

Type 3 Catering Contract Specifications Idaho Department of Lands

MINIMUM MOBILE FOOD UNIT EQUIPMENT REQUIREMENTS:

1. All vehicles/trailers shall be inspected through the appropriate State Health Department prior to entering into contract with the Government.
2. Valid/Current Health Inspection certificates shall be provided, and submitted during the initial contract set up.

Mobile Food Service Unit:

1. A Mobile Food Service Unit (MFSU) meeting all standards cited in **Equipment Requirements**, shall consist of a trailer(s) (where the cooking is done) and all peripheral pieces of equipment and trailers necessary to support the MFSU (such as dry goods, refrigeration, etc.).
2. Each MFSU shall be capable of feeding a minimum of **50 and up to 149** persons for an unspecified number of meals. (**Unless otherwise requested or specified**).
3. The meals provided shall include breakfast, dinner, and sack lunches.
4. All cooking, serving equipment, utensils eating dishes and cups. Utensils shall be heavy weight and factory wrapped. All drinking cups shall be a minimum of 12 ounces. All disposable products shall comply with bio-preferred requirements (www.biopreferred.gov) or shall be made of bio-based materials capable of withstanding a minimum temperature of 160° F.
5. Minimum equipment requirements will be evaluated in accordance with **Appendix 1, Mobile Food Service Unit Checklist for Type 3 Caterer.**
6. The MFSU must meet all state or local health department regulations and have a current license issued by said department.

EQUIPMENT REQUIREMENTS:

1. All food preparation and serving units shall be fully enclosed except when serving. A fully enclosed unit shall use one or a combination of the following methods to enclose the unit: 1) screens, 2) air curtains or 3) other effective means for insect and dust control. Units that do not have screens or effective air curtains must keep all windows and doors closed.
2. Equipment shall be sealed to the floor to prevent moisture under equipment. Alternately, equipment can be raised at least 6" off the floor to prevent moisture under equipment.
3. Equipment, including the interior of cabinets or compartments, walls, corners, ceilings, and floors shall be easily accessible and have easily cleanable surfaces. Equipment surfaces shall be free from channels, crevices, flanges, ledges, sharp or jagged edges, and other cleaning obstructions.
4. Unfinished wood surfaces are not permitted. This requirement does not apply to pallets being used in distributors' delivery vehicles. Wood pallets are permitted in dry goods storage areas and lunch assembly tents only.
5. Food contact surfaces shall be constructed of stainless steel or high-pressure laminated plastics, these surfaces must be kept free of cracks, cuts, and other obstructions that would interfere with proper cleaning. Hard maple or an equivalent hard closed grain wood may be used for cutting boards.
6. Utility and service lines shall not obstruct or prevent cleaning of floors, walls and ceilings. Service lines shall not be exposed unnecessarily.
7. All junctures where floors and walls meet shall be coved. All seams, cracks, and

junctures where walls and ceiling meet shall be sealed. Walls and ceilings shall have a smooth finish to allow easy cleaning.

8. All plumbing equipment shall preserve potable water quality throughout the kitchen unit and peripheral equipment where potable water is stored and used. No galvanized pipe, fittings, or fixtures are allowed in the food zone, or food splash zone per National Sanitation Foundation (NSF) standards. Space around pipes, conduits, or hoses that extend through cabinets, floors, or outer walls shall be sealed.
9. Light fixtures, light bulbs and light tubes, etc., shall be covered with completely enclosed plastic safety shields, approved shatterproof type bulbs or the equivalent meeting UL specifications. All non-dedicated electrical receptacles will be ground fault protected.

Steam Table (Electric or Gas):

1. Steam tables or hot holding equipment shall be able to maintain hot food at a minimum of 135° F. Steam tables shall be used for serving only (not food preparation or reheating foods).

One (1) Three-Compartment Sink:

1. One (1) three-compartment stainless steel sink for washing, rinsing and sanitizing. Sink shall be located in a manner that prevents the materials being washed from being exposed to outside elements (dirt, flies, etc.).
2. The sink shall be equipped with continuous gravity flow or pressurized hot (120°F) and cold running water.
3. The sink dimensions must accommodate all of the cooking pans being utilized.
4. The sink shall be equipped with a mixing faucet capable of servicing any sink compartment.
5. The sink shall have smooth sanitary drain boards or equivalent drying area shall be available.

Hand Washing Sinks for Contractor Personnel:

1. Hand washing sinks shall be provided within all food preparation, cooking, serving, and ware washing area(s). Hand washing sinks are to be used for hand washing only and shall be labeled as such (for example, "Hand Washing Sink").
2. Each individual mobile hand washing station shall have the following:
 - a. Minimum of two (2) sinks per unit.
 - b. Shall have potable water and gray water holding capacity (separate tanks or plumbed in to kitchen). Potable water tank shall be constructed of food grade safe, non-corrosive and nonabsorbent material. Tank shall have smooth easily cleanable surfaces and shall be designed with an access port for inspection and cleaning. The access port opening shall be flanged upward at least 13mm (1/2 inch) and be equipped with a cover to overlap the opening. The entire inside of the tank shall be visible for an ocular inspection. The tank shall be sloped to drain completely. Each tank shall have the size and description stenciled on it in letters no less than 4 inches high (for example: "100 GAL - POTABLE WATER" or "100 GAL GRAY WATER").
 - c. Each wash basin shall provide hot and cold water through a mixing faucet that allows for the washing of both hands while the water is running and have continuous hot water heating capable of maintaining 101°F.
 - d. The Contractor shall provide one paper towel dispenser and one phosphate-free liquid soap dispenser for every two sinks. Contractor shall provide garbage can.

- e. Mirrors are optional.
- f. Adequate self-contained outside lighting for use of the hand washing station in darkness.

Ventilation Equipment:

- 1. An electrically powered exhaust hood ventilation system with grease filters or screens shall be provided over all cooking equipment to adequately remove cooking odors, smoke, steam, grease and vapors. The use of galvanized hoods, filters, or screens is prohibited.
- 2. Grease filters shall be constructed from stainless steel, aluminum or other (NSF approved material), and be readily accessible for cleaning.
- 3. All exhaust hood ventilation systems shall be equipped with NFPA approved automatic fire extinguisher systems.

Waste Receptacles:

- 1. Waste receptacles shall be readily accessible, smooth, non-absorbent, and easy to clean.

