

Performance Work Statement for Grounds Maintenance Services at United States Coast Guard Sector Buffalo, NY

1.0. INTRODUCTION

The Coast Guard is procuring Grounds Maintenance Services as described in the following paragraphs for the Coast Guard Sector Buffalo, NY. The Performance Work Statement (PWS) is in coherence with the direction in which the Coast Guard is procuring contracts to ensure consistent performance and be result-oriented.

2.0 BACKGROUND

2.1 Mission: Coast Guard Sector Buffalo, NY is seeking a contract to provide personnel, management, supervision, materials, supplies, equipment, tools, transportation and other items or services (except as stated herein) necessary to perform grounds maintenance services to maintain a safe, clean and healthy environment for all residents, military and civilian personnel and members of the general public. To accomplish this mission, it is essential that the properties and facilities of the area specified herein have qualified ground maintenance services as required.

2.2 Hours of Operation: Normal working hours shall be Monday through Friday, 7:00 a.m. to 4:30 p.m., except for Federal Holidays. Schedules outside of these hours are to be approved by the Contracting Officer's Representative (COR).

2.3 Service areas: This contract consists of locations within boundaries of the U.S. Coast Guard Sector Buffalo, NY. The services required are all-inclusive for the property. Base Sector Buffalo is a 20 acre facility. 20 Acres of Base are developed. Within the developed portion of Base; approximately 20 acres of lawns and grounds will be maintained. Grounds Maintenance Level 1 area is approximately 10 acres including lawn and flower beds around buildings, roads, and parking lots. Grounds Maintenance Level 2 area is approximately 10 acres including lawn and flower beds around buildings, roads, waterfront piers, parking lots, picnic grounds, fenced storage areas, drainage ditches and approximately 5,500 linear feet of security perimeter fence.

3.0. SCOPE

3.1. The Contractor shall provide grounds maintenance services as described herein. The work includes furnishing all labor, transportation, equipment, materials, supplies and supervision necessary to perform grounds maintenance. The work specified shall be performed at Coast Guard Base Sector Buffalo. It includes all lawn, sidewalk, flowerbeds, trees and shrubs, roads, parking areas, fields, perimeter fence and forests.

3.2 The Contractor shall be responsible for the management of the total grounds maintenance effort. This work includes, but is not limited to, the planning and programming of all services, mowing and trimming operations, fertilization and weed control and reseeding, removing litter, weeding, pruning, planting, and requires compliance with all record and reporting requirements.

3.3 GROUND MAINTENANCE LEVELS

The following general description of grounds maintenance levels 1 and 2 which are referred to

throughout this section, are provided to aid in the Contractor's understanding of the level of service required

3.3.1. GROUNDS MAINTENANCE LEVEL 1

This designation is used for areas requiring the highest level of maintenance normally defined as “Prestige grounds”. Services specified under this designation are formulated as those required for highest-groomed grounds. Areas requiring this level of landscaping and landscape maintenance will be limited to "highest visibility" areas: Main Gate/ Security Building, Exchange, Main Building, Station, Boat House, Engineering, Gym, ANT Building.

3.3.2. GROUNDS MAINTENANCE LEVEL 2

This designation is used for areas requiring the highest level of maintenance normally defined as “improved grounds”. Services specified under this designation are formulated as those required for well-groomed grounds. Areas requiring this level of landscaping and landscape maintenance will be maintained as "high visibility" areas (must be mowed with mowers equipped with turf tires as not to dig, rut, or create uneven areas).

4.0. APPLICABLE DOCUMENTS

4.1. The Contractor shall comply with all applicable federal, state, local and municipal laws, regulations and requirements; all industry standards/references; and, all Government and Coast Guard Regulations, attachments and exhibits listed in the table below applicable to the performance of the contract and to contractor personnel. The contractor shall instruct and guide its employees regarding any directives provided by the Coast Guard.

4.2. The Government will provide all publications listed upon request. Supplements or amendments to listed publications may be issued during the life of the contract. The Contractor shall immediately implement those changes, which result in a decrease, or no change in the contract price. Upon completion of the contract, the Contractor shall return to the Government all issued publications and any unused forms.

