

**PERFORMANCE WORK STATEMENT
INTEGRATED PEST MANAGEMENT SERVICES
JOINT BASE SAN ANTONIO
LACKLAND & RANDOLPH,
TEXAS
23 January 2023**

1.0. DESCRIPTION OF SERVICES. This Performance Work Statement (PWS) provides a description of the pest maintenance services required to support the Inns of Lackland, Randolph and all associated facilities as listed on Appendix A. The Contractor shall furnish all labor, supervision, tools, materials, equipment and transportation for the initial control and treatment of household type pests and all Vertebrates, in offices, common areas, storage facilities, associated grounds areas, guest room settings and provide service calls as necessary with the requirements herein. Types of pests covered by this requirement include, but are not limited to, rats, mice, silverfish, roaches (all species), earwigs, spiders, crickets, pill bugs, Bed Bugs, ants, bees (to include hives), wasps (to include nests), fleas, water bugs, bats and mosquitos. The pest management services shall include all Integrated Pest Management (IPM) procedures beginning with assessment inspection, pesticide applications as required by pest identified, monitoring, report preparation.

1.1. REGULATORY GUIDANCE. Contractor shall ensure all services are provided in accordance with the following regulations and technical guidance:

- U.S. Department of Labor: PL 92-516 Federal Insecticide, Fungicide and Rodenticide Act (FIFRA) as amended.
- DoDI 4150.07, Volumes 1-3, DoD Pest Management Program
- DoDI 4715.1, Environmental, Safety, and Occupational Health (EOSH)
- AFMAN 32-1053, Integrated Pest Management Program
- Armed Forces Pest Management Board (TG No. 14, Protective Equipment for Pest Control Personnel), Current Edition.
- Armed Forces Pest Management Board (TG No. 29, Integrated Pest Management for General Use Buildings), Current Edition

1.2. BASIC SERVICE.

1.2.1. INITIAL PEST MANAGEMENT SERVICES. In buildings scheduled for service, the objective is for all premises to remain virtually free of pests and rodents. Initial pest management service for JB SA lodging run facilities (see Appendix A) includes interior and exterior services within 30 days after start of period of performance at Lackland and Randolph. Services shall include all common areas, to include laundry rooms, meeting areas, site offices, check-in stations and adjacent playground/lawn areas. For any pet friendly facilities, the common dog walk and adjacent lawn areas will be included. Any active infestation of fire ants found within 50 feet of the outside perimeter of buildings shall be considered a part of this contract. The Contractor shall report in writing to the Contracting Officer's Representative (COR), any evidence of pests or conditions conducive to pest infestation at the time such condition is first discovered.

1.2.2. Contractor is responsible to provide the following services during each visit:

- Pest Management Services for all pests identified in paragraph 1.
- Paper wasp management must include paper wasp nest removal once service has occurred; removal and disposal is the responsibility of the contractor if nest is within footprint of the lodging facility.
- Mosquito misting systems are not allowed without prior approval of the bioenvironmental engineer and the installation fire chief per AFMAN 32-1053; para 3.7.3 guidance.
- If contractor uses glue boards or snap traps, any captures shall be removed by the Contractor on day of notification/discovery and disposed of in accordance with commercial standards.
- At the completion of all services, the contractor shall provide a service ticket detailing work provided, area serviced, date, time, with signed copy provided to the front desk.

1.2.3. SUBSEQUENT BI-MONTHLY (EVERY OTHER MONTH) ASSESSMENTS. Once all units are initially serviced, subsequent services are to be performed as a result of bi-monthly assessments. Any service required as a result of assessment shall be completed within 24 hours of discovery. If an infestation is located by the Contractor, and follow-up service is required, the COR shall be informed. Service ticket shall be provided (as described in paragraph 1.1.2) for all treatments rendered

1.2.4. SERVICE CALL. The COR will notify the Contractor by phone of all service call requests received and will follow up with an email for tracking purposes. A description of the pest/rodent/wildlife problem and other appropriate information will be provided to the Contractor by the COR. The Contractor shall complete the initial inspection and service for the service call within 24 hours after notification. If the initial service call request is not complete within 24 hours, a call back for additional service will be made by the COR. Contractor will notify the Front Desk, and send a notification by email to the COR, that the service is complete. At the completion of all services, the contractor shall provide a service ticket detailing work provided, area serviced, date, time, with signed copy provided to the front desk. Front desk personnel shall sign service ticket upon completion of work. All work performed in response to callbacks will be at no additional cost to the Government.