Storage of Cleaning Supplies, Insecticides and Clothing:

- 1. These storage areas shall be completely separate from food storage and food preparation areas.

Sneeze Guards:

- 1. Sneeze guards shall be provided for all self-service food serving lines.

Refrigeration/Freezer Storage Unit(s):

- 1. Food in refrigeration and freezer storage units shall be stored a minimum of 6 inches off the floor; 4-inch plastic pallets may be used. Adequate access must be provided; walking on pallets is not an acceptable access.
- 2. A minimum of 512 cubic feet of refrigeration storage space shall be capable of maintaining stored food at a temperature of 41° F, or lower and 336 cubic feet of freezer storage space shall be capable of maintaining frozen food at 0°F.
- 3. Refrigeration and freezer storage units shall be equipped with a thermometer that is equivalent to a "minimum/maximum" type or a "continuous graphing" type. The thermometer shall be placed within 8 feet from the entrance.
- 4. Refrigeration and freezer storage units shall have shelving that is non-absorbent, non-corrodible, and easily cleanable. Wood is not acceptable.

Potable Water Storage Tank:

- 1. Equipment necessary to store potable water (for kitchen use only) is required.
- 2. Tank material shall be constructed of food grade safe, non-corrosive, and non-absorbent material.
- 3. Tank shall have smooth easily cleanable surfaces and shall be designed with an access port for inspection and cleaning. The access port opening shall be flanged upward at least 13mm (1/2 inch) and be equipped with a cover to overlap the opening. The entire inside of the tank shall be visible for an ocular inspection. Tanks shall not be constructed of fiberglass regardless of the coating.
- 4. Tank shall be sloped to drain completely. Each tank shall have the size and description stenciled on it in letters no less than 4 inches high (for example, "100 GAL - POTABLE WATER").
- 5. All hoses shall be labeled for the intended use.

Pumps:

1. The potable water/food-grade pump shall have the capacity to transfer the potable water a minimum of twenty (20) feet vertical. Only water transfer pumps, which can be readily disassembled to demonstrate the condition of the impeller and impeller chamber, shall be used. Internal pump water contact surfaces, including seals, bearing, and lubricants must be constructed from food grade materials and must be smooth, non-porous, and corrosion resistant and use acceptable food grade lubricants.
2. The Contractor shall have available at all times the manufactures product data sheet that Demonstrates the materials in the pump housing are made of food grade material or states the pump is suitable for domestic or potable water use. Include manufactures product data sheet that demonstrates the materials in the pump housing are made of food grade material or states the pump is suitable for domestic or potable water use. Provide color photos of the impellers on the water pump. Ensure all photos are clearly labeled describing what is in each photo for the Evaluation Team's consideration. The Contractor shall have available at all times the manufactures product data sheet that demonstrates the materials in the pump housing are made of food grade material or states the pump is suitable for domestic or potable water use.

Kitchen Unit Gray Water Storage:

1. Storage capacity for gray water storage shall be provided. The storage container(s) shall have the size and description stenciled on the container in letters no less than 4 inches high (for example, "100 GAL - GRAY WATER"). All hoses shall be labeled for the intended use.

Sandwich Preparation Area:

1. Preparation of sandwiches or other perishable items on site must be done inside the enclosed kitchen unit(s).

Food Service and Sack Lunch Assembly Area:

1. Tents or trailers with insect and dust protection shall be used for food service and sack lunch assembly.

Salad Bar Area:

1. The salad bar shall be located in enclosed trailers or tents with sides and doors capable of providing effective protection from insect and dust.

Additional Safety Equipment:

1. Any steps or platforms shall have solid handrails, not chain linked, in addition to other current OSHA standards for handrails and stairs.
2. All Stationary equipment shall have oil spill containment kits consisting of both pads and pans, under the fuel tank, engine, and any other petroleum containers, except miscellaneous "fuel containers" under 5 gallons. Stationary equipment is defined as that remaining in one position for 24 hours or more, or that is parked in the same location for over 24 hours.
3. A fire extinguisher rated meeting requirements for kitchens shall be installed in an easily visible and accessible location.

MINIMUM MOBILE FOOD MEAL REQUIREMENTS:

1. The intent is for the Contractor to provide high quality meals while providing for variety. Additionally, provisions must be made for special meals to accommodate personal needs, which may vary from the standard menu.
2. Special meals shall have the same quality and equivalent quantity as the standard menu meals.
3. Frozen items shall not be frozen longer than the manufacturer “use by date”.
4. Packaged items shall be used by the manufacturer’s “sell-by or expiration date.”
5. The Government is responsible for notifying the Contractor of the number of meals required 16 hours in advance for the initial dispatch.
6. The Government does not anticipate ordering hot or cold can meals under this contract. If hot or cold can meals are ordered, additional notification time will be given. The hot and cold can meals shall meet the same meal requirements as meals served on site.
7. Menus for 2 to 4 days shall be submitted within 24 hours of arrival at an incident by the Contractor for approval by the Government. **See Appendix 2, Type 3 Caterer Sample Contractor Menus.**
8. Subsequent menus shall be submitted prior to the current menu expiring, continuing for the duration of the incident.
9. The Government shall ensure that the variety and content proposed is in accordance with the contract specifications. The daily menus with portion sizes shall be posted at the dining area.

STANDARD MENU REQUIREMENTS:

Standard menu items and quantities to be available per person are listed below for each type of meal.

Hot Breakfast:

1. Eggs - 2 fresh eggs (3 when scrambled) or 6 oz. of liquid eggs (no egg product)
2. Meat - 4 oz. (raw uncooked weight)
3. Bread or Hot cakes or French toast or Waffles - or equivalent starch (equal to 3 (1 to 1½ oz.) slices of bread overall total of 3-4 oz.
4. Potatoes - 6 oz. or equivalent starch (see Menu Variety).
5. Milk - 1/2 pint
6. Fresh Fruit or Canned Fruit - (no apples or oranges)
7. Chilled 100% Fruit Juice - 5½ oz.
8. Cooked Cereal - 6 oz. (see Menu Variety)
9. Additional Items for Hot Breakfast and Hot and Cold Can Breakfast:

In addition to the above, the items listed below shall be made available for the hot breakfast meals:

- a. Brewed coffee, tea, hot chocolate, sugar, cream (or substitute), butter and margarine, instant hot cereal, jelly or jam, peanut butter, salt, pepper, salsa and hot peppers.
- b. Mustard, ketchup, steak sauce, salt, and pepper shall be provided in approved dispensers or original bottles in the dining tent area.

