

# **PERFORMANCE WORK STATEMENT (PWS)**

**ARNORTH Caisson Farrier Services**

**Joint Base San Antonio (JBSA) Fort Sam Houston, TX**

**23 January 2023**

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## PART 1

### DESCRIPTION OF SERVICES

**1 GENERAL:** This is a non-personal services contract to provide farrier services for all horses assigned to Caisson, Military Funeral Honors.

**1.1 DESCRIPTION OF SERVICES:** The Contractor shall provide all personnel, equipment, supplies, transportation, tools, materials, supervision, and other items necessary to perform farrier services as defined in this Performance Work Statement (PWS). The Caisson's herd size is variable and changes as horses are retired or when new horses are added. The Contractor shall provide farrier services every six weeks for up to 15 horses. The Contractor shall also provide up to 12 emergency or non-scheduled farrier services in the event of lost/damaged shoes or other need per base/option year.

**1.2 BACKGROUND:** The Caisson section is assigned to Headquarters Support Company, Army North (ARNORTH). The herd size is variable but is not expected to exceed 15 horses. Each horse needs to be shod every six weeks because they perform multiple Caisson missions per week. Emergency shoeing may be required depending on weather and operational conditions.

**1.3 OBJECTIVE:** To provide farrier services for up to 15 horses assigned to the Caisson section. The items and services required are as follows:

- 8 farrier services per horse for a total of 120 services per year.
- 5 pads per horse for a total of 75 pads per year.
- 1 emergency service per month for a total of 12 per year.

**1.4 SCOPE:** Contractor is required to furnish all materials and personnel required to meet the requirements outlined in Part 5 of this PWS. This includes transportation assets, fuel for transportation, and identification and security requirements for conducting operations on JBSA Fort Sam Houston, Texas.

**1.5 PERIOD OF PERFORMANCE:** Period of Performance (PoP) for this contract will be a base year and four option years. The PoP start and end dates will be as follows:

Base Year	01 April 2023 to 31 March 2024.
Option Year 1	01 April 2024 to 31 March 2025.
Option Year 2	01 April 2025 to 31 March 2026.
Option Year 3	01 April 2026 to 31 March 2027.
Option Year 4	01 April 2027 to 31 March 2028.

## **PART 2**

### **BASIC SERVICES**

**2 BASIC SERVICES:** The Contractor shall provide all personnel, equipment, supplies, transportation, tools, materials, supervision, and other items and non-personal services necessary to provide farrier services every six weeks for up to 15 horses and up to 12 emergency or non-scheduled farrier services in the event of lost/damaged shoes or other need per base/option year.

#### **2.1 SPECIFIC TASKS:**

**2.1.1** Farrier service provider shall be licensed as a farrier by the Texas State Racing Commission and have a minimum of five years of experience as a farrier with quarter horses and draft horses. The farrier services shall include hoof care, hoof trimming and shoeing. Normal farrier services will be scheduled between the Government Point of Contract (GPOC) and the Contractor. Emergency services will be completed within 24 hours of notification from the GPOC.

**2.1.2** The Contractor shall evaluate the gait of the horse and existing shoe for unusual wear or uneven growth.

**2.1.3** The Contractor shall remove existing shoe after ensuring nail clinches are straightened.

**2.1.4** The Contractor shall pare the sole and frog with hoof knife.

**2.1.5** The Contractor shall apply the borium to new shoes and form new shoe to fit the hoof.

**2.1.6** The Contractor shall attach the shoe with nails.

**2.1.7** The Contractor shall wring off nails and eliminate sharp points until the nails can be clinched.

**2.1.8** The Contractor shall rasp the hoof below the nail points to accommodate the clinches.

**2.1.9** The Contractor shall clinch and dress the nails.

**2.1.10** When shoeing is complete, the Contractor shall observe stride to ensure

animal is striking level and the hooves are "breaking over" properly.

**2.1.11** The Contractor shall recover all nails, debris, and working material after shoeing and ensure the area is clean.

**2.1.12** The Contractor shall correct all shoeing deficiencies within two working days of notice from the GPOC. The Contractor shall prepare and submit monthly invoices. The Contractor shall bill for only those farrier services and emergency services actually performed, including how many pads were used in that month.

## **2.2 TASK RELATED INFORMATION:**

**2.2.1** The work is highly physical, requiring extensive stooping, bending, stretching and lifting

**2.2.2** The work is performed in a horse stable environment, which is subject to adverse weather conditions.

**2.2.3** The work is performed on domesticated horses; however, the risk of injury is always present. The Contractor is responsible for all safety and insurance requirements.

**2.2.4** Contractor personnel shall be adequately trained to perform the duties required. Damage resulting from negligence or lack of training will be the responsibility of the Contractor.