Publication Number	Title	Date	Provided
CIM 5100.47C	SAFETY AND ENVIRONMENTAL HEALTH MANUAL	2/19	As necessary

5.0. TECHNICAL REQUIREMENTS.

Standing Work

5.1. Ground Cover Maintenance (e.g., lawn areas, grass/weeds/other vegetation). The Contractor shall maintain ground cover areas in a manner that promotes proper health, growth, and neat appearance. Lawn areas are to be free of broadleaf weeds, weedy grasses that present an unsightly appearance, dead vegetation and debris. All surface disruptions (e.g., ground hog mounds and mole mounds) are to be raked level and any resulting holes filled prior to mowing. All debris lodged in shrubs, hedges, fences, and along walls shall be removed. Grass cutting shall be accomplished in such a manner that it is free of scalping, rutting, bruising, uneven and

rough cutting. In no case will visible rows of grass clippings be allowed to remain on cut areas. All clippings shall be removed from paved areas, by sweeping, blowing or vacuuming, immediately after mowing. The Contractor shall remove all rubbish and debris from the site and dispose of it off the Sector Buffalo in accordance with state, federal and local regulations.

5.2.1. Grounds Maintenance Level 1.: Ground cover is to be maintained at a height range not more than 1-1 1/2 inches.

5.2.2. Grounds Maintenance Level 2.: Ground cover is to be maintained at a height range not more than 2-3 inches.

5.3. Edging: The Contractor shall perform edging in a manner that is free of scalping, rutting, bruising, uneven and rough cutting. Edging shall be performed along all sidewalks, driveways, curbs, parking lots, slabs, pads, and other paved surfaces, and around all gardens, beds, and other cultivated areas. The Contractor shall perform edging in such a manner that there is no vegetation closer than 1/2 inch from pavement, curbs, and sidewalks. Care is to be employed where tree roots are in close proximity to curbs and sidewalks.

5.4. Trimming: The Contractor shall trim around trees, shrubs, cultivated areas, fences, poles, walls, valves and other, similar objects. Trimming shall be accomplished to match the height and appearance of surrounding vegetation. Trimming shall be done in such a way as to avoid damaging the trunk, bark or roots of trees or shrubs. After trimming, all cuttings and debris shall be removed; sidewalks and paved areas cleaned, and all trash and debris shall be removed from the site and disposed of off the Sector Buffalo by the Contractor. Trimming within any given parcel shall be completed within three days of each mowing.

5.5. Plant and Shrub Pruning: The Contractor shall prune all shrubs, bushes, hedges, and other cultivated plants according to their natural growth habit, for the proper health, attractive appearance and to prevent interference with pedestrian and vehicle traffic. Pruning is to be done in a manner that: prevents growth in front of windows, within 6 inches of building roofs, over entrance ways and walks; prevents obstructing vision at street intersections; removes dead, damaged, or diseased wood, and naturally forms and balances the shrub, bush, or plant. With the exception of flowering plants, shrubs, and ornamentals, which shall be pruned to accommodate their flowering cycle, pruning of the entire plant or shrub shall be performed to maintain their established shape and appearance. Prune to maintain the plants outward facing bud. Prune to prevent safety hazards, and to maintain pathways and walks.

5.6. Tree pruning: The Contractor shall prune all trees according to their natural growth habit, to evenly form and balance the tree, to promote proper health and growth, and to prevent interference with pedestrian and vehicular traffic. Pruning is to be done in a manner that removes dead, damaged or diseased wood, or structurally weak limbs that may cause a safety hazard; cut off all low hanging branches to a minimum clearance height of 14 feet over and near roads, removes branches that extend over buildings, endanger roofs, eaves and windows or hang within 9 feet of sidewalks, parking lots, and driveways; provides clearance for buses, moving vans, and similar vehicles along streets; cuts back branches that overhang or grow into power lines or lamps; anticipates the effects of wind on branches which might fall on power lines; shapes the

entire tree rather than notch the top; and prevents growth of small trees in front of windows and over entrance ways or walks which will obstruct vision at street intersections. Prune according to National Arborist Association for pruning and maintaining shade trees.

