

APPENDIX A

PERFORMANCE WORK STATEMENT (PWS)

PORTABLE TOILET RENTAL & SERVICE

LITTLE ROCK AIR FORCE BASE, AR 72099

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1 DESCRIPTION OF SERVICES:

The contractor must provide all personnel, equipment, tools, supplies, materials and other items necessary for rental and service of Portable Toilets at Little Rock AFB, Arkansas. Qualified, careful, and efficient personnel skilled in the trade and in compliance with the contract and industry standards must perform in a professional manner and in compliance with the contract and industry standards.

2 SCOPE OF WORK AND PRINCIPAL FEATURES:

The contractor shall furnish and place portable toilets (standard and ADA compliant), at various locations as directed by government representative. The contractor shall reset or replace portable toilets that overturn due to severe weather conditions. Reset or replacement shall be within eight hours of notification by the government representative at no additional cost to the government. Placement of all toilets and wash stations shall be on a level surface.

2.1 Government Furnished Portable Toilets:

None. All portable toilets will be contractor furnished.

2.2 Contractor Furnished Items:

Each portable toilet shall be completely enclosed with screened roof ventilation window for release of odors and to prevent entry of insects. Material used for construction of the toilets shall be heavy gauge galvanized metal, plastic, or fiberglass and be impervious to moisture or treated with an effective sealer. Collapsible toilets are not acceptable. Portable Toilet tank capacity shall be 60 gallons or greater. Container tanks shall be water-tight without side vents secured to the tanks. Toilets shall be free of any holes in the walls or doors, have no chemical leaks, and all doors, hinges, and latches shall operate as intended in manufacturer's design. The doors shall be self-closing and have an inside fully operational lock and outside handle. All hinges shall be securely attached and tamper resistant. Each Portable Toilet shall be equipped with wall-mounted toilet tissue holder. Urinals shall be securely fastened to the tank or structure. Toilet tissue holder shall hold a minimum of two (2) rolls of toilet tissue and be constructed in a manner to prevent free reeling of the tissue paper. Toilets shall have sufficient rolls of toilet tissue to last until the next scheduled servicing. Urinal drains shall have adequate drain flow and/or gravity feed to the holding tank to prevent overflow from the urinal fixture. All handicap units must follow ADA regulations. Hand wash station tank capacity shall be not less than 20 gallon fresh water capacity and 20 gallons of gray water capacity. Hand wash stations shall be foot pump operated with a minimum of four (4) liquid soap dispenser and a paper towel dispenser. Waterless hand wash stations are acceptable but must be a minimum 4 station unit. Each station must be able to service 4 users at once.

2.3 Scheduled Cleaning Service:

The Contractor shall clean and restock portable toilets in accordance with work schedule. All seats, doors, walls, handles, and floors shall be cleaned and free of debris. Recharge waste tank with enough chemicals to ensure an odorless unit. Immediately after servicing and sanitizing

toilets the contractor shall initial and date on inside of door when each unit was serviced. Extreme caution shall be taken by the contractor to prevent any spillage of waste during the cleaning process. A copy of the cleaning schedule will be given to the COR at the start of the contract. Any changes other than emergencies to the cleaning schedule will be given to the COR seven days prior to the change.

2.4 Unscheduled On-Call Cleaning Services:

Occasionally, extra cleaning services may be required for the portable toilets. Contractor shall provide the unscheduled cleaning services within eight hours of notification. Payment will be paid in accordance with the bid schedule for Unscheduled Cleaning Services.

2.5 Non-Emergency On-Call Services:

Additional portable toilets may be needed. Contractor shall furnish and place within 24 hours any additional portable toilets. Payment will be paid in accordance with the bid schedule for Non-Emergency Services.

2.6 Emergency On-Call Services:

The contractor shall provide emergency on-call service. Contractor shall furnish number of units requested, deliver and set-up by the requested date. The contractor shall respond within one hour and set up the number of units requested within four hours. Payment will be paid in accordance with the bid schedule for Emergency Services.

2.7 Special Events:

Little Rock Air Force Base is the host for several special events, with the Air Show being the largest. Contractor shall furnish the number of units requested, deliver, set-up and pick-up by the requested dates as an On-Call Service (except the Air Show). Special events may require additional cleaning and hand wash stations.

2.7.1 Air Show:

The contractor shall furnish the number of units requested. Due to the units being mainly staged on the airfield in a restricted area and for safety concerns, the contractor may be directed to pre-stage the units until they can be hauled to their designated locations. Contractor personnel shall be required to work weekends during the Base Air Show to service the units during the day as directed by the COR. Air Show special event shall be funded as a separate delivery order. After Air Show event is completed all toilets and handwash stations shall be removed off the flight line to the designated staging area so flight operations can start normally by 11pm.

