

STATEMENT OF WORK STATEMENT OF WORK FOR FULL FOOD SERVICES AT USCG SECTOR HOUSTON - GALVESTON. TX

1.0 INTRODUCTION

The Coast Guard (LOG-9) is procuring a full and complete provision of food services as described in the following sections for the Coast Guard Sector Houston-Galveston, TX, where the work will be performed. The selected Contractor shall furnish all food personnel, management, supervision, materials, supplies, transportation and other items or services (except as stated herein) necessary to provide full food service in accordance with all terms and conditions in the contract. The services shall be performed at the Coast Guard Sector Houston-Galveston Dining Facility. Contractor tasks shall include, but are not limited to, the following: Dining Facility Management, preparing and cooking all meals, stocking, serving, replenishment of stock, cleaning the facilities, equipment and utensils in accordance with the Coast Guard Sanitation Manual, preparing fresh breads, desserts, vegetables and fruits for the salad bar, performing cashier services as needed, maintain quality control and ensuring operator maintenance of galley equipment.

2.0 BACKGROUND

2.1 General: The mission of Coast Guard Sector Houston-Galveston is to provide on time and affordable nutritional products, services and logistics support which consistently meets or exceeds the expectation of, the Coast Guard Shore Infrastructure Logistics Center (PCB-2) and Heartland District units and other Coast Guard units operating within Heartland District geographic boundaries. Coast Guard Sector Houston-Galveston is host to many tenants Coast Guard commands and other government agencies. Coast Guard Sector Houston-Galveston dining facility is used regularly by active-duty personnel, reservists and civilian government employees working at the base and outside. Coast Guard Sector Houston-Galveston requires the following to accomplish this mission; it is essential that the dining facility is maintained in an attractive and sanitary condition at all times, and that military etiquette is adhered to. Authorized patrons of the Dining Facility include enlisted, officers, and civilian personnel assigned and their authorized guests. The historical information about the number of meals served at the coast Guard Dining Facility (CGDF) is found in the Technical Exhibit #1 (TE – 1). The reason for the Statement of Work (SOW) is to provide full food services for the personal listed above as well as, duty sections, and late working (emergency, Hurricanes etc.) employee.

Dining Facility Operating Hours

The normal hours of operation for the dining facility are listed below. However, the hours may be subject to change because of mission, operations, contingency, special events, or any other requirements that may arise. Sector Houston-Galveston hosts other government agencies that are allowed to dine but cannot be served until 1200 daily.

	Breakfast	Lunch
Monday – Friday	0630 – 0745	1130 - 1245
Saturday – Sunday (reserves twice a year)	0715 – 0815	1130 - 1215

The contractor shall offer a complete menu to any authorized patron that enter the dining facility during the designated serving hours noted in the table above. The contractor shall commence breakdown of the serving line to remove food 15 minutes after the end of the posted meal hours to allow patrons adequate time for seconds. The dining facility shall be secured by 2:30 pm daily. However, the contractor is allowed to stay later to perform any task listed under the Housekeeping Frequency Chart that could not be performed during regular hours.

The Contracting Officer's Representative (COR) or the Contracting Officer may change meals hours, but not the total number of hours without additional cost to the Government by giving the contractor 24 hours of advance notice of such change. The government will furnish the contractor with the holiday and special event schedule at least five days in advance.

3.0 SCOPE

The objective of this effort is to acquire full food services to assist Coast Guard Sector Houston-Galveston in accomplishing their mission. The service requirements and performance objectives relate directly to mission essential items as identified in the Statement of Work (SOW), the Contractor Quality Control Plan providing for the highest level of service delivery performance critical to mission success. The contractor shall use the publications identified in section 4.0, Applicable Publications, herein as well as the approved Quality Control Plan to accomplish the following full food service functions/task generated for this effort, which may not be all inclusive:

GENERAL
Phase In – Phase out
Contractor Access to Government Property

SPECIFIC TASK
Menu Requirements
Food Preparation and Cashier Services
Sale of additional Food Items
Special Events and Emergency Services
House Keeping Services
Miscellaneous Services

4.0. APPLICABLE DOCUMENTS, PUBLICATIONS, FORMS, EXHIBITS & ATTACHMENTS

4.1 The contractor shall comply with all applicable federal, state, local and municipal laws, regulations and requirements; and all industry standards/ references as necessary for the services required herein. The contractor shall comply with the Government and Coast Guard Regulations, Technical Exhibits (TE) and attachments listed in the table below applicable to the performance of the contract and to contractor personnel. The contractor shall obtain and submit, as required by Section 6.0, Deliverables, all necessary licenses and permits required for the prosecution of the work; and shall maintain such licensing throughout the term of this contract.

4.2 The government will provide all publications listed upon request of the contractor. Supplements or amendments to listed publications may be issued during the life of the contract. The contractor shall immediately implement these changes, which result in a decrease, or no charge on the contract price.

The government will also provide the forms listed which are needed for daily operations. Upon completion of the contract, the contractor shall return to the Government all issued publications and unused forms.

COMDTPUB P4061.4	Food Service Practical Handbook	10/09	Provided on PDF
CGTTP 4-11.12C	Food Safety and Sanitation Program TTP	11/21	Provided on PDF

5.0 TECHNICAL REQUIREMENTS

The contractor shall provide the supervised labor necessary to provide full services to the extent specified herein, in accordance with the task, frequency and approved work schedule identified herein. The task to be performed includes a significant amount of the following duties, which are typical but not all inclusive:

5.1.1 Phase Out Period

5.1.1.1 Phase Out Period. Beginning 15 calendar days prior to the end of the current contract period, the incumbent contractor will be required to allow personnel from the Government and/or a successor contractor to observe daily operations of the facility on a not-to interfere basis. During this "phase-out" period, the incumbent contractor remains totally responsible for the food service operations.

5.1.2 Contractor Access to Government Property and to Government Provided Equipment

5.1.2.1 Government Property. The Government will provide access to the facilities and designated areas that are used in conjunction with this requirement. These facilities have been inspected for compliance with the Occupational Safety and Health Act (OSHA). Prior to any modification to the facilities by the Contractor, the Contractor shall notify the COR and provide

documentation describing in detail the modification to be performed. No alteration to the facilities shall be made without specific written permission from the Contracting Officer. The Contractor shall return the facilities to the Government in the same condition as received, except for fair wear and tear and approved modifications. The Contractor shall only use the facility in performance of this contract. The Government will have the authority to use the facility equipment for appropriate command functions with 48-hour notice.

5.1.2.2 Government Provided Food Equipment. The Government will provide access to the equipment listed in TE-3, Government Provided Equipment, in "as is" condition. The Government may replace equipment when it is no longer usable for its intended purpose due to fair wear and tear. Major maintenance of this food equipment will be the responsibility of the Government. Contractors will be held liable if any foul play has been established for any damage to government provided food equipment. It is essential that the contractor provide training on all equipment usage to reduce the liability of damage.

5.1.2.3 Government Provided Office Space. The Government will provide the contractor with office space that will consist of a desk, filing cabinets, shelves for dry goods, safe, and chair at the time of award in an "as is" condition. Necessary repairs and upgrades will be the responsibility of the contractor; the Government will not replace or repair equipment when it is no longer usable for its intended purpose. The contractor will be responsible for fixing any damage to the office space and will ensure that a desk, file cabinets, shelves for dry goods, safe, and chair is provided during the phase out period.

