correct any deficiencies identified in the inspection report. The QSR will verify that deficiencies have been corrected.

7-9. TRAINING. The region engineer will coordinate yearly training sessions for QSRs. A DeCA/ENFS engineer and the contracting officer will conduct the training. The commissary officer will notify the region engineer when a new QSR or alternate QSR is appointed.

7-10. CONTRACT MODIFICATIONS. The contracting officer is the only person who can modify the contract. If a requirement for a change is identified at the commissary, a request for a modification must be made to the region engineer. This request should include a description and justification of the work required. The region engineer will evaluate the request and if valid, forward to DeCA/ENFS. DeCA/ENFS will develop a formal request for modification with a statement of work and cost estimate and forward it to the contracting officer. DeCA/ENFS will assist the contracting officer with negotiations as required.

7-11. VERIFICATION OF COMPLETION OF MODIFICATION. Verification of completion of the work is required by the commissary officer or designated representative prior to reimbursement to the contractor. For example: Insulation on refrigeration suction lines at a commissary is replaced due to a design deficiency. The commissary officer or QSR upon completion of the work must complete a DD Form 250 stating that the work has been accomplished. DD Forms 250 can be submitted directly to the contracting officer.

MATERIAL INSPECTION AND RECEIVING REPORT						Form Approved OMB No. 0704-0248	
Public reporting burden for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Department of Defense, Washington Headquarters Services, Directorate for Information Operations and Reports, 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA 22202-4302, and to the Office of Management and Budget, Paperwork Reduction Project (0704-0248), Washington, DC 20503.							
PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THESE ADDRESSES. SEND THIS FORM IN ACCORDANCE WITH THE INSTRUCTIONS CONTAINED IN THE DFARS, APPENDIX F-401.							
1. PROC. INSTRUMENT IDEN (CONTRACT) F41689-96-D-0256		(ORDER) NO.	6. INVOICE NO. / DATE		7. PAGE OF 1 2	8. ACCEPTANCE POINT	
2. SHIPMENT NO.	3. DATE SHIPPED	4. BA. TCN	5. DISCOUNT TERMS				
9. PRIME CONTRACTOR CODE SCOTTPOLAR CORPORATION 1321 SOUTH SWANER ROAD STE A SALT LAKE CITY UT 84104			10. ADMINISTERED BY CODE AETC CONTRACTING SQUADRON/LCCR 550 D STREET EAST STE 08 RANDOLPH AFB TX 78150-4434				
11. SHIPPED FROM (if other than 9) CODE SAME AS 9			12. PAYMENT WILL BE MADE BY CODE DEFENSE FINANCE AND ACCOUNTING CENTER MARK FOR: FICMDF F41689-96-D-0265-5000 DFAS-CO-LCHAB, BLDG 11, SECTION 4 PO BOX 369016, COLUMBUS OH 43236-9016				
13. SHIPPED TO CODE DEFENSE COMMISSARY AGENCY/MIDWEST REGION COMMISSARIES AS LISTED			14. MARKED FOR CODE				
15. ITEM NO.	16. STOCK/PART NO. <small>(Indicate number of shipping containers - type of container - container number.)</small>	DESCRIPTION		17. QUANTITY SHIP / REC'D	18. UNIT	19. UNIT PRICE	20. AMOUNT
0003		Monthly Services for PFM and emergency service workcalls for HVAC systems for the Month of _____					
0003	AA	Ft Carson CO Commissary		1	MO	\$1,045.00	\$1,045.00
0003	AB	Ft Warren AFB WY Commissary		Reserved	MO		
0003	AC	La Junta AFB CO Commissary		None	MO		
0003	AD	Peterson AFB CO Commissary		1	MO	\$2,232.00	\$2,232.00
0003	AE	USAF Academy CO Commissary		1	MO	\$1,482.00	\$1,482.00
0003	AF	Fitzsimons AMC CO Commissary		1	MO	\$ 903.00	\$ 903.00
21. CONTRACT QUALITY ASSURANCE				22. RECEIVER'S USE			
A. ORIGIN <input type="checkbox"/> CQA <input type="checkbox"/> ACCEPTANCE of listed items has been made by me or under my supervision and they conform to contract, except as noted herein or on supporting documents.		B. DESTINATION <input type="checkbox"/> CQA <input type="checkbox"/> ACCEPTANCE of listed items has been made by me or under my supervision and they conform to contract, except as noted herein or on supporting documents.		Quantities shown in column 17 were received in apparent good condition except as noted.			
DATE _____ SIGNATURE OF AUTH GOVT REP _____		DATE _____ SIGNATURE OF AUTH GOVT REP _____		6 June 97 DATE RECEIVED SIGNATURE OF AUTH GOVT REP			
TYPED NAME AND OFFICE _____		TYPED NAME AND TITLE _____		TYPED NAME AND OFFICE EDWARD P. PEREZ DeCA MH/RDOF			
				If quantity received by the Government is the same as quantity shipped, indicate by () mark. If different, enter actual quantity received below shipped and encircle.			
23. CONTRACTOR USE ONLY							
SAMPLE							

DD Form 250, NOV 92

Previous edition may be used.

