

# **MARKET RESEARCH ANALYSIS FOR PAINT BOOTH MAINTENANCE SERVICES**

(NOTE TO THE WRITER: THIS MARKET RESEARCH ANALYSIS IS BASED ON A SURVEY OF COMMERCIAL SECTOR BUSINESS PRACTICES. IT COMPARES THE GOVERNMENT REQUIREMENT FOR SERVICES TO THE COMMERCIAL MARKET TO DETERMINE HOW THESE SERVICES ARE CONTRACTED. **THIS IS A GENERIC DOCUMENT THAT MUST BE TAILORED TO THE UNIQUE REQUIREMENTS AT EACH INSTALLATION.** THE PURPOSE OF THIS DOCUMENT IS TO DEMONSTRATE TO THE CONTRACTING OFFICE THAT THIS SERVICE CAN BE OBTAINED IN THE COMMERCIAL MARKET AND TO SET FORTH THE STANDARD FOR THE SERVICE IF A STANDARD EXISTS. THIS DOCUMENT INDICATES THAT THE SERVICE IS COMMERCIALY AVAILABLE AND WILL ALLOW CONTRACTING TO USE FAR PART 12 FOR COMMERCIAL ACQUISITIONS.)

**Insert Your AFB  
And Date**

**MARKET RESEARCH  
FOR  
PAINT BOOTH MAINTENANCE**

**1. OBJECTIVE.** The objective of this market research is to determine the commercial availability of paint booth maintenance services and to determine the most suitable method for acquiring such services. If the services that are available do not meet the stated Government requirement, it will be determined whether they can be changed to meet the requirement or if the Government requirement can be adjusted to the commercial services that are offered. This research will also identify commercial practices for contracting, types of contracts, performance standards, and methods of inspection.

**2. REQUIREMENT.** The contractor shall provide all materials, tools, equipment, and labor necessary to service and maintain paint booth(s) according to the manufacturer's requirements and industry practices. The contractor shall establish a quality control program to ensure that paint booths are safe to operate and are maintained according to the respective manufacturer's recommendations. The contractor shall schedule and perform appropriate preventive maintenance and inspection tasks to ensure that all paint booth(s) and support systems are functional and safe to operate in accordance with the manufacturer's recommendations. All replacement items, including filters, shall be equal to or better than the components they replace and meet the respective equipment manufacturer's operating recommendations for safe and efficient paint booth operations. The contractor shall furnish all paints and cleaning supplies required to service and maintain the paint booths. Debris removed from paint booths shall be disposed of off base in accordance with federal, state, and local pollution laws and regulations.

**3. PARTICIPANTS.** HQ AFCESA/CEOC, 139 Barnes Drive, Suite 1, Tyndall AFB, FL 32403-5319.

**4. SOURCES CONTACTED.** The following businesses were contacted to determine the availability of paint booth maintenance services in the private sector.

**SERVICE PROVIDERS**

Unicco Service Company  
4 Copley Place  
Boston, MA 02116

Eason Interprise Inc  
P.O. Box 15161  
Del City, OK 73155

Premier Booth  
1201 Burlington  
North Kansas City, MO 64116

Envirosystems  
2949 E. Elvira Rd. Dept. TR  
Tucson, AZ 85706

JB I Incorporated  
P.O. Drawer 38  
Osseo, WI 54758

Garmat USA  
1401 W. Stanford Ave.  
Englewood, CO 80110

Heritage Environmental Services, Inc  
8525 Northeast 38<sup>th</sup> Street  
Kansas City, MO 98150

Sarakem Corporation  
14 South Main St, Suite 2F  
Hanover, NH 03755

### CUSTOMERS

Paint Doctor  
400 E 15<sup>th</sup> Street  
Panama City, FL 32401

Panama City Toyota  
5303 West Highway 98  
Panama City, FL 32401

Miracle Strip Body Shop Inc  
131 Racetrack Road NE  
Fort Walton Beach, FL  
32542

## **5. FINDINGS AND ANALYSIS.**

**5.1. GENERAL.** The private sector was surveyed for routine commercial standards and practices used in the paint booth service industry. Most commercial paint shops have a filter system that traps paint dust particles improving the efficiency of the painting facility. Some of the modern facilities have auxiliary down/up draft air chambers, and others use water fall filtration systems to improve the efficiency of the filtering process. Some shop managers indicated the water systems common in older shops are more expensive to maintain. Engineers at some booth manufacturers indicated that modern booths are specifically designed for user maintenance and anticipated that our research would reveal that most booths built in recent years would be maintained by shop personnel. The maintenance services required for paint booths are not complex and can be provided by house cleaners or other businesses who use pressure wash equipment and have experience handling and cleaning paint surfaces. A contractor in the Oklahoma area who has previously maintained Government owned booths said his business started by cleaning grease vents at restaurants and was subsequently expanded to include paint shops. The selection of paints used on the walls and curtains is important and it should be one that minimizes build-up, is easy to apply, falls away in sheets, and makes paint booth maintenance easier. Some booths use filter materials that are cut to fit while others are pre-formed with frames and may cost more. The specific types of filters should be identified in work requests or delivery orders.

