

## STATEMENT OF WORK ISO REGISTRATION SERVICES

### A. SCOPE.

This scope of work (SOW) provides for ISO registration services for U.S. Army TACOM Ground Systems Industrial Enterprise (GSIE) industrial facilities. It provides requirements for the certification of current, as well as future, production and maintenance facilities incorporated into the GSIE. TACOM GSIE is headquartered on Rock Island Arsenal, Rock Island, IL. GSIE industrial facilities are located both within and outside the continental United States.

### B. BACKGROUND.

The production facilities currently within the GSIE are responsible for one or more of the following activities: Manufacture, Repair, rebuild, modification, recapitalization, overhaul, remanufacture, upgrade, and recertification of combat and tactical weapon systems, guided missiles, self propelled artillery, bridge launchers, towed artillery, mortars and recoilless rifles small arms gauges, and various components such as engines, transmissions, hydraulic components, electronic components etc. and their secondary components, Petroleum Quality Analysis System, Petroleum and Water Systems and Forward Repair Systems. Additional activities and or organizations may be added or modified due to changing U.S. Government mission requirements.

### C. REQUIREMENTS

#### C.1. General

C.1.1 All work assigned under this SOW will be by individual task order issued by the Government's contracting officer.

C.1.2 Contractor and/or sub-contractor shall provide services required by task order(s) within timelines specified herein or as specified in the task order. Timelines specified in the task order(s) shall take precedence over those specified herein.

C.1.3 The contractor and/or sub-contractor shall have and maintain accreditation from the Registration Accreditation Board (RAB) to perform certification audits and certify to the ISO standards for the duration of this contract.

C.1.4 GSIE Facilities.

- C.1.4.1 Anniston Army Depot, Anniston, AL
- C.1.4.2 Red River Army Depot, Texarkana, TX
- C.1.4.3 Rock Island Arsenal, Rock Island, IL
- C.1.4.4 Sierra Army Depot, Herlong, CA
- C.1.4.5 Watervliet Arsenal, Watervliet, NY
- C.1.4.6 HQ GSIE, Rock Island Arsenal, Rock Island, IL

C.2 Detailed. The contractor shall provide the following products and services:

C.2.1 Compliance audits and certifications to International Standard, ISO 9001:2000, Quality Management System (includes audit pre-assessment activities);

Note: ISO 9001:2000 specifies requirements for a quality management system (QMS) that can be used for internal application by organizations, or for certification, or for contractual purposes. It focuses on the effectiveness of the quality management system in meeting customer requirements. This International Standard has been aligned with ISO 14001:1996 in order to enhance the compatibility of the two standards for the benefit of the user community.

C.2.2 Compliance audits and certifications to International Standard, ISO 14001:1996, Environmental Management System (includes audit pre-assessment activities);

Note: ISO 14001:1996 specifies requirements for an environmental management system (EMS) that can be used for internal application by organizations, or for certification, or for contractual purposes. It focuses on the effectiveness of the environmental system in meeting customer requirements.

C.2.3 Transfers of certificates for existing sites currently certified;

Note: Transfer of certificate means that a GSIE facility maintains certification by a Registration Accreditation Board (RAB) certified Registrar and that RAB Registrar responsibilities are being assumed by another RAB accredited Registrar. New certificate reflects new registrar.

C.2.4 Upgrades or conversions to International Standard, ISO 9001:2000, Quality Management System.

Note: Upgrade or conversion means an upgrade or conversion from International Standard, ISO:9001:1994, Quality Management System.

C.2.5 Surveillance audits;

Note: Surveillance audits are conducted on a periodic basis by accredited ISO Registrars in accordance with RAB guidelines to assure continuing compliance and effectiveness of the QMS and/or EMS.

C.2.6 Audit support for the certification or maintenance of certifications of GSIE facilities.

C.2.6.1 The contractor shall out-brief the installation commander or designated representative as specified in the task order.

C.2.7 SAFETY

C.2.7.1 Safety. The contractor shall provide for the safety and protection of personnel employed in support of this contract. You shall comply with all GSIE installation Safety Regulations and all Standing Operating Procedures. The contractor/subcontractor shall comply with all Occupational Safety and Health Act (OSHA), as well as Federal, State, and local laws and regulations.

C.2.7.2 Hazardous Areas and Conditions. Task orders may require work in hazardous areas or under hazardous conditions. The task order will identify the hazardous areas and specify any safety requirements necessary for work in the area.

C.2.8 SECURITY.

C.2.8.1 Site Security. The contractor/subcontractor shall be responsible for the security of your own supplies, material, and equipment.

C.2.8.2 Contractor Personnel. Contractor personnel employed in support of this contract shall be native born or naturalized citizens of the United States and may require security clearances issued by the U.S. Government. The contractor shall be responsible for obtaining any security clearances that are required for contractor and sub-contractor personnel.

