



Annex 5

Airfield Billeting Management Services

Statement of Work (SOW)

for

INTEGRATED LOGISTIC SUPPORT (ILS)

**KANDAHAR AIRFIELD (KAF)
AIRFIELD OF DEBARKATION (APOD)**



AMENDMENT RECORD

REVISION/AMENDMENT	PAGES(S)	DATE OF ISSUE	REMARKS
1.0 version	11	25 Mar 10	Initial Draft for JFCBS review
1.1 version	11	22 Apr 10	Review and update w/ JFCBS
1.2 version	12	26 Apr 10	WG updates included
2.0 version	12	03 May 10	Formatted for RFP with JFCBS final review

RFP Version 2.0

APPROVAL RECORD

OFFICE / POSITION	DATE	NAME	SIGNATURE
JFCBS / Project Manager			
JFCBS / Subject Matter Expert			
JFCBS / Subject Matter Expert			
JFCBS / Subject Matter Expert			
NAMSA / Project Lead			
NAMSA / Contracting Officer			
NAMSA / Technical Officer			
NAMSA / Technical Officer			

RFP

TABLE OF CONTENTS

1.	Scope	5
2.	Applicable Documents	5
3.	Command and Control.....	5
4.	Planning Factors, Constraints	6
5.	Description of the Services Required	7
6.	Schedules, Milestones and Operating Hours	9
7.	Contractor Human Resources Required and Qualifications, Language Skills	9
8.	NATO/NAMSA Furnished Infrastructure and Equipment, Tools and Provisioning of Supplies	10
9.	Contractor Furnished Infrastructure and Equipment, Tools and Provisioning of Supplies	10
10.	CIS Requirements	10
11.	Security and Safety Requirements.....	10
12.	Environmental Requirements.....	10
13.	Data and Reports	10
14.	Quality Assurance and Performance Measurement	11
15.	Mobilisation / Demobilisation	11
16.	Templates and Forms	11

Attachment A NATO Provided Infrastructure, Equipment, and Vehicles List

1. Scope

- 1.1. This Annex defines the services to be provided by the Contractor for Airfield Billeting Management.
- 1.2. This Annex is applicable to all NATO-funded and contractor-provided activities and services required for support of NATO Billeting Management activities at KAF.
- 1.3. These Billeting Management services are required to cover the current and future configuration of KAF. The Contractor shall provide and sustain such specific services as prescribed within this schedule of requirements in order to maintain, to an acceptable standard, such services to all NATO and International Partner Forces operating at KAF.

2. Applicable Documents

- 2.1. In addition to guidance in the SOW Main Body the Contractor shall provide services in accordance with applicable and relevant direction found in:
 - 2.1.1. COMKAF Tenants Charter,
 - 2.1.2. COMKAF Standard Operating Procedure (SOP) 108: Distinguished Visitor Quarters.
 - 2.1.3. COMKAF SOP 109: RSOI Management.
 - 2.1.4. COMKAF SOP 110: NATO Accommodation Management.
 - 2.1.5. COMKAF SOP 112: Chai House Management.
 - 2.1.6. COMKAF SOP 401: Property Account.
 - 2.1.7. And as applicable other HQ ISAF SOPs, RC(S) SOPs and COMKAF SOPs.
- 2.2. Contracted support shall conform to guidance in the above standards but is not limited to these directives.

3. Command and Control

- 3.1. As detailed in the SOW Main Body and, additionally, as identified within this Annex.
- 3.2. Overall Control Authority is delegated to the Military Commander of Kandahar Airfield (COMKAF).
- 3.3. NAMSA is the contracting authority and shall provide contract oversight and execution responsibility.

- 3.4. The Contractor is responsible to COMKAF, through NAMSA, for all operational aspects while providing services at KAF.
- 3.5. Daily operational control and authority for billeting services resides with COMKAF CJ1 reporting to the COMKAF Deputy Commander for Support (DCOMSPT).
- 3.6. COMKAF CJ1 maintains authority for allocation / distribution of spaces and resolving conflicting requirements for resources.
- 3.7. COMKAF CJ1 will manage the VIP schedule and will provide the contractor with sufficient notice to prepare the VIP rooms within the NATO accommodation lines.
- 3.8. COMKAF CJ8 will provide financial oversight, support and guidance.
- 3.9. The Contractor shall coordinate activities as required through COMKAF CJ1 and COMKAF CJ8.

