

**VALET PARKING SERVICE
HOMESTEAD AIR RESERVE BASE
STATEMENT OF WORK (SOW)**

1. GENERAL PROCEDURE:

Seeking contractor to furnish all necessary and appropriate labor, personnel, supervision, materials, equipment, transportation, signage and supplies to provide Valet Parking Services in accordance with the terms and conditions of the resulting contract and the specifications and requirements, as specified herein. Seeking contractor to provide Valet Parking Services to alleviate parking problems experienced during the 2023 Homestead Airshow. The Valet Parking Services shall be intended to accommodate all guests, visitors, and our military family members.

2. PLACE OF PERFORMANCE: Homestead Air Reserve Base, Homestead, FL 33039

3. PERIOD OF PERFORMANCE: 01 April 2023 to 02 April 2023.

4. REQUIREMENTS

4.1 Personnel: Provide 25 fully trained, uniformed, and equipped parking attendants to supervise parking entry and exit during peak times for the Homestead Air Show ramp parking lot.

4.2 Parking Designation: Design parking grid to utilize efficiently and safely existing entrances and exits of vehicles from parking areas, including a designated parking area for handicapped and VIP vehicles.

4.3 Communication: Vendor shall supply radio/walkie-talkies communications, safety vest and equipment for all parking attendants and on-site managers.

4.4 Contractor Manager (CM): The Contractor shall provide a qualified CM who shall be responsible for the overall performance of the work. The CM shall be able to read, write, speak, and understand the English language. The CM shall fully understand the requirements of this contract.

4.5 Non-Personal Services. The Government will neither supervise contractor employees nor control the method by which the contractor performs the required tasks. The Government will not assign tasks, nor prepare work schedules for individual contractor employees. The contractor shall manage its employees and guard against any actions that give the perception of personal services. If the contractor believes that any actions constitute, or are perceived to constitute personal services, it shall be the contractor's responsibility to notify the Contracting Officer's Representative (COR) and / or the Contracting Officer (KO) immediately.

4.6 Government Observations. At any time deemed appropriate by the COR, he or she may inspect the Contractor's service for compliance with this contract.

4.7 Government Furnished Property and Services. Not applicable.

5 Post Conference & Site Inspection:

5.1 The Contracting Officer may schedule a post-award performance conference with the Contractor, if deemed necessary, for contract orientation purposes.

5.2 Contractor shall be responsible for all costs and travel associated with the Post conference and site inspection visit prior to the Airshow. Failure to attend the site inspection walk-through of the participating shall not release the Contractor from complying with the terms, conditions, specifications, and requirements of the resulting contract.

6 PERFORMANCE REQUIREMENTS/TASKING.

6.1 Personnel:

6.1.1 The contractor shall provide **20 fully trained**, uniformed, and equipped parking attendants to supervise parking entry and exit during peak times for the Homestead Air Show ramp parking lot.

6.1.2 The Contractor shall provide **five (5) managers** to supervise parking operations and direct teams to provide for a safe and orderly influx and exit of vehicles from the designated parking areas.

6.1.3 The Contractor shall provide bonded, fully trained, experienced parking attendants who possess a valid Florida State Driver's License, be legal residents or US. Citizens and be fluent in English Language.

6.1.4 The Contractor shall provide Umbrellas/shelter for attendants designated rest areas and shall provide their own meals/beverages.

6.2 Designated Parking Lots:

6.2.1 Regular Parking area: The Contractor shall have complete control of vehicles parked in designated valet parking area(s) in order to maximize the space available and facilitate a smooth operation. If deemed necessary, the Contractor shall be required to double stack vehicles in order to maximize the space available. A Supervisor shall be assigned to this area at all times.

6.2.2 Handicapped: A parking area must be assigned for vehicles with handicapped placards or license plates. The Contractor shall be responsible for parking control and monitoring the designated parking lots assigned. A Supervisor shall be assigned to this area at all times.

6.2.3 VIP: A parking area must be assigned for VIP vehicles. The Contractor shall be responsible for parking control and monitoring the designated parking lot assigned. A roster will be provided at the beginning of performance. Supervisor shall be always assigned to this area at all times.

6.2.4 Contractor shall coordinate with COR to designate front drop off and pick up area(s) near entrance for the loading and unloading of handicapped patients/patrons so as not to interfere with normal valet parking operation.