5.7. Weed Control

5.7.1. For Grounds Maintenance Level 1 and 2: The Contractor shall perform weed control to prevent the encroachment of weeds into established landscapes, including lawn areas and around trees, shrubs, flower beds, etc. Plant beds and special landscaped areas shall receive weed control to eliminate unsightly and/or noxious weeds. Weed control in all plant beds shall be performed by pulling the weeds by hand or use of EPA approved chemicals and in areas of limited growth to prevent the encroachment of vegetation into perimeter fences or roads. Weed control shall extend, at a minimum, 10' on both sides of perimeter fences and roads unless otherwise noted on drawings or directed by the COR. The Contractor shall submit data concerning proposed chemical use prior to utilization to the COR. Additionally, weed control shall be performed to eliminate grass and weeds in cracks and joints within or along sidewalks, curbs, and roads within or adjacent to the maintenance area. All chemicals shall be applied in strict compliance with the product's EPA or state of New York registered labeling. All manufacturers' instructions and recommendations for the preparation and application of chemicals shall be strictly followed.

5.8. Recycling of Plant Matter: Leaves, limbs, bark, stumps, grass clippings, and other plant matter may be shredded or chipped and composted for use around plants maintained under this contract as approved by the COR.

5.9. Surface Drainage: Whenever necessary, the Contractor shall remove obstructions (i.e., vegetation, debris, leaves, soil) to water flow in drainage ditches, gutters, catch basins, curb inlets, and gratings. Soil depressions resulting from accumulation of excavation or rutting caused by vehicles, tractors, and other mobile equipment shall be filled with topsoil, graded to conform to the surrounding area, and vegetation replaced.

5.10. Shrub Bed Maintenance and Tree Mulch: For Grounds Maintenance Level 1 and 2 the Contractor shall semi-annually inspect all tree, flower and shrub beds for evidence of disease, pest infestation, or any other harmful condition and edge back turf to establish original shrub bed border and provide findings in an annual report to the COR. The contractor shall maintain top dressing in all existing mulched flower and shrub beds with similar approved material to an average depth of 2 inches but not greater than 3 inches. Flower bed mulch should never cover or interfere with the natural ventilation weep holes and drainage systems along brick buildings. Each single tree or shrub shall have mulch rings not greater than 3 inches so as to maintain a neat pleasing appearance. Plastic under mulch shall be removed when found and not used. The mulch pile shall have a recessed top so as to catch water rather than repel it. New mulch shall be installed to an average depth of 2 inches, but not greater than 3 inches in flower and shrub beds, single tree and shrub mulch rings.

5.11. Leaf Removal. The Contractor shall remove fallen leaves to include leaves, evergreen needles, and other fallen vegetation so as to prevent an unsanitary, unsightly, or unkempt

appearance. The Contractor shall collect the removed leaves and other vegetative debris.

NOTE: This section does not relieve the Contractor of the responsibility to remove debris from catch basins, drain openings, and culverts.

5.12. Surfaced Area Sweeping: The Contractor shall sweep all sidewalks, roadways, areas designated for vehicle parking, and other paved areas to remove grass clippings the same day as mowing adjacent grass areas. Prestige grounds areas; the Contractor shall remove grass clippings immediately following mowing.

5.13. Remove Debris and Police Grounds: The contractor in all areas of the contractor's responsibility shall perform general litter patrol prior to and after all grounds maintenance activity. The contractor's policing responsibilities shall include, but not limited to, the removal and disposal of all natural debris (tree limbs, dry brush, dead animals, etc.), and all man-made debris (paper, plastics, glass, etc.).

5.14. Pesticides/Herbicides: Apply to all areas indicated by the Contracting Officer's Representative (COR). The Contractor shall apply pesticides/herbicides in accordance with the manufacturer's instructions and any/all regulations. When control methods and/or equipment are specified, the Contractor shall use any/all of the listed methods necessary to achieve the acceptable level of control. The Contractor shall not use any other methods without the approval of the COR. Only Certified Pest Controllers shall apply Pesticides/Herbicides. All Pesticides/Herbicides used by the Contractor shall be registered with the Environmental Protection Agency (EPA) and applicable state lead agency for the use intended. The types of Pesticides/Herbicides to be used shall be identified in the Annual Grounds Maintenance Plan. The Contractor shall obtain all city, state, and federal permits required to perform pest control at the Coast Guard Base property. The Contractor shall dispose of all excess pesticides/herbicides and containers in accordance with all Federal, State and City regulations.

