



**2/2/2023**

**SUBJECT: Non-Emergent Medical Transportation Services**

**DESCRIPTION:**

The purpose of this Request for Information (RFI) is to find capable vendors to support the agency in a variety of strategic communications activities involving outreach to the general public and national marketing activities designed to recruit volunteers and partners to our organization. Respondents to this RFI shall be able to perform all of the duties/requirements listed in the attached Performance Work Statement (PWS). This is merely a RFI for market research purposes, and not a solicitation. Respondents shall provide their Capability Statement fully illustrating their ability to meet the PWS requirements to [purchasing@fiscal.treasury.gov](mailto:purchasing@fiscal.treasury.gov) with the subject line: RFI-AFRH-W-23-033, Attn: RBrown/GJohnson – Non-Emergent Transportation Services no later than Friday February 10, 2023 by 10:00 a.m. EST. Any other submissions will not be considered.

Instructions For Prospective Respondents

Interested vendors are asked to provide the following in their responses to this RFI:

1. The name, location, DUNS/UEI, and Point-of-Contact information for the respondent's vendor.
2. A brief Capabilities Statement, which includes a description of the respondent vendor's standard line of business and relative experience.
3. Include respondent vendor's business size: Small or Other Than Small (OTS)/Socioeconomic Category.
4. We are also seeking information regarding the industry standard for pricing individual transportation services. (Per hour, per mile, etc).

Any questions about this RFI will not be entertained, as a vendor pool is all that is being sought at this time. Questions and Answers will be fielded during the RFQ period in the future. Quotations/proposals will not be accepted at this time.

**Performance Work Statement (PWS)  
Armed Forces Retirement Home –  
Washington, DC (AFRH-W) Non-Emergent  
Medical Transportation**

**1. Background**

The Armed Forces Retirement Home – Washington, D.C. (AFRH-W) is a Continuing Care Retirement Community (CCRD), dating back to 1851 when it was established as the United States Soldiers Home. In 1991, the AFRH became an independent Federal agency and is the only agency that does not receive appropriated (tax payer) funds for its operation. The Agency's income flows from enlisted men and women serving in the U.S. Armed Forces and in a trust fund that has operated since the Home's beginning.

There are two Campuses that make up the Armed Forces Retirement Home. One is located in our nation's capital of Washington D.C. and the other located along the scenic coast of Gulfport, Mississippi. Both campuses have the high honor of providing exceptional care to our Nations' retired defenders, this includes a mixture of independent living, and assisted living, memory support and long term care for our residents.

**2. Purpose**

The Contractor shall provide all management, supervision, personnel, services, materials, supplies, facilities, transportation, tools, and general and specialized equipment for the safe transport, welfare, and conduct of residents to and from, or one way to or from, Medical Facilities at various locations and times for scheduled and on call Non-Emergent Medical Transportation.

Trips to local medical facilities are within a thirty (30) mile radius of the AFRH-W.

**3. Scope**

The Contractor shall perform all required tasks to provide scheduled or on call non-emergent medical transportation services to the AFRH/W located at 140 Rock Creek Church Road Washington DC 20011.

The Contractor shall assume total responsibility for all requirements stated herein upon contract award. The Contractor is responsible for transporting residents in a manner that enhances and promotes the safety, comfort, and their overall wellbeing. The Contractor shall be responsive to the residents and maintain the appropriate attention to detail and concern for the care of the residents that is commensurate with the mission of the AFRH-W.

The Contractor shall be responsible for all the associated planning, programming, administering, managing, and executing of the functions necessary to provide the services as specified herein. In addition, the Contractor shall complete all work in accordance with all applicable Federal, State, and local laws, licenses, regulations; industry standards; and AFRH policies. The Contractor shall transport residents to and from the AFRH campus to various medical facilities within the Washington DC area. Transportation shall be performed in a manner that ensures:

- Efficient and continued operation of all transportation vehicles.
- Residents receive quality service and care when being transported to various places.
- 24/7 transport availability.

**4. Specific Tasks**

The Contractor shall provide all management, labor, material, equipment, and services to fulfill all requirements stated herein. Services shall be performed to transport residents to and from medical facilities and maintain customer satisfaction. The work shall include

scheduling and performance of work as specified herein.

#### **4.1 Transportation Services**

The Contractor shall provide and operate transportation services for various scheduled or on call non-emergent medical transport purposes to and from the AFRH Campus or one-way services to or from the AFRH Campus. Vehicle requirements shall be dictated by the resident usage and need. Transportation trips vary in occurrence and length of time. Transportation trips are scheduled or submitted as outlined in the following sections.