5.1.2.4 Equipment Access. No later than 15 days prior to the start of contract performance, the contractor, the COR and a representative of the Sector Houston-Galveston Supply/Property office shall jointly conduct an inventory of contractor access to all Government Equipment listed in TE-3 and other small food preparation equipment items in the dining facility. The contractor shall sign a receipt for all equipment provided by the Government. The contractor, the COR and the Base Galveston Supply/Property Officer, shall jointly determine and record the working order and condition of all equipment. Items of equipment missing or not in working order shall be recorded. The Contracting Officer shall direct the contractor to replace missing items or repair the inoperable equipment for which the contractor will be reimbursed; major maintenance on equipment listed in TE-3 will be scheduled through the COR.

5.1.2.5 Equipment Inventory. At the end of each fiscal year of the contract and during the Phase Out period, a joint equipment inventory with the COR and the program manager shall be held. A Property Inventory Report shall be submitted to the COR within 15 days of completing the inventory. Based on the findings, any equipment or items in need of repair, upgrade or replacement shall be discussed with the COR and appropriate arrangements made.

5.2 Specific Tasks

5.2.1 Menu Requirements

5.2.1.1 Using online sources and cookbooks are good options for recipes. These recipes must be approved by the COR. TE-4, Four-Week Menus is a minimum standard, **the Contractor will submit, as part of the quotation a four-week cycle menu reflecting nutritious meals.** The Contractor shall submit changes to the cycle menu two weeks prior to implementation, to the COR for approval, The Contractor shall provide the weekly menu with approved changes to the COR two weeks prior to use. The Contractor shall not change the menu without approval of the COR, except for emergencies (i.e., hurricane, snowstorm, etc.). **Subsistence shortages will not be accepted as valid excuses for substitutions unless emergency conditions (i.e. severe weather) exist.**

5.2.1.2 Minimum Menu Requirements:

The menu will require a minimum serving of an 8oz steak that will consist of New York Strip, Rib-eye, and T-Bone on a weekly basis for lunch and the contractor will be required to include prime rib into the menu at least once in a 4-week cycle. All meats will be Certified Angus. Seafood will be served weekly on Friday for lunch and will include either baked or steamed items in addition to any fried items. Bread: At least three types of bread will be available daily for sandwiches on the Ala' Cart Menu. The Ala' Cart Menu shall be posted by the serving line to remind customers of the service provided.

5.2.1.3 Minimum Salad bar Requirements: Salad bar will feature at least 21 items

Daily: Salad Bar Items:

- 1) Primary Items include lettuce or mixed greens, spinach, tomatoes, cucumbers, and carrots.
- 2) Secondary Items include Bacon Bits, Chopped Ham, Cottage Cheese, Chopped Eggs, Three Bean Salad, Fresh Mushrooms, Sunflower Seeds, Croutons, Garbanzo Beans, Crispy Noodles (Chow Mein), Celery, Bean Sprouts, Radishes, Green Peppers, Beets, Cherry Tomatoes, Broccoli, Olives, Cubed and Shredded Cheese, Pickles (sweet and dill), Onions, Cauliflower, Cubed Apples, Canned Pears and Peaches, Grapefruit Sections, Fresh Grapes and Orange Sections

Dressings:

- 1) Primary dressings include French, Italian, Ranch, Thousand Island, Olive Oil, and Red Wine Vinegar
- 2) Secondary dressings include Bleu Cheese, Caesar, Peppercorn, and Buttermilk and Catalina
- 3) Serving:

Salad Bar and Dressings shall be served during Lunch. Salad Bar and Dressings shall consist of all Primary Salad Bar items, at least fourteen Secondary Salad Bar items, all

Primary Dressings and 3 secondary salad dressings, in addition Three "Low Calorie" dressing choices shall also be served. Secondary Salad Bar items shall be served no more than twice in a three-day period except as approved by the COR. Mayonnaise based salad items shall be limited to one item. In addition, two bulk salads, e.g. cottage cheese, coleslaw, beet and onion, macaroni, cucumber and onion or potato salad shall be offered.

Items shall be removed from the salad cart for cold storage, and re-provisioned after each meal. Food items containing mayonnaise or cooked salad items shall not be refrigerated or retained for reuse.

Salad Bar and dressings shall be set up in the Crew Dining Area during lunch.

5.2.1.4 Soup & Salad Bar: Will be offered daily for the same price as lunch.

5.2.1.5 A la Carte Menu: Contractor will provide at least 2 healthy items and 1 regular item daily as an alternative to the lunch menu.

5.2.2 Food Preparation and Service

5.2.2.2 Progressive Food Preparation. The Contractor shall progressively prepare food items to ensure freshness and optimum flavor, color, and texture. In order to meet this demand, the contractor must have the appropriate staff.

5.2.2.3 Short Order. The contractor shall cook to order short order breakfast items. The items shall be prepared in advance only to the extent necessary to ensure the required patron flow, short order items such as hamburgers, hot dogs, and French fries shall be prepared in advance only to the extent necessary to ensure the required patron flow through the serving line.

5.2.2.4 Serving Lines. The contractor shall set up serving lines by the scheduled opening time, but no more than 15 minutes prior to the opening time, maintaining serving lines throughout the meal period, and set up additional lines upon direction of the COR.

5.2.2.5 Baked Products. The contractor shall cut and handle pastries and other baked products in a manner that shall avoid drying out prior to patron selection. Baked products shall be fresh and full of flavor.

5.2.2.6 Replenish Procedures. The contractor shall replenish all foods, beverages, and condiments as necessary to ensure availability to all patrons throughout the meals. If the contractor cannot replenish the original product, they must inform the COR.

5.2.2.7 Food Portions. The contractor shall serve food in the correct portion. Portion sizes will be governed by which recipe the contractor will be using.

5.2.2.8 Close serving Lines. The contractor shall remove all food from serving lines within 15 minutes after the end of the posted meal period. The contractor shall cover, label and put in

proper storage unless disposal of leftovers is appropriate. The contractor shall not save food on the serving line.

5.2.2.9 The following tasks will be performed in accordance with CGTTP 4-11.12A, Food Safety and Sanitation Program TTP and COMDTINST M4061.4, Food Service Practical Handbook:

FOOD STORAGE
SANITATION
FOOD PREPARATION
PREPARATION AND SERVING OF SANDWICHES
FOOD SANITATION
DISPLAY AND SERVICE
EQUIPMENT, TABLEWARE, COOKWARE, AND UTENSIL CLEANING AND SANITATION
FOOD PREPARATION EQUIPMENT AND SERVING EQUIPMENT SANITATION

5.2.3 Cashier Services

5.2.3.1 The contractor shall furnish a cashier to perform cashier services for each meal. The flow rate through the cashier line shall be at least five patrons per minute. The contractor shall not leave the cashier station unattended during meal service times. The cashier must ensure that each customer signs in on the CG 4901 for proper accountability. This would include their name, their unit, and the proper category they belong to. Reference TE-6 for example.