6.2.5 The Contractor shall provide adequate on-site supervision at all times in order to handle customer concerns and parking incidents. Duties of the supervisor shall also include but not be limited to customer relations, training, and improving all valet services and coordinating all work and additional services with the Contracting Officer's Representative (COR).

6.3 Training:

6.3.1 Attendants must be at least 18 years of age have no criminal history, and be able to perform all general duties, functions, and activities as required. Contractor's staff qualifications shall also include expertise in the proper operation of all types of vehicles, and a commitment to the highest level of respect, courtesy, compassion, and safety.

6.3.2 The Contractor shall be responsible for providing a facility orientation to all valet parking attendants and offer a training program that a minimum shall include the following:

- a. Security
- b. Patrons' privacy
- c. Safety
- d. Emergency procedures
- e. Accidents/injuries
- f. Communication with the COR.

6.3.3 Contractor shall provide and install a minimum of 2 "No Tipping" signs. Signs must be a minimum of 30"x30". The "No Tipping" policy shall be strictly enforced. Valet parking attendants and all other parking staff shall be restricted from accepting tips of any kind.

6.3.4 The Contractor shall handle disruptive behavior of any parking attendant performing under the

contract. The Contractor agrees to permanently remove any member of its parking staff from performing work associated with this contract if at the sole discretion of the COR/KO, the employee poses a health and safety risk to any individual attending the AirShow or if the COR disapproves of the conduct due to interferences with the business or operation of the 2023 Homestead AirShow.

7 Claim Damages:

- 7.1 The Contractor shall be completely liable for all vehicle damages occurred while at the possession of the valet staff and/or service. All vehicle damage claims brought to the attention of the Valet Contractor shall be immediately investigated and validated claims shall be processed for settlement.
- 7.2 Any claims of damage or missing/stolen property involving guests' vehicles shall be the responsibility of the Contractor. The Government assumes no responsibility for such claims.
- 7.3 All claims shall be directed to and handled by the Contractor supervisor who shall immediately notify the COR. Corrective actions to resolve all claims shall commence immediately. All claims shall be settled within fourteen (14) working days unless extenuating circumstances warrant additional time and is authorized by the Contracting Officer.
- 7.4 All vehicle accidents or theft claims should be immediately reported to the COR and/or Homestead Police for investigation.

8 Hours of Operations:

- 8.1 Services are required from 01 April 2023 to 02 April 2023 from 0800 Hrs. – 1800 Hrs.
- 8.2 The Contractor shall adjust the level of valet parking staff as necessary to ensure an efficient operation. If deemed necessary by the Government, the hours of operation may be periodically adjusted based upon volume and demand.
- 8.3 *NO NEW ARRIVING VEHICLES SHALL BE PARKED AFTER 4:30 PM. THE 4:30 PM TO 6:00 PM PERIOD SHALL BE FOR RETRIEVING PREVIOUSLY PARKED VEHICLES ONLY*
- 8.4 After 5:30 pm, Contractor shall be responsible for letting the COR know of all unclaimed vehicles including handicap and non-handicap vehicles remaining on assigned parking area.

9 ORDERING ACTIVITY: The Contractor shall not accept any instructions issued by any person other than the Contracting Officer or delegated Government representative acting within the limits of his/her authority.

10 QUALITY ASSURANCE: The Contractor shall be responsible for complying with all appropriate regulations and guidelines of the Joint Commission (JC), Occupational Safety and Health Administration (OSHA), Department of Transportation, and/or any other pertinent federal, state, and local policies relating to the herein mentioned work or valet parking services.

The Contractor shall provide on-site supervision at all times in order to achieve quality assurance and to handle all customer concerns and parking incidents. All tasks accomplished by the Contractor personnel shall be performed to preclude damage or defacement to vehicles or Government-owned furnishings, fixtures, equipment and facilities. The Contractor shall report any damage observed or caused by the Contractor personnel to the COR. The Contractor shall be responsible for the replacement of items or to repair vehicles or facilities to previous condition if the Contractor is determined to be at fault for the damage.

11 QUALITY CONTROL.

- 11.1 The contractor shall develop and maintain a quality control program to ensure each performance is satisfactorily performed and address any deficiencies communicated by the POC in a timely manner.
- 11.2 The Contractor shall promptly and courteously respond to complaints within 10 working days, including complaints brought to the Contractor's attention by the Contracting Officer acting as the

Quality Assurance Evaluator (QAE). The Contractor shall maintain a written record of all complaints, both written and oral showing the identity of the individual, the nature of the complaint, and the Contractor's response. The Contractor shall permit the Government to inspect such records upon request.

