

**PERFORMANCE WORK STATEMENT  
FOR  
BIOMEDICAL WASTE REMOVAL  
AT  
AIR FORCE MORTUARY AFFAIRS OPERATIONS  
116 PURPLE HEART DRIVE  
DOVER AFB, DE 19902**

**July 2023**

**1. DESCRIPTION OF SERVICES.** The contractor shall provide all personnel, equipment, tools, materials, supervision, transportation, and other items and services necessary to perform Biomedical Waste Removal in support of Air Force Mortuary Affairs Operations (AFMAO) as set forth in this performance work statement (PWS).

1.1. Specific Functions: Packaging, documentation, pick-up, transportation and destruction of medical wastes generated by Air Force Mortuary Affairs Operations, according to all standards required by local, state and federal guidelines.

1.1.1. Packaging: Packaging must conform to local, state and federal guidelines and will be accomplished by mortuary staff. Contractor will provide materials as specified in para.4.3.3.

1.1.2. Pick-up of containers that may include sharps, bio-hazardous waste, and red bag waste.

1.1.2.1. Bi-weekly Pickup (every other week) unless canceled by AFMAO with 24 hour notice. Regular pickups may be a part of a pickup route provided no witness-burns are required by AFMAO.

Note: The CLIN for regular pickups is not to exceed 52 pickups a year in case of circumstances that warrant a weekly pickup. The expected tempo is a pickup every other week.

1.1.2.2. AFMAO generates some waste that requires AFMAO to witness the burn. Witness burns will be coordinated with AFMAO and the contractor as needed.

1.1.3. Transportation of waste material must be in an approved vehicle with placard according to all local, state and federal guidelines. Destruction of materials will be by incineration at a medical waste incinerator or autoclaved first, then burned at a waste-to-energy incineration site and accomplished only at an approved disposal unit as required by all local, state and federal guidelines. In cases where a special witness-controlled burn is needed, the contractor will bring an empty truck and not commingle any other facility waste in the truck. The truck will be locked after loaded and escorted directly to a local burn site (no autoclaving first), non-stop by military personnel. The burn and unloading of waste will be supervised by military personnel as well.

1.1.4. Documentation: Documentation for pick up will be provided on the date of pick-up. Individual will provide the generator with a manifest and a shipping document stating quantity of containers and total volume. Shipping document must state account number, shipping document number, shipping date, driver identification, container codes, and total number of containers and total weight of all containers picked up. Manifest document must contain manifest number, generator number, transporter information and permit number, treatment/disposal facility identification and transportation information to include Delaware permit number and individual name and signature. Destruction documentation will be forwarded to the generator with the billing statement. All documentation must be available to the generator and any other required agency for a minimum of three years, as specified by local, state and federal regulations.

1.1.5. Local (State, County and/or City) Health Requirements. Compliance with all certification or local labeling requirements arising from Delaware health regulations is the responsibility of the Contractor.

1.1.6. Corrective Action Report (CAR)/Customer Complaint Response Time: Upon receipt of a CAR or customer complaint from either the CO or COR, the Contractor shall provide both the CO and Government Requirement Owner with a written response within 3 business days. The response shall address the root cause, corrective action, and preventive actions in relation to the submitted CAR or complaint.

## **2. SECTION TWO: SERVICE SUMMARY (SS)**

**2.1 General:** The contractor 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. These thresholds are critical to mission success but do not represent all contract performance requirements. All contract performance requirements in this PWS will be monitored. The requirement owner will participate in the administration of this contract. Any matter concerning a change to the scope, prices, terms, or conditions of this contract shall be referred to the CO. No other representative is authorized to change the terms and conditions of this contract. All services to be performed by the Contractor during the period of this contract will be subject to review by the CO.

**2.2 Performance Evaluation:** Performance of a service shall be evaluated to determine whether or not it meets the performance requirements of this contract. Re-performance of unacceptable services at no additional cost is the preferred course of action when appropriate. In the case of issued Corrective Action Reports (CARs), the CO shall take appropriate measures according to inspection of services clause in the contract, i.e., FAR 52.246-4 CARs may categorize nonconformance as minor, major or critical IAW the following FAR 46.101 definitions below.

“Minor nonconformance” means a nonconformance that is not likely to materially reduce the usability of the supplies or services for their intended purpose, or is a departure from established standards having little bearing on the effective use or operation of the supplies or services.

“Major nonconformance” means a nonconformance, other than critical, that is likely to result in failure of the supplies or services, or to materially reduce the usability of the supplies or services for their intended purpose.

“Critical nonconformance” means a nonconformance that is likely to result in hazardous or unsafe conditions for individuals using, maintaining, or depending upon the supplies or services; or is likely to prevent performance of a vital agency mission.