5.2.3.2 Cashier Instructions. A current copy of cashier instructions shall be maintained at the cashier stations. These instructions shall include specific meal charges for each category for each customer authorized to eat in the dining facility. The contractor shall ensure that correct meal charges are collected and they record the difference between cash and credit card sales. Meal rate charges and increases are determined, established, and increased, solely by the Coast Guard Commandant, Washington, DC. The COR will provide any changes to the meal rates. The program manager does not have the authority to change prices for customers.

5.2.3.3 Evaluation Forms. The contractor shall place Government provided evaluation forms for customer satisfaction evaluation near the cashier station in view of patrons. These results shall be recorded and given to the COR.

5.2.3.4 Cash Receipts. All monies collected from credit/debit cards and cash receipts will be credited to the monthly invoice to reduce invoice by the amount (TE-5). The contractor shall keep a daily record of cash collections allowing the COR access to the records of receipts.

5.2.3.5 Credit/Debit Card Acceptance & PCI/EMV Compliance. Contractor shall provide all equipment necessary to accept credit/debit cards as a method of payment for all authorized galley patrons. All equipment shall meet Payment Card Industry (PCI) Data Security Standard (DSS) and Euro MasterCard-VISA (EMV) compliance to protect cardholder data or sensitive

authentication data. Credit for monies collected will be annotated on the appropriate ledgers and invoices reimbursing this contract. All credit card fees will be totaled at the end of each month and charged as a separate line item on accountable ledgers. If the Contractor, any subcontractor, and/or any other third party involved with this contract provides software and/or professional services for any application which stores any cardholder data and/or sensitive authentication data at any time, the Contractor shall adhere to the then current versions of the PCI-DSS, as applicable. The contractor must also show documentation of cyber insurance in the amount no less than \$1 million that indemnifies, defends, and holds harmless the United States of America, the U.S. Department of Homeland Security, and the U.S. Coast Guard from and against any claim, liability, damage or expense, including attorney's fees, that incur relating to, arising out of or existing from credit card transactions of the contractor or subcontractor systems for any liabilities arising from the breach of payment card data at Sector Houston-Galveston as part of this agreement. If the Contractor or any subcontractor does not store any cardholder data and/or sensitive authentication data at any time, and the associated bank provides standard service coverage, the requirement of additional cyber insurance is waived.

5.2.4 Special Events and Emergency Services. The contractor shall provide food service requirements for special events and emergency services at the request of the COR. When special food services are required, the contractor shall provide enough food service personnel to support unit functions. The Government shall not be restricted from using the contractor for any special events, but may upon request, negotiate for special events with the contractor.

5.2.4.1 Emergency Services. The contractor shall provide emergency services directed by the Contracting Officer. Emergency services are necessary when dealing with natural disasters such as hurricane, flood relief, fire, accident and rescue operations civil disturbances, pollution and oil cleanup missions, weather disturbances, and alert etc. These emergencies may necessitate that the dining facility operates on an extended basis up to 24 hours per day. The contractor shall provide these services when ordered by the Contracting Officer. If this order is provided verbally, a written modification setting forth the effort required will be provided as soon as possible thereafter.

5.2.4.2 Special Events. Upon request, the contractor shall provide full food services for special events. These events may be holidays or any other days designated by the Commanding Officer. Special Events includes but not limited to various functions such as Change of Commands, Retirements, and any type of morale event the Commanding Officer approves for galley services within the scope of the contract. These events may require work after normal working hours or an increase in personnel during normal working hours. In the event special event hours are desired, notification will be given to the program manager at least five (5) days in advance. The special event will be on an "as required" basis and payment for such events will be approved via contract modification as authorized by the Contracting Office.

5.2.5 Housekeeping

5.2.5.1 Housekeeping services are required in the dining facility along with all the equipment and supplies necessary to perform these services. Using Publications identified in Section 4.0, herein, a quantity level acceptable to the COR and Medical inspectors is required for cleaning. Weather, traffic or other conditions may demand additional cleaning by the contractor to ensure that facilities and equipment are clean, neat and sanitary. On a daily basis, litter is to be removed from around the Coast Guard Dining Facility (CGDF). Also, all lavatories and locker rooms are to be cleaned by the dining facility after each meal. In addition, other housekeeping tasks are required to ensure the CGDF is neat and clean at all times, including replacing light bulbs, handling holiday decorations, rearranging furniture for special events, caring for inside plants, dusting vertical blinds and like housekeeping functions.

5.2.5.2 Housekeeping Frequency Chart. The contractor shall perform the following housekeeping services as outlined in TE-7. The contractor shall substitute washing for wet mopping on concrete floors. The contractor shall spot clean all type of floors. Spot cleaning in stockrooms and refrigerated areas shall include shelving racks and drainage. TE-7 should be printed out and displayed in the kitchen areas; therefore, staff will know their responsibilities. This will serve as a reference point for the COR and medical representative. In addition, this serves as the reference point for quality assessment evaluation inspection checklist conducted by the COR twice a month.

5.2.5.3 Furniture Rearranging. Contractor shall provide employees to move dining room tables and chairs for meetings and group meals, and return to the original location after cleaning tables when the function is over.

5.2.5.4 Linen and Uniform Storage. The Contractor shall store clean tablecloths, towels, wipe cloths, uniforms in a clean place. If not protected from contamination by physical confines of the storage facility, plastic or other appropriate covering shall be used. Soiled articles shall be stored in absorbent containers or washable laundry bags. Clean linen shall be available at all times.

5.2.5.5 Garbage and Trash. The Contractor is responsible for ensuring full garbage and trash cans will be removed from the dishwashing room and other areas in the food service facility and transported to the trash dumpster as often as needed. The Contractor shall use separate containers to sort garbage from trash. These containers shall be kept covered except for those actively being used in food preparation areas. When filled, the containers shall be removed to the proper storage area behind the Galley for the Coast Guard's Refuse Contractor pickup. These areas, including floors and walls, around trash container storage, compactors, and dumpsters shall be kept clean, sanitary and orderly and shall be cleaned inside and outside before returned to point of use. If plastic liners are used, containers and covers shall be cleaned whenever they become soiled. Do

not store unprotected plastic or paper bags or baled units containing garbage or trash outside. Loading areas shall not be used to store refuse, empty jars or cans, or equipment.

5.2.5.6 Pest Control. The Government will be responsible for all pest control. The Contractor shall report all sightings of insects, rodents or vermin immediately to the COR.

5.2.5.7 Sanitation Inspections. In addition to the inspection of the Contractor's performance by Contracting Officer/COR, Coast Guard medical personnel will make unscheduled inspections for compliance with sanitary standards. Sanitary deficiencies require immediate correction by the Contractor to avoid shutdown of the facility or interruption of service.

5.2.5.8 The contractor shall make maximum use of bio-based products in accordance with the Federal Acquisition Regulation (FAR) Clause 52.223-2 Affirmative Procurement of Bio based Products under Service and Construction Contracts. Information about these products is available at the United States Department of Agriculture Bio Preferred website.

5.2.5.9 Use of Recovered Materials. The Government has an affirmative procurement program to promote the purchase of products containing recovered materials. The intent is to reduce the solid waste stream and conserve natural resources by establishing markets for recycled content products and encouraging manufacturers to produce quality products containing recovered materials. Participate in this program by using, for Environmental Protection Agency (EPA) designated items, recovered materials to the maximum extent practicable without jeopardizing the intended end use of the item. The percentage of recovered materials content levels for use in the performance of this contract will be, at minimum, the amount recommended in the EPA Comprehensive Procurement Guideline (CPG) Product Index website.