**C.2.8.3 Visit Requests.** Ten days prior to commencing work, you shall provide a visit request for all personnel who will be working onsite or visiting during performance of the Task Order(s). The visit request shall be submitted to the point of contact (POC) designated in the Task Order. This request shall include the following information:

- Employee's full name
- Employee's Social Security Number
- Employee's date and place of birth
- Employee's naturalization number (if applicable)
- Employee's citizenship
- Date of Visit: From (Month/Day/Year) To (Month/Day/Year)
- Purpose of visit
- GSIE Facility point of contact
- Degree of security clearance, date issued, issuing authority (if applicable)

Contractor shall notify the Government POC within 48hrs of personnel changes or changes in personnel information.

**C.2.8.4 Inspection.** Contractor shall be subject to announced and unannounced security inspections conducted by physical security and other security offices while on GSIE Installations.

**C.2.9 Hours of Operation.** Normal hours of operation are 0630 – 1700, Monday through Thursday, except for Federal holidays or as stated in the task order. The contractor/subcontractor shall comply with these hours of operation. Requests to work outside these hours shall be filed with the Government's contracting officer at least two weeks in advance.

**C.2.10 Quality Assurance.** Inspection and acceptance of services will be performed by the Government Quality Assurance Representative (QAR), in accordance with, the Performance Requirements Summary (PRS); reference Technical Attachment 1. A Materiel Receiving and Inspection Report, DD Form 250, is required.

**C.2.11 Certificates.** The contractor shall be responsible for obtaining any certificate(s) that are required for each task. Specific certificate(s) will be specified in the task order.

C.2.12 Personnel. The contractor/subcontractor shall provide a work force possessing the skills, knowledge and training to satisfactorily perform the services required under this SOW. General information is provided at attachment 2. Greater detail of an organization's missions, functions and activities will be provided by individual task order. This is a non-personal service contract; personnel performing work under this SOW remain your employees and are not employees of the Government.

C.2.13 Specific Tasks. All work will be assigned by the issuance of written task orders. The task order will include a definitive statement of work, to include a delivery or performance schedule, a description of the requirement and any other special information. Contractor response shall include a cost estimate, based on agreed and supplied cost schedules, and a proposed performance schedule if you will not be able to meet the performance schedule. The Government Contracting Officer will notify you if we take exception to anything in your proposal and if necessary, negotiations will be held.

#### C.2.14 Program Management

C.2.14.1 The contractor shall manage all technical performance issues, including logistics support, schedule, and data delivery requirements of the contract. Contractor management responsibility shall include:

- a. Program Planning and Control
- b. Subcontractor Control
- c. Data Management

C.2.14.2 Management Control. The contractor shall have management control, in sufficient detail, to identify contractor, subcontractor, or contract partner responsibilities.

C.2.14.3 Logs. Contractor shall maintain daily work logs for each task order and have them available for review. As a minimum, the logs shall contain the work date, employee names, work location, and type of work performed.

C.2.14.4 Progress. Contractor shall make progress on assigned tasks so as not to endanger timely performance. Progress will be determined by adherence to schedule and use of qualified personnel. Progress on individual task orders will be monitored by the performance certifier at each GSIE facility.

**C.2.14.5 Reporting.** A report summarizing the work completed on the task order shall be submitted in accordance with Contract Data Requirements List (CDRL), DD Form 1423.

**D. GOVERNMENT FURNISHED EQUIPMENT and SERVICES**

**D.1.1 Government Furnished Equipment.** None

**D.1.2 Government Furnished Services.** GSIE facilities will provide full-time escorts during all visits.

## TECHNICAL ATTACHMENT 1

### Performance Requirements Summary (PRS) – For Reference only

#### ISO 9001:2000 Quality Management System Registration Services

<b>Service</b>	<b>Paragraph Number</b>	<b>Standards</b>	<b>AQL &amp; Lot Size</b>	<b>Method of Surveillance</b>
Assignments	C.1.2	IAW requirements	0% Number of Assignments	100% Inspection
Registrar Accreditation	C.1.3	IAW requirements	0% NA	100% Inspection
Compliance audits and certifications	C.2.1	According to schedule (.3) Qualified personnel (.4) IAW requirements (.3)	0% Number of audits	100% Inspection
Compliance audits and certifications	C.2.2	According to schedule (.3) Qualified personnel (.4) IAW requirements (.3)	0% Number of audits	100% Inspection
Transfers of certificates	C.2.3	IAW requirements	0% Number of certificates	100% Inspection
Upgrades or conversions	C.2.4	According to schedule (.3) Qualified personnel (.4) IAW requirements (.3)	0% Number of upgrades/conv	100% Inspection
Surveillance audits	C.2.5	According to schedule (.5)		Customer Comments