4. Planning Factors, Constraints

- 4.1. All services shall be performed at Kandahar Airfield (KAF).
- 4.2. Kandahar Airfield is a multi-national operation with a NATO support staff. Airfield infrastructure and daily operational support is largely a NATO function. This contract supports the NATO element.
- 4.3. The contractor shall provide assigned personnel with clean and serviceable accommodations. Assigned personnel are as a minimum:
 - 4.3.1. NATO COMKAF HQ Crisis Establishment staff.
 - 4.3.2. NATO Lead Nation Role III Medical Staff.
 - 4.3.3. ISAF HQ or IJC personnel assigned to the RC(S) location (e.g. SOC).
 - 4.3.4. COMKAF HQ transient personnel.
 - 4.3.5. COMKAF HQ VIPs.
 - 4.3.6. Other personnel as authorized by COMKAF CJ1 (e.g. APOD Contractors eligible for common funding)
- 4.4. Manage the NATO accommodation facilities. These facilities are defined as all current and future accommodation barracks built by NATO for COMKAF HQ, which are located on KAF. This currently comprises nine buildings accommodating approximately 96 personnel in each building.
- 4.5. Manage the NATO Reception Staging and Onward Integration (RSOI) facilities. These facilities are defined as all current and future

accommodation tents located on KAF. This currently comprises nine tents with a capacity of approximately 1,900 people based on cot configuration.

- 4.6. Implement and utilize a standard commercially available software package for billeting management, tracking, etc. COMKAK CJ1 and NAMSA shall be provided full visibility into this system. NAMSA / NATO shall retain all software copies and licenses upon contract completion to prevent any disruption in services. Incumbent Contractor may be required to train subsequent Contractors on this system should a change in contractors occur.
- 4.7. Additional support shall be required as new facilities are constructed.
- 4.8. The Billeting Office shall be located next to the NATO accommodations.

5. Description of the Services Required

- 5.1. As detailed in the SOW Main Body and additionally as identified within this Annex.
- 5.2. Provide facilities management and accommodation use control as follows:
 - 5.2.1. Allocate accommodations, as directed by COMKAF CJ1. Ensure that at least 95% of the bed spaces are available for use at all times.
 - 5.2.2. Monitor and track all cleaning services ensuring all rooms and common areas are cleaned as contracted.
 - 5.2.2.1. Room cleaning services is limited to VIP rooms upon check out and prior to new room assignment.
 - 5.2.2.2. The Contractor shall provide materials and equipment for cleaning of rooms by occupants.
 - 5.2.3. Control, issue, track and maintain bed linen ensuring all linen stocks are serviceable and clean.
 - 5.2.4. Plan, coordinate and execute the cleaning of all facilities, ablution units on a daily basis.
 - 5.2.5. Launder bed linen for transient guests upon check out.
 - 5.2.6. Develop, coordinate and issue through COMKAF CJ1 a facilities use, maintenance and cleaning plan SOP.
 - 5.2.7. Conduct daily inspections of all facilities and report problems identified to the appropriate maintenance centre.
 - 5.2.8. Follow-up on all maintenance requests to ensure correct and timely completion of requirements.

- 5.2.9. Establish and provide VIP accommodations as directed by COMKAF CJ1.
- 5.2.10. Develop and provide office space for a customer service centre to include constructing a facility for this service.
- 5.2.11. Maintain accountability of all assigned accommodations and associated equipment, to include but not limited to the NATO accommodation barracks and the NATO RSOI facility.
- 5.2.12. Provide billeting booking reservations services.
- 5.3. Provide booking reservation services for the Chai House.
 - 5.3.1. Produce invoices for Chai House use for non-operational activities.
 - 5.3.2. Produce invoices for Chai House use by users other than COMKAF Staff and activities.
 - 5.3.3. De-conflict booking priorities through COMKAF CJ1.
 - 5.3.4. Monitor and track cleaning services to ensure facility properly cleaned and prepared for use.
- 5.4. Provide key control for Billeting and Chai House facilities to include key cutting services.
- 5.5. In coordination with COMKAF CJ8, perform all financial support functions such as finance administrative duties, billing, invoicing, and conducting cash flow operations, etc.
- 5.6. Account for and identify replacement of unserviceable furnishings and equipment to COMKAF CJ8. Coordinate replacement of these items and support procurement through APOD Supply as required. Examples include: beds, cots, wall lockers, refrigerators, etc.
- 5.7. Serve as Memorandum Receipt Account Holder (MRAH) and account for assigned items in accordance with the NATO Supply Support Service and Property Accounting Management regulations. Additionally, the MRAH shall act as the Building Custodian for all billeting facilities.
- 5.8. Provide inventory control over all assets belonging to COMKAF HQ billeting management facilities.
- 5.9. Coordinate professional pest control requirements through the APOD Vector control contractor to ensure a pest free environment.
- 5.10. Prepare VIP rooms to include making beds for initial arrival of VIPs. VIP service includes weekly room cleaning and removal and laundering of bed linen upon occupant turnover. Billeting staff personnel shall coordinate and monitor cleaning personnel access to VIP rooms.