5.2.6 Miscellaneous

5.2.6.1 Electronic Menu Boards. If operational, the Government has furnished a TV for an electronic menu board. The contractor shall keep the display up to date with menu items and special announcements.

5.2.6.2 Fire/Police/Rescue. The COR prior to starting work under the contract will provide the numbers for the base rescue services to the contractor.

5.2.6.3 Commercial Telephone Service. The contractor shall provide commercial telephone service for its own use at its own expense.

5.2.6.4 Food-Borne Disease Test. During actual or suspected food-borne disease outbreaks, the contractor shall make facilities, equipment and employees available for testing and questioning by medical and other investigative personnel. If not, employees shall not be permitted to work in the Dining Facility. When a food-borne disease outbreak is suspected, food shall not be discarded until directed by the COR.

6.0. DELIVERABLES

The contractor is responsible for meeting the deliverable format, content, and schedule as follows: The contractor shall submit the following deliverables and other deliverables in accordance with the table below. The preferred method of delivery is e-mail with any attachments generated in Microsoft Word/Excel or PDF Files to the designated individuals assigned under the contract.

DELIVERABLE	FREQUENCY	NO. OF COPIES/TO WHOM	DATE DUE
Quality Control Plan with internal control program for finance, inventory, staff costs, and task tracking	As revised	One/Contracting Officer/Contract Specialist	With Quotation
Staffing plan assignments/schedule in accordance with section 7.0	Prior to any changes	One/Contracting Officer/Contract Specialist	With Quotation
Name(s), telephone number(s) and address(s) of the designated manager and/or on-site supervisor	Prior to any changes	One/Contracting Officer/Contract Specialist	10 days after award
A list of employees' names and addresses and Phone numbers	Prior to any revisions	One/Contracting Officer/One/Contract Specialist/One COR	Prior to commencing work
Resume of Site Supervisor and Alternate Site Supervisor Qualifications in accordance with Section 7.2	Prior to any revisions revised	One/Contracting Officer/Contract Specialist	With Quotation
Training in accordance with section 7.0	As needed	COR	Prior to commencing work
Four-week cycle menu with Steak on Wednesdays, Fish on Friday & option for Soup and Salad	15 days prior to use	One/Contracting Officer/Contract Specialist	With Quotation
Weekly menu	Bi-weekly	COR	2 weeks prior to use
Menu Review	Quarterly	COR & Board	As agreed,
Recipe Variations	Quarterly	One/COR	As agreed,
Health Certifications & Food Service Handlers Cards	Annually	One/COR	10 days prior to contract start

CG-4901, Meal Sign in sheet	Daily	One/COR	Completed, Daily
Initial Inventory	Within 15 days	One/COR	Within 15 days
Annual Inventory	Annually, or on anniversary date	One/COR	Within 10 days of completing the inventory
Certificate of insurance required by FAR 52.228-5	Annually	One/Contracting Officer/Contract Specialist	With quotation and on each anniversary
List of Materials	Annually	One/Contracting Officer One/COR	With quotation and on each anniversary

7.0 PERSONNEL REQUIREMENTS/QUALIFICATIONS

7.1 General

7.1.1 The contractor shall manage the total work effort associated with the full food services required herein to assure fully adequate and timely completion of these services. Such management includes, but is not limited to, planning, scheduling, report preparation, establishing and maintaining records and quality control. The contractor shall provide staff with necessary management expertise to assure the performance of the required work, which are trained and experienced and meet established standards to effectively perform the services required herein and who exhibit capability to perform with minimum supervision. The contractor shall provide management with all the modifications to this contract to ensure all requirements are met. In addition, staff should be trained in all policies and rights within the contract.

7.1.2 The contractor shall submit the necessary personnel documentation, including a staffing list and schedule, as required herein, in accordance with Section 6.0, Deliverables, of the SOW; and, with the approved Contractor's Quality Control Plan.

7.1. Removal or dismissal of employees, who are not fully able to perform the normally assigned duties or violate any security or health requirement, does not relieve the contractor of the requirement to provide sufficient personnel to adequately perform services required. The contractor shall provide contingencies for employees who are absent during their regular work hours; and shall have in place a suitable replacement for the absentee employee within town hours of initial notification by the COR.

7.2 Personnel

7.2.1 Program Manager and Alternate. contractor shall provide and identify, in writing, a qualified full time program manager, and an alternate, at this facility. The program manager or his/her alternate shall be on site during all hours when contractor employees are on site. The alternate site supervisor may cover for the program manager during authorized absence such as sick leave, vacation, etc.

7.2.2 Program Manager and Alternate Program Manager. The Program Manager is critical to the success of the contract. This individual shall be responsible for the performance of the work and shall be the central point of contact with the Government. The Program Manager and his/her Alternate shall meet the following qualifications.

7.2.2.1 The Program Manager must have the following qualifications: (1) high school graduate or GED, (2) minimum of five years of full food services experience, and at least two years in a supervisory capacity in the full food service field, and (3) working knowledge of food service and janitorial services. (4) minimum of a two-year degree in hotel/restaurant management or related field from an accredited college or university or extensive experience. (5) If Military food service experience is used, the individual must have reached the pay grade of E-6 or higher, worked in a galley/dining facility serving a minimum of 150 personnel and held this paygrade for a period of at least 2 years. (6) This person will also be ServSafe Manager certified and train all employees in proper sanitation.

7.2.2.2 The Program Manager and his/her Alternate shall have full authority to act for the contractor on all contract matters relating to daily performance of the contract. When the Site Supervisor is absent, the Alternate shall act on behalf of the contractor.

7.2.2.3 The Program Manager shall serve as the contractor's direct representative for planning and coordinating all special events and shall be available during normal duty hours at the U.S. Coast Guard Sector, Houston-Galveston, Texas to meet with the Government authorized representatives to discuss employees/customer complaints within 30 minutes during non-duty hours and within 2 hours during all other times (24 hours per day Monday through Sunday), to meet contingency and emergency requirements.

7.2.3 Employees. Contractor personnel shall present a neat appearance, be clean-shaven and be easily recognized via contractor furnished uniforms. Supervisory and cashier personnel are not required to wear uniforms but shall present a neat professional appearance. All contractor personnel shall wear nametags furnished by the contractor containing as a minimum the employee's last name, job title, and the company's name. Uniforms shall be commercially acceptable. Personnel involved in actual preparation, cooking and serving of food are required to wear hats or hair nets.

7.2.4 Patron Flow Rates. The contractor shall have sufficient personnel to ensure that patrons are served at the following rates:

LINE	RATE
Main cafeteria line	5 patrons per minute
Breakfast and short-order line	3 patrons per minute

7.2.5 Employee Health Standards. The contractor shall ensure that all food service personnel, prior to commencing employment, are examined and determined to be free from communicable disease. The contractor shall provide the COR with evidence that the food service employees, prior to commencing employment at the Dining Facility, are in compliance with TE-2 Health Standards, COMDTINST M6240.4, Food Service Sanitation Manual, as well as any applicable federal, state, and local health regulations for the food service employees. Compliance with any certification or requirement arising from federal, state or local health regulations is the sole responsibility of the contractor. The contractor shall maintain a file of the information. Employees shall be re-examined annually. Notwithstanding the issuance of a medical certificate, any employee who reports to work with any symptoms of illness shall be directed by the contractor to report to a medical activity for examination and clearance before being permitted to continue work as a food handler. Contractor personnel who have been absent from work for any length of time for reasons of communicable illness (including diarrhea illness), or absent from duties involving food handling for a period of 30 days or more, regardless or reason, shall be referred to a private medical facility for determination as to fitness for work. Under no circumstances will an individual be permitted to begin work prior to receiving written medical clearance. Copies of clearance shall be maintained by the contractor and made available to the authorized representative. Any personnel hired as "holdovers" from prior contracts shall receive a physical examination by a licensed physician prior to, or within 60 days after commencement of duty. All medical examination requirements are at the contractor's expense.