Audit Support	C2.6	Qualified personnel (.5) According to schedule (.5) Qualified personnel (.5)		Customer Comments
Out briefs	C2.6.1	IAW requirements Personnel are knowledgeable on safety req'ts (.5)		Customer Comments
Safety	C2.7.1	Compliance to safety requirements (.5) IAW requirements	0% Number of working days	Random Sampling Customer Comments
Hazardous areas and conditions	C2.7.2	IAW requirements		Customer Comments
Site Security	C2.8.1	IAW requirements		Customer Comments
Contractor Personnel	C2.8.2	IAW requirements	0%	100% Inspection
Visit Requests	C2.8.3	IAW requirements		Customer Comments
Inspection	C2.8.4	Contractor personnel cooperative		Customer Comments
Hours of Operation	C2.9	IAW requirements		Customer Comments
Certificates	C2.11	Timely (.4) IAW requirements		Customer Comments
Personnel	C2.12	IAW requirements		Customer Comments
Program Management	C2.14.1	Program Planning and Control (.4) Subcontractor Control (.3) Data Management (.3)		Customer Comments
Management Control	C2.14.2	Contractor, subcontractor, or contract partner responsibilities identified		Customer Comments
Logs	C2.14.3	IAW requirements	0% Number of working days	Random Sampling
Progress	C2.14.4	No endangerment to timely performance		Customer Comments
Reporting	C2.14.5	IAW (contact data requirements list)	0%	100% Inspection



## ATTACHMENT 2

### General Information

**Anniston Army Depot** – The depot is located in northeast Alabama approximately 10 miles west of the city of Anniston. A short distance to the south is Interstate 20, a major east-west artery that provides easy access to two of the south's largest cities – Birmingham, Alabama (50 miles west) and Atlanta, Georgia (90 miles east).

#### Mission

Anniston Army Depot (ANAD) provides support and sustainment of land based weapon systems, associated parts, components, and munitions.

#### Size

15,279 acres (25 square miles)

Civilian (mission) workforce ~ 1700

#### Commodities

Aircraft, construction equipment, automotive equipment, general support equipment, combat vehicles, ordnance, and communications/electronics.

#### Processes

Cleaning and stripping, fabrication/repair, test and inspection

**Red River Army Depot** – The depot is located 18 miles west of the Texas-Arkansas state line (Texarkana). The depot is located just south of Interstate 30. Dallas-Ft. Worth is approximately 180 miles west of the depot on I-30.

#### Mission

**Ammunition storage; maintenance/repair/rebuild/refurbishment of Army weapon systems; worldwide center for re-certification of Patriot and Hawk missiles.**

**Size**

**18,316 acres**

**Civilian (mission) workforce ~ 1000**

**Commodities**

**Automotive equipment, combat vehicles, communications and components, ordnance and missiles.**

**Processes**

**Cleaning/stripping, fabrication/repair, test and inspection**

## **Rock Island Arsenal**

### **Mission**

RIA has expertise in the manufacture of weapons and weapon components. Core competencies include artillery, gun mounts, recoil mechanisms, small arms, aircraft/naval parts and sub-systems. Grenade launchers, weapons simulators, and other associated spare and repair parts. The RIA logistics operation includes warehousing, care and preservation, transportation, and supply support.

### **Location**

Rock Island Arsenal is located on an island in the upper Mississippi River between Iowa and Illinois. RIA is part of the metropolitan areas known as the Quad Cities, comprised of Davenport and Bettendorf on the Iowa side, and Moline and Rock Island on the Illinois side.

### **Size**

946 acres (400 developed)  
Civilian (mission) workforce ~ 850

### **Commodities**

**Ordnance:** Accessories and components; conventional arms & explosives, guns and artillery, small arms.

### **Processes**

**Machining, welding, forging, plating, heat-treating, assembly, fabrication/repair, test and inspection, and laboratory analysis.**

## **Sierra Army Depot**

### **Mission**

Enhance the U.S. Army's transformation by serving as a Continental United States (CONUS) strategic power projection support platform providing world-wide, world class logistics support in the form of maintenance, assembly, containerization and rapid shipment as a strategic military transportation hub of critical operational project stocks for deployable medical systems, medical supplies, petroleum and water systems, aviation systems, Force Provider and other items. Store and caretake demilitarization account ammunition. On order, become the Center of Technical Excellence for Resource Recovery, Recycle and Reuse (R3) ammunition demilitarization.

### **Location**

Herlong, California (Sierra has it's own military runway); the nearest commercial airport, Reno/Tahoe International Airport (RNO), is ~ 60 miles SE of Sierra.

### **Size**

~ 96,119 acres (~ 15,000 acres for ammunition/depot operations)  
Civilian (mission) workforce ~ 400  
Commodities

Medical, Inland Petroleum Distribution Systems, Water Support Systems, Large Area Maintenance Shelters and Force Provider

### **Processes**

Receipt, store and distribution of military assets; care of stocks in storage (COSIS); prototyping, machining/production (low volume), surface treatment, test and repair, demil of ammunition

## **Watervliet Arsenal**

### **Mission**

The mission of Watervliet Arsenal (WVA) is to perform manufacturing, engineering, fabrication, procurement and product assurance of assigned material. Current material assignments Cannon for tanks, towed and self-propelled mortars, recoilless rifles, artillery and associated components.

### **Location**

Watervliet Arsenal is located in upstate New York, within the city of Watervliet, 6 miles from the state capital of Albany.

### **Size**

140 acres

Civilian (mission) workforce ~ 250

### **Commodities**

General support equipment and ordnance (guns & artillery)

### **Processes**

Cleaning/stripping, fabrication/repair, test and inspection.