Sack Lunches:

See Attachment 3, from the Idaho Department of Lands Fire Management Handbook, Fire Suppression Procurement policy 840, on Sack Lunch Specifications.

Hot Dinners:

Hot dinners shall include the items and quantities identified below.

1. Whole/Full Muscle Meat (Raw Weight):
 - a. Steak - 10 oz. (boneless) or 14 oz. (bone-in), or
 - b. Beef - 10 oz. (boneless) or 14 oz. (bone-in), or
 - c. Beef and Pork Ribs - 10 oz. (boneless) or 18 oz. (bone-in), or
 - d. Pork - 10 oz. (boneless) or 14 oz. (bone-in), or
 - e. Lamb - 10 oz. (boneless) or 14 oz. (bone-in), or
 - f. Poultry - 10 oz. (boneless) or 14 oz. (bone-in), or
 - g. Ham – 8 oz. (boneless) or 12 oz. (bone-in), or
 - h. Fish – 8 oz.

Contractors may elect to serve an entree such as lasagna or casseroles. However, these entrees must have a meat side dish, which ensures the total meat quantity standard is met.

NOTE: Any meat used that is not specified above must be the equivalent quantity. The actual weight of any specific cut of meat shown above may vary in accordance with specifications covered under the USDA Institutional Meat Purchase Specifications (IMPS). The portion weight is specified on the supplier's label. Precooked meat shall meet equivalent weight of raw meat products.

2. Second Entrée (Non Meat) – Shall contain 4 oz. or more of non-meat protein:
 - a. Non-Meat Protein for Dinner – BBQ Beans, vegetarian patty, vegetarian hot dog, Tofu, soybean product, tempeh, quinoa, hummus, and assorted beans.
3. Vegetables - 4 oz.
4. Potatoes - 6 oz. or equivalent starch
5. Bread - Two 1 to 1½ oz. slices or equivalent starch
6. Milk - 1/2 pint
7. Dessert - 4 oz.
8. Self-Service Salad Bar shall contain:
 - a. Five salad toppings,
 - b. One tossed green salad with equal amounts of three types of leafy vegetables,
 - c. Two prepared salads,
 - d. One fruit or fruit salad,
 - e. Three types of salad dressings (regular and/or low/non-fat),
 - f. Three salad condiments
9. Additional Items for Hot Dinners:

In addition to the above, the items listed below, shall be made available for the hot dinner meals:

 - a. Butter and margarine, jelly or jam, peanut butter, mustard, ketchup, steak sauce, salt, pepper, brewed coffee, sugar, cream (or substitute), tea and hot chocolate. Mustard, ketchup, steak sauce, salt, and pepper shall be provided in approved dispensers or original bottles in the dining tent area.
 - b. Salsa and hot peppers shall also be made available, in appropriate serving containers.

Menu Variety:

1. Menu items shall provide variety on a daily basis as to the types of meat and bread used in sandwiches, other sack lunch entrees, snacks, juices and other meal items served.
2. Menus may include a wide variety of recipes.

3. Pre-cooked items after the fourth meal must be approved by the Government and shall be approved on a limited basis only. If meat is an ingredient of a pre-cooked item, the meat portions per meal must meet the meat quality standard defined in Quality Standards.
4. Entrees such as stew, lasagna, spaghetti, linguine, chili, chicken chop-suey, or casseroles may be used as approved by the Government.

The following are examples of variety options:

1. Beef/Bison:
 - Steaks - rib, loin, T-bone, New York, sirloin, cubed, and filet.
 - Roast - Prime rib and sliced roast
 - Short Ribs - baked, broiled and barbecued.
 - Ground Beef - lasagna, meat loaf, meatballs in spaghetti sauce and ground beef patties.
2. Pork:
 - Chops - loin cut
 - Spare-ribs
 - Country style ribs
 - Barbecued
3. Roast - sliced and tenderloin.
4. Ham - sliced.
5. Sausage
6. Lamb:
 - Chops
 - Grilled
 - Barbecued
7. Poultry:
 - Sliced or whole pieces or parts (such as breast, wing, thigh, or leg)
8. Fish:
 - Grilled
 - Baked
 - Fillets
 - Steaks
9. Processed Meat Items:
 - Pastrami
 - Polish/Italian sausage
 - Corned-beef
10. Breakfast Meat:
 - Ham
 - Bacon
 - Sausage
 - Steak
 - Pork chops
11. Eggs - Fried, Hard-boiled, Poached, Omelets, and Scrambled.
12. Bread and Equivalent Starches - wheat, white, 7-grain, rye, pumpernickel, French, garlic, biscuits, muffins, rolls, croissants, bagels, cornbread, donuts, sourdough, tortilla, and pita pocket
13. Dry Cereal - Varieties of flaked, toasted, or baked cold cereals and granola.
14. Hot Cereal - Oatmeal or grits, Cream of Wheat®, etc.
15. Fruit - oranges, tangerines, apples, bananas, grapes, pears, peaches, plums, nectarines, grapefruit, or melons
16. Dried Fruit - apricots, cherries, dates, mango, pineapple, pears, banana chips,