This form was electronically produced by Elm Federal Forms, Inc.

Figure 7-2. Sample Material Inspection and Receiving Report (DD Form 250)

CHAPTER 8

CONTRACTOR'S REQUIREMENTS

8-1. SERVICES AND MATERIALS. The contractor furnishes all services and materials (with exception of the \$5,000 limitation for reimbursable parts) required to repair and maintain the commissary's refrigeration and HVAC systems. Work performed under this contract is to be conducted in accordance with the best commercial practices as necessary to operate the systems at optimum efficiency while maintaining the required temperature and/or humidity conditions.

8-2. GENERAL REQUIREMENTS. The contractor will:

- a. Remove all debris in work areas and leave such areas in a clean and orderly manner.
- b. Conform to federally (Environmental Protection Agency) established guidelines in the use of refrigerants. Venting of refrigerants is not permitted.
- c. Be available for emergency service 24 hours/day, 7 days/week and will furnish at least one, but not more than three, telephone number at which the contractor or his representative can be contacted 24 hours/day, 7 days/week.
- d. Upon arrival at the commissary, whether for PPM or emergency service, the contractor will report to the AGP and will also notify the AGP when repairs have been completed.

8-3. REFRIGERATION EQUIPMENT TO MAINTAIN. The contractor shall maintain all pieces of refrigeration equipment listed under Technical Exhibit 5 in the contract statement of work. Work involves the maintenance of these items and their associated refrigeration systems including all ancillary equipment. This involves maintenance of all refrigeration system components required to provide proper temperature levels. Repair and replacement of lighting components in refrigerated areas (walk-ins and display cases) are also the contractor's responsibility as are clearing of clogged display case drains and unit cooler drain lines.

8-4. HVAC EQUIPMENT TO MAINTAIN. The contractor shall maintain all pieces of HVAC equipment listed under Technical Exhibit 5 of the contract SOW. Work involves the maintenance of all air handling units (fans, motors, coils, fan coil units, strip curtains etc.) which supplies heating and air conditioning to those areas of the store requiring temperature control. A partial listing of system components involved in this work are compressors, chillers, condensers, filters, exhaust fans, boilers, furnaces, and unit heaters.

8-5. REFRIGERATION PREVENTIVE MAINTENANCE. The contractor shall perform refrigeration PPM on a monthly basis to ensure that all commissary refrigeration systems are operating at maximum efficiency. Refrigeration PPM will include repairs, checks, tests, calibrations, adjustments, lubrication, and replacement of refrigeration system parts, compressors, controls, fans, motors, display lamps, sockets, switches, ballasts, walk-in lamps, strip curtains, and switches. Air and water-cooled condensers, cooling towers, evaporators, heat reclaim coils, compressors, honeycomb grilles on display cases, condenser fans, evaporator fans will be cleaned. Refrigerants and refrigerant oil levels will be maintained. Loose sheet metal parts on/in walk-ins, condensers, compressors, walk-in partitions will be anchored or secured. Display cases and walk-in penetrations will be caulked or sealed. Unit cooler condensate pans, condensate drain lines from unit coolers, drain line heat tape, walk-in doors and hardware, walk-in door gaskets (gasket should hold piece of paper when shut), and heaters in walk-in door frame will be properly maintained.

8-6. HVAC PREVENTIVE MAINTENANCE. The contractor is required to perform PPM on the commissary HVAC systems on a monthly basis to ensure that each is in proper operating condition. This is to ensure that the systems are capable of maintaining room temperatures and humidity levels as noted in Technical Exhibit 5 and to aid in preventing equipment failures due to lack of proper maintenance. Included are repairs, checks, tests, adjustments replacements of failed parts, cleaning, lubrication, maintaining oil and refrigerant levels, chemical water treatment of chill water systems, hot water systems steam makeup water, condenser water, cleaning heating/cooling coils and evaporative water on the HVAC system.

