

## **Statement of Work FASTC Food Service Operation**

The Foreign Affairs Security Training Center (FASTC) seeks a qualified Foodservice Contractor to operate a dining service program offering innovative and unique approaches to dining and sustainability. FASTC will engage a Foodservice Contractor to operate the existing cafeteria located on Fort Pickett in Blackstone, VA. The dining room seats 70 people, but the Government does not expect full capacity to be reached given the current telework/remote work environment.

The Contractor shall offer food that provides wide variety to customers, including vegetarian, vegan, and organic, healthy, and the light eater. Menus must also include items for people with dietary restrictions and offer low fat, low sodium, low calorie, and reduced sugar, and gluten free menu items. Contractor shall provide a means to preorder hot and cold meals and offer food for specific special requirements to meet medical, cultural, religious, etc. conditions on an as needed basis.

The menu for cafeteria shall be submitted at least within 24 hours prior to initial service by the Contractor for approval by the Contracting Officer (CO) and Contracting Officer Representative (COR). Subsequent menus shall be submitted 2 days prior to any modifications. The COR 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 entrance of the dining area on a per meal basis. Any menu changes must be approved by the CO and COR.

The Government shall require that no nuts, mixed nuts, peanuts, etc. or oils from nuts be used in preparation of food or as ingredients in any food served unless prepared separately and properly identified when served. An exception to this includes prepackaged variety snacks such as shelled nuts and trail mixes in which the ingredients are appropriately marked and identifiable.

The Contractor shall provide pre-packaged menu options with online ordering and in person ordering that are available for pick up and should range from the following menu options:

- a. Proteins (2-3 options weekly): Chicken, lean beef, turkey, fish, bison, and other meat at 90% lean.
- b. Carbohydrates: whole grain bread, white rice, whole wheat pasta, oatmeal, sweet potatoes, and white potatoes.
- c. Vegetables: Broccoli, leafy greens, squash, tomatoes, peppers, asparagus, cauliflower, cabbage, celery, carrots.
- d. Snacks: fresh fruits, nutria-grain bars, fat free yogurt, low fat baked goods, protein bars, nuts and almonds, and single serving peanut butter.
- e. Drinks: Gatorade/Powerade, lemonade, fruit punch, and fruit juice.
- f. Juice bar with pre and post workout amenities including bottles of water, Gatorade/Powerade, juice, protein drinks and/or smoothies, fruit smoothies, espresso drinks, coffee, orange juice, warm oatmeal, and oatmeal bars.

The Contractor shall provide hot and cold meal options for dining in or take out. Menu options shall include short order foods, such as hamburger, chicken sandwich/wraps, chicken tenders, personal pizza, and pulled pork sandwiches.

The Contractor shall provide a salad bar for individuals to self-serve and purchase by weight that includes fresh cut vegetables (beets, carrots, cucumbers, tomatoes, etc.), protein (meat, nuts, and seeds), cheese, fruits, berries, lettuce, spinach, and variety of salad dressing.

The Contractor shall provide full-service coffee and tea services, and pastries for grab and go. Pre-ordering for meeting catering must be available.

### ***Hours of Service***

Cafeteria services will be provided 4-5 days a week, Monday through Friday, except for holidays observed by the Federal Government (including New Year's Day, Martin Luther King Birthday, Presidents Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, Christmas Day, and any unscheduled holidays by Executive Order). Friday lunch may be supported by the local economy with a Food Truck, the Contractor must plan accordingly.

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Period	Opening	Closing
Breakfast	7:00 AM	10:00 AM
AM Break*	10:00 AM	11:00 AM
Lunch	11:00 AM	3:00 PM

The Contractor shall operate the cafeteria as a limited food/dessert items and beverage service during the break periods.

The Contractor shall set up and close serving times in a manner to ensure availability of all menu items during posted mealtimes to afford all customers the opportunity to be served.

***Modification to Service Schedule***

Any request for modifying the hours or days of service shall be submitted for approval of the CO and COR prior to start of service date. The Contractor can submit a request for reduction in service during Government holiday periods in advance (14 days). If the Telecommute and/or Alternate Work Schedule (AWS) Agency programs impact sales levels on specific business days, the Contractor can submit a request for change in service on these days. The COR will review the request and advise the Contractor if a request is approved.

**Cooking Requirements**

The Contractor shall prepare all foods to minimize health hazards in accordance with the requirements below and the current FDA Food Code.