5.15. Annual Grounds Maintenance Plan: Thirty days prior to the contract start date, and annually by the 15th day thereafter when next option year will be exercised, the Contractor shall prepare and submit an Annual Grounds Maintenance Plan for each fiscal year or portion thereof for which a contract is awarded. At a minimum, the Annual Work Plan shall list the location of each task for each level and the proposed frequency for accomplishing this task. The Plan shall be tailored to the requirements of local conditions, types of vegetation and climatic factors. The plan shall include how the Contractor proposes to meet the requirements of Section 5.0. Changes to the Plan shall be requested in writing by the Contractor and submitted to and approved by the Contracting Officer prior to implementation by the Contractor. The Contractor shall use the Annual Work Plan as a basis for preparing the Four Week Work Schedule.

5.16. Four Week Work Plan: The Contractor shall develop, submit, and implement a monthly work schedule for all standing work which shall contain detailed tasks for each day of the calendar month. These schedules shall be submitted to the COR by the 15th day of the preceding month showing the work to be completed during the subsequent month. The schedule shall contain, at a minimum, the day the task will be performed, the contract reference which requires the work to be performed, and the location where the work will be performed. The schedule shall also contain a foul weather plan to be implemented in the event rain or other foul weather

delays standing work. An initial monthly work schedule shall be submitted to the COR 30 days prior to the contract start date. The Contractor shall submit a request to the COR at least 2 working days prior to making any changes to the current monthly work schedule. This notification shall be made in writing and is subject to approval by the government.

REQUIREMENTS WORK

IDIQ Items

5.17. The Contractor shall perform requirements work for grounds maintenance when ordered on a COR approved work order. Service calls can only be made against an existing delivery order signed by the Contracting Officer or part of the Firm Fixed Price Portion of the contract as listed below. At no time shall the contractor exceed the funded amount of the order without modification to increase the delivery order by the Contracting Officer.

5.18. Landscape Design: The contractor shall provide landscaped design services when ordered on a work order. The Contractor shall submit all landscape designs to the COR for approval complete with color photographs and descriptions of proposed trees, shrubs, and other landscape features. (Labor and Equipment per hour)

5.19. Flood Clean-up: Grounds maintenance clean-up as required to meet maintenance level requirements to include, but not limited to, tree removal, limb cleanup, and leaf removal. (Labor and Equipment per hour)

5.20. Winter Damage Repairs: The Contractor shall repair all damaged areas of turf in all Grounds Maintenance Levels in March; fill and level holes, cracks, or eroded areas with topsoil; re-sod any damaged area bigger than one half square foot, otherwise reseed; and keep seed/sod moist until mature and healthy. (Labor and Equipment per hour)

5.21. Removal/Replacement of Vegetation. The Contractor shall replace trees, shrubs, hedges, plants, and grasses, and other ground covers upon occurrence of death, irreparable damage, disease, or unsightly appearance of existing vegetation. Replacement includes removal of existing vegetation and providing proper soil preparation and care, including fertilization, to firmly establish new plantings. Replacement vegetation shall be healthy, well formed for the trunk diameter, of identical species or that designated by the COR, and in like numbers. Replacement of trees with trunk diameters of 8 inches or less (measure 4 feet from ground level) will be made with trees of identical species (or those designated by the COR) and with trunk diameters of at least 3 inches. Grass covered areas requiring replacement shall be re-sodded with Bermuda grass sod. (Labor and Equipment per hour)

5.22. Planting Additional New Vegetation, including Trees: The Contractor shall plant shrubs, hedges, plants, grasses, trees, and other ground covers upon request. Installation includes removal of existing vegetation, providing proper soil preparation and care, installation of steel edging and mulch, provide means of proper drainage, including fertilization, to firmly establish new plantings. (Labor and Equipment per hour)

5.23. Grading soil to low areas and grading for proper drainage: The Contractor shall add top soil

or sand and topsoil mixture to low lying areas that retain water. Proper grading of the soil to create a natural swell to allow proper drainage and reduce soil erosion to channel any runoff to installed storm drains or natural drainage ditches must be accomplished as directed by the COR. (Labor and Equipment per hour)

5.24. Removal of existing vegetation, trees and stumps: The Contractor shall remove trees, shrubs, hedges, plants, grasses, and other ground covers upon occurrence of death, irreparable damage, disease, or unsightly appearance of existing vegetation. Replacement includes removal of existing vegetation including grinding of any stumps and stump grindings removed. All holes will be filled with topsoil, vegetation installed and returned to its natural state unless directed by the COR. (Labor and Equipment per hour)