- peaches, prunes, raisins or other dried fruit
- 17. Vegetables - broccoli, cauliflower, asparagus, corn, peas, green beans, mixed vegetables, etc.
- 18. Non-Meat Protein - BBQ beans, vegetarian patty, vegetarian hot dog, Tofu, beans, soybean product, bean burritos, peanut butter, cheese, tempeh, quinoa, and hummus.
- 19. Potatoes and Equivalent Starches - baked, mashed, fried, boiled, scalloped, rice, stuffing, pasta, sweet potatoes, or yams
- 20. Juice - orange, tomato, grape, V8® type, apple, cranberry, or pineapple
- 21. Sandwich Meat and/or Cheese - ham, corned beef, roast beef, turkey, pork, beef pastrami, chicken, cheddar, Swiss, or other natural cheese, excluding American processed cheese.
- 22. Salad Bar
 - Salad Toppings - kidney, garbanzo or pinto beans; carrots, mushrooms, celery, cauliflower, green/red bell peppers, broccoli, cheese, cottage cheese, beets, peas, tomatoes, eggs, cucumbers.
 - Prepared Salads - macaroni, carrot and raisin, potato, pea, gelatin, coleslaw, fruit, rice or pasta salads
 - Tossed Salad Greens - romaine, endive, iceberg, green leaf, red leaf, butter, spinach, or cabbage
 - Fruit - melons, peaches, grapes, bananas, strawberries, pears, applesauce or seasonal fruit.
- 23. Salad Dressings
 - Regular and low/non-fat French, Ranch, Italian, vinaigrette, Thousand Island, Blue Cheese, etc.
- 24. Salad Condiments
 - Croutons, wheat nuts, sunflower seeds, crackers, taco chips, bread sticks, olives, pickles, or other fresh pickled or marinated vegetables
- 25. Dessert
 - Cakes, cookies, pies, cobblers, puddings, pastries or ice cream
- 26. Tea
 - Black, herbal, green, and spiced flavored tea may be served in addition to regular tea at the Contractor's option
- 27. Milk
 - White, (Whole, 2%, or Skim), and Chocolate
- 28. Snack Varieties
 - Candy bars bagged candy, trail mix, cookies, and brownies.
 - Granola bars, energy bars, fresh vegetables, pretzels, shelled nuts.
 - Factory packaged meats such as dried meats, sausage, pepperoni, jerky, etc., are acceptable.
 - Processed cheese and cheese food products are allowed for this item only.
 - The Government retains its full right to reject any product offered under this paragraph if the quality of the product is rejected by users.
 - For variety, two different products shall be used each day.

Cooking Requirements:

All foods shall be cooked to minimize health hazards in accordance with the requirements below and the current FDA Food Code.

1. Ground Meat, Pork, Poultry Lamb and Fish - All ground meat, pork, poultry, lamb and fish shall be cooked well done to the minimum internal temperature defined in the current FDA Food Code or higher with temperature tested in the product's thickest part.
2. Whole Muscle Beef - Roast beef for sandwiches and cube steaks shall be well done. Beef roast or steaks for dinner meals may be medium rare to well done, as approved by

the FDUL.

3. Fresh Eggs - Fresh eggs may be cooked to order. Fresh eggs cooked to order shall be cooked to heat all parts of the egg to the minimum internal temperature defined in the current FDA Food Code or higher. Boiled eggs shall be well done.

Serving Container Requirements:

1. Milk - Shall be available in individual cartons, approved milk dispensers, or must be served from cartons or jugs
2. Juice - Shall be available in individual pop-top cans, non-crushable paper/foil-type containers, and re-sealable plastic bottles. Approved dispensers may be used.
3. Desserts - Shall be either served at the serving line, or in individually wrapped dishes, or covered for protection from contamination if served at a dessert bar.
4. Salad Dressing and Condiments - Shall be available in individual packets, approved dispensers, or original bottles. Salsa and hot peppers shall be served in approved containers at the salad bar.
5. Bread - Shall be either served at the serving line, or covered for protection from contamination if available at a salad bar. Tongs are required for self-service.
6. Dry Cereal - Cold cereal shall be available in individual boxes or in approved bulk dispensers.

Food Quality Standards:

1. Beef - Fresh or fresh frozen whole/full muscle USDA inspected, USDA Choice or better, with 1/4 inch trim.
 - No more than 15% pump in all pre-cooked and/or further processed beef items with the exception of corned beef brisket, which may be 20%.
 - The term “whole muscle” in this section shall mean whole muscle or sliced from whole muscle. No soy additives shall be included in beef products.
2. Ground Beef - USDA inspected 100 % ground beef or ground beef patties meeting USDA ingredient and labeling requirements, not to exceed 20% fat.
3. Pork - USDA inspected, USDA Grades 1-4. Bacon, sausage, and whole/full muscle pork items. Whole/full muscle cured ham and natural juices or cured ham with water added not to exceed 15% pump (ham and water product, ham with water and isolated soy protein added and turkey ham is not allowed).
4. Cornish Game Hens - Whole/full muscle, USDA inspected, need not be USDA Grade A.
5. Poultry - Whole raw chicken shall be obtained from USDA inspected facilities and shall be USDA Grade “A” whole/full muscle.
 - Cut raw chicken product shall be obtained from USDA inspected facilities and may be USDA Grade “A” or equivalent.
 - Cooked product that does not have a USDA grade shall have been obtained from USDA inspected facilities and purchased from among the suppliers top quality labels.
 - Acknowledgement of a top-quality (Best Label) and equivalent products does not necessarily constitute acceptance as a product if that product is otherwise objectionable in appearance, taste, or quality.
 - Processed or precooked turkey shall not exceed three lobes per product of breast meat only.
 - No more than 15% pump in all processed or precooked poultry items. (No chunked, chopped, and/or formed product allowed).
6. Lamb - USDA inspected; USDA Choice or better; fresh, whole/full muscle. No more

than 15% pump in all USDA Choice pre-cooked or further processed lamb items. No soy additives shall be included in lamb products.

7. Fish - Whole muscle steaks or fillets (no chunked, chopped, formed, pressed or imitations).
8. Dairy Products - Pasteurized, USDA Grade A or better
9. Cheese - Natural cheese. No imitation cheese, cheese product, cheese food, or cheese spread allowed except in factory wrapped - commercially available products as burritos, Hot Pockets[®], chimichangas, etc., needed for sack lunches. The Contractor shall use natural cheese if these items are made at the incident.
10. Fresh Shelled Eggs - USDA inspected, Grade A.
11. Frozen or Liquid Whole Egg(s) - USDA inspected and pasteurized. No egg product
12. Canned Vegetables - US No. 1 or equivalent (top label)
13. Canned Fruits - US No. 1 or equivalent (top label)
14. Fresh Fruits and Vegetables - First Quality. When grading is available, fruit in the sack lunches must be U.S. No. 1 or better.
 - The Contractor shall provide documentation that validates that the quality of the product is equal to U.S. No. 1 or better. Containers, cases, and crates shall be marked for grade.
15. Frozen Fruits and Vegetables (All Meals) - Grade A.
16. Juice – Shall contain 100% fruit juice, 100% fruit juice blend, or 100% vegetable juice. All juice must be pasteurized.
17. Dry Cereal (Breakfast) - Vitamin enriched.
18. Canned Goods and Prepared Items for Sack Lunch (Second Entree Only) - Top label or equivalent. All burritos or similar product containing meat shall be USDA inspected.
19. Bread - Enriched or whole grain
20. Coffee - High quality, Columbian or better
21. Tea - High quality
22. Oil - Pure vegetable oil and/or olive oil, no Transfats.
23. Prepared Salads - High quality
24. Canned Tuna Fish - Chunk Light Tuna, Dolphin-safe, and water packed.
25. Beef Jerky - Sliced dried beef

ENGLISH SPEAKING REQUIREMENT:

1. Communications between Contractor crew personnel and Government incident personnel is mandatory for safe and effective performance. Contractor's representative shall be able to proficiently communicate in English, in the language of the crew, and read and communicate the Incident Action Plan, Safety Alerts, etc.
2. All radio communication on Government-assigned frequencies shall be in English.