2.8 Flightline Training and Guidelines:

The contractor shall obtain proper training and procedural guidelines from Base Operations, building 120 (501-987-6123), prior to any work performed under this contract in the airfield area. The contractor shall coordinate time of service with the government representative. The contractor shall obtain a government furnished hand held radio from Base Operations prior to proceeding into the airfield area to maintain contact with the Control Tower and return the radio upon leaving the airfield area. Base Operations will provide specific training on communications.

3 SERVICE SUMMARY

The contract service requirements are summarized in performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimally acceptable levels of service required for each requirement. The Services Summary (SS) and the contractor's Quality Control Plan provide information on contract requirements, the expected level of contractor performance and the expected method of government validation and confirmation of services provided. These thresholds are critical to mission success. Procedures as set forth in the FAR 52.212-4 (a), Contract Terms and Conditions - Commercial Items, Inspection/Acceptance, will be used to remedy all deficiencies. During the first initial 30 days of the contract, two additional errors on each work shall be allowed in an effort to identify normal phase-in problems.

PERFORMANCE OBJECTIVE	PWS PARA.	PERFORMANCE THRESHOLD	REMEDY	METHOD OF ASSESSMENT
SDS-1 Scheduled Cleaning Service	2.3 Inclusive	No more than one (1) valid defect per month	Re-performance within 24 hours of notification	Periodic Surveillance
SDS-2 On-Call Delivery and Cleaning Services	2.4, 2.5, 2.6, 2.7	No more than two valid defects per year	Re-performance within 8 hours of notification	Periodic Surveillance

3.1 QUALITY MANAGENT OVERSIGHT

Ensuring the quality of services acquisitions via a contractor quality system and/or an inspection system resulting in a Quality Management System (QMS) is the responsibility of the service contractor, *not the government*. To meet the government's quality requirements, a contractor's QMS should be robust enough and resourced adequately to execute four key quality functions: 1) Detection of quality program problems and defects; 2) Identification of root causes for quality related problems/defects; 3) Correction of root causes related to detected problems/defects; and 4) Follow-up to ensure quality related problems/defects do not recur. Furthermore, a mature QMS requires the contractor be the proactive party on quality issues. The goal is to obtain performance reflective of continuous improvement with no reliance on COR's surveillance to detect problems/defects, determine root causes, or ensure quality related problems/defects do not recur. As such, the contractor shall provide a written description of the quality management system to include identification of the commercial practices and procedures to be used, such as those of the Professional Grounds Management Society (PGMS), Tree Care Industry Association, American Society of Landscape Architects, the American National Standards Institute (ANSI), and local Extension Offices of the Federal Cooperative Extension Service. The contractor shall develop and implement procedures to identify, prevent, and ensure non-performance and continual repeat of defective service does not occur. A written Quality Control Plan shall be submitted to the contracting officer for review and feedback. The plan shall be submitted no later than the pre-performance conference. The plan shall specifically address the contractor's strategy to provide quality workmanship, continual process improvement and for correcting deficiencies as required.

3.2 QUALITY ASSURANCE.

The government shall inspect and evaluate the contractor's performance to ensure services are received in accordance with requirements set forth in this contract. The CO or COR shall inspect by validating actual work performance, physically checking an attribute of the completed task, checking a management information report, investigating customer complaints, conferring with facility managers, or otherwise inspecting the task or its results to determine whether or not performance meets the standards contained in this PWS. The CO or COR will use the contractor's work schedule or modified version thereof, to record validation results. Results of the validation then become the official Air Force record of the Contractor's performance. When a performance threshold has not been met or contractor performance has not been accomplished, the COR will initiate and provide the Contracting Officer a Corrective Action Report (CAR) or a Performance Assessment Report (PAR) for issuance to the contractor. The contractor shall respond IAW instructions provided and return it to the Contracting Officer within 1 calendar days of receipt.

4 ARKANSAS POLLUTION CONTROL, REGULATION 6:

Sanitary waste from the portable chemical toilets collected, transported, and discharged to a site or facility other than a permitted municipal wastewater treatment plant is subject to requirements of the department's municipal solid waste management rules as a "special waste". The land application or land treatment of such waste is prohibited. Discharge to a municipal solid waste management landfill shall be in accordance with Arkansas Pollution Control regulations.