5.25 Fertilization and Soil Additives: The Contractor shall perform fertilization and apply soil additives (lime, sulfur, etc.) in a manner that promotes proper health, growth, color, and appearance of cultivated vegetation. The method of application, frequencies, and dates of fertilization and application of additives shall be identified in the Annual Grounds Maintenance Plan. The fertilizer and soil additives must be approved by the COR prior to use. Rates and frequencies not specifically addressed shall be the most closely related plant type. Fertilizer type and soil additives shall be applied as recommended by the soil testing laboratory. All materials shall be applied IAW the manufacturer's recommendations. Any vegetation damaged or destroyed by improper soil analysis or fertilizer/additive application shall be replaced in kind and any damage to a waterway shall be corrected by the Contractor at his own expense. (Labor and Equipment per hour)

5.26 Aerating of Soil: The Contractor shall perform aeration in a manner that promotes proper health, growth, color, and appearance of cultivated vegetation. Prior to the fall fertilization, lawn turf areas are to be aerated with a mechanical plug type aerator. Tractor lift or tractor drawn machines may be operated on the larger open areas if the lawns or irrigation equipment will not be damaged. (Labor and Equipment per hour)

5.27 Soil Sample: Samples shall be taken from each of ten parcels identified on the site plan and analyzed by a local testing facility. The report shall include recommended additives and rate of application to maintain soil chemistry at optimum levels. The recommendations of the report shall be used by the Contractor in developing the annual soil treatment program if required. (Per Annual Test)

5.28 Erosion Control: The Contractor shall restore all specified eroded areas from the effects of wind and rain by restoring the area to the same condition as the surrounding environment for all grounds maintenance levels (up to 5 cubic yards per occurrence). This includes erosion of sand, stone, topsoil, mulch, bark, wood chips, gravel, and other landscaping material. Erosion control shall be accomplished by reseeding, re-sodding, replanting, and replacing any other planting that may have been damaged or lost due to erosion. (Labor and Equipment per hour)

5.29 Seeding and Over Seeding: The Contractor shall seed and over-seed all lawn areas as directed by the COR, seeding shall be accomplished annually and any bare spots that develop during the Spring and Summer shall be planted and overplanted with bermuda grass. The

Contractor may spot seed bare areas with a suitable summer grass such as summer rye to prevent erosion until the area can be permanently re-sodded. Seeding shall be performed when prevailing weather conditions are favorable for proper growth. Seeded areas shall be prepared to ensure good contact between the seed bed and the newly sown seed. (Labor and Equipment per hour)

5.30 Flower Bed Planting: The contractor shall prepare the soil and plant an estimated 100 perennials/annuals bulbs and plants in various areas of the flowerbeds. Typical plants include daffodils, marigolds, tulips, daylilies, and pansies. Specific plant type/quantity will be determined by the COR. (Labor and Equipment per hour)

5.31 Leveling/Sinkhole Repair: Sidewalks shall be level or below grade, material suitable for grass growth shall be brought it to level and blend lawn with surrounding grass area. Sinkholes (less than 3 feet in diameter and 3 feet deep) to be filled with suitable material that shall allow free drainage preventing, as much as possible, future sinkholes and blend/level area with rest of lawn; sinkholes larger than 3 feet by 3 feet shall be avoided and filled via separate means.

5.31. Materials: Items to include flowers, trees, shrubs, seed, sod, topsoil, compost, fertilizer, mulch. Hardscape materials including edging, rock, stone, etc.(Not to Exceed 1K)

5.32. Acceptable Quality Level (AQL). - See the Service Delivery Summary (Attachment I) herein.

6.0 DELIVERABLES

The Contractor shall submit the following reports and other deliverables as identified below via the following electronic media, Microsoft Word, when applicable. The format shall be PC compatible and submitted on a CD, DVD, or via email.

Deliverables	Frequency	Copies/to Whom	Date Required
Material Safety Data Sheets	As revised	Two/COR	With Proposal
Employee List	Annually; thereafter and updated as needed	One/COR	5 days after contract award
Permits and Licenses	Annually	Two/ COR and Contracting Officer	With Proposal
Certificate of Insurance	Annually	One/	With proposal if available; no

		Contracting Officer	later than 10 days after award
Annual Grounds Maintenance Plan	Annually	One/COR	With Proposal
Quality Control Plan	As Revised	Two/COR and Contracting Officer	With Proposal
Name(s), telephone number(s) and address(s) of the designated manager and/or on-site supervisor with qualifications	As needed	Two - Contracting Officer/COR	With Proposal
Contractor Contact List	Updated as needed	Two/COR and Contracting Officer	With Proposal

7.0. PERSONNEL

7.1. All personnel employed by the Contractor or any representative of the Contractor entering the Government Reservation shall conform to all security Base access regulations which may be in effect during the contract period and shall be subject to such checks as may be deemed necessary to assure that no violations occur. Rapid Gate is available for Base access and is the preferred process.

