

News

Construction comes and goes, services are here to stay

By Lt. Cmdr. Ben Miller
NAVFAC SW, FEAD

When you think of the Naval Facilities Engineering Command (NAVFAC) and contractors and take a look around the base, the first thing that comes to mind is construction. And why not?

Millions of dollars have flowed into the local construction industry to support the construction of a variety of Base Realignment and Closure Construction and America Recovery and Reinvestment Act projects.

It seems new facilities are springing up throughout the installation every day.

However, once all the ceremonies are over, the speeches are given and ribbons are cut, people slowly go about their daily lives and life goes on. This is when the work behind the scenes kicks into high gear; work which goes almost unnoticed and unacknowledged.

The tireless effort of the services contractor is the glue that holds our installations together.

As NAWS Public Works Officer Cmdr. Stan Kloss routinely points

out, "No one holds a ribbon cutting ceremony for cutting the grass."

It has been eight months since Alutiiq-Mele (prime contractor) with JJ Worldwide Services (their main subcontractor) began operating as contractors for NAWS China Lake's Base Operating Service Contract (BOSC).

Totalling approximately 165 employees, the personnel of the BOSC keep China Lake humming along by providing freshly cut grass, stocked restrooms, serviced vehicles and ordnance and supply services just to name a few of the many service annexes found in the contract.

Alutiiq-Mele Project Manager Roger Stewart noted, "Without the folks doing their jobs, we wouldn't be here today. It is the staff who day in and day out are performing beyond expectations."

Indeed, the success of the BOSC can be attributed to the hard work and tireless effort put forth by all involved with the contract since the beginning. The one-month transition in September 2009 was followed by eight months of uninterrupted service which

resulted in only a few minor hiccups.

According to Contracting Officer Danny Morse, "It was the smoothest BOSC transition I have been a part of."

This smooth transition can be directly attributed to the outstanding partnership formed between the government and contractor.

Alutiiq-Mele and JJ Worldwide Services sponsored a mid-year partnering session with representatives from the government at the NAWS Conference Center on May 11.

During the partnering session, a range of topics were covered with several processes reviewed and refined. Stewart explained to the group the contractor team, "Brought in a level of commitment and culture of providing the best services to the customer. It is imbedded in us to provide it." The level of effort provided to the government was evident through a myriad of customer compliments and a laundry list of initiatives taken on by the contractor. The team's many great accomplishments since award includes a flawless safety



Courtesy photo

The Ordnance team of Alutiiq-Mele and J&J Worldwide Services continue to exceed expectations at Naval Air Weapons Station China Lake in support of China Lake's Base Operating Service Contract (BOSC). Tim Morehead from the Naval Munitions Command said, "I couldn't be happier; the contractor's leadership has been incredibly involved, are very professional and they take very good care of their people."

record where:

- All employees had 10 hours of OSHA General Industry Outreach Training

- Institution of an aggressive "near-miss" reporting program

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- All supervisors and managers attended 30 hour OSHA General Industry Outreach Training
- Improved ordnance procedures, administration and output.

In addition the team began a series of cutting edge initiatives to include:

· The full implementation of the management software SeeSOR as a viable quality assurance tool. Glenn Cobb one of the Government's contract Performance Assessment Representative (PAR) enthusiastically stated, "SeeSOR gives the government a contractors view of the contract."

- "Going Green" as the standard
 - o All chemicals in BSVE are "green" labeled
 - o All custodial vacuums have approved filters
 - o The use of color-coded microfiber towels

- o Post-consumer recycled paper products
- o Green cleaning products
- o Concentrated windshield washer fluid to reduce plastic bottles usage by 95 percent
- o Bio-degradable, water soluble solvent tank for parts cleaning.
- o Water based, highly concentrated cleaner for cleaning vehicle engines.

Stewart also added, "We continue to partner with the government to come up with ideas to improve upon going green."

Other initiatives include the purchase of new BSVE equipment, 320 new dumpsters throughout the installation and the certification of all cranes through the Naval Crane Center.

PAR Jim Porter commented that this has been the best relationship to date."

Stewart agreed.

"We have done a terrific job as a team," said Stewart. "This has been one of the best relationships, sharing ideas and making sure things go right."

A few administrative notes for the general public:

Please check with your facility manager or chain of command if you have any questions or concerns with your services.

However, if a call is required to schedule services, report an issue or log complaints with Alutiiq-Mele on the quality of received services are as follows:

- Reception desk - 760-375-9503 (during working hours)
- After hours - 760-793-5924 (emergencies only)

If you would like to add or change services on the current contract, wish to log a complaint on the quality of received services or have a question concerning the

contract please contact the following government representative:

- Annex 0700000, Weapons
- Gabriel Gallagher 939-6106
- Annex 1001000, Materials Management - Elaine Jackson 939-2305
- Annex 1001000, Laundry - Glenn Cobb 939-2765
- Annex 1502000, Hoods and Vents - Andy Couch 939-0512
- Annex 1502000, Chillers and Elevators
- NAVAIR - Lenny DeAngelis 939-8811
- Region - Glenn Cobb 939-2765
- Annex 1503010, Janitorial - Andy Couch 939-0512
- Annex 1503020, Pest Control - Tammy Jones 939-4429
- Annex 1503030, Solid Waste - Kevin Allen 939-2522
- Annex 1503050, Grounds Maintenance - Tammy Jones 939-

4429

- Annex 1503060, Street Sweeping - Glenn Cobb 939-2765
- Annex 1700000, BSV&E (transportation)
- Doug Smith 939-8095 or Jim Porter 939-9491
- Annex 1800000, Environmental - Glenn Cobb 939-2765

Customers may have noted service levels have changed with the new contract or even since contract award.

This is a result of CNIC mandated Common Output Levels (COL) for all janitorial, grounds maintenance, street/parking lot sweeping and pest control services.

To request a higher level of service submit your justification to Vicki Smith 939-4030 and your request will be forwarded to CNIC for approval/disapproval.