1.3. INTEGRATED PEST MANAGEMENT METHOD. The Integrated Pest Management (IPM) method will be used for the facilities listed in Appendix A. All Chemicals used by contractor shall be provided on Safety Data Sheet (SDS) to the Installation Pest Management Coordinator (IPMC) prior to contract performance via email. Contractor shall provide monthly pesticide usage to the COR not later than 5 days after the start of the following month via e-mail.

1.4. PRECONDITION TO PERFORMANCE/LICENSING: The Contractor shall be licensed by the State of Texas to provide the pest management services specified in this contract, in accordance with Occupations Code, Title 12, Practices and Trades Related to Water, Health and

Safety, Subtitle B, Practices Related to Health and Safety Chapter 1951, Structural Pest Control Act. The Contractor shall provide proof of current license for the services as part of their proposal package. Pesticide applicators must be state certified Commercial Applicators, and not as Technicians or Specialists. Technicians are not allowed to apply pesticides on DoD installations but may assist a certified applicator with other activities including assessments/inspections and preparations of work. As the licensing requirement for pesticide applicators is an annual renewal, Contractor shall provide, upon request, proof of current license to the COR throughout the period of performance of the contract.

2.0. SERVICE SUMMARY (SS). The contract service requirements are summarized into performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. An SS item shall be “Unacceptable” when the contractor exceeds the allowable number of defects during the month as identified in the Monthly Performance Threshold column. Though the contractor is responsible for all requirements listed in the PWS, the services listed below are critical to mission success.

SS Item #	Performance Objective	PWS Paragraph	Monthly Performance Threshold	Method of Surveillance
1	Initial Inspection and Service Provide initial assessment and service within 30 days of start of period of performance	1.2.1.	3 Defects	Periodic Inspection
2	Bi-Monthly Assessment/Service Provide bi-monthly service and subsequent service as required	1.2.3.	1 Defect	Periodic Inspection & Customer Complaint
3	Service Calls Provide service within time frame established in PWS	1.2.4.	1 Defect	Periodic Inspection & Customer Complaint
4	Provide Documentation Contractor shall submit required documentation to COR within timeframes established by the PWS	1.2.1, 1.2.2., 1.2.3, 1.2.4, 1.3.	2 Defects	Periodic Inspection

2.1. QUALITY CONTROL. The contractor shall develop and maintain a quality control program to ensure pest control maintenance services are performed IAW commonly accepted commercial practices and services identified in this PWS. Develop and implement procedures to

identify and prevent non- performance and continual repeat of defective service. Contractor shall develop quality control procedures addressing the areas identified in the Service Summary.

2.1.1. QUALITY CONTROL PLAN (QCP): A written QCP shall be submitted to the CO with contractor's proposal. The QCP shall specifically address the Contractor's strategy to provide quality workmanship, continual process improvement and for correcting deficiencies as required. Any changes after initial QCP submission shall require resubmission to the CO for acceptance prior to implementation.

2.2. QUALITY ASSURANCE. The COR is responsible for all surveillance and acceptance of contractor performance to ensure services are received in accordance with the PWS. The COR will evaluate the contractor's performance through on-site surveillance of the contractor's performance and through validation of customer complaints. Work not performed in accordance with the PWS shall be re-performed by the contractor, within 2 hours of notification, at no additional cost to the government.

2.2.1. PERFORMANCE THRESHOLDS. Exceeding any of the performance thresholds established in the Service Summary shall result in the issuance of a Contract Discrepancy Report (CDR), DD 2772 to the contractor. The contractor shall respond to the CDR IAW instructions provided and return it to the Contracting Officer within the suspense established on the CDR. Exceeding the performance threshold of these performance objectives for any two, or more consecutive or non-consecutive months during a contract period may constitute an immediate Progress Meeting with the Multi-functional Team. All remedies shall be in accordance with the FAR 52.212-4 (a), Contract Terms and Conditions - Commercial Items, Inspection/Acceptance.

3. GOVERNMENT FURNISHED PROPERTY AND SERVICES.

3.1. UTILITIES. The Government will furnish the following utility services at existing outlets, for use as may be required for the work to be performed under the contract: electricity and potable water. Information concerning the location of existing outlets may be obtained from the COR. The Contractor shall provide and maintain, at contractor's expense, the necessary temporary service lines from existing Government outlets to the site of work.