7.2. Employee List. The Contractor shall provide and maintain a current list of employees working at the job site. The list shall be provided to the COR within five (5) days after contract award and updated as needed throughout the contract term.

7.3. Site Supervisor. The Contractor shall provide a qualified working supervisor on the job site at all times while work is being performed for this contract without exception. The site supervisor shall be responsible for the performance of all contract work and shall be the primary contact with the Government. The contractor shall provide to the Government a telephone number or pager number that reaches the site manager or contract representative 24 hours a day, seven days a week.

7.4. Employees. All contract personnel shall present a neat appearance generally accepted for commercial grounds maintenance services. The contractor shall ensure that all employees are appropriately dressed for the job being performed to provide for adequate protection in using hazardous chemicals, machinery, or equipment. All equipment operators shall wear safety protection equipment s required for recommended task by the equipment manufacturer and OSHA. All contract personnel must be able to read, write, speak and understand English sufficiently in order to carry out assigned duties.

7.5. Training/Operation of Equipment. The contractor shall provide training to all employees, at the contractor's own expense, to ensure competency in performing tasks to prevent the endangerment of personnel or public. All equipment operators shall be fully qualified and licensed in the operation of power equipment, trucks, etc. to be used in contract performance.

All accidents, which may occur during the performance and/or results in injury, death, or property damage, shall be reported verbally to the COR as soon as possible and in writing to the Contracting Officer within 24 hours after such occurrence. Such report shall give full details of the accident involved, including statements of all witnesses. If any claim is made against the Contractor by a third party as a result of any accident, which occurs in connection with performance of this contract, the Contractor shall promptly report the fact, in writing, to the Contracting Officer and COR.

7.6. Alcohol and Controlled Substances. Contract employees shall not possess, distribute, consume, use or cause to be used any controlled substance or alcohol on the job site or on Government property. Any employee using a controlled substance prescribed by a physician shall get written permission from the Contracting Officer to continue performance of assigned duties for this contract. Any contractor or contractor employee found to be in violation of this section will be permanently prohibited from the Coast Guard property. Actions taken under this section shall not relieve the contractor of the requirement to provide sufficient personnel to perform adequate and timely service as required in this contract.

8.0. CONTRACTOR QUALITY CONTROL (QC) REQUIREMENTS

8.1. In this contract the quality control program is the driver for product quality. The contractor is required to develop a comprehensive program of inspections and monitoring actions. The first major step to ensuring a "self-correcting" contract is to ensure that the quality control program approved at the beginning of the contract provides the measures needed to lead the contractor to success. Once the quality control program is approved, careful application of the process and standards presented in the remainder of this document will ensure a robust quality assurance program.

8.2. Contractor QC Plan (QCP). The Contractor shall develop, submit with offer for evaluation and maintain a QC Plan delineating the contractor's QC program/inspection system to monitor and control their performance of services. The QC Plan that is acceptable to the Government and which assures the requirements of the contract shall be met, shall be submitted by the contractor as specified in Section 6.0, Deliverables, herein. The program/inspection system shall establish and explain in detail how the contractor shall sustain the quality of providing grounds maintenance services.

8.3. QC Program/Inspection System. The QC system shall encompass all functions of the contract. It must specify areas to be inspected on either a scheduled or unscheduled basis or list the title(s) of the individual(s) conducting the inspection. The contractor shall develop and implement quality control procedures addressing the areas identified in the PWS herein and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The QC program/Inspection System shall be designed to keep the Contractor's management and the Coast Guard informed of all issues affecting quality to include timely and effective corrective actions. The QC records shall, in part, consist of checklists of inspections and shall indicate the nature, frequency and number of observations made the number and type of deficiencies found, and the nature of corrective action taken as appropriate. The Contractor shall ensure that QC includes timely and effective corrective action for all deficiencies identified by the Government.