**5.2. STANDARDS.** There are no formal commercial standards for paint booth maintenance and service, but most shop managers have informal procedures to inspect and change filters at least weekly and ensure the shop is in compliance with applicable Occupational Safety and Health Administration (OSHA) requirements. Shop personnel do most of the facility maintenance functions; only a small percentage of shops use outside contract support. Managers are aware that excessive wall build-up of paint should be avoided, and they use local procedures to control this condition. Contractors generally set their own individual standards for work and booth managers depend on them to do the job right.

**5.3. SPECIFICATIONS/DESCRIPTION OF WORK.** There are no formal specifications or common work statements used in the private sector since in-house workers take care of most of the shop maintenance. If contract support is used, the work order may simply request pressure wash service in accordance with general cleaning practices and follow any equipment service recommendations.

**5.3.1. Quality Control.** A formal Quality Control Program was not a contract requirement in the commercial sector; however, most contractors performing the service had their own internal quality control program.

**5.4. METHODS OF CONTRACTING.** Contract agreements are fixed price and are often made over the phone. In some areas pressure washing service is provided on an as-needed basis with only a verbal contract. Formal written maintenance agreements are rare, but when written agreements are used, they are invoice type forms with boxes to indicate what service will be performed, such as pressure wash and filter changes. One contractor indicated it is very difficult to get booth maintenance contracts since most shops try to take care of their booths themselves.

**5.5. PRICE FACTORS.** The major pricing factors are labor cost, travel distances, and cost of materials. The most common service contracted by shops is pressure washing, and the cost varies based on areas to be washed and frequency of service. There are significant increases in charges if the contractor is required to repaint and change filters.

**5.6. METHOD OF SURVEILLANCE.** There are no formal methods of inspection. Paint shop managers depend on the service contractor to ensure work is properly performed.

**5.7. REMEDIES FOR NONCONFORMING SERVICES.** Every shop manager we talked with indicated they would allow workers to repeat work that was not completed correctly the first time.

**6. CONCLUSIONS.** Paint booth maintenance services that will meet Government requirements are available in the private sector and FAR Part 12 procedures are appropriate.

**STATEMENT OF WORK  
FOR  
PAINT BOOTH MAINTENANCE  
SERVICES**

(NOTE TO THE WRITER: THIS STATEMENT OF WORK IS BASED ON COMMERCIAL MARKET PRACTICES AS DETERMINED BY THE MARKET RESEARCH CONDUCTED ON THIS REQUIREMENT. IT REFLECTS HOW THE COMMERCIAL SECTOR DOES BUSINESS. **YOU MUST TAILOR THE DOCUMENT FOR YOUR BASE BY INCLUDING YOUR UNIQUE REQUIREMENTS AND QUANTITIES FOR WORKLOAD ESTIMATES.** THE SURVEILLANCE METHODS REFLECTED IN THIS DOCUMENT MIRROR THE PRACTICES FOUND IN THE MARKET RESEARCH. IF YOU REQUIRE SPECIFIC SURVEILLANCE TECHNIQUES YOU SHOULD ADD THEM TO THE APPROPRIATE SECTION.)

**Insert Your AFB  
And Date**

**STATEMENT OF WORK  
FOR  
PAINT BOOTH MAINTENANCE**

(LIMIT THE ACQUISITION REFORM BARRIER OF RESTRICTIVE DEPARTMENT OF DEFENSE (DOD) DIRECTIVES OR AIR FORCE (AF) INSTRUCTIONS. INCLUDE ONLY DOD OR AF DOCUMENTS THAT ARE REQUIRED FOR ENVIRONMENTAL, SAFETY, OR SECURITY REASONS. WHEN THE GOVERNMENT UNIQUE INSTRUCTIONS OF A DOD OR AF DOCUMENT ARE DETERMINED ABSOLUTELY NECESSARY TO BE INCLUDED IN THE REQUIREMENT, REFERENCE ONLY THE SPECIFIC PARAGRAPHS OF THE DOCUMENT THAT PERTAIN.)