3.2. SECURITY, FIRE, AND MEDICAL SERVICES. The Government will provide police and fire protection. Contractor shall dial 911 from a base phone line (or 671-0911 from a private line) for Emergency Force Protection or Fire Response. In the event of a medical emergency, base ambulance service for transporting an injured employee to a local hospital is available on a cost reimbursement basis. Contractor may be required to prepare necessary documentation and reimburse the government for the cost of emergency medical treatment. All contractor injuries will be promptly reported to the COR.

3.3. SOLID WASTE DISPOSAL. The Contractor shall use existing solid waste containers to dispose of properly prepared waste generated from accomplishment of services detailed in this

PWS. Contractor shall not dispose of any hazardous waste or chemicals in the existing waste containers. The contractor shall be responsible for disposing of any hazardous waste or chemicals off the installation in accordance with all governing Environmental laws and regulations.

4. GENERAL INFORMATION.

4.1. HOURS OF OPERATION. The Contractor shall provide the required services between the normal working hours of 9:00 AM to 6:00 PM weekdays.

4.1.1. WORK OUTSIDE NORMAL HOURS OF OPERATION. If the Contractor desires to work on Saturday, Sunday, holidays or outside normal hours of operation, a request shall be submitted to the COR 3 days in advance for approval. If approved, work shall be conducted at no additional cost to the Government.

4.2. RECOGNIZED HOLIDAYS. The contractor is not required to provide service on federal holidays except in emergency situations; the holidays are:

- New Year's Day - 1 January
- Martin Luther King Day - 3rd Monday in January
- President's Day - 3rd Monday in February
- Memorial Day - last Monday in May
- Juneteenth Day-19 June
- Independence Day - 4 July
- Labor Day - 1st Monday in September
- Columbus Day - 2nd Monday in October
- Veteran's Day - 11 November
- Thanksgiving Day - 4th Thursday in November
- Christmas Day - 25 December

If these holidays fall on Saturday, the preceding Friday will be observed. If these holidays fall on Sunday, the following Monday will be observed. If a holiday falls on a scheduled service day, the Contractor will be responsible for rescheduling services for the first day post the holiday observance.

4.2.1. BASE CLOSURES. Work scheduled but not accomplished because of base closure due to weather, exercises, or actual alert, will be accomplished as soon as possible after reopening the base.

4.3. PERFORMANCE MEETINGS. Contractor shall attend pre-performance meeting to discuss the requirements of the contract with Government personnel. The Government will provide all forms and procedures to the Contractor for items such as base access passes, etc.

Contractor shall be available to meet with Government personnel throughout the period of performance at no additional cost.

4.4. SECURITY REQUIREMENTS: The Contractor shall comply with AFI 10-245, Air Force Antiterrorism Standards, paragraph 2.17.3 and all installation security policies. The contractor shall comply with all requirements and procedures IAW AFFARS clause 5352.242-9000 “Contractor Access to Air Force Installations.” Contractor employees will be required to obtain and display identification badges. Procedures for commercial vehicle access to the base are subject to change without prior notice. The contractor shall also obtain personnel and vehicle identification and passes as required for entry to the installation. The government will provide all forms and procedures to the contractor to obtain personnel identification and vehicle passes during the pre-performance conference. It is the contractor’s responsibility to renew passes/badges in a timely manner to ensure no interruption of service. During performance of the contract, the contractor shall be responsible for obtaining required identification for newly assigned personnel and for prompt return of credentials and vehicle passes for any employee who no longer requires access to the work site. Upon completion or termination of the contract or expiration of the identification passes, the contractor shall ensure that all base identification passes issued to contractor employees are returned to the issuing office. If a contractor employee has been terminated, the pass will need to be retrieved and returned to Security Forces so that the employee does not have base access. If the pass is not retrieved, Security Forces will need to be notified so that base access is not allowed. Failure to comply with these requirements may result in withholding of final payment.

4.4.1. VEHICLE LOAD SECURITY: All pesticides carried on vehicles shall be secured in locked compartments at all times on the installation. Vehicles shall not be left unattended at any time unless properly locked and secured.

4.4.2. REPORTING REQUIREMENTS. The contractor shall comply with AFI 71-101, Volume 1, *Criminal Investigations Program*, and Volume 2, *Protective Service Matters*, requirements. Contractor personnel shall report to an appropriate authority, any information or circumstances of which they are aware may pose a threat to the security of DOD personnel, contractor personnel, resources, and classified or unclassified defense information. Contractor employees shall be briefed by their immediate supervisor upon initial on-base assignment and as required thereafter.