11.3 UNIFORMS:

11.3.1 Valet parking staff shall be neat and clean in appearance. The Contractor shall be required to provide uniforms for all valet parking staff performing under this contract. Uniforms shall include the identification of the Contractor by company name and employee name. Uniforms must be consistent in style and color and shall be worn at all times during performance of the contract.

11.4 The COR shall be responsible for monitoring the Contractor's performance. Performance deficiencies or poor performance identified during the term of the contract shall be reported to the Contractor. All deficiencies or poor performance shall be documented and **MUST** be corrected.

11.5 Cellphone use shall not be permitted while parking vehicles or during scheduled work hours.

12 PERSONNEL POLICY: The Contractor shall assume full responsibility for the protection of its personnel furnishing services under this contract, such as providing Workers' Compensation, professional liability insurance. The Contractor shall follow all existing local, state, federal employment laws and/or union regulations relevant to fringe benefits and premium pay for their employees.

13 CONTRACTOR INSURANCE REQUIREMENTS: Contractor shall be required to provide copies of the following:

13.1 The Contractor shall be required to comply with Federal and State Workers compensation and liability insurance. Reference FAR clause 52.228-5-Insurance and Subpart 28.307-2-Liability.

13.2 Prior to contract award, the Contractor shall furnish to the Contracting Officer certification from the insurance company indicating that the coverage has been obtained and that it may not be changed or cancelled without guaranteed thirty (30) day notice to the Contracting Officer. New certifications shall be furnished at least thirty (30) days prior to the expiration date of the current insurance policy.

13.3 In accordance with "FAR 28.307-2(c) the Contractor shall maintain automobile liability insurance for bodily injury and property damage on all vehicles used in the performance of this contract. Policies covering automobiles operated in the United States shall provide coverage of at least \$200,000 per person and \$500,000 per occurrence for bodily injury and \$20,000 per occurrence for property damage.

14 CHANGES TO PARKING LOTS: No alterations to the parking designation once have been approved. If parking lot alterations shall be required, the Contractor shall notify the COR and Contracting Officer in writing with the recommended changes. If the recommended changes are approved, the Contractor shall be notified in writing by the Contracting Officer.

15 CONTRACTING OFFICER REPRESENTATIVE (COR): The Contractor shall not accept any instructions issued by any other person(s) other than the Contracting Officer or his/her delegated representative(s) acting within the limits of his/her authority.

16 PERSONNEL POLICY: The Contractor shall assume full responsibility for the protection of its personnel furnishing services under this contract, such as providing Workers' Compensation, professional liability insurance. The Contractor shall follow all existing local, state, federal employment laws and/or union regulations relevant to fringe benefits and premium pay for their employees.

17 CANCELLATION POLICY: The government has the right to cancel this contract due to Covid-19 or

any other factors that will require HARB to shut down the base; up to one week prior to the air show. The contractor shall not incur any costs for the contract prior to performance and/or delivery unless previously agreed upon by the government in writing.

18 BASE ACCESS:

- 18.1 The Contractor shall comply with current the Homestead Air Force Base security requirements. Contractor's employees and representatives shall be required to have proper identification prior to entering a Government installation. Such identification shall be controlled as prescribed by the Security Section, Provost Marshal, or equivalent security control authority at the installation concerned.
- 18.2 All contractor employees and representatives shall have in their possession a valid and current U.S. driver's license while on any U.S Government installation.
- 18.3 Once approved, Contractor's employees will be provided a base credential that will allow them unescorted access from the main gate of the Homestead Air Force Base to place of employment. If contractor's employees are found at any other location other than their place of employment, they will be prohibited from working aboard the installation. The contractor is responsible to notify their employees that they shall go directly from the main gate to their respective duty station and that they are not permitted on HARB installation outside of their respective working hours.
- 18.4 At any time, to include heightened Force Protection Conditions, natural or manmade disasters, and/or any other security concern: the Commanding Officer of the Homestead Air Force Reserve Base has the sole authority to change HARB's current security requirements. These changes could affect the original SOW, and the contractor's immediate compliance shall be required at no additional cost to the government.
- 18.5 Contractor personnel performing work under this contract shall be readily identifiable as an employee of the contractor through the use of uniforms with nametags. The Contracting Officer may approve alternate methods of ensuring contractor personnel is readily identifiable. The Contractor shall provide Clothing or badges. If the Contractor is unable to obtain the employee's badge for whatever reason, the cognizant Pass and ID Office shall be notified within 24 hours. During the performance period, Contractors shall immediately report instances of lost or stolen badges to the issuing Pass and ID Office. The Contractor shall establish and provide dress code and grooming standards for all contract employees. This shall take into account safety aspects of services being rendered, location of deployment, and consideration of the Air Force high standards. The contractor shall include the company's name in his or her email display.
- 18.6 Contractor personnel and equipment entering a military installation are subject to security checks. Contractor personnel shall follow any direction given by Military Police or other security or safety personnel.
- 18.7 The Immigration Reform and Control Act of 1986 (IRCA), Public Law 99-603 (8 U.S.C. 1324a) requires employers verify the eligibility of individuals for employment to preclude the unlawful hiring, or recruiting or referring for a fee, of aliens who are not authorized to work in the United States. By signing this contract or by beginning work under this contract, the Contractor certifies it has and shall comply with IRCA, to include that it has verified the identity and employment eligibility of any individual employed who is or may be employed by the contractor and works under this contract.

