**Study Guide for Potential Military Dining Contract – Tyndall AFB, FL**

**DESCRIPTION OF SERVICES**

1. **Scope of Work.** This is a contract for mess attendant and support services in full food service facilities operated and managed by the 325th Fighter Wing, Tyndall AFB, FL. The contractor shall, as specified in this Performance Work Statement (PWS), provide all personnel, and other items or services necessary to perform food service attendant and support services at Tyndall AFB. The contractor shall follow all applicable federal laws, regulations, instructions and directives as identified in this PWS. Contractor tasks include, but not limited to, the following: serving and replenishing food; cleaning interior and exterior of facilities, equipment, and utensils; maintain equipment and repair as required; prepare raw vegetables fruits for the self-serve bars and use by military cooks, container cold cuts and cheeses for the use of military cooks at the sandwich/deli bar; provide servers for ethnic and/or specialty food bars; make and wrap sandwiches; cut and portion pastry items, and cashier services.
2. **Program Overview.**
3. **Operation of Facilities.** The Tyndall AFB appropriated fund food service operation consists of a main dining facility, Berg-Liles Dining Facility. This facility is dedicated to providing full meal service and meeting the nutritional needs of Department of Defense (DOD) personnel who frequent the facilities. The Berg-Liles Dining Facility is a cafeteria style dining facility and also provides takeout meals.
4. **Customer Eligibility.** The primary customers at these dining facilities are Essential Station Messing (ESM) recipients; military personnel who are allotted rations in government dining facilities at the expense of the government. Secondary customers are military personnel who wish to and are granted permission to dine in the facility at their own expense. Officers and civilians in TDY status may also be authorized to dine in the facilities. Organizations such as JROTC, ROTC, Civil Air Patrol, Boy/Girl Scout troops, and other DOD members occasionally dine in the dining facility if permitted by the installation commander. Furthermore, the installation commander may authorize retirees, dependents and guests to occasionally eat in the dining facilities. Cashiers will refer to the military shift leader or the dining facility manager to verify customer eligibility when in doubt. The contractor will ensure only authorized individuals are served.
5. **Specific Contractor Tasks**
6. **Menu Boards.** Post and maintain all computerized menu boards with menus provided by the military shift leader or government dining facility manager. Post menus and prices 30 minutes before the start of the meals. In the event of breakdown of electronic menu boards, the contractor shall post alternate menu boards to post menu listings until electronic boards are repaired. Post menu and price changes within 5 minutes of notification.
7. **Food Preparation.** The contractor is responsible for: peeling, seeding, chopping or otherwise readying raw fruits and vegetables for use by military cooks and other uses; placing cold cuts and cheeses in containers for use at the sandwich/deli bar; slice and plate desserts and baked goods. The contractor is responsible for all salad preparation to include cooking pasta and boiling eggs for pasta and egg salad. All HOT food items will be prepared by the Government; all COLD food items will be prepared by the contractor.
8. **Service of Food.** Contractor will ensure prepared food is in place on the serving line 15 minutes before specified serving periods and will not remove food until 15 minutes after the serving period has ended. The contractor will ensure that salad and ice cream bars are properly stocked during service hours. Contractor shall provide sufficient personnel to ensure that patrons can be served at the rate of 5 guests per minute on main serving line and 3 guests per minute on short order serving line or breakfast line. The contractor line servers shall not discard any food unless directed by the government. At the end of the serving period the military shift leader inspects, covers, labels and stores the food; or otherwise disposes of leftovers as appropriate.
9. **Take Out Food.** The contractor will make up boxes or containers, assemble, and pack the meal components for pickup take out. Grab-N-Go shall be available to all patrons during all meal periods.
10. **Table Cleaning Service.** The contractor shall clean and sanitize dining room tables, chairs, or benches at a rate sufficient to ensure availability to customers. The contractor shall replenish dining table items (napkins, salt, pepper, condiments, sanitizers etc.) so that they are available to all patrons without waiting. The contractor shall post flyers marketing special events at each table as directed by the government facility manager/COR or military shift leader. Customers will be required to bus their own tables and take their dishes/trays to a designated collection area. The contractor will remove used dishes/trays from the designated collection area in a professional and organized manner.
11. **Beverage Bar and Dessert Display.** The contractor will prepare and replenish all offered beverages as needed (includes carton, bottle and dispensed beverages); set up and replenish dessert display; setup and replenish glasses, silverware and tray and maintain ice cream dispenser replenishing as required. The contractor will clean and empty containers at the end of each day.
12. **Cashier Services.** The contractor will provide cashier services and have cashiers in place at the cash register to wait on patrons 5 minutes prior to the posted meal hour. A qualified cashier must be on the register at all times during meal service times or when money is in the register. The cashier must be able to operate the government provided cash register system.