4.5. PERSONNEL AND VEHICLE APPEARANCE. Contractor personnel shall wear uniforms that identify their company and the individual providing the service. Additionally, all vehicles shall be maintained with a clean and orderly appearance, free from observable pesticide spills, residues, or build-up. Vehicles shall not be cleaned or washed on Government property.

4.5.1. CONTRACTOR EQUIPMENT. All contractor provided equipment shall be in good working condition and shall be free of visible deterioration. Contractor shall ensure the equipment used during the performance of this contract does not leak and operates in accordance with the manufacturer's recommended rates and pressures. All pesticide dispersal equipment, including bait stations and trays, shall be clearly marked with "DANGER", "PESTICIDES" or as required by applicable regulations.

4.6. TRAFFIC LAWS. The Contractor and their employees shall comply with installation traffic regulations.

4.7. SPILL PLAN. The Contractor shall provide a spill plan as part of their contract proposal. Any required revisions to the plan shall be accomplished and approved by the CO prior to the performance of any work on the installation. Spill plan shall detail steps taken in the event of an environmental spill of any type of chemical used during the performance this contract. Contractor shall notify the COR immediately of any spills within the confines of the installation. Contractor shall be responsible for all aspects of the spill cleanup at no additional cost to the government.

4.8. CONTRACT MODIFICATIONS. It is anticipated that buildings may be added to or deleted from this requirement during the period of performance. Contract modifications shall be accomplished to cover any additions/deletions to the requirement. Modification pricing shall be based on the negotiated unit price for the respective CLIN and type of service provided.

5.0. APPENDICES.

APPENDIX A – Facilities and Workload Data Estimates by Square Footage

APPENDIX B – Facilities and Workload Data Estimates by Room Count

APPENDIX C – Facilities and Workload Data History by Facility Type

APPENDIX A
Facilities & Workload Data Estimates by Square Footage

Facility Number	Facility SF	FSS - LODGING Assigned SF	Comments:
110	30,416	30,416	Randolph
111	37,839	37,839	Randolph
120	30,416	30,416	Randolph
121	37,320	37,320	Randolph
152	4,524	4,524	Randolph
153	4,407	4,407	Randolph
154	4,546	4,546	Randolph
155	4,530	4,530	Randolph
156	4,340	4,340	Randolph Warehouse
393	57,062	57,062	Randolph
400	3,056	3,056	Randolph
591	3,603	3,603	Randolph
593	3,603	3,603	Randolph
596	3,603	3,603	Randolph
597	3,603	3,603	Randolph
705	3,603	3,603	Randolph
718	3,603	3,603	Randolph
722	3,603	3,603	Randolph
724	3,603	3,603	Randolph
726	3,603	3,603	Randolph
728	3,603	3,603	Randolph
729	3,603	3,603	Randolph
731	3,603	3,603	Randolph
2435	5,855	5,855	Inns of Lackland
2437	8,888	8,888	Inns of Lackland
2439	23,814	23,814	Inns of Lackland
2445	23,940	23,940	Inns of Lackland
2447	22,225	22,225	Inns of Lackland
2449	21,420	21,420	Inns of Lackland

PWS Integrated Pest Management Services
JBSA LAK-RND 23 January 2023

3610	28,184	28,184	Inns of Lackland
3612	9,614	9,614	Inns of Lackland
3614	9,614	9,614	Inns of Lackland
3616	9,614	9,614	Inns of Lackland
3618	9,614	9,614	Inns of Lackland
3620	1,410	1,410	Laundry Room Lackland
5187	52,138	34,138	Warehouse/Inns of Lackland/Shared Facility
7423	33,663	33,663	Inns of Lackland
7424	33,663	33,663	Inns of Lackland
7425	34,698	34,698	Inns of Lackland
7426	32,057	32,057	Inns of Lackland
7427	22,647	22,647	Inns of Lackland
7428	30,578	30,578	Inns of Lackland
7435	57,558	57,558	VQ/Inns of Lackland
7436	57,558	57,558	VAQ/Inns of Lackland
7460	67,100	46,335	VAQ/Inns of Lackland/Shared Facility
7214	4,950	4,950	MX Shop/Inns of Lackland
10201	47,664	47,664	Inns of Lackland
10203	14,717	14,717	Inns of Lackland
10205	29,920	29,920	Inns of Lackland
10207	119,134	118,482	Inns of Lackland
10375	1,152	1,152	Small MX Shop/Inns of Lackland
10380	24,921	24,921	Inns of Lackland
10385	27,384	27,384	Inns of Lackland
10390	4,601	4,601	Office & Luandry/Inns of Lackalnd
10395	20,460	20,460	Inns of Lackland
10534	45,060	45,060	Inns of Lackland
New TLF	50,070	50,070	Inns of Lackland
New VOQ	160,251	160,251	Inns of Lackland