**Service Summary (SS) Table 2-1**

SS #	PERFORMANCE OBJECTIVE	PWS PARA.	PERFORMANCE THRESHOLD
1	The Contractor shall be responsible for ensuring all services, provided under this contract are in accordance with (IAW) the terms and conditions outlined herein and conform to all Federal, State, and Local policy.	1 1.1 1.1.1 1.1.2 1.1.2.1 1.1.2.2 1.1.3 1.1.4 1.1.5 4.1 4.2 4.3 4.4	≤ 2 Government Complaints/Month
2	<b>Corrective Action Report (CAR)/customer compliant Response Time</b> The contractor shall respond in the timeframe specified addressing the root cause, corrective action, and preventive actions in relation to the submitted CAR/customer compliant.	1.1.6	≤ 2 Government Complaints/Month

**2.3 Government Quality Assurance:** The government shall inspect and evaluate the contractors' performance to ensure services are received in accordance with requirements set forth in this contract. The Government Requirement Owner will use the contractor's work schedule, or modified version thereof, to record validation results. Results of the validation then becomes the official Air Force record of the contractor's performance. Government surveillance of tasks not listed in the PWS or by methods other than those listed in the PWS (such as provided for by the Inspection of Services clause) may occur during the performance period of this contract. Such surveillance will be done according to standard inspection procedures or other contract provisions. Any action taken by the CO as a result of surveillance will be according to the terms of this contract.

**2.3.1** The government will periodically evaluate the contractor's performance in accordance with the PWS. The government may inspect each task as completed and increase the number of quality assurance inspections if deemed appropriate because of repeated failures discovered during surveillance inspections or because of repeated customer complaints. Likewise, the government may decrease the number of quality assurance inspections if performance dictates.

**2.3.2** When an observation indicates defective performance, a performance threshold has not been met or contractor performance has not been accomplished, the Government Requirement Owner will initiate and provide the CO a CAR for issuance to the contractor.

The contractor shall develop and maintain a quality control program to insure medical hazardous waste services are performed in accordance with established commercial standards, local, state and federal guidelines.

**3. Government Furnished Property**

3.1. Government will provide personnel to witness burn.

3.2. Government will provide escorts in/around facility for contractor to pick up waste.

**4. CONTRACTOR-FURNISHED ITEMS AND SERVICES:** The contractor shall furnish everything needed to perform this contract according to all its terms. Supplies furnished by the contractor shall include.

4.1. Manifest Documents: Contractor furnished manifest and shipping documents shall be used for

recording the pickup of containers.

4.2. Destruction Documents: Manifests showing destruction notification will be sent to generator with billing statements.

4.3. Packaging Materials: Contractor will provide all cardboard containers, red bags, labels, closing tape, and dispensers. Packing materials must conform to all local, state and federal guidelines.

4.4. Transportation: Contractor will provide separate transportation, with appropriate placards, for removal of materials from the facility and base. Separate transportation is required for AFMAO medical waste pick-ups to avoid any possibility of comingled medical waste from other facilities.

**5. RECORDS MANAGEMENT:** The contractor understands that when creating, handling and maintaining records for the Air Force, either electronic or paper, that the requirements established in AFRIMS Records Disposition Schedule (RDS), AFI 33-322, Records Management Program, AFI 33-364, Records Disposition Procedures and Responsibilities, and AFM 33-363, Management of Records must be adhered to. In order to meet the requirement established IAW the above mentioned regulations, contact the Base Records Management Office (436 CS/SCOSK, Bldg 124) at 302-677-6342 for guidance and training.

## **6. SECURITY:**

6.1. All personnel employed by the contractor in the performance of this contract, or any representative of the contractor entering the governmental installation shall abide by all security instructions and directives of DOVER AFB. Employees are responsible for safeguarding all government property provided for contractor use.

6.2. At the close for each work period, government facilities, equipment and materials shall be secured, lights, heat and water turned off and all doors and windows secured.

6.3. The contractor and, as applicable, subcontractor shall not employ persons for work on this contract if such employee is identified as a potential threat to the health, safety, security, general well-being or operational mission of the installation and its population nor shall the contractor or subcontractor employ persons under this contract who have an outstanding criminal warrant as identified during the criminal background check.

6.4. Contractors shall ensure their employees and those of their subcontracts have the proper credentials allowing them to work in the United States. Employees and subcontractors later found to be undocumented or illegal aliens will be remanded to the proper authorities.

6.5. The contractor shall not be entitled to any compensation for delays or expenses associated with complying with the provisions of this requirement. Furthermore, nothing in this requirement shall excuse the contractor from proceeding with the contract as required.

6.6. All contractors and subcontractors when working in controlled, restricted or other sensitive areas must be escorted at all times. The military agency or unit responsible for the project or work is responsible for providing the escorts. The contractor shall follow existing procedures and instructions for obtaining entrance to restricted or controlled areas.

## **7. CONTRACTOR BADGE POLICIES:**

7.1. All requests for contractor badges will be submitted through the Base Contracting Squadron Office and/or the requesting agencies base point of contact. The Contracting Squadron Office or base point of contact will then fill out an Operational Risk Management Assessment Form (ORM) for the requesting agency and submit it to the Pass and Registrations section for approval IAW OPlan 31-101. As a minimum the ORM will be submitted 10-days prior to the requested date of employment.

7.2. All contractor employees who'll be granted unescorted access to the Installation are required to consent to a Criminal Background Investigation (CBI) prior to being granted entry to the Installation. Continued employment is contingent upon successful completion and favorable reporting of the CBI.