VEHICLE & EQUIPMENT REQUIREMENTS:

Chock Blocks (2 Required):

1. Equipment will be equipped with a pair of wheel chocks constructed of a height of 8 inches or more and a width of 7 inches or more.
2. Wheel Chocks shall be constructed of non-sparking material (aluminum)
3. Wheel Chocks must have a solid bottom of ribbing to prevent sinking in soft soil.
4. Wheel Chocks must have a face beveled at a 30-50 degree bevel.
5. Wheel Chocks base must be 1.4 times the height.

GVWR/GAWR:

1. No Catering Truck/Trailer shall exceed the manufacturer's GVWR or Gross Axle Weight Rating (GAWR) per axle when the vehicle is fully loaded and equipped.
2. The vehicle GVWR plate should be on the driver's side doorpost, driver's door, or in the glove compartment.
3. If missing or illegible, the Contractor shall provide a GVWR certificate from manufacturer stating front, rear, and total GVWR at the pre-season and incident inspections.
4. Only a written verifiable GVWR from the manufacturer or final stage manufacturer will be accepted.
5. Vehicles without GVWR and GAWR ratings will be rejected at the pre-use inspection.

Tires:

1. Tires shall have loading rating in accordance with the vehicle Gross Vehicle Weight Ratings (GVWR).

AVAILABILITY:

1. The Contractor is responsible for maintaining their current status by informing their host dispatch center of their availability, or if available, self-status in the Resource Ordering Status System (ROSS). When contract resources are unavailable, the resources will not be eligible for dispatch under the contract.

INFORMATION REQUIRED WHEN PLACING ORDERS:

Authorized personnel to place orders:

1. Dispatchers, Buying Team Members, Finance Section Chiefs, Procurement Unit Leaders, Contracting Officers, and Purchasing Agents are authorized to place orders against this contract. Orders must be placed in accordance with established ordering procedures as specified in National and Regional mobilization guides.

Acceptance:

At the time of acceptance of the assignment, the following information will be given to the Contractor:

1. Resource Order Number
2. Incident Order Number and Name of Incident
3. Amount of people being fed once on site
4. Date and time to report to incident
5. Descriptive location of the designated site where the Contractor shall meet a Government representative. A map, if available, will be provided to the Contractor at time of hire.
6. Incident contact phone number for further information

7. Fire Code/Funding Code:
 - a. Prior to departing for the incident, the Contractor shall provide to dispatch the complete name of each person dispatched with the resource, and the Estimated Time of Delivery (ETD) and Estimated Time of Arrival (ETA) from point of dispatch.
 - b. Dispatch offices may use a FAX or email to provide a hard copy of the resource order to the Contractor.

DISPATCHING PROCEDURES:

Dispatch:

1. When receiving a dispatch call, the Contractor shall confirm their availability and ability to meet specified timeframes. If the Contractor cannot be reached or is not able to meet the time and date needed, the dispatcher may proceed with contacting the next resource on the resource list.
2. At time of dispatch, a resource order number will be assigned. The Contractor shall furnish the assigned resource order number upon arrival and check in at the assignment.
3. Contractor shall check in at the assignment at the time agreed upon when dispatched.

Travel Time:

1. The Government shall estimate the travel time to and from the incident.
2. Travel time via ground transportation shall be calculated by dividing distance (from point of hire to incident, or incident to incident or incident to point of hire) by average travel speed of 45 mph, plus applicable rest time.

Information to be provided by contractor at check-in:

1. The Contractor shall carry a minimum of one full, printed, and legible copies of the complete contract at all times. The Contractor shall furnish a copy of the complete contract to the Finance Unit.

Campsite:

1. A campsite may be provided.
2. The Contractor shall provide sleeping equipment such as tents or shelters, sleeping bags, etc. If the Government cannot provide a campsite, an overnight allowance may be authorized. (Remain Overnight Allowance (RON)).

Contractor's representative:

1. Unless otherwise designated, the operator(s) shall be considered the Contractor's Representative for this contract.

Emergency Incident Driving:

1. The Contractor shall follow the driving regulations and work/rest guidelines listed in the **NWCG Standards for Interagency Incident Business Management (SIIBM)**. The SIIBM can be found on the National Wildfire Coordinating Group's website using the following link: <https://www.nwcg.gov/sites/default/files/publications/pms902.pdf>
2. The Contractor is responsible for complying with all other current Federal, State, and Local driving regulations.

Demobilization:

1. The IC will determine the priority of demobilization.

PROPERTY:

Accountable, Durable, and Consumable Goods:

1. Accountable and durable property will not be loaned or exchanged at the incident.
2. The Contractor shall arrive at the incident fully outfitted and prepared to perform under the terms of the contract. If the resource, upon arrival at the incident or during the course of the incident does not have the required equipment or personal protective equipment, it will be considered noncompliant.
3. The Contractor may be given 24 hours or a timeframe designated by a Government representative to bring the resource into compliance.
4. Contractor shall be charged for Consumable Goods supplied by the Government and used by the resource while under hire.
 - a. The cost of all Consumable Goods, with the exception of those specifically listed below, shall be deducted from payment to the Contractor.
 - b. At the Government's discretion, the Government may provide the following incidental consumable goods at no cost, if available:
 - i. One-quart plastic canteens
 - ii. Plastic sheeting
 - iii. Replacement radio batteries

FIRST AID, MEDICAL COVERAGE, AND EMERGENCY EVACUATIONS:

Medical Expenses:

1. The contractor is financially responsible for employee medical expenses and coverage.
2. The Government may provide first aid at the incident at no charge to the contractor. Any other medical expenses incurred will be the responsibility of the contractor.
3. If contractor personnel become ill or are otherwise injured and incident transportation is not available, the Government may evacuate or transport the injured/ill person(s) to a medical facility/hospital utilizing a commercial source (e.g. ambulance or air transport such as Life flight).
4. Commercial transport costs will be the responsibility of the Contractor.