## **2.3 GENERAL INFORMATION**

**2.3.1 QUALITY CONTROL:** Quality Control is the responsibility of the Contractor. The Contractor is responsible for the delivery of quality services/supplies to the Government (see FAR 52.246-1, Contractor Inspection Requirements). The Contractor shall develop, implement and maintain an effective Quality Control System which includes a written Quality Control Plan (QCP). The QCP shall implement standardized procedure/methodology for monitoring and documenting contract performance to ensure all contract requirements are met. The Contractors' QCP must contain a systematic approach to monitor operations to ensure acceptable services/products are provided to the Government. The QCP, as a minimum, shall address continuous process improvement; procedures for scheduling, conducting and documentation of inspection; discrepancy identification and correction; corrective action procedures to include procedures for addressing Government discovered non-conformances; procedures for root cause analysis to identify the root cause and root cause corrective action to prevent re-occurrence of discrepancies; procedures for trend analysis; procedures for collecting and addressing customer feedback/complaints. The Contractor shall upon request

provide to the Government their quality control documentation.

## **2.3.2 WORK WEEK/WORK HOURS**

**2.3.2.1 FEDERAL GOVERNMENT HOLIDAYS:** Contractor IS NOT required to perform services on federal Government holidays.

<b>HOLIDAY</b>	<b>DATE</b>
New Year's Day	1st day of January
Martin Luther King Jr.'s Birthday	3rd Monday of January
Presidents Day	3rd Monday of February
Memorial Day	Last Monday of May
Juneteenth National Independence Day	19th Day of June
Independence Day	4th day of July
Labor Day	1st Monday of September
Columbus Day	2nd Monday of October
Veterans Day	11th Day of November
Thanksgiving Day	4th Thursday of November
Christmas Day	25th Day of December

**Note 1:** *Should the official holiday fall on Saturday then the observed holiday is the previous Friday. Should the official holiday fall on Sunday then the observed holiday is the following Monday.*

**Note 2:** *Training Holidays: Installation commands have historically granted military personnel (enlisted and officers) training holidays (i.e. Friday after Thanksgiving) in addition to the eleven federal holidays listed above. Regular services will not be required on Training holidays except for an emergency service. Government POC will coordinate services around training holidays with the Contractor.*

**Note 3:** *Performance of Services during Crisis Declared by the National Command Authority or Overseas Combatant Commander: The GPOC will coordinate services with the Contractor in the event of a crisis situation.*

**2.3.2.2 HOURS OF OPERATION:** The contractor is responsible for conducting business, between the hours of 0800 (8:00AM) to 1630 (4:30PM) Monday thru Friday except Federal holidays or when the Government facility is closed due to local or national emergencies, administrative closings, or similar Government directed facility closings.

**2.3.2.3 EMERGENCY SERVICES:** On occasion, services may be required to support

an activation or exercise of contingency plans outside the normal duty hours described above.

**2.3.3 PLACE OF PERFORMANCE:** The work to be performed under this contract will be performed in and around the Caisson's area of operations, vicinity of Bldg. 2186/2187, Joint Base San Antonio, Fort Sam Houston, Texas 78234.

**2.3.4 SECURITY REQUIREMENTS:** There are no special security requirements for the contract. All Contractor personnel (to include subcontractors) must possess the proper documentation to verify citizenship and the ability to legally work on Fort Sam Houston.

**2.3.4.1 PHYSICAL SECURITY REQUIREMENTS:** The contractor shall be responsible for safeguarding all Government equipment, information and property provided for contractor use. Damages caused by Contractor employees shall be repaired at no cost to the Government.

**2.3.5 POST AWARD CONFERENCE/PERIODIC PROGRESS MEETINGS:** The Contractor agrees to attend any post award conference convened by the contracting activity or contract administration office in accordance with Federal Acquisition Regulation Subpart 42.5, Post Award Orientation. The Contracting Officer, GPOC and other Government personnel, as appropriate, may meet periodically with the contractor to review the contractor's performance. At these meetings the Contracting Officer will apprise the contractor of how the Government views the contractor's performance and the contractor will apprise the Government of problems, if any, being experienced. Appropriate action shall be taken to resolve outstanding issues. These meetings shall be at no additional cost to the Government.