4.1 Submittal:

The contractor shall submit in writing the method and facility of proposed disposal prior to contract start date. The contractor shall submit in writing any change during the course of the contract prior to change.

5 GENERAL INFORMATION:

5.1 Hours of Operation:

Normal business hours are defined as Monday through Friday, 0600 - 1800, exclusive of Federal holidays, unless otherwise directed by the Contracting Officer (CO).

New Year's Day	1 January
Martin Luther King, Jr., Birthday	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	4th Thursday in November
Christmas	25 December

5.2 Base Closure due to Weather:

The contractor is to watch television news broadcasts or listen to the local radio station for official notification of base closure due to inclement weather.

5.3 Security Police, Fire Protection, and Emergency Medical Treatment:

The government will provide general on-base Security Police service. Call 911 for emergencies for Security Police, to report a fire, or for medical emergencies. The government will provide emergency medical treatment and emergency patient-transportation service for contract personnel who are injured or become critically ill during the performance of this contract. The contractor must reimburse the government for the cost of medical treatment and patient transportation service at the current rate. The contractor is responsible for preparing necessary paperwork and reimbursement costs.

5.4. Government Furnish Facilities

None. No storage facilities or yards for any equipment or material on Little Rock AFB. Exception will be for the Air Show. The contractor will be provided a staging area for toilets, hand wash stations and equipment 3 days prior to the start of the show and 3 days after the show is complete.

6 ENVIRONMENTAL CONCERNS:**6.1 Compliance with Environmental Laws:**

The contractor shall comply, and assure that all subcontractors comply, with all applicable federal, state, and local laws, regulations, ordinances, policies and standards related to environmental matters. The contractor shall also comply, and assure that all subcontractors comply, with all applicable specific instructions, policies, or references contained herein. Copies of local policies and procedures can be reviewed at the 19 CES Installation Management Flight, Bldg 528, phone 987-6435.

6.2 Hazardous Materials (HM):

For the purposes of this document, Hazardous Materials are defined as any product, material; portable or substance listed in 49 CFR 172.101 and 40 CFR 302-304. Specifically, a HM is any substance or material, in any quantity or form that has the potential to harm human health or the environment.

Absolutely no hazardous material shall be brought onto Little Rock AFB until that material is authorized for use. Point of contact to initiate this process is the Civil Engineering HAZMO/CAP (19 CES/CEIEC), Building 1575, phone (501) 987-5247. The requirements apply for all HM that the user intends to bring onto government property for a particular process or application. The user shall submit to the 19 CES/CEIEC through the government representative, an AF Form 3952 worksheet, Safety Data Sheets (SDSs) and any other supporting documentation for each hazardous substance used prior to introduction of that material to Little Rock AFB.

Contractors shall also submit, to the CO, a list of hazardous/potentially HM to be used in the performance of their contract prior to introducing the HM to the base. The list shall include the contract number, performance period, SDSs, cost data per unit, and a contractor point of contact (POC) for HM matters. Prior to disposal of any container on base that contained HM, the contractor POC shall notify the HAZMO/CAP. Should HM requirements change during the performance period, the contractor's POC shall immediately notify the HAZMO/CAP of such changes, in writing. The contractor's program manager or designee shall acknowledge through initials or signature, Air Force Form 3952, Portable/Hazardous Material Authorization Request to facilitate data capture and reporting. The contractor will report through the CO to the 19

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CES/CEIEC on a monthly basis, all hazardous/potentially hazardous materials brought onto Little Rock AFB. Phone, fax, or email notification to 19 CES/CEIEC can accomplish reporting this information.

Should HM requirements change during the performance period, the contractor's POC shall immediately notify the CO of such changes, in writing.

No hazardous material shall be stored at Little Rock Air Force Base.

Class I Ozone Depleting Portables (ODC) certification. This supply/service does not require the use of Class I ODCs identified in the Air Force Policy in performance of this contract, nor does it require delivering these Class I ODCs in any items of supply or as part of any service.

6.3 Special Waste Generated by the Contractor:

For the purposes of this document, special waste shall include those identified as Special Waste by the Arkansas Department of Environmental Quality (ADEQ).

All special waste generated by the contractor during or as a result of this project shall be identified, characterized, containerized, and transported to a permitted disposal facility in strict accordance with the requirements of ADEQ Industrial and Hazardous Waste Regulations, and LRAFB Hazardous Waste Management Plan. Any anticipated special waste generation shall be identified to the CO prior to ANY generation of such waste. The Installation Management Flight (CEI) will assist the contractor in determining any special handling or storage procedures.