19 Contractors requiring a HARB credential.

- 19.1 After contract award, the Prime Contractor shall submit to the Contracting Officer and COR the list of all assigned personnel working at the base.

- 19.2 The Contracting Officer will provide an access form to contractor to be completed and turned in to the Contracting officer. Any personnel not listed in the form with previous clearance will not be allowed in Base.
- 19.3 Security Forces will conduct criminal history background checks on all prime and sub-contract employees. Denial or revocation of base access may be made if the applicant is determined to have criminal history IAW Homestead security regulations. The Contractor officer will notify the Contractor when eligible employees may proceed to pick up credentials and notify the Contractor of employees who are not eligible for base access.
- 19.4 Contract and subcontract employees arrive at HARB visitor's gate credential and must present the two forms of identification. Contractor and subcontract personnel operating company or privately owned vehicles shall provide valid driver's license, current vehicle registration, safety inspection, and proof of insurance.
- 19.5 Base access requirements and procedures may change during the term of a contract. The Contractor shall comply with all changes, and such compliance shall not be grounds for a request for an equitable adjustment or other contract modification.

20 ADDITIONAL SECURITY REQUIREMENT

- 20.1 Contractor and subcontract employees shall access HARB and other HARB properties only for official business in support of the contract and only during the days and hours specified in their business pass. Violation may result in confiscation of the business pass and debarment from HARB.

20.2 Do not pick up, remove, or disturb any ordnance found while on Government properties.

21 SAFETY

- 21.1 The contractor is solely responsible for compliance of all safety regulations of employees while working on government-owned facilities. All accidents which may arise out of, or in connection with, the performance of services required hereunder which result in injury, death, or property damage, shall be reported in writing to the Contracting Officer and cognizant POC within twenty-four hours of such occurrence.
- 21.2 Reports shall provide full details of the accident, including statements from witnesses. The foregoing procedures shall also apply to any claim made by a third party against the contractor because of any accident that occurs in connection with performance under this contract.
- 22 **Smoking/Alcohol Policy:** The contractor shall comply with local command smoking policies and workforce requirements. The contractor shall also comply with all Federal drug-free workplace and workforce requirements and local command policies. Copies of the applicable policy will be provided to the contractor by the Contracting Officer Representative.
- 23 **Drug Policy:** The contractor shall comply with all applicable Federal statutes, laws, and regulations to implement a Drug Free Workplace (DFWP).
- 24 **Personnel Compliance.** The contractor shall ensure that contractor employees observe and comply with all local and higher authority policies, regulations, and procedures concerning fire, safety, environmental protection, sanitation, security, traffic, parking, energy conservation, flag courtesy, "off-limits" areas, and possession of firearms or other lethal weapons. When two or more directives or instructions apply, the contractor shall comply with the more stringent of the directives or instructions.
- 25 **Combating Trafficking In Persons:** The Government POC will validate that the Contractor has notified its employees of the United States Government's zero-tolerance policy described in FAR Clause 52.222-50 – Combat Trafficking in Persons