**1. DESCRIPTION OF SERVICES.** The contractor shall provide all management, tools, supplies, equipment and labor necessary to clean, service, and maintain paint spray booths, ventilation systems, and applicable auxiliary equipment at (INSERT INSTALLATION NAME).

**1.1. BASIC SERVICES.** The contractor shall maintain spray paint booth filter systems and the appropriate auxiliary equipment in accordance with the manufacturer’s recommendations and standard commercial practices. Typical services include changing filters, removing paint build-up from walls and curtains, lubricating motor shafts, and adjusting fan motor drive belts. Following is a list of paint booth equipment to be maintained. (INSERT TYPE OF EQUIPMENT, MANUFACTURER AND EQUIPMENT LOCATION.)

**1.2. MATERIAL DISPOSAL.** The contractor shall dispose of debris removed from the paint facility at an off base location in accordance with applicable federal, state, and local pollution laws and regulations.

**2. SERVICE DELIVERY SUMMARY.**

<b>Performance Objective</b>	<b>SOW Para</b>	<b>Performance Threshold</b>
<b>Maintain Spray Paint Booth Systems.</b> Filters are cleaned. No paint buildup on walls. Motor shafts are lubricated. Belts are adjusted. Paint booth functions as intended.	1.1.	Customer complaints shall not exceed 2 per month.
<b>Dispose of Debris.</b> Debris is properly disposed.	1.2.	Customer complaints shall not exceed 2 per month.

**3. GOVERNMENT FURNISHED PROPERTY AND SERVICES.** (LIST GOVERNMENT FURNISHED PROPERTY/SERVICES/EQUIPMENT, ETC. OR INCLUDE IN APPENDIX C.)

**4. GENERAL INFORMATION.**

**4.1. QUALITY CONTROL.** (OPTIONAL) Contractor shall develop and maintain a quality program to ensure services are performed. The contractor shall develop and implement procedures to identify and prevent defective services from recurring. As a minimum, the contractor shall develop quality control procedures that address the areas identified in paragraph

2, Service Delivery Summary. The government evaluator must have a designated quality control inspector to notify in case of customer complaints.

**4.2. QUALITY ASSURANCE.** The government will periodically evaluate the contractor's performance in accordance with the Quality Assurance Surveillance Plan.

**4.3. GOVERNMENT REMEDIES.** The contracting officer shall follow the requirements of FAR 52.212-4, Contract Terms and Conditions for Commercial Items (May 1997), for contractor's failure to correct nonconforming services.

**4.4. HOURS OF OPERATION.** (INSERT APPROPRIATE HOURS.)

**4.5. SECURITY REQUIREMENTS.** (INCLUDE INSTALLATION AND CONTRACT OR REQUIREMENT-SPECIFIC SECURITY REQUIREMENTS OF THE CONTRACTOR AND EMPLOYEES HERE. THIS WILL INCLUDE BASE PASS REQUIREMENTS, SECURITY CLEARANCE REQUIREMENTS, ETC. DO NOT DUPLICATE SECURITY CLAUSES OR SPECIAL PROVISIONS REQUIRED IN THE SOLICITATION AND CONTRACT BY THE FEDERAL ACQUISITION REGULATION (FAR) AND ITS SUPPLEMENTS. THE UNIT SECURITY MONITOR SHOULD INITIATE A DD FORM 254, DOD CONTRACT SECURITY CLASSIFICATION SPECIFICATION. REQUIREMENTS NOT COVERED IN THE DD FORM 254 OR THE SOLICITATION SHOULD BE INCLUDED HERE.)

**4.6. PERFORMANCE OF SERVICES DURING CRISIS DECLARED BY THE NATIONAL COMMAND AUTHORITY OR OVERSEAS COMBATANT COMMANDER.** (IDENTIFY SERVICES DETERMINED TO BE ESSENTIAL FOR PERFORMANCE DURING CRISIS ACCORDING TO DODI 3020.37. SPECIFY HOURS OF OPERATION REQUIRED AND THE PROCEDURES TO NOTIFY THE CONTRACTOR.)

**4.7. SPECIAL QUALIFICATIONS.** (NOTE: INSERT ANY ADDITIONAL SPECIAL CERTIFICATIONS OR REQUIREMENTS FOR EMPLOYEES IF DEEMED NECESSARY.)