Medical Documentation:

1. Contractor shall provide the operator(s) with an adequate supply of appropriate insurance forms, insurance ID card(s), and other necessary documents. Such documents shall accompany the injured/ill person(s) when the medical need arises.

VEHICLE CLEANING FOR NOXIOUS WEED CONTROL:

1. The resource shall arrive at the incident or designated inspection point washed and free of noxious weed seeds. While at the incident, the Government will normally provide cleaning facilities. If the Government requires use of commercial facilities, the Government will reimburse the Contractor for these costs based on written receipts.

INCIDENT PRE-USE INSPECTION:

1. All resources furnished under this contract shall be in acceptable condition. The Government reserves the right to reject resources that are not in safe and operable condition. Prior to incident use or anytime the resource is under hire, the Government will perform inspections utilizing form OF-296 "Vehicle/Heavy Equipment Safety Inspection Checklist" to insure compliance with the contract requirements.
2. The Contractor shall have available proof of insurance, current vehicle registration, and state/county/tribal food service inspection certificate.
3. If the resource does not pass inspection at the incident or designated inspection station, it is considered noncompliant. The Contractor may be given 24 hours or time frame designated by Government representatives to bring the resource into compliance. If the resource does not pass inspection, no payment will be made for travel to the incident or point of inspection or return to the point of hire, or for the time that the resource was not available.
4. Upon rejection, resource will be removed from the resource list until such time that the resource is brought into compliance and re-inspected at the Government's convenience.
5. Repeated failures at the pre-use incident inspection may be grounds for cancellation of the contract.
6. Government reserves the right to inspect at any time to include equipment, food, sanitation practices, quantities, and quality.

Inspection Reports:

1. Copies of the incident inspection reports and related documentation shall be distributed as follows:
 - a. See MFSU Inspection Form/Description & OF-296 (if applicable) – Needs to match
 - b. The original shall remain with the fire documents on the Host Unit.
 - c. A duplicate copy will be given to the Contractor regardless of compliance/non-compliance

PERFORMANCE EVALUATIONS:

1. Contractor performance evaluations shall be submitted to the host agency at the end of incident. **See Appendix 3; Type 3 Caterer Performance Evaluation.**
2. The evaluator's signature shall be legible or printed on the form.

REMAIN OVERNIGHT ALLOWANCE (RON):

1. This is not applicable to travel to and from the incident Contractors are not paid per diem or lodging expenses to and from incidents.
2. When the Government cannot provide a campsite or meals, and if pre-approved by the **host unit** and properly **receipted and invoiced**, actual lodging expenses incurred by Contractors providing services under a contract whether for severity or incident responses are reimbursable.
3. Any associated lodging taxes are reimbursable as documented on the lodging invoice. If the resource is allowed to return to its dispatch location during off-shift time, RON allowance is not authorized.
4. The maximum RON that shall be allowed is based on the number of crewmembers shown on the shift ticket. Payment shall be included as an addition on the OF-286 Emergency Equipment Use Invoice. Documentation of authorization shall be included.

Food & Drink:

1. Contractors are required to provide sufficient food and drink to support the crew while in travel status and the first shift of the incident. This is not reimbursed by the Government.
2. After that time, when Government subsistence at incident camps are available, meals for Contractor's operator(s) will be furnished without charge. Government will furnish meals without cost if restaurant subsistence is approved for the camp for incident personnel.
3. The Government, during demobilization and/or reassignment, may provide sack lunches to the Contractor personnel without charging the Contractor.

Order Cancellation:

1. Order cancellation/enroute. If the order is cancelled after the resource order has been confirmed, and the resource is enroute, the resource is considered mobilized. Payment will be made based on meal ordered and mileage. (Refer to Payments).
2. In the event an order is cancelled before mobilization occurs, the Contractor shall be paid for the number of meals that were ordered for the first meal (Example: If the Contractor is told prior to mobilization to serve 100 meals, and before they mobilize, the order is cancelled, Contractor is paid for the 100 meals).
3. If the Contractor confirms acceptance of a resource order, and then cancels, no payment will be made for that cancellation.

Payments:

1. Each incident host agency is responsible for their incident payments, regardless of the contracting agency. The payment office will be designated in block 9 on the Emergency Equipment - Use Invoice, Form OF-286.

Rates of Payments:

1. Rates for equipment hired with Contractor furnished operator(s) shall include all operator(s) expenses. Payment will be at rates specified and, shall be in accordance with the following:
 - a. **Meals:**
 - One hundred percent ordered or meal count, whichever is greater shall be paid to the contractor. Meal count shall be documented on the shift ticket and signed by both the contractor and the government.
 - Government shall provide the onsite meal counter.
 - b. **Mileage:**
 - Contractor will be paid for travel to and from the incident from the equipment city and state designated in their offer. Contractor must meet the date and time needed for the first meal.
 - c. **Options:**
 - Optional items must be ordered through dispatch and documented on the resource order and the shift ticket.
 - Payment will be made on the basis of calendar days (0001-2400). For fractional days at the beginning and ending of the time of hire, payment will be based on 50% of the per meal rate for periods less than 8 hours.

Method of Payment:

1. Lump-sum payment will normally be processed at the end of the emergency assignment. However, partial payment may be authorized as approved by the host agency.
2. Payment for each calendar day will be made for actual units (Meals and Optional Items) ordered and mileage.

INVOICING PROCESS:

1. The resource shall have one full, printed, and legible copies of the contract with the resource order information for the assigned incident.
2. After each operational period worked, meal count and any optional equipment used will be verified and approved by the Government Agent responsible for ordering and/or directing use of the resource.
3. The Government will verify the paid terms on an Emergency Equipment Shift Ticket (OF-297). The Government and the Contractor representatives will sign the OF-297 verifying the paid items.
4. The Finance Unit or designated representative will post the paid items to an Emergency Equipment Use Invoice, Optional Form 286 (OF-286)
5. When the resource is released to return to the Designated Dispatch Point (DDP), the Finance Unit will close out the Invoice including estimated mileage for return travel.
6. The incident will submit a payment package including all signed originals of the OF-286, copies of the contract, and the resource order, to the host unit. The Contractor will be given a copy of all payment documents at the incident.
7. The Agency that requested the resource under this contract will be the responsible Agency for Contractor payment. Contractor will be paid according to the terms of this contract. This will occur at the time the incident is demobilized, Contractor is released, or sooner as determined by the Finance Unit.