13. The contractor shall be responsible for all cash collected from the time of collection until the military verifies and collects the cash from the contractor.
14. The contractor shall provide change funds in sufficient amounts to make change to cash patrons.
15. **Sanitation Requirements.** The contractor shall comply with all federal and Air Force mandated sanitation requirements. Contractor sanitary deficiencies shall be corrected immediately and corrective action reported to the COR and facility manager as soon as completed. The contractor shall provide a cleaning schedule to include all cleaning and sanitation of equipment and facilities to the COR and facility manager as part of the contractor’s Quality Control Plan.
16. **Housekeeping Services.** The contractor shall maintain the interior and exterior of the facilities in a clean and sanitary condition at all times. The contractor shall immediately respond to areas that affect customer service. The contractor shall do only essential cleaning in the kitchen while meals are being prepared and in the dining area while patrons are present. The contractor shall cleanup those areas that immediately affect customer service to include appearance of the dining facility and expanded flight kitchen.
17. **Floor Cleaning.** The contractor shall clean and sanitize all floors so that no visible dirt or dust remains on floors, floor mats or runners. Do not place chairs on tables at any time.
18. **Carpet Cleaning.** Contractor will vacuum carpet so that no visible dirt, food particles, or stains remain and steam clean, and shampoo carpets on a monthly basis during the last week of each month.
19. **Lavatories.** Contractor will spot check lavatories during meal times to ensure tidiness and those supplies are available. Contractor will clean toilets, urinals, washbasins, slop sinks and partitions with a germicidal detergent solution and de-scale toilets and urinals as required. Contractor will remove all dirt and debris from the floor tile grout.
20. **Dish, Silver, Glass and Kitchenware.** Contractor will clean and sanitize dishes, silverware, pots, pans, utensils and equipment in the kitchen, and dining areas.
21. **Window Cleaning, Dusting and Light bulb Replacement.** Contractor will ensure interior and exterior windows are cleaned and sanitized to present a clean and dirt-free appearance. Contractor will replace all burned out light bulbs and fluorescent tubes 10 feet and below, inside and outside the assigned facilities, with contractor-supplied bulbs and tubes, within 24 hours. Contractor wild dust furniture, fixtures, decorations, and TVs as needed.
22. **Metal and Wood Polishing, Wall and Door Cleaning.** Contractor will polish metal equipment and fixtures, wood fixtures, and metal or wood/decorations to achieve a surface of uniformly bright appearance free of streaks, tarnish, and polish residue. Wall and door housekeeping includes cleaning walls, wainscots, doors, posts, partitions, baseboards, trim, jambs, and wall-mounted fixtures to include TVs, wall art etc.
23. **Exterior Housekeeping**
24. Contractor will sweep and clean in and around entrances, exits and sidewalks as required to maintain a neat and clean facility appearance at all times. Cleaning includes removing all paper, trash, and cigarette butts from the area and pick up trash on ground and other paved areas within 50 feet of the Berg-Liles facility. The contractor shall ensure rock beds and sidewalk cracks remain weed-free.
25. Contractor will clean concrete floors, rear platforms, outside storage areas, and around entrances and exits, to ensure dirt, dust, food residue, debris, stains to include petroleum stains, are removed from concrete surfaces and. Areas shall be pressure wash as needed.
26. The contractor shall provide and replace light bulbs in the area adjacent to the retaining wall of the Berg-Liles Dining Facility.
27. Contractor shall filter grease and clean grease pit once per day.
28. **Waste Management.** The contractor will assist in segregating and ensuring that recyclable materials (cardboard, plastic bottles, glass, grease, aluminum cans) are placed in the proper area/receptacle. Contractor will remove non-reusable waste materials (trash and garbage) from the facilities at the end of each day or when the material is within 3 inches from the top of the trash bin and place it in a government approved, and provided container.
29. **Equipment Repair.** The contractor will provide major and minor repairs of all government-furnished equipment and replacement of component parts, hood filters, and water faucets. The contractor is responsible for obtaining qualified repair personnel using certified manufactured approved methods to properly perform this service. The contractor shall first notify the military representative on duty prior to making any repairs to any government furnished equipment. 1
30. **Written Cost Estimates.** The contractor shall furnish a written cost estimate to the COR or Dining Facility Manager on any equipment repair exceeding $500.00 (including material and labor costs). For repairs where costs are expected to exceed $2,500.00, the contractor must obtain 3 quotes for the same item.
31. **Purchased Parts.** The contractor shall furnish all replacement parts needed for repairs. The contractor shall own all parts purchased until they are installed on government-owned equipment. The government will then reimburse the contractor, at actual invoice cost for all parts used plus any related special handling costs.
32. **Repair Response Time.** The COR will determine the classification of repairs. The contractor shall initiate and complete repairs within the period of time designated below.