8.4. Contents of the QC Program/Inspection System: The contents shall include, but are not limited to, the following:

- I. Introduction to the Quality Control System:
 - A. Background and Rationale for the System
 - B. Objectives in using Quality Control
 - C. Successes with and updates for the System
- II. Grounds Maintenance Services Quality Control Process:
 - A. Steps and Flow Diagram (includes a checklist used in inspecting contract performance during regularly scheduled/unscheduled inspections/testing; method of documenting and enforcing quality control operations)
 - B. Inspection Procedure (to include checklists used by the contractor, identifying the items, frequency, conformance indicators and actions taken if nonconformance found covering all the service requirements of this contract.
 - C. Means of Identifying and Resolving Problems
 - D. Roles and Responsibilities
- III. Specific Quality Control Functions:
 - A. Supervision of Services covering all the service requirements of this contract (to include schedules for all necessary assignments; submissions and completion reports.
 - B. One year Cycle involving process for initial application
 - C. Labor practices (hiring, retention & rewards and substitutions)
 - D. Conducting and validating periodic customer surveys.
 - E. Contractor Identified Service Work procedures
- IV. Contingencies:
 - A. Special Events/Emergency Situations - procedures to be used; obtaining additional employees
 - B. Strike Contingency Plan

9.0. GOVERNMENT QUALITY ASSURANCE (QA) REQUIREMENTS

9.1. Fundamental Government Responsibilities: The COR is responsible for representing the Contracting Officer for all facets of ground maintenance services quality. The designated personnel will carry out inspections, review approvals, handle deficiencies; and, ultimately accept on behalf of the Contracting Officer. The functions of the COR are identified in paragraphs 9.2 and 9.3 below. Government personnel, other than the Contracting Officer and the COR, from time to time, may observe the Contractor's operations. However, these personnel may not interfere with Contractor performance.

9.2. General Quality Assurance Functions: To facilitate the surveillance of the contractor's quality program by the Government, the COR will verify contractor compliance with designated performance requirements. In addition, for noncompliance and/or untimely corrective action to deficiencies of specific tasks, the contractor is subject to re-performance. With this intent, the surveillance approach may not be one that stays the same throughout the duration of the contract. The COR will periodically update the surveillance approach when the need arises. The COR will inspect the contractor's QCP regularly for compliance with the requirements herein.

9.3. Specific Quality Assurance Functions: The COR will establish an Inspection Schedule using the Quality Checklists from the Contractor's QC Program. The COR will perform the following qualitative and evaluative functions, which comprise the Government Quality Assurance Surveillance Plan (QASP):

- a. Carry out periodic inspections using the Quality Checklists to evaluate the contractor's performance to ensure contract services are received. The COR will evaluate the contractor's performance through intermittent on-site inspections of the contractor's quality control program and receipt of complaints from base personnel. The COR may inspect each task as completed or increase the number of quality control inspections if deemed appropriate because of repeated failures discovered during quality control inspections or because of repeated customer complaints. Likewise, the Government may decrease the number of quality control inspections if performance dictates. The Government will also receive and investigate complaints from various customers located on the installation. The Contractor shall be responsible for initially validating customer complaints. However, the COR shall make final determination of the validity of customer complaint(s) in cases of disagreement with customer(s).
- b. Report any findings resulting from these inspections to the Contractor/Contracting Officer.
- c. If discrepancies are discovered as a result of the periodic inspections, or any other means, use Contract Discrepancy Report (CDR) to communicate them to the contractor and follow up to ensure nonconformance are corrected.
- d. Meet with the Contractor's Representative as agreed to or as often as necessary. The Contractor and COR will sign the written minutes of these meetings, prepared by the COR. Any area(s) of non-concurrence by the Contractor with the minutes must be specified in writing to the COR within 5 calendar days of receipt of the signed minutes.
- e. Perform annual and final Performance Evaluations.

9.4. The Quality Assurance Surveillance Plan (QASP): The QASP has been developed to evaluate contractor actions and is designed to provide an effective surveillance method of monitoring contractor performance for each listed objective on the Service Delivery Summary (SDS). The QASP provides a systematic method to evaluate the services the contractor is required to furnish. This QASP is based on the premise the Government desires to maintain a quality standard for this service contract. The contractor, and not the Government, is responsible for management and quality control actions to meet the terms of the contract. The role of the Government is quality assurance to ensure contract standards are achieved.