- a. Ground Meat, Whole Beef, Pork, Poultry, Lamb, Bison, Turkey, and Fish - All meats shall be cooked to the internal temperature defined in the current FDA Food Code or higher with temperature tested in the product's thickest part.
- b. .
- c. 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.

***Specialized Cooking Requirements***

For meals that require specialized handling to prevent cross contamination based on religion, culture, dietary restrictions, etc., the Contractor shall.

- 1. Work with the COR to ensure customer requirements are met.
- 2. Provide a means and method to allow personnel to denote special requirements for direct ordering meals.

**Frozen and Package Items**

Frozen items shall not be frozen longer than the manufacturer "use by date". Packaged items shall be used by the manufacturers "sell-by" or expiration date.

**Serving Container Requirements**

The Contractor shall adhere to the following guidelines for serving containers:

- a. Milk - Shall be available in individual cartons, approved milk dispensers, or must be served from cartons or jugs.
- b. Juice - Shall be available in individual pop-top cans, non- crushable paper/foil-type containers, and re-salable plastic bottles. Approved dispensers may be used.
- c. 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.
- d. 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.

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- e. 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.
- f. Dry Cereal - Cold cereal shall be available in individual boxes or in approved bulk dispensers.
- g. Styrofoam containers and cups shall not be used.

### **Food Quality Standards**

Considering the emphasis placed on the Wellness program at this facility and in order to ensure optimum visibility of the healthy menu offerings, the Contractor shall take into consideration the positive effects of priority placement of the products in the cafeteria and on the serving lines. Examples of product placement may include placement of healthy menu offerings as the first thing the customer encounters at each serving line, or at the cash register or at key places on serving lines that are closest to eye level. Refer to the following links.

- a. <http://www.dietaryguidelines.gov/>
- b. <https://www.healthypeople.gov/2020/topics-objectives/topic/food-safety?topicid=14>

The Contractor shall comply with the nutritional information requirements of the 2005 version and all subsequent revisions of U.S. Dietary Guidelines for Americans, including the following:

- a. Prior to the start date of service, the Contractor shall provide to the CO and COR a complete price/portion book for this contract (e.g., hamburger, list patty size and selling price; Ham sandwich list ounces of meat, toppings included and selling price).
- b. A list of all ingredients must be available for served items and prepackaged items must be labeled with all ingredients and serving sizes.

### **Sustainability Program and Practices**

The Federal government recognizes the importance of promoting sustainable systems that protect our people, our planet, and our economic vitality. The commitment to sustainability goals is demonstrated in the following executive orders and United States Department of Agriculture (USDA) legislation/ initiatives. Furthermore, the American Medical Association (AMA) recognizes that a sustainable food system is a food system that is healthier for the public and for the workers within that food system. This call for a sustainable healthy food system further underscores the importance of the sustainability measures required by these guidelines.

Executive Order 13423, "Strengthening Federal Environmental, Energy, and Transportation Management," directs agencies within the Federal government to practice environmentally, economically, and fiscally sound, integrated, continuously improving, efficient, and sustainable methods of operation.

Executive Order 13514 states:

- Increase energy efficiency; measure, report, and reduce their greenhouse gas emissions from direct and indirect activities.
- Conserve and protect water resources through efficiency, reuse, and storm water management.
- Eliminate waste, recycle, and prevent pollution.
- Leverage agency acquisitions to foster markets for sustainable technologies and environmentally preferable materials, products, and services.
- Design, construct, maintain, and operate high performance sustainable buildings in sustainable locations.
- Strengthen the vitality and livability of the communities in which Federal facilities are located; and Inform Federal employees about and involve them in the achievement of these goals.

The USDA defines sustainable agriculture as the definition that Congress specified in 1990 (7 USC 3103) as an integrated system of plant and animal production practices having a site-specific application that will over the long-term:

- Satisfy human food and fiber needs.
- Enhance environmental quality and the natural resource base upon which the agriculture economy depends.
- Make the most efficient use of nonrenewable resources and on-farm resources and integrate, where appropriate, natural biological cycles and controls.
- Sustain the economic viability of farm operations.

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- Enhance the quality of life for farmers and society.

The USDA encourages stronger connections between farmers and consumers and support for local and regional food systems to foster economic opportunity for farmers and ranchers, stimulate community economic development, expand access to affordable fresh and local food, cultivate healthy eating habits and educated, empowered consumers, and demonstrate the connection between food, agriculture, community, and the environment (See [www.usda.gov/knowyourfarmer](http://www.usda.gov/knowyourfarmer) for more information.). Vendors should consider partnerships with local farmer's markets.