8-7. CONTRACTOR RESPONSE. The contractor is to respond to a call by the AGP and repair equipment within specified time limitation. The contractor is also responsible for emergency service work calls by AGPs for restarting commissary refrigeration or HVAC systems. This is when there is a power failure and equipment fails to start and commissary personnel have been unable to start equipment. The contractor is responsible for failed breakers, contactors, wiring, and other electrical components dedicated to refrigeration or HVAC equipment.

8-8. POWER SHUTDOWNS. In case there is a scheduled power shutdown, the region engineer or DeCA/ENFS should be notified. This is for the engineer(s) at the region or headquarters to assess the need to approve "over and above" work to pump down the refrigerant in the system to prevent damage to the equipment when it is restarted. Each commissary will be handled on an individual basis as to the need for this "over and above" additional work. If a commissary is located in a cold climate, it is always in the best interest of DeCA to pay for this additional work to prevent claims by the maintenance contractor for equipment failure at a later date.

8-9. MONTHLY CHECKLIST. Figure 8-1 shows a typical contractor monthly checklist, which indicates various items the contractor will address during preventive maintenance visits.

8-10. SERVICE CHECKLIST. Upon completion of each visit to the commissary, the contractor will provide a service statement. Service statements must include the following:

- a. List and quantities of materials used, e.g., parts, refrigerants, and oils.
- b. Equipment worked on, e.g., systems, units, and cases.
- c. Man-hours used in performing tasks.
- d. Reason for visit to the commissary, i.e., emergency, preventive maintenance.
- e. Name of person performing task.
- f. Title or skill level of person performing task.
- g. Signature of QSR.

8-11. REFRIGERATION AND HVAC SHUTDOWNS. Maximum time off for scheduled periodic preventive maintenance on refrigeration and HVAC equipment/systems is as follows:

Condenser	-	1 HR within 8 HR period
Unit Coolers	-	2 HRS within 8 HR period
Display Cases	-	6 HRS within 24 HR period
Compressors	-	1 HR within 8 HR period
HVAC equipment	-	8 HRS within 24 HR period

8-12. OTHER SHUTDOWN RESTRICTIONS. Display cases are not to be turned off during store operation hours for preventive maintenance work. No more than 60 feet of display cases shall be shutdown at any one time on days when the store is normally open. No more than 120 feet of display cases shall be turned off when the store is normally closed. Both of these case closure restrictions are within a 24-hour period. Contractor is to schedule the time when cases are to be unloaded and shutdown. Store personnel will be given adequate time to unload cases for PM, however, with emergency work store personnel may not always get adequate notice due to circumstances of the emergency condition.

**XYZ REFRIGERATION COMPANY
MONTHLY PREVENTIVE MAINTENANCE CHECKLIST
(SAMPLE)**

DATE 9-22-97
 COMMISSARY FT. WALLA, TX
 SERVICEMAN JOHN DOE
 QUALITY SURVEILLANCE REPRESENTATIVE WALT MATHEWS

REFRIGERATION SYSTEM

<u>COMPRESSOR RACKS/CONDENSING UNITS</u>	<u>OK</u>	<u>SERVICE</u>
Oil Levels (Min 1/3)	✓	_____
Refrigerant Levels	✓	_____
Min- 1/4 winter, 1/4 summer		
Line Clamps	—	_____
Flood Back (icing on suct, lines, hdrs)	✓	<u>ADJUSTED SUPERHEAT</u>
Crankcase heaters (on compressors)	✓	_____
Head Pressure	✓	_____
Suction Pressure	✓	_____
Moisture Indicator (change in color)	✓	_____
Compressor Room Exhaust	✓	_____
 <u>DISPLAY CASES</u>		
Fans Operating	✓	_____
Sensors Functioning	—	<u>BAD READINGS-MEAT CASES</u>
Drains Clear	✓	_____
Lights and Ballasts	—	<u>REPLACED LAMPS-GL DR FF</u>
Antisweat Heaters	✓	_____
Defrost Heaters	—	_____
Case Parts(comments)	—	_____
 <u>COOLERS/FREEZERS</u>		
Motors/Blades	✓	_____
Drain Pans and Lines	✓	_____
Temperatures	—	<u>HIGH TEMP-FF WALKIN-DR OPEN</u>
Sensors	✓	_____
 <u>CONDENSERS</u>		
Motors/Blades	✓	_____
Mounting Piping clamps	✓	_____
Condensers (clean)	✓	_____
Grease/Oil (shafts, etc.)	✓	_____
Cooling Towers	—	_____
Chemical Treatment	—	<u>Added chemicals</u>
 <u>HEAT RECLAIM COILS</u>		
Reversing Valves	✓	_____
Coils (clean)	✓	_____
Hot Water Coils (clean)	✓	_____