7.2.6 Security Requirements. The Coast Guard will issue all contractor employees identification cards and gate/building codes that will be turned in upon request of the Coast Guard. The contractor shall provide a list of employees' names and a copy of the front of their driver's license to the COR prior to contract start date. This list shall be updated as necessary. The Coast Guard may furnish upon request that automobile passes to the contractor and its employees in accordance with unit regulations. Each vehicle must meet the established Coast Guard and Unit requirements (e.g., safety, insurance, etc.) for insurance and are subject to unannounced searches upon entering the facility.

7.2.7 The contractor is responsible for safeguarding all Government property and forms provided for contractor use. The contractor shall also be expressly responsible for safeguarding cash receipts; and all its property. At the close of each workday, facilities, equipment and supplies shall be secured.

7.2.8 Key Control. The contractor shall establish and implement a method of ensuring that all keys issued to the contractor by the Government are not lost, misplaced, or used by unauthorized

persons. The contractor shall not duplicate keys issued by the Government. The contractor shall report the loss of any keys to the COR upon discovery of loss. The Government at the contractor's expense shall accomplish lock replacement required. The unit will maintain and securely control a duplicate set of dining facility keys.

7.2.9 Alcohol and Controlled Substances. Neither the contractor nor any contractor employee shall possess, distribute, consume, use or cause to be used any controlled substance or alcohol on the job site. Unless the employee is taking the substance under the supervision of a licensed physician. Neither shall the contractor nor any contractor employees remain on the job site if under the influence of the above-mentioned substance unless under the supervision of a licensed physician. Any contractor or contractor employee in violation of this section will be permanently prohibited from all Government property. Actions taken under this section shall not relieve the contractor of the requirement to provide sufficient personnel to perform adequate and timely service as required in this contract.

7.2.10 Weapons. Weapons of any kind are strictly prohibited on Government property.

7.2.11 Loitering. The contractor employees shall not loiter in any working or patron area. Upon completion of their assigned shifts, or after eating, employees shall promptly depart Coast Guard Sector. Houston-Galveston Texas.

7.2.12 Visitors. Contractor employees shall not receive visitors without the express permission of the COR.

7.2.13 Contractor Personnel Meals. The contractor may provide meals to its employees at the dining facility. Employee dining times shall be scheduled so as not to interfere with contract performance. Contractor employees shall eat only at contractor specified times. This is not applicable to normal sampling of small spoonful's required for quality control. The individual employee (s) or the contractor shall pay for employee meals. Contract employee meals shall not be added to the monthly meal count.

7.2.14 Removal of Contractor Employees. All employees of this contractor in the performance of this contract, or any representative of the contractor entering this installation, shall abide by all applicable regulations and shall be subject to security checks as may be deemed necessary.

The Commanding Officer of a Coast Guard facility may remove a contract employee for misconduct or security reasons, following barment procedures in federal law, regulation and Coast Guard policy. The Contracting Officer may request removal of a contract employee for performance reasons. The KO will provide the Contractor with a written explanation to support any request to remove an employee for performance-related issues. This shall not relieve or constitute an excuse from contract performance. Upon dismissal, the employee shall render all identification for entry to base.

7.2.15 Exchange, Special Services, Dining and Other Military Privileges. Except as they may otherwise already be entitled or are permitted elsewhere, herein, Contractor personnel will not be provided user privileges for the Exchange, special services facilities (gymnasium, weight room), or other such privileges as are specifically designated for military personnel, their dependents, and civilian Federal employees by statute, regulation or Coast Guard directive.

7.2.16 Strike Contingency Plan. A Strike Contingency Plan (SCP) is required, in accordance with Section 8.0, Contractor Quality Control (QC) Requirements, to assure the Government that there will be no significant interruption of contract services due to labor disruptions.

Notwithstanding any provision hereof, the contractor is responsible for delays arising out of labor disputes, including but not limited to strikes.

8.0 CONTRACTOR QUALITY CONTROL (QC) REQUIREMENTS

8.1 Contractor QC Plan, (QCP):

The contractor shall develop, submit with contractor quote for evaluation and maintain a QC Plan delineating the contractor's QC program/inspection system to monitor and control their performance of services. The QC Plan that is acceptable to the Government and which assures the requirements of the contract shall be met, shall be submitted by the contractor as specified in Section 6.0, Deliverables, herein. The program/inspection system shall establish and explain in detail how the contractor shall sustain the quality of providing full food services.

8.2 QC Program/Inspection System

8.2.1 The QC system shall encompass all functions of the contract. It must specify areas to be inspected on either a scheduled or unscheduled basis or list the title(s) of the individual(s) conducting the inspection. The contractor shall develop and implement quality control procedures addressing the areas identified in the SOW herein and implement procedures to identify, prevent, and ensure non-recurrence of defective services.

8.2.2 The QC program/inspection system shall be designed to keep the contractor's management and the Coast Guard informed of all issues affecting quality to include timely and effective corrective actions. The QC records shall, in part, consist of checklists of inspections and shall indicate the nature, frequency and number of observations made and type of deficiencies found, and the nature of corrective action taken as appropriate. The contractor shall ensure that QC includes timely and effective corrective action for all deficiencies identified by the Government.

8.3 Contents of the QC Program/Inspection System shall include, but are not limited to, the following:

I. Introduction to the Quality Control System:

- A. Background and Rationale for the system
- B. Objectives in using Quality Control

C. Successes with and updates for the System

II. Food Service Quality Control Process for the Various Tasks identified herein:

A. Steps and Flow Diagram (includes a checklist used in inspecting contract performance during regularly scheduled/unscheduled inspections/testing; method of documenting and enforcing quality control operations)

B. Inspection Procedure (to include checklists used by the Contractor, identifying the items, frequency, conformance indicators and actions taken if nonconformance found covering all the service requirements of this contract.