**4.8. PARTNERING AGREEMENT.** (OPTIONAL) The contracting officer may require a partnering agreement between the government and the contractor to ensure joint cooperation and a sound partnership of all parties involved in the execution of this contract. Partnering is the creation of a government-contractor relationship that promotes achievement of mutually beneficial goals. It involves an agreement in principle to share the risks involved in completing the project and to establish and promote a nurturing partnership environment. Representatives from each organization are encouraged to participate in developing the partnering agreement. Suggested representation is the civil engineer manager, the government inspector, the government contract administrator, the contractor's manager and the contractor's quality control person. All costs for the partnership agreement should be shared equally between the government and contractor. This group is responsible for developing a formal partnering agreement that should be signed by all parties involved. The agreement should contain as a minimum: specific goals to be reached and a list of objectives to reach the goals, a set of metrics to evaluate the objectives, a frequency for meetings to review the metrics, and a statement of cooperation to execute the terms of the agreement. (NOTE: INSTALLATIONS MAY WANT TO REQUIRE AN INDEPENDENT MEDIATOR.)

**5. APPENDICES.**

**A. Estimated Workload Data**

**B. Maps and/or Site Plans**

**C. Government Furnished Property/Services/Equipment**

**(NOTE: ADD ANY OTHER APPENDICES THAT MAY BE NEEDED.)**

**APPENDIX A**

**ESTIMATED WORKLOAD DATA**

<b>ITEM</b>	<b>NAME</b>	<b>ESTIMATED QUANTITY</b>	
<b>1</b>	Clean and maintain paint booths (LIST TYPE OF BOOTHS)	_____	Ea

(NOTE: LIST INDIVIDUAL PAINT BOOTHS AND ADD OTHER WORKLOAD DATA AS CONSIDERED APPROPRIATE.)

**APPENDIX B**  
**MAPS AND/OR SITE PLANS**

SUGGESTED MAPS ARE:

LOCATIONS OF PAINT BOOTHS

AUTHORIZED GATE ENTRY POINTS

BASE MAP OF ALL PERTINENT OFFICES

(NOTE: ADD MAPS/PLANS AS CONSIDERED APPROPRIATE.)

**APPENDIX C**

**GOVERNMENT FURNISHED PROPERTY/SERVICES/EQUIPMENT**

POSSIBLE ITEMS ARE:

UTILITIES

POTABLE WATER

FILTERS

HIGH PRESSURE WASHER

(NOTE: ADD DATA AS CONSIDERED APPROPRIATE.)

**QUALITY ASSURANCE SURVEILLANCE PLAN  
FOR  
PAINT BOOTH MAINTENANCE  
SERVICES**

**Insert Your AFB  
And Date**

**QUALITY ASSURANCE SURVEILLANCE PLAN  
FOR  
PAINT BOOTH MAINTENANCE**

**INTRODUCTION**

This Quality Assurance Surveillance Plan (QASP) has been developed to evaluate contractor actions while implementing this SOW. It is designed to provide an effective surveillance method of monitoring contractor performance for each listed objective on the Service Delivery Summary (SDS) in the maintenance contract.

The QASP provides a systematic method to evaluate the services the contractor is required to furnish.

This QASP is based on the premise the government desires to maintain a quality standard in operating, maintaining, and repairing facilities and that a service contract to provide the service is the best means of achieving that objective.

The contractor, and not the government, is responsible for management and quality control actions to meet the terms of the contract. The role of the government is quality assurance to ensure contract standards are achieved.

In this contract the quality control program is the driver for product quality. The contractor is required to develop a comprehensive program of inspections and monitoring actions. The first major step to ensuring a “self-correcting” contract is to ensure that the quality control program approved at the beginning of the contract provides the measures needed to lead the contractor to success.

Once the quality control program is approved, careful application of the process and standards presented in the remainder of this document will ensure a robust quality assurance program.

**QUALITY ASSURANCE SURVEILLANCE PLAN  
FOR  
PAINT BOOTH MAINTENANCE**

Performance Objective	SOW Para	Performance Threshold
<b>Maintain Spray Paint Booth Systems.</b> Filters are cleaned. No paint buildup on walls. Motor shafts are lubricated. Belts are adjusted. Paint booth functions as intended.	1.1.	Customer complaints shall not exceed 2 per month.
<b>Dispose of Debris.</b> Debris is properly disposed.	1.2.	Customer complaints shall not exceed 2 per month.

**SURVEILLANCE:** The government quality assurance (QA) person will receive complaints from base personnel and pass them to the contractor's quality control inspector (QCI) for correction.

**STANDARD:** Two (2) customer complaints are permitted each month. If more than 2 customer complaints are received the QA shall notify the contracting officer for appropriate action in accordance with FAR 52.212.4, Contract Terms and Conditions-Commercial Items (May 1997) or the appropriate Inspection of Services clause.