6.4 Nuisance and Polluting Activity Prohibited:

Polluting, dumping, or discharging of any harmful, nuisance, or regulated materials (such as concrete truck washout, vehicle maintenance fluids, residue from saw cutting operations, solid waste and hazardous substances) into building drains, site drains, streams, waterways, holding ponds or to the ground surface shall not be permitted. The contractor shall be held responsible for any damages that may result. Further, the contractor shall conduct activities in such a fashion to avoid creating any legal nuisance, including but not limited to, suppressing noise and dust, controlling erosion, and implementing other measures as necessary to minimize off-site impacts of work activities.

6.5 Storm Water Discharges:

The contractor must comply with the Arkansas Water and Pollution Control Act (Act 472 of 1949, as amended, Ark. Code Ann. 8-4-101 et seq.; the Clean Water Act (33U.S.C. 1251 et seq.); the Environmental Protection Agency's National Pollutant Discharge Elimination System (NPDES) 40 CFR 122.26, and the NPDES Phase II storm water rules Municipal Separate Storm Sewer System (MS4), for permit requirements for storm water discharges associated with construction activities, and shall comply with all provisions of the LRAFB Storm water Pollution Prevention Plans for the MS4 and the Industrial General permits.

6.6 Spill Cleanup:

The Contractor will bear financial responsibility for cleanup, transportation, disposal and restoration cost in the event a spill or accident is caused by the contractor. In the event a spillage does occur, the contractor shall thoroughly clean the entire area contaminated by the spill, in

accordance with Occupational Safety and Health Administration (OSHA) as well as current federal, state and local laws, ordinances, and regulations.

7 SAFETY:

The contractor must comply with all applicable federal, state, and local safety requirements. The contractor shall also comply with the American General Contractor's Safety Manual and the Occupational Safety and Health Act.

8 SECURITY REQUIREMENTS:

8.1 Pass and Identification:

The contractor must ensure the following pass and identification items required for contract performance are obtained for employees and vehicles requiring access to Little Rock AFB to perform contract requirements. The contractor will contact the CO should any problem arise regarding access to the base.

8.2 Background checks:

Contractor must have a background check on all employees performing work on Little Rock AFB from the National Criminal Information Center, and local warrants check through the Arkansas Department of Public Safety and provide copies of the background checks to the 19 Security Forces and to the CO before the employees will be allowed to perform work on Little Rock AFB. The associated cost for these checks will be paid by the contractor.

8.3 Employee Identification:

Contractor personnel must present a neat and professional appearance and be easily recognized as contractor employees. This will be accomplished by wearing contractor issued badges that contains the company's name, employee's full name, employee photo. Any article of clothing with explicit words or graphics is prohibited on Little Rock AFB.

8.4 Base Rules and Regulations:

Contractor personnel must 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. Contract employees are required to obey base rules and regulations. All contract personnel will obey posted signs (controlled entry, speed limits, cell phone use). The contractor personnel must comply with base traffic regulations; failure to do so could result in terminating base access.

9 APPENDICES:

Appendix A: Estimated Work Load Data

Appendix B: Base Map/Toilet Locations

Appendix A Estimated Workload Data

ITEM NUMBER	DESCRIPTION	QTY	UNIT
	Contractor shall furnish all labor supplies, material and equipment necessary to perform service. Provide and service portable toilets for Little Rock AFB AR in accordance with specifications.		
0001	All American Drop Zone 1 Unit with 1 service per week (1 Oct– 30 Sep)	12	MO
0002	Stables 1 Unit with 1 service per week (1 Oct – 30 Sep)	12	MO
0003	Building 1350 (POL) 1 Unit with 1 service per week (1 Oct – 30 Sep)	12	MO
0004	Building 1392 (Mount Village) 2 Units with 1 service per week (1 Oct – 30 Sep)	12	MO
0005	Ball Field #721 (across from Hobby Shop) 3 Units with 1 service per week (1 Apr – 30 Sep)	06	MO
0006	Fire Training Facility 1 Unit with 1 Service per week	12	MO
	WORK TASK/ON-CALL SERVICES		
0007	On-Call Emergency Delivery and Service	20	EACH
0008	On-Call Unscheduled Services	36	EACH
0009	On-Call Regular Toilet Delivery and Services	75	EACH
0010	On-Call Handicap Toilets (ADA) Delivery and Service	15	EACH
0011	On-Call Hand Wash Station Delivery and Service	25	EACH

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Appendix B:
Base Map/Toilet Locations