AMA 2009 Report: The resolution piggybacked a report issued by the AMA's Council on Science and Public Health that recognizes the ecological footprint of industrially produced food, understanding that it contributes to antibiotic resistance, climate change and air and water pollution. Combating these causes of damage to the environment is a preventive treatment for illnesses and conditions such as asthma. American Medical Association's 158th annual meeting in Chicago members passed a resolution that supports the advocacy of sustainable healthy food systems.

### Sustainability Standards:

#### a. General Operations

##### 1. Standard Criteria:

- Participate in waste reduction, recycling, and composting programs.
- Promote and incentivize the use of reusable beverage containers.
- Utilize green cleaning practices.
- Provide materials for single-service items (e.g., trays, flatware, plates, and bowls) that are compostable and made from bio-based products.
- No Styrofoam containers or cups shall be used.

#### b. General Food

##### 1. Standard Criteria:

- Offer 25% of food choices to be organically or locally or documented sustainably grown (e.g., integrated pest management, pesticide free, other labeling programs, etc.).

##### 2. Above Standards:

- Offer 10% of all food to be Certified Organic.

#### c. Sustainability labeling

##### 1. Standard Criteria:

- Label organic, local, or documented sustainably grown food items available in food service at the point of choice.
- For locally grown foods, include information that identifies the farms and sustainable practices used.

##### 2. Above Standard

- Educate about the value of agricultural best practices that are ecologically sound, economically viable, and socially responsible in agency cafeteria services (e.g., signage, informational programs, and other means of communicating the benefits of the items that are labeled organic, local, and/or sustainable).

#### d. Animal products

##### 1. Standard Criteria:

- Only offer fish/seafood identified as "Best Choices" or "Good Alternatives" on the Monterey Bay Aquarium's seafood Watch list or certified by Marine Stewardship Council (or equivalent program).
- Beef U.S. Department of Agriculture (USDA) Choice, Pork USDA Number 1, Veal USDA Select and Choice, Lamb USDA Choice
- Poultry USDA Grade "A" for all graded fresh or frozen poultry and poultry products as a minimum specification
- Eggs Fresh USDA or State Grade "A"; Butter USDA Grade "A" (92)
- Score Cheese USDA Grade "A" for all graded cheeses
- Milk and milk products USDA Grade "A" Fresh
- Soy products FDA guidelines

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- Produce USDA Grade “A”
- Dry Stores Grade “A” Fancy
- Canned goods Grade “A” Fancy
- 2. Above Standards:
  - Offer Certified Organic or documented sustainably or locally produced milk and milk products.
  - Offer Certified Organic or documented sustainably or locally produced eggs and meat (e.g., grass fed, free-range, pasture raised, grass finished, humanely raised, and handled).
- e. Beverages
  - 1. Standard Criteria:
    - Offer drinking water at no charge.
  - 2. Above standards:
    - If offering coffee or tea, offer coffee or tea that is fair trade, Certified Organic, shade grown, and/or bird friendly.
    - If bottled water is offered, it is packaged in compostable bottles.
    - Offer and promote a “bottle less” drinking water program, for example provide filtered water and a reusable mug program.

It is encouraged that the contractor employs these practices in the daily operation of the cafeteria and demonstrates their corporate capability in applying these standards

**Procedures for Future Menu Price Adjustments/Changes**

Future menu price adjustments/changes must be submitted with supporting documentation in a spreadsheet format that includes:

- a. Any changes to standard menu prices, portions, or items offered for sale shall be submitted to the COR 30 days in advance and shall be submitted as replacement pages for the price/portion book initially submitted by the Contractor. Daily or weekly promotional menu items are excluded.
- b. Date of proposed price adjustment.
- c. A market basket survey of at least 3 similar food facilities in the local area (COR accepted locations).
- d. In situations where one or more critical food or supply items have sudden upward price fluctuations due to an “Act-of-God” or other situation considered by the Contractor to be out of its control, the COR/CO are to be contacted with a request for a temporary surcharge or menu change. Once the subject prices have stabilized, the former approved price is to be reestablished or the item returned the menu as specified.
- e. If the price change/adjustment is accepted by the COR/CO, a meeting will take place between COR/CO and Contractor. After approval, a notice to the customers is then created by the Contractor and posted in prominent locations at least 14 days prior to the on-site implementation.