- 26 **Personnel Removal:** Government rules, regulations, laws, directives, and requirements that are issued during the term of the performance period relating to law and order, installation administration, and security shall be applicable to all contractor employees and representatives who enter the installation. Violation of such rules, regulations, laws, directives, or requirements shall be grounds for removal (permanently or temporarily as the Government determines) from the work site or installation. Removal of employees does not relieve the contractor from the responsibility for the work defined in this contract. The contractor is expected to provide support services despite personnel removal or other unforeseen condition.
- 27 **Removal by Military Police:** Contractor employees may be denied entry to or may be removed from the installation by Military Police if it is determined that the employee's presence on the installation may be contrary to discipline, or installation security and safety.
- 28 **Interaction with Other Activities:** Government Personnel: Contractor performance shall not interfere with Government work in the area where service or maintenance work is being performed. In the event the contractor believes that Government and other contractor personnel are interfering with the performance of the tasks described in this SOW, the contractor shall notify the COR immediately. The contractor is obligated to continue performance of the effort described in this SOW unless there is authorization from the KO or COR to stop work. Failure by the contractor to notify the KO AND COR and receive necessary instructions could result in denial of any additional costs incurred in the performance of the contract under such conditions.

29 VEHICLE AND EQUIPMENT OPERATION

29.1 (POV) Permits: Contractor personnel using POVs on DoD installations shall have proper permits for entry onto the installations. All vehicles, private or contractor-owned, shall comply with the vehicle operation regulations that govern installations. All vehicles are subject to search while on DoD installations. Only licensed contractor personnel shall operate vehicles on DOD installations. Vehicles shall be operated IAW local and state laws as well as installation-specific traffic regulations.

29.2 (POV) Parking: The contractor shall utilize on-station POV parking in authorized areas. The Government reserves the right to change parking arrangements at any time.

29.3 Traffic Accident Report Requirements: The contractor shall report to Base Security, within one hour, any traffic accident involving contractor personnel that occurs on base, whether in the performance of this SOW or commuting in their POVs. The contractor shall supply a copy of any on-base traffic accident report to Security Forces within five workdays after each occurrence. The contractor shall also provide the Security Forces a copy of any report of an off-base traffic accident that involves contractor personnel in the performance of this SOW within five workdays after each occurrence.

29.4 Fines, Fees, Point Assessment and Other Costs: The contractor shall pay all fines, fees, point assessment, and other costs associated with traffic violations or accidents that occur in the performance of work under this contract.

30 TECHNICAL POINT of CONTACT and INSPECTION AND ACCEPTANCE:

30.1 The Contracting Officer Representative under this Order and the person responsible for performing inspection and acceptance of the contractor's performance at the destination is:
Consuelo Kiser at consuelo.kiser@us.af.mil

30.2 HARB Government Points of Contact or COR: POC will be issued during Contract Award.

31 Contractor Personnel Accountability:

31.1 The contractor shall be responsible for personnel in the event of a disaster and shall provide accountability reports for personnel working under the contract to include: # of employees working at the time of the event, # located (to include # deceased and # injured), and # missing. The report shall be submitted to the COR,

designated Point of Contact (POC) or Contracting Officer confirming all personnel have been contacted/located. The first report shall be communicated (oral/written) immediately following the occurrence of a disaster. Subsequent communication shall be reported until all personnel are accounted for.

31.2 Check in procedures for contractor personnel shall incorporate the most expeditious accountability with management upon the occurrence of a disaster. Contractor procedures/training shall:

- Provide multiple and redundant means of communication in the event normal Communication means are disrupted or nonexistent.
- Ensure all managers, supervisors and employees understand and accomplish their personnel accountability roles and responsibilities.
- Ensure all reportable casualties are reported and included in personnel accountability reports.
- Ensure accurate baseline population counts; and,
- Carry out exercises, at least annually consistent with the guidance herein.

32 PRICING AND PAYMENT

32.1 The contract will be a fixed price purchase order

32.2 The price shall include all direct and indirect costs, insurance, overhead, and profit. No additional sums will be payable on account of any escalation in the cost of materials, equipment, or labor, or because of the quoter's failure to properly estimate or accurately predict these prices or difficulty of achieving the results required by this contract.

32.3 Contractor shall submit an invoice within Wide Area WorkFlow for the correct line item (s), after service has been rendered. Invoice be equal to quote received during solicitation.

32.4 Tax exemption, if any, applies to self-fund as well as contract-funded attendees; therefore, taxes shall be removed from quote and final invoice to the Government Representative.

32.5 According to U.S. Federal Acquisition Regulations (FAR), advance payments are prohibited. Payments may be made upon the service has been rendered. Pursuant to the Prompt Payment Act of the FAR, the U.S. Government must make the payment within 30 calendar days after receipt of the goods and the valid original quote. Please confirm in your offer that these payment terms are acceptable to your company.