7.3. DAFB Contractor badges will be issued for a maximum period of one year. Prior to reissuing new badges, all old badges must be returned to 436 SFS, Pass and Registration for destruction. Also before a new badge will be issued an ORM must be resubmitted to the Pass and Registration section for approval again. In the event a badge is lost or stolen, immediately contact the 436 SFS, Pass and Registration office. The badge holder must accomplish the Loss/Theft of Identification Worksheet and provide it to his/her supervisor. The supervisor of the contractor will investigate the loss and report in writing the circumstances in which the badge was lost to the 436th Contracting Squadron and 436 SFS, Pass and Registration office and submit a new request for badge before a new badge can be reissued.

7.4. Base Contracting Office or base point of contact will immediately notify 436 SFS, Pass and Registration when a contractor's employment has been terminated. The Site Supervisors are responsible for notifying and returning the contractor's badge to Pass and Registration when this occurs. At no time will a contractor contact Security Forces directly regarding badge denial; they need to contact the Contracting Office.

## **8. INSTALLATION ACCESS:**

8.1. The contractor shall obtain personal contractor identification badge for all employees and vehicle passes for all contractor and personal vehicles requiring entry onto Dover AFB from 436 SFS, Pass and Registration, for the duration of the contract. Employees are only permitted to enter the Installation during the date and time periods indicted on their contractor badge.

8.2. Vehicle registration, proof of insurance and a valid driver's license must be presented for all vehicles while operating on the Installation. All vehicles entering the DAFB Main Base, Military Family Housing or sensitive areas are subject to search. Any refusal or non-consent by an employee will result in termination of their base access and immediate confiscation of this access badge.

8.3. During Force Protection Condition (FPCON) Normal and Alpha, personnel without base issued badges must be sponsored onto the installation.

8.4. During FPCON Bravo, Charlie and Delta, personnel without base issued identification shall be physically escorted onto the installation.

8.5. During Higher FPCONs (Charlie and Delta) the base will normally curtail non-essential operations/functions; access by non-essential Contract operations will be suspended as the direction of the Installation Commander.

## **9. ANTITERRORISM AWARENESS LEVEL I TRAINING:** (select applicable category based on type of contractor support)

9.1. DoD Contractors possessing a Common Access Card (CAC) embedded in an organization (e.g., Civilian Medical Physicians, Flight Safety Instructor, etc.) will complete AT Awareness Level I training IAW AFI 10-245, Antiterrorism, Standard 25, by completing the—Force Protection computer based training (CBT) course through the Advanced Distributed Learning System (ADLS) site. This training site is available through the AF Portal at [https://golearn.csd.disa.mil/kc/main/kc\\_frame.asp?blnWhatsNew=True](https://golearn.csd.disa.mil/kc/main/kc_frame.asp?blnWhatsNew=True). This site automatically records member's completion of training and enables the user to print a certificate if needed by the Unit or Base Training Manager.

9.2. DoD Contractors supporting a Base Service Contract (e.g., Custodial Services, Ground Maintenance, etc.) are highly encouraged to complete AT Awareness Level I training IAW AFI 10-245, Antiterrorism, Standard 25, by completing the—Force Protection computer based training (CBT) course through the Joint Knowledge Online (JKO) Learning Management System (LMS) at <http://jko.jten.mil/courses/at11/launch.html> for individuals without access to government Non-classified Internet Protocol Router Network (NIPRNET) computer and who do not possess a CAC card.

9.3. DoD Contractors or subcontractors without a CAC or who do not have access to a government Non-classified Internet Protocol Router Network (NIPRNET) computer performing construction on the installation should consider completing AT Awareness Level I training IAW AFI 10-245, Antiterrorism, Standard 25, by completing the— Force Protection computer based training (CBT) course through the Joint Knowledge Online (JKO) Learning Management System (LMS) at <http://jko.jten.mil/courses/at11/launch.html> IMPORTANT: The standalone course MUST be completed on the computer in which it is started. Course progress is not transferable between computers. The standalone course does provide a completion certificate but will not be

tracked on JKO and no record will be maintained. AT Awareness Level I Training should be provided by the requiring unit after contract award or the sponsoring organization.

#### **10. FLIGHTLINE DRIVING:**

Contractors will have to adhere to the provisions in DAFBI 13-202 if operating on the airfield.

**11. RECORDS MANAGEMENT:** The contractor understands that when creating, handling and maintaining records for the Air Force, either electronic or paper, you must meet the requirements established in AFRIMS Records Disposition Schedule (RDS), AFI 33-322, Records Management Program, AFI 33-364, Records Disposition Procedures and Responsibilities, and AFM 33-363, Management of Records. In order to meet the requirement established IAW the above mentioned regulations contact the Base Records Management Office (436 CS/SCXK, Bldg 310) at (302) 677-3642 for guidance and training.

#### **12. HOURS OF OPERATION:**

12.1. Hours of operation are 0700-1600, Monday through Friday.

12.2. The facility will not be available on weekends or federal holidays.