The Contractor shall provide all non-emergency medical transportation services as specified in the paragraphs below unless road conditions become hazardous due to inclement weather. In these instances, AFRH/W will notify the Contractor, but the Office of Personnel and Management will have the final determination on weather and/or road conditions and the closure of federal Government facilities (including the Armed Forces Retirement Home).

The vehicle passenger cabin, of all Contractor furnished vehicles, shall be clean of dirt, free from torn upholstery or floor coverings, damaged or broken seats, protruding sharp edges, and vermin or insects. Cleanliness standards shall be maintained and adhered to base on industry guidelines, for this type of service. Contractor drivers may not at any time during transportation services listen to music, make personal calls, read books or newspapers, send or receive text messages, or any other activity that may distract them from driving or disrupt the transportation schedule. Hands free devices are strongly encouraged.

##### **4.1.1 Transport Service.**

The Contractor shall provide vehicles, equipment, and drivers for non-emergency transportation services, off campus, to Walter Reed Medical Center- Bethesda, the Washington VA Hospital, Washington Hospital Center, and other destination within a 30-mile radius of the AFRH/W campus. The Contractor must also be capable to furnish replacement vehicles while regular equipment is out of service. Any vehicle that begins to malfunction, which causes interrupted service, must be replaced within one (1) hour.

The Contractor shall be capable of transporting Residents using wheelchairs, BPVs (Battery Powered wheelchairs) within 45 minutes of service calls. Some service request will be by appointment and will be submitted no later than 12 hours before service is required. Contractor shall supply vehicles that are no older than three (3) years old and that are equipped with GPS with on-line support, functional onboard cameras. All drivers must be certified and trained on how to tie down wheelchairs, lift operations and must produce a certificate showing the drivers have been trained on the wheelchair lift and tie down of the wheel chairs and lift operations.

Contractor personnel, shall physically assist all physically challenged residents on and off the vehicle's at all pick-up points and shall fasten applicable strapping devices. All wheelchair restraints shall hold the wheelchair stable in all manners of driving. Restraints should be installed according to the restraint manufacturer's installation instructions. After installing the restraint system, the wheelchair shall be properly positioned and restrained in the vehicle and tested for motion. All straps used must meet Department of Transportation (DOT) requirements and shall be fastened in accordance with the manufacturer's specifications.

At each building stop on AFRH's campus, the driver for off campus destinations shall go into the lobby area of each building and announce the arrival of the vehicle's overall destination. The Contractor shall maintain a continuous log of Residents transported detailing information including what time the vehicle stopped and at which stop, how many people boarded, and whether any residents have any customer complaints.

Based on historical data, the anticipated ridership for the upcoming years is approximately 1,000 residents per year for off campus transportation.

#### **4.1.2 Transportation Service Log**

The Contractor shall maintain a continuous log of transportation service with the following information: name of resident, what time the transport arrived for pickup and where, what kind of medical transport was required (stretcher, wheelchair, or individual), when the transport arrived at destination and where and whether any residents have any customer complaints. The requirements and format of the shuttle service log will be mutually developed during the phase-in period.

#### **4.1.3 Request for Scheduled Non-Emergent Medical Transports**

At the rates established and for the particular type of transportation, authorized AFRH/W staff will call, fax or email within an established time frame, information required when ordering transport services. The authorized AFRH staff will provide the Contractor with the following type of information on a mutually agreed upon Transportation Request Form:

- Name of resident/beneficiary;
- Mode of transportation required (i.e. stretcher, wheelchair, ambulatory);
- Required date and pick-up time (from AFRH-W);
- Delivery point and appointment time;
- Type of appointment; &
- Any other special instructions.

The Contractor shall confirm the transportation is setup and scheduled by email, call or fax within established time frame of request.

The Government reserves the right to cancel all requests, without cost, any time prior to the scheduled service.

The Contractor shall provide and operate transport services to the stated destinations at the schedule times as described in the Transportation Request Form Section 10. Contractor-Furnished Equipment (CFE) and Vehicles defines specific vehicle equipment requirements.

#### **4.1.4 Request for Unscheduled Non-Emergent Medical Transportation**

Transportation services under this portion of the contract are needed as required and come at the request of authorized personnel, via phone call, at the prices established in the contract. The authorized personnel will provide the following.

- Exact location of pick-up and delivery point
- Mode of transportation required
- Name of beneficiary
- Any other special instructions.

From receipt of notification, the Contractor shall have one (1) hour to provide and operate transport from the stated pickup point to the AFRH/W Campus. Contractor-Furnished Equipment (CFE) and Vehicles defines specific transport vehicle equipment requirements.

Non-Emergent transport by Stretcher that meets the criteria for payment by Residents primary insurance shall be invoiced prior to billing AFRH/W.