APPENDIX B
Facilities & Workload Data Estimates by Room Count

<u>Location:</u>	<u>TYPE</u>	<u>Building #</u>	<u># of Rooms</u>	<u>Total Rooms</u>
Lackland	DVOQ	2437	10	10
Lackland	VOQ	2439	53	53
Lackland	VOQ	2445	46	46
Lackland	VOQ	2447	42	42
Lackland	VOQ	2449	45	45
Lackland	TLF	3610	38	38
Lackland	TLF	3612	14	14
Lackland	TLF	3614	15	15
Lackland	TLF	3616	15	15
Lackland	TLF	3618	13	13
Lackland	VOQ/DVOQ	7423	88	88
Lackland	VOQ/DVOQ	7424	87	87
Lackland	VOQ	7425	75	75
Lackland	VOQ	7426	72	72
Lackland	VOQ	7427	60	60
Lackland	VOQ	7428	84	84
Lackland	VOQ	7435	137	137
Lackland	VAQ/DVAQ	7436	135	135
Lackland	VAQ/DVAQ	7460	152	152
Lackland	VAQ	10201	64	64
Lackland	VQ/DVAQ	10205	30/12	42
Lackland	VQ/VAQ	10207	1/277	278
Lackland	VAQ	10380	58	58
Lackland	VAQ	10385	70	70
Lackland	VQ/VAQ	10395	16/16	32
Lackland	VAQ	10534	96	96
Randolph	DVQ	110	38	38
Randolph	VQ	111	80	80
Randolph	DVQ	120	40	40
Randolph	VQ	121	78	78

PWS Integrated Pest Management Services
JBSA LAK-RND 23 January 2023

Randolph	TLF	152	2	2
Randolph	TLF	153	4	4
Randolph	TLF	154	8	8
Randolph	TLF	155	8	8
Randolph	VQ	393	106	106
Randolph	DVQ House	400	1	1
Randolph	TLF	591	2	2
Randolph	TLF	593	2	2
Randolph	TLF	596	2	2
Randolph	TLF	597	2	2
Randolph	TLF	705	2	2
Randolph	TLF	718	2	2
Randolph	TLF	722	2	2
Randolph	TLF	724	2	2
Randolph	TLF	726	2	2
Randolph	TLF	728	2	2
Randolph	TLF	729	2	2
Randolph	TLF	731	2	2
Lackland	New TLF	N/A	50	50
Lackland	New VOQ	N/A	300	300
			Total:	2457

APPENDIX C
Facilities & Workload Data History by Facility Type

Facility	Lackland Buildings				Randolph Buildings		Type	Quarter						
ISQ	476		1650	9		110	14		Animal	7		1st	170	Jan, Feb, Mar
Randolph	167		2439	17		120	19		Bee	14		4th	205	Oct, Nov, Dec
TLF	124		2441	2		121	3		Beetle	5				
VAQ	507		2445	19		152	6		Bug	279				
VOQ	79		2447	17		153	8		Gnats	1				
			2449	11		154	6		Mosquito	141				
			3610	65		155	15		Rat/Mice	25				
			3612	17		156	1		Roach	555				
			3614	15		400	1		Scorpion	3				
			3616	19		591	5		Skunk	4				
			3618	7		593	5		Snake	0				
			3620	1		596	4		Spider	29				
			5401	7		597	3		Wasp	65				
			7423	41		718	4		Water bugs	0				
			7424	100		722	3							
			7425	43		724	2							
			7426	93		726	4							
			7427	29		728	2							
			7428	73		729	4							
			7435	34		731	3							
			7436	29		393-1	9							
			7460	34		393-2	1							
			10201	58		393-3	3							
			10203	12										
			10205	45										
			10207	183										
			10380	57										
			10385	64										
			10390	0										
			10395	29										
			10534	57										
			10540	1										

PWS Integrated Pest Management Services
JBSA LAK-RND 23 January 2023

	10541	1							
Total Request for Lackland:		1202							
Total Request for Randolph:		167							
Total Request for Pest Control Services:		1369							