**Equipment and Utensils Furnished by the Contractor.**

All required equipment and utensils (sample list below) shall be provided by the Contractor who shall replace such equipment and utensils when necessary. Equipment and utensils provided by the Contractor shall be of a quality that meets accepted restaurant/food service standards.

**Sample** items expected to be provided by Contactor:

- a. Can Openers
- b. Point of Sale (POS) System
- c. Storage Containers
- d. Condiment Dispensers
- e. Napkin Dispensers
- f. Office Furniture
- g. Glassware

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- h. Computer system
- i. Steam table pans
- j. Utensils and kitchenware
- k. Merchandising Equipment
- l. Safe
- m. Machines – office
- n. Scales, food preparation
- o. Menu boards, letters, price markers
- p. Sharpeners
- q. Silverware
- r. Trash receptacles
- s. Trays
- t. All other kitchen small wares and appliances to meet contract requirements

The Contractor shall provide “Green” disposable products including products that are petroleum-free, contain post-consumer recycled content and processed chlorine free. All disposable products must be “compostable” and compatible with the recycling/compost system that will be or is in use within the building. The use of disposable products (including plates, cups, and bowls) constructed of Polystyrene Foam is prohibited.

The Contractor shall provide complete POS system to include the acceptance of patron’s use of credit and debit cards in an expeditious manner at the cafeteria. A system that allows for “speed pay” – e.g., a mobile payment service such as Apple Pay, Google Pay, or Samsung Pay is highly encouraged. Pre-ordering and paying for selected menu items via web or e-mail is required for special requirements to speed customer processing.

Electronic boards and Contractor sponsored webpages with menu and related informational links are required. During each serving period, easy-to-read menus with prices listed shall be prominently displayed for the information of patrons at the cafeteria. Menus shall be posted at or near the cafeteria entrances and near the service points. All customer signage, menus, etc. must be available (no hand-written signs are allowed).

Trash receptacles shall be of hard non-toxic plastic material. Single service liners shall be used in conjunction with these receptacles. All trash containers will be provided with self-closing tops.

Contractor shall maintain a physical inventory of all Contractor owned equipment on site.

### **Recycling**

The Contractor shall participate and integrate with the recycling and composting program (i.e., cardboard, aluminum, metal cans, plastic, glass, etc.) operated by the Government at the facility. The Government shall provide the recycling/composting-collection bins. Contractor shall make collections from each bin in the dining area as needed during and after food service periods, at a minimum, at least once each day. The Government, in conjunction with the Contractor, shall encourage and educate the customer on the recycling/composting program and necessary sorting of customer’s materials.

The Contractor is responsible to collect, store and recycle grease and cooking oils. The containers and surrounding space are to be kept clean and orderly by the Contractor. The Contractor shall be responsible for the proper storage and marking of containers of grease and cooking oils. The kitchen grease will be collected in containers that are waterproof, vermin-proof, covered with working lids, and well-labeled to indicate what should be deposited in the container.

### **Contractor Performed Repairs**

The Contractor shall be responsible for the repair and the repair cost (material, parts, and labor) of each Government-owned equipment item not to exceed one thousand dollars (\$1,000.00) per repair. Contractor’s annual cost of repair not to exceed twelve thousand dollars (\$12,000.00) in a fiscal year; repair costs over twelve thousand

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dollars (\$12,000.00) annually will be paid by Government. The Contractor shall maintain on-site a log/record of repairs made and date performed.

The Contractor shall immediately perform these repairs whenever they are required and shall notify the CO and COR via e-mail when such work is being accomplished. However, repairs on cafeteria equipment covered by a warranty or guarantee agreement shall not be initiated without the prior approval of the CO and/or COR

The Contractor shall immediately report any potential need of repairs where the cost of labor, parts and materials is expected to exceed \$1,000.00 to the Government. Failure to do so will result in the Contractor absorbing 100% of the repair cost. The Government designated representative will provide guidance on how to proceed with the repair.

The Contractor will be responsible for all equipment repair costs or replacement costs due to improper use, vandalism, or abuse by Contractor employees.

**Cleaning and Janitorial Services**

The Contractor agrees to furnish all labor, supplies, materials, equipment, and supervision sufficient to maintain the cafeteria areas and foodservice equipment (including hoods and/or water wash down system) within its areas of responsibility in a clean, orderly, and sanitary condition at all times as detailed below. In connection with the performance of this contract, the Contractor shall not use any material which the Government solely determines would be unsuitable for the purpose, or harmful to the surfaces to which it is applied.