33. Routine - Initiate 24 hours - Repair within 96 hours
34. Urgent - Initiate 12 hours - Repair within 48 hours
35. Emergency - Initiate 1 hour - Repair within 24 hours
36. **Replacement.** If the contractor believes that a piece of equipment is beyond economical repair, the contractor shall provide substantiating data to support the recommended replacement.
37. **Preventive Maintenance.** The contractor shall develop and maintain an Equipment Maintenance Plan. The plan shall specify when preventive maintenance is accomplished and how maintenance and repairs are documented.
38. **Contingency Workload for Contract Cooks**
39. In special and emergency situations, including, but not limited to, mobilization and surge requirements, the contracting officer may, in writing through a contract modification or official letter, direct the contractor to provide cooks in addition to attendant personnel.
40. The government will provide the contractor a minimum of five calendar days’ notice to provide a specific number of military cooks and the expected duration of the requirement, which typically range from 3-179 days.
41. **Hours of Operation.**
42. **Holidays.** The Berg-Liles Dining Facility is open on all holidays. The contractor shall plan for increased attendance expected at Thanksgiving as well as extending service hours if necessary.
43. **Extended Service Hours.** Special and emergency circumstances, such as accident and rescue operations, civil disturbances, weather warnings, base alerts, may necessitate a change in dining facility hours and could require 24 hour operations on an extended basis.
44. **Frequency Special or Emergency Circumstances.** The contractor shall respond to an estimated 5 Operational Readiness Exercises or Inspections (ORE/ORI), military exercises, actual emergencies or natural disasters during an average year by extending serving hours, as directed by the contracting officer. Serving hours under this provision may be increased to 24-hours per day.
45. **Visits by VIPs and Inspection Teams.** VIPs, Management Assistance Teams, Commander's Annual Facility Inspection Teams, and other operational commitments will require additional support from the contractor in such areas as sanitation and general appearance.
46. **Quality Control Program.** The contractor shall establish and maintain a complete Quality Control Program Plan (QCP) for the performance of this contract.
47. The contractor’s Project Manager shall ensure all aspects of the contract are met including the QC plan and inspection system.
48. The contractor shall maintain records of all audits and inspections.
49. **Contractor Contingency Operations Plan.** The Contractor shall include a contingency plan as part of the QCP to explain how operations will be expanded in emergency situations.
50. **Strike Contingency Plan.** The contractor will submit a Service Interruptions/Strike Plan to the 325th Contracting Squadron. The contractor will identify procedures they will take to ensure there are no interruptions of contract services due to labor disputes, labor strikes, or weather conditions.
51. **Training**
52. **Training Plan.** Contractor shall develop and maintain a training program designed to ensure all contractor personnel are properly trained are aware of the current contract requirements.
53. **Required Training.** Contractor is responsible for providing the following training to their employees:
* ServSafe
* Customer Service
* Specific Job
* Equipment Safety
1. **Required Government Training** (Coordinated w/ DFAC Manager).
* Anti-Terrorism Training.
* Ancillary Training
* Fire Prevention and Anti-Robbery Training.
1. **Required Training Documentation.** The contractor will maintain documentation of all training for all employees at required intervals. It is the contractor’s responsibility to ensure all training is up to date.
2. **Contractor Furnished Property and Supplies.** Except for those items, materials, or services specifically identified as government-furnished/provided or government reimbursed, the contractor shall furnish everything required to perform this contract, to include but not limited to: Cleaning supplies (to include brooms mops, buckets, vacuum cleaners and rug shampooers, power washers, steam cleaners and cleaning products), Alcohol based hand sanitizer, Dining Packs, Plastic Forks, Plastic Knives, Plastic Spoons, Plastic Sporks, Deli Cups w/ lids, Aluminum Foil, Light Bulbs/Fluorescent Tubes, Food Service Logo Flight Meal Boxes, Styrofoam Carryout Food Containers, Carryout Salad Transparent Plastic Containers 6 oz/12 oz, Time and Date Stickers, Grab-N-Go Stickers, White Grab-N-Go Paper Bags, Time and Date Gun, Cash Register Tape and ink cartridges, Wax Paper Rolls, Styrofoam Cups w/ lids 10 oz, Coffee Cups with Lid, Trash bags Large & Small, Brown Paper Roll, Carryout Soup Bowls w/ lids 12 oz, Plastic Wrap, Dishwasher Thermometer Temperature Strips, Water Filters for Ice Machine(s), Water Filters, Fryer Filter Bags, Nacho Containers w/ lids and Napkins, Chlorine Sanitizer Test Papers (Ph strips), Vinyl gloves of various sizes for food preparation.
3. **Special Functions.** The contractor shall decorate the Berg-Liles Dining Facility with government provided decorative materials for holidays and special occasions.
4. **Contract Transition**
5. **Phase-In.** The contractor will have a phase-in period of 10 days in which to perform cleaning of the facility and equipment. This time will also be used by the contractor to get his/her staff in place and oriented to the facility, equipment, and the services required by the end of the phase-in period.
6. **Phase-Out.** If or when there is a change in service provider, the incumbent service provider shall provide familiarization to the follow-on service provider.