**2.3.6 GOVERNMENT POINT OF CONTACT (GPOC):** The GPOC will be identified by separate letter. The GPOC monitors all technical aspects of the contract and assists in contract administration. The GPOC is authorized to perform the following functions: assure that the Contractor performs the technical requirements of the contract; perform inspections necessary in connection with contract performance; maintain written and oral communications with the Contractor concerning technical aspects of the contract; issue written interpretations of technical requirements, including Government drawings, designs, and specifications; monitor Contractor's performance and notify both the Contracting Officer and Contractor of any deficiencies; coordinate availability of Government furnished property; and provide site entry of Contractor personnel. A letter of designation issued to the GPOC, a copy of which is sent to the Contractor, states the responsibilities and limitations of the GPOC, especially with regard to changes in cost or price, estimates or changes in delivery dates. The GPOC is not authorized to change any of the terms and conditions of the resulting order.

**2.3.7 KEY PERSONNEL:** The contractor shall provide a contract manager who shall be responsible for the performance of the work. The name of this person and an alternate who shall act for the contractor when the manager is absent shall be designated in writing to the contracting officer. The contract manager or alternate shall have full authority to act for the contractor on all contract matters relating to daily operation of this contract. The contract manager or alternate shall be available between 0800-1630, Monday through Friday except Federal holidays or when the Government facility is closed for administrative reasons. The Contractor must at all times maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS when the Government facility is not closed for the above reasons. When hiring personnel, the Contractor shall keep in mind that the stability and continuity of the workforce are essential.

**2.3.8 IDENTIFICATION OF CONTRACTOR EMPLOYEES:** The contractor (to include subcontractors) shall provide each employee an Identification (ID) Badge, which includes at a minimum, the Company Name, Employee Name and a color photo of the employee. ID Badges for Key Personnel shall also indicate their job title. ID Badges shall be worn at all times during which the employee is performing work under this contract. The contractor shall return ID Badges upon completion of the contract or termination of the contract to the GPOC.

**2.3.9 SUPERVISION OF CONTRACTOR EMPLOYEES:** The Government will not exercise any supervision or control over contractor or subcontractor employees while performing work under the contract. Such employees shall be accountable solely to the Contractor, not the Government. The contractor, in turn, shall be accountable to the Government for Contractor or subcontractor employees.

**2.4 COVID-19 REQUIREMENTS:** Contractor shall follow COVID-19 guidance issued by 502d Air Base Wing, JBSA available at [www.jbsa.mil/coronavirus](http://www.jbsa.mil/coronavirus)."

## **PART 3**

### **GOVERNMENT FURNISHED ITEMS AND SERVICES**

#### **3 GOVERNMENT FURNISHED ITEMS AND SERVICES:**

**3.1 SERVICES:** The Government will not provide any services to the contractor within this contract.

**3.2 FACILITIES:** The public facilities at Bldg. 2186/2187 will be available to contractor.

**3.3 UTILITIES:** The Government will provide electricity for operation of power tools as



needed by contractor. Extension cords needed will be provided by the contractor.

**3.4 EQUIPMENT:** The Government will not provide any equipment for use within this contract.

**3.5 MATERIALS:** The Government will not provide any material for services within this contract.

## **PART 4**

### **CONTRACTOR FURNISHED ITEMS AND RESPONSIBILITIES**

#### **4 CONTRACTOR FURNISHED ITEMS AND RESPONSIBILITIES:**

**4.1 GENERAL:** The Contractor shall furnish all supplies, equipment and services required to perform work under this contract that are not listed under Part 3 of this PWS.

## **PART 5**

### **CONTRACTOR EXPECTATIONS ON JBSA INSTALLATIONS**

#### **5. GENERAL INFORMATION**

**5.1. CONDUCT.** The Government reserves the right to restrict the performance on this contract by any individual who is identified as a potential threat to the health, safety, security, general well-being, or operational mission of the ARNORTH Caisson and its population. Contractor employees shall possess and maintain the qualities of integrity and professionalism that demonstrate a positive work ethic in relation to the METC mission. Contractor employees shall keep interactions with the military/DoD civilians, other contractors and volunteers at a professional level; avoid unprofessional relationships which may create the appearance of favoritism, misuse of position, or reflect poorly on the ARNORTH Caisson mission. Furthermore, contractor employees shall refrain from disruptive, offensive, or otherwise improper behavior that undermines order and discipline. Employees shall be neatly groomed and wear appropriate attire while serving in official capacity as determined by the respective ARNORTH Caisson Platoon and/or GPOC. The Contracting Officer may request that any Contractor employee, whose conduct or appearance in the opinion of the Contracting Officer, interferes with proper order or professionalism correct the identified behavior. If the contractor employee refuses, they may be disqualified from providing services and removed from the installation. The contractor will comply with such requests and provide prompt replacements suitable to the

Government. Removal under other circumstances will be subsequent to, and at the direction of the Contracting Officer only. If a situation meriting removal occurs, the GPOC will contact the Contracting Officer and the Contractor representative within twenty-four (24) hours. A meeting may be required with the Contracting Officer, GPOC and Contractor representative to discuss further actions.