**PROCEDURES:** Any base employee that observes unacceptable services, either incomplete or not performed, for any of the above performance objectives should immediately contact the QA and the QA will complete appropriate documentation to record the complaint. The QA will consider the customer complaint valid upon receipt from the customer. The QA should inform the customer of the approximate time the unacceptable performance will be corrected and advise the customer to contact the QA if not corrected. The QA will consider customer complaints as resolved unless notified otherwise by the customer. The QA shall verbally notify the Contractor's Quality Control Inspector (QCI) to pick up the written customer complaint. The QCI will be given two hours after verbal notification to correct the unacceptable performance. If the QCI disagrees with the complaint after investigation of the site and challenges the validity of the complaint, the QCI will notify the QA. The QA will conduct an investigation to determine the validity of the complaint. If the QA determines the complaint as invalid, he will document the written complaint of the findings and notify the customer. The QA will retain the annotated copy of the written complaint for his/her files. If after investigation the QA determines the complaint as valid, the QA will inform the QCI and the QCI will be given an additional hour to correct the defect. A defect will not be recorded if proper and timely correction of the unacceptable condition(s) is accomplished. The QCI shall return the written customer complaint document, properly completed with actions taken, to the QA, who will file the complaint for monitoring future recurring performance.

**GOVERNMENT COST ESTIMATE  
FOR  
PAINT BOOTH MAINTENANCE SERVICES**

NOTES: DETERMINING A GOVERNMENT COST ESTIMATE FOR A SERVICE CONTRACT IS NOT A SIMPLE PROCESS. SINCE LABOR IS THE MAIN FACTOR OF COST IN A SERVICE CONTRACT; THE COSTS FOR THE SKILLS PERFORMING THE SERVICE WILL BE DRIVEN BY THE LOCAL LABOR RATES. THE DIFFICULTY LIES IN DEFINING THE SKILLS REQUIRED, AND THE SIZE OF THE CREW THAT WILL PERFORM THE SERVICE, AND THEN DETERMINING THE LOCAL LABOR RATE FOR THE PARTICULAR SKILL. MARKET RESEARCH INDICATES THAT MOST USERS OF THE SERVICE WOULD APPROXIMATE COSTS FROM SERVICE PROVIDERS. TO ASSIST YOU IN DETERMINING THE GOVERNMENT COST ESTIMATE FOR THIS SERVICE CONTRACT, WORKLOAD DRIVERS, HAVE BEEN DEFINED (SEE BELOW). YOU CAN ENTER THE QUANTITIES FROM YOUR BASE AND PROVIDE THIS INFORMATION TO SEVERAL SUGGESTED SOURCES IN YOUR LOCAL AREA. IN MOST CASES, THEY WILL PROVIDE YOU AN ESTIMATE FOR PERFORMING THE SERVICE. YOU CAN COMPARE THE ESTIMATES AND THEN SUBMIT YOUR ESTIMATE (GOVERNMENT ESTIMATE) BASED ON WHAT YOU FOUND IN THE LOCAL MARKET.

**ESTIMATED WORKLOAD DATA**

ITEM	NAME	ESTIMATED QUANTITY	
1	Clean and maintain paint booths (LIST TYPE OF BOOTHS)	_____	Ea

(NOTE: LIST INDIVIDUAL PAINT BOOTHS AND ADD OTHER WORKLOAD DATA AS CONSIDERED APPROPRIATE)

**SUGGESTED  
BID SCHEDULE**

<b><u>CONTRACT LINE ITEM NO. (CLIN)</u></b>	<b><u>SUPPLIES/SERVICE</u></b>	<b><u>QTY</u></b>	<b><u>UNIT</u></b>	<b><u>UNIT PRICE</u></b>	<b><u>AMOUNT</u></b>
0001	NONPERSONAL SERVICES: Provide all supervision, personnel, equipment, transportation, material, and other items and services necessary to inspect, service, maintain, and repair (BASE INSERTS NUMBER) Paint Booths at (INSERT NAME OF INSTALLATION) for the period (INSERT PERFORMANCE PERIOD) in accordance with the Statement of Work in Section C.				
0001AA	Maintain spray paint booth systems	12	MO	_____	_____
0001AB	Dispose of debris	12	MO	_____	_____
	<b>TOTAL CLIN 0001</b>				=====

**(THE BASE SHOULD DUPLICATE THE BID SCHEDULE FOR EACH OPTION YEAR. IT IS  
RECOMMENDED THAT A BASIC PLUS FOUR OPTION YEARS CONTRACT BE USED.)**