FIGURE 8-1 – CONTRACTOR’S MONTHLY CHECKLIST

Figure 8-1 Continued:

SELF CONTAINED UNITS

Clean condenser	_____	<u>Cleaned Condensers</u>
Refrigerant Level	✓	_____
Temperature Check	✓	_____

MONITORING, CONTROL ALARM SYSTEM

Check Readouts	_____	<u>Meat Case Off</u>
Check Sensors	✓	_____
Check Dial out	✓	_____
Data Logger	✓	_____
Modem operation	✓	_____

HVAC SYSTEM

	<u>OK</u>	<u>SERVICE</u>
Refrigerant Level	✓	_____
Moisture Indicators	✓	_____
Head/Suction Pressure	✓	_____
Oil Levels	✓	_____
Compressors	✓	_____
Grease	_____	<u>Changed Belts</u>
Belts	_____	<u>Changed filters-AHU #3</u>
Filters(clean)	✓	_____
Condensers	✓	_____
Pumps	✓	_____
Adjust Controls (pneumatic/elec)	✓	_____
Air Compressor	✓	_____

ADDITIONAL COMMENTS/RECOMMENDATIONS

- *Need to Schedule Drain Flushing*
- *Need on Hand Supply of Belts and Filters*
- *Check Meat Case Later to Ensure Correct Temperature*

Figure 8-1 (Continued from previous page)

PERFORMANCE STANDARDS

REQUIRED SERVICE	STANDARD	ACCEPTABLE PERFORMANCE	METHOD OF SURVEILLANCE	MAXIMUM PAYMENT PERCENTAGE FOR ACHIEVING ACCEPTABLE PERFORMANCE
(STANDARD 1) Responds to refrigeration emergency service work calls as required per paragraph 5.8 of the SOW.	Arrives at the commissary within two hours of notification.	0 Defects; Lot size is the number of emergency services work calls for the month.	Checklist; Inspections based on the frequency the service is requested.	6%
(STANDARD 2) Performs all emergency service work calls on the commissary refrigeration systems required per paragraph 5.8 of the SOW.	Repairs equipment to proper operating condition within 24 hours of notification. Major equipment must be procured and installed within 5 days of the response time deadline.	0 Defects; Lot size is the number of emergency service work calls for the month.	Checklist; Inspections based on the frequency the service is requested.	30%
(STANDARD 3) Perform periodic preventive maintenance on the commissary refrigeration system as required per paragraph 5.6 of the SOW.	Perform PM to maintain all display case entering air temperatures, walk-in storage room temperatures and reach-in storage box temperatures within the limits shown in Technical Exhibit 6.	5 Defects; Lot size is the total sum of refrigerated display cases, walk-in storage rooms, and reach-in storage boxes, multiplied by the number of days of the month. 0 defects for not performing PM.	Checklist; Daily inspections. PM service requires monthly checklist signed by commissary personnel attesting that this service has been performed.	64%

PERFORMANCE STANDARDS

REQUIRED SERVICE	STANDARD	ACCEPTABLE PERFORMANCE	METHOD OF SURVEILLANCE	MAXIMUM PAYMENT PERCENTAGE FOR ACHIEVING ACCEPTABLE PERFORMANCE
(STANDARD 4) Responds to HVAC emergency service work calls as required per paragraph 5.8 of the SOW.	Arrives at the commissary not later than 9:00 A.M. on the next duty day following notification.	0 Defects; Lot size is the number of emergency services work calls for the month.	Checklist; Inspections based on the frequency the service is requested.	2%
(STANDARD 5) Performs all emergency service work calls on the commissary HVAC systems required per paragraph 5.8 of the SOW.	Repairs equipment to proper operating condition within 24 hours of the response time deadline.	0 Defects; Lot size is the number of emergency service work calls for the month.	Checklist; Inspections based on the frequency the service is requested.	13%
(STANDARD 6) Perform periodic preventive maintenance on the commissary HVAC system as required per paragraph 5.7 of the SOW.	Perform PM to maintain all room environments (room environments served by the HVAC systems specified in Technical Exhibit 5 and measured at the thermostat location) within the limits shown in Technical Exhibit 6.	0 Defects; Lot size is the total sum of the HVAC systems per commissary. 0 defects for PM service. (No payment will be made under Standard #6 if PM work is not performed.	Checklist; Daily inspections. PM service requires monthly checklist signed by commissary personnel attesting that this service has been performed.	85%

DAILY SURVEILLANCE CHECKLIST

CONTRACT NO: _____

BASE _____

DATE _____

TIME _____

Check one of the following and fill in the appropriate information:

_____ All temperatures and store environment (where HVAC is included in the contract) are within limits.

_____ The following equipment is not within the required limits. (NOTE: BE SURE THAT DISPLAY CASE TEMPERATURES THAT EXCEED LIMITS ARE CHECKED TWO HOURS LATER TO BE SURE THAT THEY ARE NOT IN DEFROST, BEFORE RECORDING. DELAY IS NOT REQUIRED IF USING RMCS/RMAS PRINTOUT WHICH INDICATES DEFROST TIMES.):

<u>EQUIPMENT DESCRIPTION</u>	<u>TEMPERATURE</u>	<u>SPECIFIED LIMITS</u>
------------------------------	--------------------	-------------------------

Signature

EMERGENCY SERVICE WORK CALL SURVEILLANCE CHECKLIST

CONTRACT NO. _____

BASE _____

	DATE	TIME
Contractor Called	_____	_____
Contractor Arrived	_____	_____
Repair Completed	_____	_____

ITEM

1. Contractor arrived within time specified? () Yes () No
(5.8.1 and 5.8.2)
2. Work performed to restore equipment to proper operating condition within specified time? (5.8.1 and 5.8.2) () Yes () No
3. What was the emergency condition?
(QSR to note specific cause of emergency call) _____

DEFINITIONS

ADVISORY CALLS: Calls made by the AGP to the contractor to advise that the QSR considers some portion of the commissary refrigeration or HVAC system to not be functioning properly. This is not defined as a emergency call but is used to assist the contractor in avoiding problems down the road that may impact adversely on his performance. It is not mandatory that the contractor respond to these calls. The contractor has the sole responsibility to ascertain if this is an emergency situation or if this is something that can be handled during routine preventive maintenance work. During the contract period if the contractor receives an alarm from the alarm system(s) the contractor will respond to the call as an advisory call unless the AGP also calls in the alarm condition.

AUTHORIZED GOVERNMENT PERSONNEL (AGP): Commissary personnel who have been given the authorization by the contracting officer to call the contractor for emergency work and to log the time when the contractor arrives and when repairs are completed. This person assures that all information is compiled for reporting to the Chief Inspector (region engineer).

CHIEF INSPECTOR: Individual tasked to act as the liaison between the inspector at each commissary and the contract administrator. In most cases this will be the region engineer. This individual will compile all required contract documentation and furnish this information including reports on contractor deficiencies. This individual is also tasked to ensure that the commissary personnel perform their required tasks.

DEFECTIVE SERVICE: Work by the contractor that is performed or not performed that does not meet the Performance Standards. The Performance Standards are shown in Appendix A.

EMERGENCY: An emergency is defined as when the entering (sometimes called discharge) air temperature of a refrigerated display case, walk-in ambient temperature, or sales or ADP area temperature or humidity is not within limits as shown in the Technical Exhibit 6 of the contract (see Figure 3-3). Emergencies also include clogged display drains, failure of the refrigeration monitoring and alarm system and situations where the equipment fails to start after experiencing a power failure.

LOT: The total number of service outputs or number of times that the contractor responds to calls in a surveillance period (one month). This is defined in the acceptable Performance Standards as shown in Appendix A.

MAJOR EQUIPMENT: For purpose of the maintenance contracts condenser coils, heat reclaim coils and evaporator coils are considered major equipment.

MECHANICAL CENTER OR MECHANICAL ROOM: Area designated to house the compressors, condensers (in some cases), electrical equipment, fans, air handling units, and other components required for functional heating, cooling, and refrigeration operations.

PERIODIC PREVENTIVE MAINTENANCE (PPM): Periodic checking, adjusting and service of commissary refrigeration and heating, ventilating and air conditioning equipment.

QUALITY ASSURANCE: These are the actions taken by the government (quality surveillance representative, authorized government personnel, region engineer, DeCA/ENFS engineer, and the contracting officer) to assure that the contractor's services meet the conditions of the contract.

QUALITY SERVICE PERSONNEL: Assigned government personnel at each commissary responsible for monitoring and assuring that the contractor's services meets contract requirements.

QUALITY CONTROL: Actions taken by the contractor to relay to DeCA the method that the contractor will use to assure that the performance of his services will meet contract requirements.

TECHNICAL INSPECTOR: The government individual (usually DeCA/ENFS engineers) responsible for assisting the chief inspector in evaluating the technical aspects of the contractor's performance. The technical inspector will provide the chief inspector information on the initial repairs to be conducted and other technical problems relating to contractor's performance which may not be in conformance with contract documents.