**5.2 Media Inquiries:** Contractor personnel shall not respond to any media inquiries nor provide interviews, comments, or any other responses to the media regarding any subject related to this contract. All inquiries or complaints from the media or other sources shall be immediately relayed to the GPOC.

**5.3 Weapons, Firearms, and Ammunition.** Contractor employees are prohibited from possessing weapons, firearms, or ammunition, on themselves or within their privately-owned vehicle while on any JBSA installations.

## **PART 6**

### **DEFINITIONS & ACRONYMS**

#### **6. DEFINITIONS AND ACRONYMS:**

**6.1 CONTRACT ADMINISTRATOR:** The official Government representative delegated authority by the Contracting Officer to administer a contract. This individual is normally a member of the appropriate Contracting/Procurement career field and advises on all technical contractual matters.

**6.2 CONTRACTOR:** A supplier or vendor awarded a contract to provide specific supplies or services to the Government. The term used in this contract refers to the prime.

**6.3 CONTRACTING OFFICER:** A person with authority to enter into, administer, and/or terminate contracts, and make related determinations and findings on behalf of the Government. **Note:** The only individual who can legally bind the Government.

**6.4 DEFECTIVE SERVICE:** A service output that does not meet the standard of performance associated with the Performance Work Statement.

**6.5 DELIVERABLE:** Anything that can be physically delivered but may include non-manufactured things such as meeting minutes or reports.

**6.6 GOVERNMENT-FURNISHED PROPERTY (GFP) OR GOVERNMENT PROPERTY (GP):** Property in the possession of, or directly acquired by, the Government and subsequently made available to the Contractor.

**6.7 GOVERNMENT POINT OF CONTACT (GPOC):** An employee of the U.S. Government appointed by the contracting officer to administer the contract. Such appointment shall be in writing and shall state the scope of authority and limitations. This individual has authority to provide technical direction to the Contractor as long as that direction is within the scope of the contract, does not constitute a change, and has no funding implications. This individual does NOT have authority to change the terms and conditions of the contract.

**6.8 KEY PERSONNEL:** Contractor personnel that are evaluated in a source selection process and that may be required to be used in the performance of a contract by the Key Personnel listed in the PWS. When key personnel are used as an evaluation factor in best value procurement, an offer can be rejected if it does not have a firm commitment from the persons that are listed in the proposal.

**6.9 PHYSICAL SECURITY:** Actions that prevent the loss or damage of Government property.

**6.10 QUALITY ASSURANCE:** The Government procedures to verify that services being performed by the Contractor are acceptable in accordance with established standards and requirements of this contract.

**6.11 QUALITY ASSURANCE SPECIALIST:** An official Government representative concerned with matters pertaining to the contract administration process and quality assurance/quality control. Acts as technical advisor to the Contracting Officer in these areas.

**6.12 QUALITY ASSURANCE SURVEILLANCE PLAN (QASP):** An organized written document specifying the surveillance methodology to be used for surveillance of contractor performance.

**6.13 QUALITY CONTROL:** All necessary measures taken by the Contractor to assure that the quality of an end product or service shall meet contract requirements.

**6.14 SUBCONTRACTOR:** One that enters into a contract with a prime contractor. The Government does not have priority of contract with the subcontractor.

**6.15 WORKDAY:** The number of hours per day the Contractor provides services in accordance with the contract.

**6.16 WORK WEEK:** Monday through Friday, except for Federal holidays unless specified otherwise.

## 6.2 ACRONYMS:

ACOR	Alternate Contracting Officer's Representative
AFARS	Army Federal Acquisition Regulation Supplement
AR	Army Regulation
CFR	Code of Federal Regulations
CONUS	Continental United States (excludes Alaska and Hawaii)
COTS	Commercial-Off-the-Shelf
DA	Department of the Army
DD250	Department of Defense Form 250 (Receiving Report)
DD254	Department of Defense Contract Security Requirement List
DFARS	Defense Federal Acquisition Regulation Supplement
DMDC	Defense Manpower Data Center
DOD	Department of Defense
FAR	Federal Acquisition Regulation
GPOC	Government Point of Contact
HIPAA	Health Insurance Portability and Accountability Act of 1996
KO	Contracting Officer
OCI	Organizational Conflict of Interest
OCONUS	Outside Continental United States (includes Alaska and Hawaii)
ODC	Other Direct Costs
PIPO	Phase In/Phase Out
POC	Point of Contact

PRS	Performance Requirements Summary
PWS	Performance Work Statement
QA	Quality Assurance
QAP	Quality Assurance Program
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Program
TE	Technical Exhibit