- a. The Contractor shall be responsible for the cleaning and maintenance of the serving area floors after service hours. The Contractor shall be responsible for the cleaning and maintenance of all serving-area counters and associated equipment.
- b. The Contractor shall maintain the serving area floors in a clean condition and spillage free during service hours.
- c. The Contractor shall leave the serving area floors in clean condition after service hours.
- d. The Contractor shall be responsible for periodical stripping and waxing and/or deep cleaning the serving flooring on an as-needed basis.
- e. The Contractor shall be responsible for the maintaining and cleaning seating area equipment including but not limited to, tables, tabletops and bases, chairs, booths, counters, dining tray carts, trash collection stations and be responsible for removing trash from the dining room collections points during and after service periods.
- f. The Contractor shall be responsible for the cleaning and maintenance of the seating area equipment after service hours and shall ensure that the seating area is clean and orderly before morning service hours.
- g. The contractor shall be responsible to complete a deep cleaning in the food preparation, seating area, and serving area quarterly. The quarterly invoice shall not be processed until all the kitchen equipment has been cleaned and inventoried.
- h. The Contractor shall be responsible for the cleaning and maintenance of the entire kitchen areas.
- i. The contractor shall be responsible for the cleaning and maintaining the appearance of all glass partitions, doors, and interior windows.
- j. The Contractor shall supply all necessary consumable supplies and equipment needed for cleaning.

Patrons shall be encouraged to remove trays, containers, and utensils from tables to the trash/recycle stations that will be strategically located in the dining area. Spills and hazardous conditions shall be addressed by the Contractor immediately.

Cleaning and servicing in all serving and dining areas shall meet or exceed standard commercial requirements, including the following: Department of Labor, Environmental Health Standards for Food Service, Local and State Health Department standards, and U.S. Public Health Service code standards. All off-site food preparation facilities shall meet requirements of the local Health Department standards.

It is the responsibility of the Contractor to keep building areas and items utilized by the Contractor in a clean and sanitary condition, including but not limited to: walls, ceilings (excluding Building heating ventilation and air conditioning louvers, lighting fixtures or other building equipment that is part of a general building mechanical system), floor drains, kitchen, server area, storage areas, loading docks and dumpster locations, seating area tables, chairs, and floor.

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The Contractor will be responsible for complying with GS-42 Green Seal Environmental Standard for Cleaning Services during the term of this contract. Green Seal's mission is to work towards environmental sustainability by identifying and promoting environmentally responsible products, purchasing and production. The intent of Green Seal's environmental requirement is to reduce, to the extent technologically and economically feasible, the environmental impacts associated with the manufacture, use and disposal of products. Set on a category-by-category basis, Environmental Standards focus on significant opportunities to reduce a product's environmental impact.

Failure to keep any of the facilities that are the responsibility of the Contractor in a clean and sanitary condition satisfactory to the CO or the COR may result in either of the following:

- a. The CO/COR may have the facility cleaned by other means and the cost of such work charged to the Contractor.
- b. The Contractor will assume the cost of Equipment Preventative Maintenance, Rodent Control and/or Trash Removal at the discretion of the COR/CO.

The COR may require additional cleaning as deemed necessary. No work shall be performed on weekends or Federal holidays, without prior approval of the COR or their designee.

### **Security Areas**

The Contractor shall be responsible for the security of all areas under the jurisdiction of the Contractor. Designated employees shall have the responsibility for determining that all equipment has been turned off, lights and fans turned off, and doors locked when the cafeteria is closed. This should be provided in a daily report to the Uniformed Protection Officer upon leaving the building.

### **Hazardous Conditions**

The Contractor shall be responsible for identification, the prevention of, or cleanup of, unsanitary or hazardous conditions that are dangerous to anyone using the food facility. This shall include any employee, Agent or representative of the Contractor, Federal Employee, or other patrons of the food service facility and shall be applicable to any portion of the facility that is under the jurisdiction of the Contractor.

Hazardous Conditions: The Contractor is responsible for identifying any hazardous conditions that may develop in the space assigned and shall immediately notify the Building Manager and COR of the condition. The Government does not warrant or guarantee that no other possible safety hazards exist.