C. Means of Identifying and Resolving Problems

D. Roles and Responsibilities

III. Specific Quality Control Functions:

A. Supervision of Services covering all the service requirements of this contract (to include schedules for all necessary assignments; submissions and completion reports; and, availability of project manager/supervisor/shift-leader and any substitutes/alternates with the flexibility to realign staff for certain events

B. One-year Cycle involving process for initial application

C. Contractor Menu Planning (emphasizing variety & creativity)

D. Ordering of food products & supplies

E. Receipt, storage & retrieval of foodstuffs

F. Preparation, cooking & serving of foodstuffs

G. Dining Room Operations

H. Special Meal Service & Mealtimes

I. Cashier & appropriate ID check procedures

J. Sanitation, maintenance & minor repair of Facility (including employee areas)

K. Labor practices (hiring, retention & rewards and substitutions)

L. Waste Management (including recycling)

M. Compliance with Security, Safety and Health and Sanitary requirements; including personal hygiene training for all employees

N. Conducting and validating periodic customer surveys

O. Contractor Identified Service Work procedures

IV. Contingencies:

- A. Special Events procedures to be used; obtaining additional employees
- B. Emergency Situation procedures to be used; obtaining additional employees
- C. Strike Contingency Plan procedures to be used; obtaining additional employee

NOTE: The COR will approve any changes to the Quality Control Plan, to be submitted by the contractor in accordance with Section 6.0, prior to the Contractor implementing them. If the COR perceives such changes to be other than minor, approval by the Contracting Officer is necessary.

CONTRACT EXHIBITS

Technical Exhibit	Title	Date of Technical Exhibit
Technical Exhibit – 1	Dining Facility Historical Average of numbers of meals served for one week	Current
Technical Exhibit – 2	Health Standards for Mess Attendant Services	Current
Technical Exhibit – 3	Government Furnished Equipment (GFP)	Current
Technical Exhibit – 4	Week Cycle Menu	Current
Technical Exhibit – 5	Public Voucher for Purchase	Current
Technical Exhibit – 6	Meal Sign in Sheet	Current
Technical Exhibit – 7	Cleaning Schedule Weekly Cleaning Schedule Quality Assessment Evaluation Inspection Checklist	Current

TECHNICAL EXHIBIT 1

Dining Facility Historical Average number of meals served per month

Breakfast: 800

Lunch: 1900

The reserves will require services in October and April during their drill weekend for approximately 160 people in total for normal meals served.

December historical average of numbers is Breakfast 600 and Lunch 1200 (holiday routine)

TECHNICAL EXHIBIT 2

HEALTH STANDARDS FOR FOOD SERVICE PERSONNEL

1. All food service personnel shall be examined and determined to be free from communicable disease prior to initial assignments in food service areas. Additionally, medical history shall be completed. Copies of both documents shall be submitted to the Contracting Officer for employees prior to start of work. Standard Form 88 (SF 88), Report of Medical Examination, shall be used for documenting the physical examination and Standard Form 93 (SF 93) Report of Medical History, shall be used to document the medical history. The contracting officer or the COR can supply these forms to the contractor.

2. Annual physical examinations shall be conducted, with results documented on SF88 and submitted to the Contracting Officer within 30 days of the examination.
3. At a minimum physical examination of food service personnel shall include:
 - a. P.P.D.
 - b. Serology
 - c. Examination of stool specimen for ova and parasite
 - d. HIV
4. The contractor shall ensure that all required immunizations are up to date for each employee.
5. Food service personnel having open lesions, particularly on the hands, neck or face or acne of the face shall be prohibited from performing food service duties, until such time as the conditions are resolved, to the satisfaction of the COR.
6. Food service personnel who have been away from their duties for thirty days or more as a result of illness shall have a physical examination prior to resuming duty.
7. Food service personnel who have been away from their duties for three or more days as a result of illness shall bring a note from their doctor that states that they can recommence their food service duties.
8. Food Service personnel who exhibit any symptoms of communicable disease or other illness shall be sent home by the Project Manager.
9. Health cards must be obtained for each employee to ensure that knowledge of food safety is addressed.

PERSONNEL INSPECTIONS

1. Daily inspections of food service personnel shall be conducted by the Project Manager and other personnel designated by the Program Manager.
2. Inspection of food service personnel shall ensure the following:
 - a. Uniforms are clean and neat. Free from food particles
 - b. Hair properly trimmed and clean.
 - c. Mustaches (if worn) shall be neatly trimmed.
 - d. Hands clean with fingernails clean and neatly trimmed.
 - e. No open lesions on the face, neck, arms, and hands except for minor cuts and abrasions.

- f. No obvious symptoms of upper respiratory infections.

PERSONAL CLEANLINESS

1. Food Service personnel shall thoroughly wash their hands and exposed portions of the arms with soap and warm water. This shall happen:

- a. Before starting work
- b. During work as often as necessary to keep them clean
- c. After smoking
- d. After eating
- e. After drinking
- f. After using the toilet
- g. After leaving the kitchen and returning back for work.

TECHNICAL EXHIBIT 3

GOVERNMENT FURNISHED PROPERTY

The following Items are provided in quantities sufficient to support patronage demand: Flat ware, glasses, Iced teacups, plates, trays, cooking and serving utensils, insert pans, chopping boards, and seating, coffee cups. Three-day supply of paper products is maintained in case the scullery breaks down and a one-week supply is on hand during hurricane season.

Item Description	Quantity
Reach in refrigerator	1
Reach in freezer	1
Walk in refrigerator	1
Walk in freezer	1
Secure dry sores with shelving	1
Gas stove	1
Convection oven	1
Meat slicer	1
Mixer with attachments	3
Flat top grill	2
Char broiler	1
Coffee maker	1
Ice machine	2
Ice dispenser	1
Steam line with heat lamp	1
Ice cream machine	1
Deep fryer	1
Milk dispenser	1

Steamer	1
Tablecloths	13
Table skirts	6
File cabinet	1
Safe	1
Toaster	2
Microwave oven	1
Scale	1
Beverage dispenser	1
Scullery machine	1

TECHICAL EXHIBIT4

Date:			
The following items are offered daily; Coffee, Tea, Milk, Asst. Fruit Juice, Soda			
	Breakfast 0615-0745	Lunch 1145-1245	Speed Line Menu
M O D A Y	EGGS COOKED TO ORDER SAUSAGE HASH BROWNS FRESH BISCUITS & COUNTRY GRAVY ASST. YOGURTS BAGELS AND CREAM CHEESE ASST. DRY CEREAL ASST. HOT CEREAL FRESH FRUIT	TOMATO BASIL SOUP PULLED PORK SANDWICH GRILLED CHEESE SANDWICH OVEN ROASTED POTATOES SWEET PEAS AND CARROTS SALAD BAR SOCK IT TO ME CAKE	TURKEY SANDWICH HAM SANDWICH BREADS: MULTI GRAIN • WHEAT • WHITE
T U E S D A Y	EGGS COOKED TO ORDER BACON HASH BROWNS BREAKFAST TACOS ASST. YOGURTS BAGELS AND CREAM CHEESE ASST. DRY CEREAL ASST. HOT CEREAL FRESH FRUIT	ZUPPA TOSCANA ROSEMARY BAKED CHICKEN YELLOW RICE STEAMED CARROTS PARMESAN CRUSTED POPOVER ROLLS FRESH FRUIT SALAD BAR PEACH CRISP	GRILLED CHEESE SANDWICH TURKEY SA HAM SANDWICH BREADS: MULTI GRAIN • WHEAT • WHITE
W E D N E S D A Y	EGGS COOKED TO ORDER SAUSAGE HASH BROWNS WAFFLES ASST. YOGURTS BAGELS AND CREAM CHEESE ASST. DRY CEREAL ASST. HOT CEREAL FRESH FRUIT	MINESTRONE SOUP PRIME RIB ROASTED CAJUN POTATOES STEAMED BROCCOLI CLOVER ROLL SALAD BAR FRESH FRUIT CARROT CAKE	TURKEY SANDWICH HAM SANDWICH BREADS: MULTI GRAIN • WHEAT • WHITE
T H U R S D A Y	EGGS COOKED TO ORDER BACON HASH BROWNS FRENCH TOAST ASST. YOGURTS BAGELS AND CREAM CHEESE ASST. DRY CEREAL ASST. HOT CEREALS FRESH FRUIT	FRENCH ONION SOUP SPAGHETTI AND MEATBALLS HERB ROASTED SQUASH GARLIC BREAD SALAD BAR FRESH FRUIT <u>GINGER BREAD COOKIES</u>	GRILLED CHEESE SANDWICH TURKEY SA HAM SANDWICH BREADS: MULTI GRAIN • WHEAT • WHITE
F R I D A Y	EGGS COOKED TO ORDER SAUSAGE HASH BROWNS PAN CAKES COOKED TO ORDER ASST. YOGURTS BAGELS AND CREAM CHEESE ASST. DRY CEREAL ASST. HOT CEREALS FRESH FRUIT	CORN CHOWDER FRIED CATFISH BAKED CHICKEN BREAST MACARONI CHEESE GRILLED WHOLE GREEN BEANS HONEY CORNBREAD SALAD BAR COCONUT MACAROONS	GRILLED CHEESE SANDWICH TURKEY SA HAM SANDWICH BREADS: MULTI GRAIN • WHEAT • WHITE
	Breakfast 0715-0815	Lunch 1130-1230	
Permit the timely use of perishable foods.			
Prepared by Program Manager:		Reviewed by:	Approved by COTR:

TECHNICAL EXHIBIT 5

Standard Form 100 Revised January 1980 Department of the Treasury 1 5980-1000 100-719		PUBLIC VOUCHER FOR PURCHASES AND				VOUCHER NO. 1001CGH22-112	
U.S. DEPARTMENT, BUREAU, OR ESTABLISHMENT AND LOCATION Commander (FCP-1) Maintenance & Logistics Command Atlantic 300 East Main Street, Suite 965 Norfolk, VA. 23510 Patty Scott (Contract Specialist)				DATE VOUCHER PREPARED 70Z08422C.AA850700 - 09/2025		SUBSEQUENT CASH BY	
PAYEE'S NAME AND ADDRESS POC:				ACCOUNTING & APPROPRIATION DATA 2/8701/108/38.0/MS7/37170/2696		CHECK BY CHECK RECEIVED DISCOUNT DEDUCTIONS PAYEE'S ACCOUNT NUMBER ABA Routing No. 111000025 Account No. ...5550 BoA	
DUNS: 141912308				GOVERNMENT BUL. NUMBER		GOVERNMENT BUL. NUMBER	
DEPARTMENT TO		TO		SUBJECT		GOVERNMENT BUL. NUMBER	
QUANTITY AND DATE OF ORDER		DATE OF DELIVERY OR SERVICE		UNIT PRICE		AMOUNT	
CLIN 30001A 09/01 - 09/30/2025		Full Food Service at MSO Houston Reference Modification No. N/A		1		\$ 72,580.05	
CLIN 30001AA 09/01 - 09/30/2025		Standard Breakfast: \$04 @ \$2.90 Full Breakfast: 40 @ \$4.99 Standard Lunch: 1,905 @ \$5.80 Full Lunch: 239 @ \$9.80 Credit Card Swipes: 2818 @ \$0.20 Credit Card Sales: \$15417.50* 1.75% Less Cash Received:		2,331.60 196.00 11,049.00 2342.20 563.60 269.81 -15,918.80		Month \$ 72,580.05	
(Payee must NOT use the space below)				TOTAL		\$57,494.66	
PAYMENT: PROVISIONAL COMPLETE PARTIAL FINAL PROGRESS ADVANCE		APPROVED FOR: Provisional payment subject to later audit BY:		DISBURSEMENT RATE = \$ 5.00		DIFFERENCES	
		CSC Ernest W. Clarke, USCG		Annual verified, correct for		(Signature of payee)	
		Contracting Officers Technical Representative					
(Date)		(Signature of Certifying Officer)		(Title)			
ACCOUNTING CLASSIFICATION							
CHECK NUMBER DEPARTMENT OF U.S. TREASURY CHECK NUMBER OR (Name of Bank)							
CASH 1		DATE		PAYEE		FOR	
						TITLE	

Previous editions void.

U.S. GOVERNMENT PRINTING OFFICE: 1976 O-381-280-2618

70Z08422C.AA850700

DISCLAIMER
 The information requested on this form is required under the provisions of 31 U.S.C. 82(b) and 82(c), for the purpose of disbursing Federal money. The information requested is to identify the particular creditor and the amounts to be paid. Failure to furnish this information will render discharge of the payment obligation.

USCG (M80) DINING FACILITY, HOUSTON
TX MONTHLY SALE OF MEALS

TECHICAL EXHIBIT 6

SALE OF MEALS										
DATE	STAND BREAK COUNT	\$2.90	STAND LUNCH COUNT	\$5.30	FULL BREAK COUNT	\$4.90	FULL LUNCH COUNT	\$8.30	MEALS SERVED	TOTAL CASH COLLECTED
1		\$ -		\$ -		\$ -		\$ -	0	\$ -
2	38	\$ 110.20	86	\$ 456.80	1	\$ 4.90	10	\$ 83.00	135	\$ 711.90
3	36	\$ 104.40	115	\$ 609.00	2	\$ 9.80	21	\$ 174.30	174	\$ 987.00
4	36	\$ 104.40	76	\$ 402.80	3	\$ 14.70	2	\$ 16.60	117	\$ 579.50
6	41	\$ 118.90	84	\$ 445.20	4	\$ 19.60	2	\$ 16.60	131	\$ 645.30
8		\$ -		\$ -		\$ -		\$ -	0	\$ -
7		\$ -		\$ -		\$ -		\$ -	0	\$ -
8	32	\$ 92.80	95	\$ 504.00	2	\$ 9.80	4	\$ 33.20	133	\$ 692.80
9	41	\$ 118.90	103	\$ 545.40	2	\$ 9.80	11	\$ 91.30	157	\$ 833.90
10	37	\$ 107.30	117	\$ 619.80	1	\$ 4.90	31	\$ 257.30	186	\$ 1094.60
11	42	\$ 121.80	93	\$ 491.40	6	\$ 29.40	9	\$ 74.70	190	\$ 1078.80
12	30	\$ 87.00	75	\$ 397.50	5	\$ 24.50	14	\$ 116.20	124	\$ 683.70
13		\$ -		\$ -		\$ -		\$ -	0	\$ -
14		\$ -		\$ -		\$ -		\$ -	0	\$ -
16	37	\$ 107.30	77	\$ 409.80	3	\$ 14.70	3	\$ 24.90	120	\$ 668.00
18	45	\$ 130.50	84	\$ 445.20	1	\$ 4.90	1	\$ 8.30	131	\$ 632.40
17	32	\$ 92.80	113	\$ 600.40	1	\$ 4.90	46	\$ 381.80	192	\$ 1203.90
18	37	\$ 107.30	75	\$ 397.50	3	\$ 14.70	9	\$ 74.70	124	\$ 645.20
19	32	\$ 92.80	81	\$ 429.00	2	\$ 9.80	2	\$ 16.60	117	\$ 592.00
20		\$ -		\$ -		\$ -		\$ -	0	\$ -
21		\$ -		\$ -		\$ -		\$ -	0	\$ -
22	38	\$ 110.20	102	\$ 540.60		\$ -	3	\$ 24.90	143	\$ 731.20
23	45	\$ 130.50	86	\$ 456.80		\$ -	11	\$ 91.30	142	\$ 737.10
24	36	\$ 104.40	104	\$ 551.20		\$ -	38	\$ 313.40	178	\$ 1080.00
26	43	\$ 124.70	58	\$ 307.40	2	\$ 9.80	1	\$ 8.30	104	\$ 480.70
28	43	\$ 124.70	87	\$ 461.10	1	\$ 4.90	8	\$ 66.40	139	\$ 712.60
27		\$ -		\$ -		\$ -		\$ -	0	\$ -
28		\$ -		\$ -		\$ -		\$ -	0	\$ -
29	39	\$ 113.10	92	\$ 487.60		\$ -	2	\$ 16.60	133	\$ 666.30
30	44	\$ 127.60	102	\$ 540.60	1	\$ 4.90	11	\$ 91.30	158	\$ 831.90
31		\$ -		\$ -		\$ -		\$ -		\$ -
TOTAL	804	\$ 2,331.80	1806	\$ 9548.00	40	\$ 196	238	\$ 1962.20	2882	\$ 15,818.80