- 5.11. Coordinate all line maintenance of assigned equipment to include communication equipment.
- 5.12. Maintain cleaning and maintenance plans for all facilities.
- 5.13. Billeting Service Support levels:

Support Tier Level	Facilities	Capacity
Initial Support	9 NATO Blocks	Up to 857 beds with up to 5 beds (individual rooms) reserved for VIP status
	9 RSOI	Up to 1,900 beds
Additional NATO Blocks	1 NATO Block	Approximately 96 beds
Additional RSOI	1 RSOI	Max 300 beds

6. Schedules, Milestones and Operating Hours

- 6.1. As detailed in the SOW and additionally as identified within this Annex.
- 6.2. Maintain billeting services 24 hours per day 7 days per week (24 / 7).
- 6.2.1. The billeting office shall be staffed during KAF core hours.
- 6.2.2. The Contractor shall establish an on-call service capable of responding within 30 minutes outside of core hours.
- 6.2.3. If on-call response time cannot be met through recall the Contractor shall post standby personnel in the office.
- 6.3. Provide COMKAF CJ1 / NAMSA with recall contact information.
- 6.4. Provide flexibility to meet mission changes.

7. Contractor Human Resources Required and Qualifications, Language Skills

- 7.1. As detailed in the SOW and additionally as identified within this Annex.
- 7.2. All billeting staff shall be fluent in English to a minimum level of 3321 in accordance with STANAG 6001.
- 7.3. Personnel knowledgeable in the movement of troops to include Rotation in Personnel, VIPs, etc. shall maintain a NATO Secret security clearance.

8. NATO/NAMSA Furnished Infrastructure and Equipment, Tools and Provisioning of Supplies

- 8.1. As detailed in the SOW Main Body and additionally as identified in this Annex.
- 8.2. The Contractor shall work with COMKAF CJ1 and CJ4 Logistics Support to establish repair and replacement cycles for furnishing and linen.

9. Contractor Furnished Infrastructure and Equipment, Tools and Provisioning of Supplies

- 9.1. As detailed in the SOW Main Body and additionally as identified in this Annex.
- 9.2. NATO will provide the following CIS connections:
 - 9.2.1. Connection for Mission Secret Terminal.
 - 9.2.2. Connection for NATO Unclassified Terminal.
 - 9.2.3. Connection for NATO Core Network (NCN) phones.

10. CIS Requirements

- 10.1. As detailed in the SOW Main Body.

11. Security and Safety Requirements

- 11.1. As detailed in the SOW Main Body.

12. Environmental Requirements

- 12.1. As detailed in the SOW Main Body.

13. Data and Reports

- 13.1. As detailed in the SOW and additionally as identified within this Annex.
- 13.2. Manage the NATO Accommodation database.
 - 13.2.1. Develop an occupancy schedule.
 - 13.2.2. Maintain data on all previous, current and future occupants.
 - 13.2.3. Update databases on a daily basis.
 - 13.2.4. Provide COMKAF CJ1 with occupancy data as requested.
 - 13.2.5. Provide COMKAF CJ1 with a daily status report of facilities problems encountered and facilities maintenance status.

- 13.3. Develop and maintain schedule for the Chai House and coordinate this schedule through COMKAF CJ1 for inclusion in COMKAF HQ scheduling.
- 13.4. Produce annual Billeting Facility Inspections Reports highlighting the status of each facility and, if necessary, recommending corrective measures.

14. Quality Assurance and Performance Measurement

- 14.1. As detailed in the SOW Main Body.

15. Mobilisation / Demobilisation

- 15.1. As detailed in the SOW Main Body and additionally as identified within this Annex.
- 15.2. The Contractor shall leave all software systems behind for next system operator.

16. Templates and Forms

- 16.1. As detailed in the SOW Main Body and additionally as identified within this Annex.
- 16.2. Develop schedules as required by COMKAF CJ1.
- 16.3. Maintain Occupancy Logs.

Attachment A

NATO Provided Infrastructure, Equipment and Vehicles List

Posted in Section 08 RFP Exhibit I Part 3 – NFE & NFI APOD FR – v29APR10