Compliance with OSHA: Compliance with the Occupational Safety and Health Act and other applicable laws and regulations for the protection of Contractor employees and subcontractor employees performing the requirements defined in this specification is exclusively the obligation of the Contractor. The Government will assume no liability or responsibility for the Contractor's compliance or noncompliance with such requirements.

### **Liability**

The Government will not be responsible in any way for damage or loss occasioned by fire, theft, accident, or otherwise to the Contractor's stored supplies, materials, or equipment, or the employees' personal belongings. Any personal injury or physical damage to the building or equipment resulting from fire or other causes shall be reported to the Building Manager immediately.

### **Occupant Emergency Program**

The Contractor shall notify the local fire department in the event of fire. All the Contractor employees shall be organized and trained to participate in Fire, Shelter in Place (SIP), Active Shooter Drills, and drills including the reporting of fires. This shall be accomplished with the cooperation of the COR, the Occupant Emergency Plan, and the self-protection plan developed in accordance with Government guidelines.

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### ***Equipment records***

The Contractor shall acknowledge in writing within 30 days of the contract start date to the COR receipt of the Government-owned equipment, listed in the attached Equipment Inventory List (and properly track all additions, replacements, and removals of Government owned equipment.

### **Energy Conservation Guidelines**

The Contractor shall be responsible for turning off lights and cafeteria/kitchen equipment during periods of non-active operations that are not essential for safety, security, or sanitation Energy audits may be conducted at random during and after operating hours to ensure Contractor adherence to sound energy conservation practices, which shall include usage and conservation of water and energy.

### **Telephone and Computer Systems**

The Contractor is responsible to install and pay for the telephone system and other computer connections/lines etc. as needed to fulfill obligations under this contract.

### **Building Space**

Space Modifications: The Contractor shall secure written permission from the CO prior to performing any physical modification of the building space provided for his use. In addition, the Contractor must provide all construction documentation including estimated cost, if any, describing in detail the modification requested prior to proceeding with the work.

Returned Space: The Contractor shall ensure reasonable care shall be exercised in the use of space and Government-owned equipment. Upon contract expiration or termination the Contractor will yield such space and equipment in as good condition as when received it, except for ordinary wear and tear, damage, or destruction beyond the Contractor's control, and not due to the Contractor's fault or negligence.

### **Continuity of Operations**

The Contractor shall recognize that services covered by this contract are vital to the successful accomplishment of the Government's mission. The Contractor shall maintain continuity of services, without interruption, throughout the entire term of the contract according to the terms set forth herein. Service should be provided every weekday that FASTC is not in CLOSED Status. The FASTC course schedule will be provided by the COR.

### **In and Out Processing**

#### Check-in:

All new Café staff are required to complete the Check-in Process, with the Training Resource Management (TRM) Admin, located in Suite 112. All staff are to submit forms to TRM on the day of their onboarding. The Check-in Process includes an Emergency Contact Form, Parking Permit Application, badging information, and security brief by FASTC Unit Security Officer (USO)/

Managers and Assistant Managers will also need to create and activate a Safety and Accountability for everyone (SAFE) profile.

\*COR or the designated Government Technical -Monitor (GTM) of staff are to complete all applicable forms and submit to TRM Admin at least two weeks in advance of staff's start date to ensure Badge/Facility Access Card (FAC) can be requested.

#### Check-out:

All Café staff need to complete an Out-Processing appointment on the day of their departure along with an escorting COR/GTM. This appointment will need to be scheduled with the TRM Admin in Suite 112 within one week of their departure.

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The Out-Processing appointment will include return of Badge/FAC and Parking Permits and completion of applicable Check-out documents.

**Badging**

Contractor personnel accessing unclassified areas of Department of State (DOS) facilities shall obtain a DOS FAC in accordance with the procedures required by Diplomatic Security (DS), Domestic Operations (DO). They will need to present the following to the FASTC Domestic Security Officer:

1. DS-1838 (signed with a wet signature and original is presented; within 10 business days of the signature)
2. Company Memo
3. SF-85p (Completed in its entirety, no white outs or black outs, with an original wet signature on the final signature pages)
4. DS-4002 (must be in blue ink)
5. Proof of US citizenship or Permanent Residence Card (not laminated, torn, taped, or contain spills – these void out security features within the document)
  - a. If they are born in DC and are using a Birth Certificate, they must present the long form version.
  - b. If they are permanent resident card is expired or expiring within 6 months, they must produce the extension/renewal approval notice from USCIS, not the receipt showing they applied.
6. Second form of ID
  - a. ONE FORM OF ID MUST CONTAIN A PHOTOGRAPH
7. Once all forms are received, the Gov Memo to request the Department of State Building Pass Identification Card will be submitted.
8. FBI fingerprint cards will be processed by DO/DFP Domestic Security Officer once all above documents are completed and submitted.