**Idaho Department of Lands
Mobile Food Service Unit Checklist for Type 3 Caterer**

Contractor: _____ **Resource Order #:** _____

Government Inspector: _____ **Date Inspected:** _____

Clearly describe the condition, type, size, or other descriptive narrative to demonstrate your unit meets the minimum equipment requirements listed below. (See Equipment Requirements within the Type 3 Catering Specifications for complete details regarding minimum equipment requirements). Photographs are optional, if taken photographs shall be in color and clearly labeled describing what is in each photo.

MOBILE FOOD SERVICE UNIT EQUIPMENT	
REQUIREMENTS	COMMENTS
Fully enclosed. All doors and windows have screens, air curtains, or other means in accordance with current FDA Food Code.	
All equipment is sealed to the floor or raised at least 6" inches off the floor by means of an easily cleanable metal leg or foot.	
All equipment including the interior of cabinets or compartments, walls, corners, ceilings, floors shall have smooth, easily cleanable surfaces. Equipment surfaces shall be free from channels, crevices, flanges, ledges, sharp or jagged edges or other cleaning obstructions.	
Unfinished wood surfaces are not permitted. This requirement does not apply to pallets being used in distributors' delivery vehicles. Wood pallets are permitted in dry goods storage areas and lunch assembly tents only.	
Food contact surfaces shall be constructed of stainless steel, high pressure laminated plastics, wooden cutting boards, or laminated hardwood.	

REQUIREMENTS	COMMENTS
Utility and service lines shall be installed so they do not obstruct or prevent cleaning of floors, walls, and ceilings. Service lines may not be unnecessarily exposed.	
All junctures where floors and walls meet shall be coved. All seams, cracks, and junctures where walls and ceilings meet shall be sealed.	
All pipes, fittings, and hoses shall comply with the appropriate codes. No galvanized material is allowed throughout the plumbing system where potable water is stored and used, or in the food splash zone.	
Space around pipes, conduits, or hoses that extend through cabinets, floors, or outer walls shall be sealed and the seal shall be smooth and easily cleanable.	
Light fixtures, light bulbs, and light tubes shall be shielded, coated, or otherwise shatter resistant.	
All non-dedicated electrical receptacles shall be ground fault protected.	
Steam table shall be capable of maintaining a minimum temperature of 135° F.	
One, 3-compartment stainless steel sink.	
Sink shall be equipped with continuous gravity flow or pressurized hot (120° F.) and cold water. Sink shall be equipped with a mixing faucet capable of servicing any sink compartment.	

REQUIREMENTS	COMMENTS
Sinks shall have smooth and sanitary drain boards or equivalent drying area.	
Food preparation sink.	
Hand washing facilities for Contractor's employees shall be provided within the kitchen unit and in close proximity to all food preparation areas.	
The hand-washing sink shall be labeled as such (i.e. "Hand Washing Sink") and be provided with hot and cold water, paper towels, and antibacterial and phosphate free soap.	
Electric exhaust system with filters or screens over all cooking equipment (no galvanized material).	
Grease filter constructed of National Sanitation Foundation (NSF) approved material.	
Exhaust system and filters accessible for cleaning.	
All exhaust hood ventilation systems shall be equipped with NFPA approved automatic fire extinguisher systems.	
Waste receptacles, smooth, nonabsorbent, and easily cleanable.	

REQUIREMENTS	COMMENTS
Separate enclosed storage for cleaning supplies, clothing, and insecticide.	
Sneeze guards on all self-service food serving lines.	
Refrigeration storage, capable of maintaining 41° F with a min/max thermometer placed within 8 feet of the entrance.	
Freezer storage, minimum, capable of maintaining 0° F with a min/max thermometer placed within 8 feet of the entrance.	
Potable water storage, labeled. All hoses labeled.	
Gray water storage, labeled. All hoses labeled.	
Tent for Food Service and Sack Lunch Assembly	
Steps and platforms have solid handrails and meet current OSHA standards for handrails and stairs.	
Oil spill containment pads or containment units for all stationary equipment with fuel tanks, engines, or any other petroleum container.	
Approved fire extinguisher.	

IDAHO DEPARTMENT OF LANDS TYPE 3 CATERER SAMPLE CONTRACTOR MENUS

(For Advance Approval by FDUL)

SERVING DATES _____ CONTRACTOR _____ INCIDENT # _____

HOT AND HOT CONTAINER BREAKFASTS	DATE:	DATE:	DATE:	DATE:	DATE:	DATE:	DATE:	APPROVED		SERVED	
								YES	NO	YES	NO
EGGS, fresh (2 or 3) ;or liquid (6oz)											
MEAT, Four (4) oz. Raw Weight Type: Fresh OR Frozen OR Precooked											
BREAD, 1 – 1 1/2 oz. Pancakes, French Toast or Waffles; 3 to 4 oz, AND Potatoes, 6 oz.											
MILK, ½ Pint Whole, 2%, Skim, Rice, Soy White and Chocolate											
FRUIT, Fresh OR Canned AND 100% Juice, 5 ½ oz.											
CEREAL, Cooked, 6 oz.											

PROPOSED BY _____ DATE _____ APPROVED BY _____ DATE _____
Kitchen Manager *Food Unit Leader*

--All changes to a previously approved menu **MUST** be reviewed and approved in advance by the Food Unit Leader.

--This form does not constitute an order for meals. It verifies **ONLY advance agreement on**, and **approval of** the Contractor's menu items.

**IDAHO DEPARTMENT OF LANDS
TYPE 3 CATERER SAMPLE CONTRACTOR MENUS, Continued**

(For Advance Approval by FDUL)

SERVING DATES _____ CONTRACTOR _____ INCIDENT # _____

COLD CONTAINER BREAKFASTS	DATE:	DATE:	DATE:	DATE:	DATE:	DATE:	DATE:	APPROVED		SERVED	
								YES	NO	YES	NO
CEREAL, Dry-Cold, Two (2), ¾ oz.											
BREAKFAST PROTEIN ITEM, Minimum 8 oz											
100% JUICE, One (1), 5 ½ oz.											
MUFFINS OR Equivalent Equal - 5 oz.											
MILK, ½ Pint Whole, 2%, Skim, Rice, Soy White and Chocolate											
FRUIT, Fresh OR Canned 5 ½ oz. OR Dried, 4 oz.											