**Berg-Liles Main Dining Facility Hours of Operation and Average Meal Count**

Meal Weekdays Meals Weekends/Holidays Meals

Breakfast 0530 -0730 140 0630-0730 60

Lunch 1030-1300 300 1030-1300 150

Dinner 1630-1830 200 1630-1830 120

\* Approximately 8,000 – 10,000 meals total are serve per month through the Berg-Liles Main Dining Facility.

**DEFINITIONS & ACRONYMS**

**A La Carte system (ALACS).** Item pricing of all menu items. Under ALACS, the cash patron pays for each item selected; the essential station messing (ESM) patron receives all items selected without charge.

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

**Corporate Food Service (CFS).** The automated system for all Air Force Food Service activities is Corporate Food Service (CFS). The food service software includes programs for menu planning, recipes, inventory, requisitioning subsistence, controlling food production, identifying patrons, pricing menu items, and preparing accounting reports.

**Contracting Officer Representative (COR).** Government appointed and trained person responsible for surveillance of the contractor.

**Director of Military Public Health (MPH).** The installation medical authority that defines and monitors sanitation standards and procedures for food service activities. Representatives of the MPH inspect sanitary conditions and apply ratings based upon their professional qualitative judgment.

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

**Essential station messing** (ESM). Food furnished to enlisted personnel at Government expense, instead of a monetary allowance.

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

**Food Service Manager (FSM).** An officer, noncommissioned officer, or civilian responsible to the base Chief of Services for matters relating to food service. Advises the contracting officer on matters relating to the contract.

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

**Meal.** A meal served at an ALACS dining facility is any total sale made over 20 cents at breakfast, and over 40 cents at all other meals, before the Operating Charge is applied. A sale of less than the specified minimum sales to a cash or essential station messing (ESM) patron shall not count as a meal served.

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

**Point of Sales (POS).** The cash register that links to the Corporate Food Service System. Basically refers to the cashier’s station where customer’s meals are paid for and recorded on CFS sales report.

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

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