**Responsibilities/Furnished by the Government**

General

The Government shall provide the facilities, materials, and services listed below. Government property shall be used for official Government business only in the performance of this contract or on-site catering. The Contractor or the Contractor's employees other than in the performance of this contract will not use Government property in any manner for any personal advantage, business gain, or other personal endeavor.

a. Property.

1. Government Furnished Space:

The Government agrees to grant to the Contractor for the stipulated period, subject to the contract requirements and conditions herein, the right to establish, manage and operate a cafeteria in the Federal Building as described herein and in connection therewith to prepare and sell food, nonalcoholic beverages and such other products as the Government may authorize.

b. Vending stands:

The Government reserves the right to permit the establishment of vending stands to be operated by the State licensing agency under the Provisions of the Randolph-Sheppard Act (20 U.S.C. 107).

c. Facilities:

At the beginning of the contract period, the Government will provide space for operations under the contract, as set forth herein, space as it may deem necessary or desirable. The Government will provide adequate ingress and egress, including a reasonable use of existing elevators, corridors, passageways, driveways, and loading platforms. The Government will, as it deems advisable, provide space heating, space lighting, ventilation, and the utilities. In addition, it will:

1. Make such improvements and alterations as it may deem necessary or desirable to prepare or recondition assigned space for its intended purpose, including improvements and alterations necessary to conform to

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applicable sanitary requirements or add services modules within the facility that is desired by the Government to meet customer requirements at the Government's discretion.

2. Maintain and repair building structure in areas assigned for the operator's use, including painting and redecoration, the maintenance of gas, water, steam, sewer (including all grease traps), electrical lines, ventilation (including duct work and fans), fire suppression systems, building electrical lighting fixtures (including re-lamping), walls, ceilings and repair of floors and floor coverings. The Contractor shall bear the expenses of repairs necessary because of negligence on the part of the Contractor or the Contractor's employees.
3. At its own expense, provide, install, and permit the Contractor to use the equipment listed in Attachment T&H Fixed Assets and additional equipment of a similar type when required for expansion approved by the CO; provided, that equipment no longer needed for the contract operations may be withdrawn by the COR. The Government will replace equipment which it has provided, as it deems necessary.

d. **Parking:**

Parking onsite is limited, and parking will be coordinated with the government. Contractor may have to determine alternate methods to get employees to the facility if a parking pass not provided due to the lack of available spaces. Overflow parking lot is available and may be used.

e. **Windows:**

The Contractor shall be responsible for the cleaning of all exterior windows (outside and inside thereof). The Contractor shall be responsible for the cleaning of blinds, window coverings and drapes in the dining areas. The Contractor shall be responsible for cleaning all interior windows and glass works and partitions.

f. **Preventive Maintenance:**

1. The Government shall perform a preventive maintenance (PM) program on all Government-owned equipment. Equipment purchased by the Contractor using government funds, while government equipment, for the purposed of food services will be maintained by the Contractor. Example: fryers, ovens, POS, beverage machines, etc.
2. Contractor shall develop and provide a preventive maintenance schedule.
3. The preventive maintenance provided by the Government will be in accordance with the manufacturer's suggested maintenance guide for each individual piece of equipment.
4. The Government PM Contractor performing the preventive maintenance program will instruct the food service Contractor how to maintain equipment requiring PM on a more frequent basis. PM follow-thru from the Contractor is essential to ensure equipment is maintained properly. If the Contractor fails to follow the PM instructions, proper operation or cleaning of Government owned equipment, the CO has the right to raise the repair deductible to no more than two thousand dollars (\$2000.00) per piece of equipment and increase the Contractor's annual cost of repairs above twelve thousand dollars (\$12,000.00) in a fiscal year.

g. **Rodent/Pest control:**

The Contractor will contract, pay for, and maintain an effective foodservice related program for Rodent/Pest Control. The Contractor shall coordinate his efforts with the programs conducted by the building's management staff and/or building management pest control Contractor. The Contractor shall be responsible for advising the COR about any structural, sanitary, or procedural actions by the Government that would reduce food, water, harborage, or access used by pests. The Contractor must maintain a high sanitation standard to the satisfaction of the Government to help control and minimize rodent activities.