PROPOSED BY _____ DATE _____ APPROVED BY _____ DATE _____
Kitchen Manager *Food Unit Leader*

--All changes to a previously approved menu **MUST** be reviewed and approved in advance by the Food Unit Leader.

--This form does not constitute an order for meals. It verifies **ONLY advance agreement on**, and **approval of** the Contractor's menu items.

**IDAHO DEPARTMENT OF LANDS
TYPE 3 CATERER SAMPLE CONTRACTOR
MENUS, Continued**

(For Advance Approval by FDUL)

SERVING DATES _____ **CONTRACTOR** _____ **INCIDENT #** _____

HOT AND HOT CONTAINER DINNERS	DATE:	DATE:	DATE:	DATE:	DATE:	DATE:	DATE:	APPROVED		SERVED	
								YES	NO	YES	NO
ENTREE 1-Meat Type:											
ENTRÉE 2-Non Meat, 4 oz.											
VEGETABLES, 4 oz.											
POTATOES OR Substitute, 6 oz.											
BREAD, Two (2) slices, 1 to 1 ½ oz.											
MILK, ½ Pint Whole, 2%, Skim, Rice, Soy White and Chocolate											
DESSERT, 4 oz.											
SALAD FOR HOT CONTAINER, Two (2) types One (1) tossed green AND One (1) prepared.											
SALAD BAR, Five (5) Toppings AND One (1) Tossed Green Salad AND Two (2) Prepared Salads AND One (1) Fruit Salad											

PROPOSED BY _____ **DATE** _____ **APPROVED BY** _____ **DATE** _____
Kitchen Manager *Food Unit Leader*

--All changes to a previously approved menu **MUST** be reviewed and approved in advance by the Food Unit Leader.

--This form does not constitute an order for meals. It verifies **ONLY advance agreement on**, and **approval of** the Contractor's menu items.

IDAHO DEPARTMENT OF LANDS

TYPE 3 CATERER PERFORMANCE EVALUATION

Contractor: _____		Resource Order No: _____
Contract No: _____		Incident Name: _____
		Inclusive Dates: _____
Ratings: Summarize Contractor performance and circle in the column on the right the number that corresponds to the performance rating for each rating category. The rating official must provide comments supporting each numerical rating assigned.		
Quality of Services	Comments:	
		1
		2
		3
		4
		5
Equipment	Comments:	
		1
		2
		3
		4
		5
Schedule: Timeliness of Performance	Comments:	
		1
		2
		3
		4
		5
Business Relations: Working With Government and Other Contractors	Comments:	
		1
		2
		3
		4
		5

IDAHO DEPARTMENT OF LANDS
TYPE 3 CATERER PERFORMANCE EVALUATION
(CONTINUATION SHEET)

Contractor: _____		Resource Order No: _____	
Contract No: _____		Incident Name: _____	
		Inclusive Dates: _____	
Management of Key Personnel	Comments:		
			1
			2
			3
			4
			5
Key Personnel Performance: Name:		Comments:	
Name:		Comments:	
Name:		Comments:	
Given the choice, would you select this Contractor again? <input type="checkbox"/> Yes <input type="checkbox"/> No Explain.			
Rating Official Name/Title: _____			
Signature: _____ Phone Number: _____			
Date: _____ E-Mail Address: _____			
Contractor Representative Name/Title: _____			
Signature: _____ Phone Number: _____			
Date: _____			

Any Contractor comments regarding this performance evaluation must be submitted, in writing, to the Contracting Officer within 30 days of receipt by the Contractor's Representative.

**IDAHO DEPARTMENT OF LANDS
TYPE 3 CATERER PERFORMANCE EVALUATION
RATING FACTORS**

Quality of Services and Equipment

- 4 – Very Good: Meets all contract requirements and exceeds some requirements to the Government's benefit. Non-conformance's regarding equipment and/or personnel are none or few and minor and do not impact achievement of successful performance. Contractor's corrective actions are effective.
- 3 – Satisfactory: Meets all contract requirements. Non-conformance's with equipment and/or personnel require minor corrective action to ensure achievement of successful performance. Contractor's corrective actions are satisfactory.
- 2 – Marginal: Does not meet some contract requirements. Non-conformance's with equipment and/or personnel require major corrective action and/or Agency resources to ensure satisfactory performance. Contractor's corrective actions are only marginally effective and/or not fully implemented.
- 1 – Unsatisfactory: Does not meet most contract requirements. Non-conformance's with equipment and/or personnel are serious and are compromising the achievement of successful performance, despite Contractor's corrective actions and/or the use of Agency resources. Recovery and achievement of satisfactory performance is unlikely. Contractor's corrective actions are ineffective.

Schedule: Timeliness of Performance

- 4 – Very Good: Meets all schedules and timeframes. There are no delays or only minor delays that do not impact achievement of successful performance. Contractor's corrective actions are effective.
- 3 – Satisfactory: Meets all schedules and timeframes. There are some delays that require minor corrective action to ensure continued successful performance. Contractor's corrective actions are satisfactory.
- 2 – Marginal: Some schedules and timeframes are not met. Delays require major corrective action and/or Agency resources to ensure satisfactory performance. Contractor's corrective actions are only marginally effective and/or not fully implemented.
- 1 – Unsatisfactory: Does not meet most contract requirements and most schedules and timeframes are not met. Delays are serious and are compromising the achievement of satisfactory performance, despite Contractor's corrective actions and/or the use of Agency resources. Recovery and achievement of satisfactory performance is unlikely. Contractor's corrective actions are ineffective.

Business Relations and Management of Key Personnel

- 4 – Very Good: Responses to inquiries, technical, service, administrative issues are effective and responsive. There are no issues in working with the Government and/or other Contractors. If any, problems are few and minor and do not impact successful performance.
- 3 – Satisfactory: Meets all contract requirements. Responses to inquiries, technical, service, administrative issues are usually effective and responsive. There are some minor issues that require minor corrective action. Contractor's corrective actions are satisfactory.
- 2 – Marginal: Does not meet some contract requirements. Responses to inquiries, technical, service, administrative issues are only marginally effective and responsive. Inability to work with Government and/or other Contractors requires major Agency resources to resolve. Contractor's corrective actions are only marginally effective and/or not fully implemented.
- 1 – Unsatisfactory: Responses to inquiries, technical, service, administrative issues are not effective or responsive. Unable to work with Government or other Contractors. Recovery is unlikely and Contractor's corrective actions are ineffective.