TECHNICAL EXHIBIT 7

CLEANING SCHEDULE

1. DAILY – or more often as required

- Utensils – machine wash; store clean and dry.
- Dishwashing Machine – clean interior
- Appliances – wash and scrub parts in contact with food. Wipe down rest.
- Work Benches – scrub surface. Wipe down frame. Sanities
- Basin and sinks – wash down and wipe wall surrounds and frames.
- Floor – Sweep to remove droppings and mop with detergent and disinfectant.
- Trash cans – remove all trash bins/bags from preparation and server area. Wipe wall surrounds. Wash and sanitise rubbish containers
- Toilets – wipe around. (Disinfect).
- Mop heads – wash in hot soapy water, sanitise, hang to dry.
- Rags, brushes dishcloths - wash in hot soapy water

2. WEEKLY

- Walls and Ceiling – Remove obvious dirt, wipe down where necessary.
- Shelves, ledges – brush down and wipe over
- Ventilation – clean filters. Wipe down canopy.
- Equipment – remove unused or unwanted appliances and articles.
- Refrigerators – clean down racks. Wipe all surfaces. Defrost if necessary.
- Trash Can – disinfect bins.
- Cutting boards – remove contents – wipe surfaces
- Dry Goods Store – tidy up. Check for vermin.
- Change Room – clean walls, mop floor.
- Lights – brush fittings – clean tubes.
- Ovens- cleaning the inside and outside of the ovens.
- Deep Fat Fryer- should be cleaned once a week or first notice of useable grease.

3. EVERY 4–6 WEEKS

- Ventilation – clean fans
- Freezers – defrost.

4. Every 6 months

- Professionally clean ventilation hoods
- Strip & Wax floors
- Shampoo carpet in Chief and Wardroom Mess.

WEEKLY CLEANING SCHEDULE

/...../.....

For the Week Ending.....

Location

Item to Clean	Cleaning Product	Method	Frequency & Responsibility	Completed! (tick off when)
Floors (scrub in corners and around fittings)	Frequency: DAILY Person responsible:	<input type="radio"/> Monday <input type="radio"/> Tuesday <input type="radio"/> Wednesday <input type="radio"/> Thursday <input type="radio"/> Friday <input type="radio"/> Saturday <input type="radio"/> Sunday
Kitchen Walls (behind sinks, preparation and cooking)	Frequency: DAILY Person responsible:	<input type="radio"/> Monday <input type="radio"/> Tuesday <input type="radio"/> Wednesday <input type="radio"/> Thursday <input type="radio"/> Friday <input type="radio"/> Saturday <input type="radio"/> Sunday
Prep Benches	Frequency: DAILY Person responsible:	<input type="radio"/> Monday <input type="radio"/> Tuesday <input type="radio"/> Wednesday <input type="radio"/> Thursday <input type="radio"/> Friday <input type="radio"/> Saturday <input type="radio"/> Sunday
Food Display Units	Frequency: DAILY Person responsible:	<input type="radio"/> Monday <input type="radio"/> Tuesday <input type="radio"/> Wednesday <input type="radio"/> Thursday <input type="radio"/> Friday <input type="radio"/> Saturday <input type="radio"/> Sunday
Cooking and Frying units	Frequency: DAILY Person responsible:	<input type="radio"/> Monday <input type="radio"/> Tuesday <input type="radio"/> Wednesday <input type="radio"/> Thursday <input type="radio"/> Friday <input type="radio"/> Saturday <input type="radio"/> Sunday
Cutting Boards	Frequency: DAILY Person responsible:	<input type="radio"/> Monday <input type="radio"/> Tuesday <input type="radio"/> Wednesday <input type="radio"/> Thursday <input type="radio"/> Friday <input type="radio"/> Saturday <input type="radio"/> Sunday
Microwave	Frequency: DAILY Person responsible:	<input type="radio"/> Monday <input type="radio"/> Tuesday <input type="radio"/> Wednesday <input type="radio"/> Thursday <input type="radio"/> Friday <input type="radio"/> Saturday <input type="radio"/> Sunday

Kitchen Refuse Bins	Frequency: DAILY Person responsible:	<input type="radio"/> Monday <input type="radio"/> Tuesday <input type="radio"/> Wednesday <input type="radio"/> Thursday <input type="radio"/> Friday <input type="radio"/> Saturday <input type="radio"/> Sunday
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Weekly Cleaning schedule continued...

Item to Clean	Cleaning Product	Method	Frequency & Responsibility	Date and Time Completed!
Ceilings & Walls (Non-Prep Areas)	Frequency: WEEKLY Person responsible:	
Chillers & Fridges (List the individual Units)	1..... 2.....	1..... 2.....	Frequency: WEEKLY Person responsible:	1..... 2.....
Under Equipment (eg Cookers and	Frequency: WEEKLY Person responsible:	
Shelves and Cupboards	Frequency: WEEKLY Person responsible:	
Dry Goods Store	Frequency: WEEKLY Person responsible:	
Yard Area	Frequency: WEEKLY Person responsible:	
Ventilation hood & Filters	Frequency: WEEKLY Person responsible:	
Light Fittings	Frequency: WEEKLY Person responsible:	
Dish Washer	Frequency: WEEKLY Person responsible:	
Staff Changing Room	Frequency: WEEKLY Person responsible:	

Toilets	Frequency: WEEKLY Person responsible:	
Freezers		Frequency: MONTHLY Person responsible:	

Quality Assessment Evaluation Inspection Checklist

The weekly cleaning schedule shall be displayed throughout the common areas of the galley. This checklist will serve as the quality assessment evaluation inspection checklist that will be performed twice month. There will be two marks that indicate performance. S indicates satisfactory and U indicates unsatisfactory performance. In addition, this will provide the medical representative a reference point for monthly inspection. The program manager will received all reports with date and areas of concern. If those areas are not resolved in a timely fashion, the COR will document those areas in a Contract Discrepancy Report (CDR).