Failure to maintain high sanitation standard will result in the Contractor assuming all Rodent/Pest Control costs and follow the program outlined below.

1. Maintain an effective integrated pest management (IPM) program for the prevention and control of cockroaches, ants, flies, rodents, and all other pests in areas assigned for the Contractor's use. All personnel providing on-site pest control service shall be fully certified as Commercial Pesticide Applicators.
2. Pest control service frequencies shall be adequate to effectively suppress pest infestations. Service shall be provided no less than two times per month. Monthly service shall be the minimum frequency and will be accepted by the Government only in the sustained absence of observable pest activity.

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3. Routine pest control inspection shall include all concealed areas of potential pest harborage, such as beneath serving lines and inside hollow equipment. Sticky traps shall be continuously deployed and replaced in these areas wherever appropriate.
  4. Non-pesticide methods of control shall be used wherever feasible. Snap traps shall be the standard method of control for rodents. Trapping devices shall be the standard method of control for flies. Sanitation, including the use of enzymatic drain cleaners, shall be emphasized for control of fruit and drain flies.
  5. Pesticide application shall be according to need and not by schedule. Bait formulations shall be the standard pesticide technology for cockroach control. When necessary for special circumstances, liquid or aerosol formulations shall be applied as crack and crevice treatments only. No other type of pesticide treatment shall be carried out without authorization of the COR.
- h. Trash removal.
1. The Contractor for trash removal from the site/facility and transport/disposal into the dumpster provided by the Government. Failure to maintain high sanitation standards will result in the Contractor assuming all trash removal costs. Contractor is responsible for maintaining and emptying trash from dining room collection points during and after service.
- i. Government-owned equipment.
- a. The Government shall provide the identified utilities, the office, and storage building spaces.
  - b. Equipment or materials acquired during the duration of the contract that are charged or purchased using government funds such as those denoted on the final proposal by the contractor be-come the property of the government upon termination of the contract. This provision does not apply to personal, personal protective equipment, leased equipment, or equipment or materials purchased using contractor funds. A list of the equipment and materials purchased with government funds will be maintained by the Contractor and updated quarterly.
  - c. Equipment: The Contractor is responsible for the fuel, maintenance, and repair of all equipment used and the replacement of any "lost" equipment. All Government equipment shall be inventoried, inspected, and accepted before being turned back over to the Government at the expiration of the Contract. Any equipment damaged, lost or in need of replacement will be at the Contractors cost and will remain the property of the Government when contract expires.

**Rights and Authority of the Government**

- a. Public space.  
The Government reserves the right to use dining areas and other public spaces at other than serving periods, for meetings of Government employees or other assemblies. After each use the space will be cleaned and rearranged by the DOS without expense to the Contractor.
- b. Restrictions.
1. Equipment: Unless otherwise permitted by the CO or the COR, the Contractor shall not install and/or operate any automatic vending equipment other than that specified or remove any Government-owned equipment from the premises (except for repair).
  2. Patronage: Since the facilities to be provided hereunder are for the benefit and conveniences of Federal employees, patronage from other sources may be regulated by the Government.
  3. Weekends and Federal holidays: No work shall be performed weekends or Federal holidays without prior approval of Government.
  4. Facilities: The physical facilities made available to the Contractor under this contract shall not be used in connection with operations not included in the contract. However, the Contractor may, if desired, utilize centralized food preparation and storage sources located elsewhere from which distribution is made to facilities operated by the contract, including the facilities included in this contract. Prices charged to the operation for items obtained from these sources shall not exceed the actual cost of procurement and/or storage, preparation, and distribution.
- c. Protection and Damage:

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Items shall be removed, if necessary, and replaced in their original locations. Equipment, furnishings, building and building accessories damaged due to work performed by the Contractor or a subcontractor under this contract shall be repaired or replaced to their original condition by the Contractor at no additional cost to the Government.

**Submittals/Deliverables Requirements**

***Milestone Chart for Contractor Deliverables Requirement***

The Contractor shall be required to submit deliverables and reports at specified times throughout the contract performance period, which are considered critical to the successful completion of all contractual requirements.

Contract deliverable are per Section J Attachment J-01 Milestone Chart for Contract Deliverables which includes a separate milestone chart (in chronological order) of required deliverables and reports, which shall be provided by the Contractor at specified due dates. Contractor shall maintain a deliverables report to track the status of completion and acceptance of deliverables.