#### **4.1.5 Individuals Authorized to Request Transport**

The COR will furnish the Contractor names of AFRH/W staff authorized to place and cancel orders. This list shall change from time to time, at which point, the COR will notify the Contractor and CO in writing.

#### **4.2. Emergency Contingency Plan**

The selected offeror shall have a contingency plan developed and in place in the event that there is a disruption in the availability of transportation services. The selected offeror must submit the contingency plan to AFRH for review within fifteen (15) calendar days after contract award. The selected offeror shall submit an updated contingency plan on an annual basis.

#### **4.3. Contractor Liability for Personal Injury and/or Property Damage**

The Contractor assumes responsibility for all damage or injury to persons or property occurring through the use, maintenance, and operation of the Contractor's vehicles, or the action of the Contractor's employees and agents.

#### **4.4. HIPAA Compliance**

Contractors and any subcontractors shall adhere to the provisions of Public Law 104-191, Health Insurance Portability and Accountability Act (HIPAA) of 1996. This includes both the Privacy and Security Rules published by the Department of Health and Human Services (HHS). As required by HIPAA, HHS has promulgated rules governing the use and disclosure of protected health information by covered entities. The covered entity is the Armed Forces Retirement Home.

#### **4.5 Infection Control Requirements Tuberculosis Testing**

All Contractor personnel shall provide documentation of a Purified Protein Derivative (PPD) test performed within the past year. In case of a past positive PPD test, a negative chest radiographic report to rule out active tuberculosis shall be provided. The PPD test shall be repeated annually

#### **5. Period of Performance**

The period of performance consists of a base period with four (4) one-year option periods.

Base Period:	April 20, 2023 – April 19, 2024
Option Period I:	April 20, 2024 – April 19, 2025
Option Period II:	April 20, 2025 – April 19, 2026
Option Period III:	April 20, 2026 – April 19, 2027
Option Period IV:	April 20, 2027 – April 19, 2028

#### **6. Business Hours**

##### **6.1 AFRH Business Hours**

When the Contractor performs their responsibilities during AFRH's Business Hours, they shall arrange work so as not to cause interference with normal occurrence of Government business. Though areas of AFRH are open 24 hours per day; 7 days per week, AFRH's Business Hours are 7:00am to 4:00 pm, Monday through Friday, excluding Federal holidays: New Year's Day, Martin Luther King, Jr. Day, Presidents Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day.

##### **6.2 Contractor Business Hours**

The Contractor shall provide medical transport services twenty-four (24) hours per day seven (7) days a week.

#### **7. Place of Performance**

Work shall be performed throughout the Washington DC metropolitan area.

#### **8. Permits, Licenses, Insurance, Records, and Reporting**

The Contractor shall be responsible for submission of all required code compliant forms and shall obtain required permits, licenses, and insurance for the performance of work. Upon submission of reports or the acquisition of permits or licenses, the Contractor shall provide

one (1) copy to the Government for its records.

### **9. Contractor Regulatory Responsibility**

The Contractor shall comply at all times with applicable laws, regulations, and codes issued by Federal, State, and local Municipality governing health, safety, environmental, and fire prevention in regards to their performance responsibilities. While performing duties, the Contractor shall abide by all industry standards and original equipment manufacturers' (OEM) specifications and recommendations.

### **10. Contractor-Furnished Equipment (CFE) and Vehicles.**

The Contractor shall furnish all equipment and materials including, but not limited to, motor vehicles, containers, fuel, and administrative equipment required to perform work as stated herein. The Contractor shall repair and maintain all CFE and vehicles in a safe and serviceable condition suitable for their intended use. The Contractor shall not use any Government-owned tools, materials, or parts to maintain Contractor equipment or vehicles. CFE and vehicles not meeting applicable safety standards shall not be operated or stored on the AFRH facilities.

Contractor vehicles must be able to accommodate senior citizens and assistive devices. Vehicles shall meet or exceed all Department of Transportation (DOT) and American with Disabilities Act (ADA) standards, including but not limit to, wheelchair lift(s), wheelchair ties, stretcher ties, front facing seats, etc.

For transporting an individual that is not utilizing a stretcher or wheelchair, the Contractor shall, at a minimum, operate vehicles that can seat the individual and a chaperon comfortably.

For transporting individuals in a wheel chair, the Contractor shall, at a minimum, operate vehicles that are equipped with a 42" wide door for handicap access, a power ramp with manual override, a Wheelchair Vehicle Strapping System (WVSS), and a separate seat for a chaperon.

For transporting individuals in a stretcher, the Contractor shall, at a minimum, operate vehicles that are equipped with doors that allow easy stretcher access, a Stretcher Vehicle Strapping System (SVSS), and a separate seat for a chaperon.

The Contractor shall provide and utilize a communication system that allows drivers to speak with and respond to, the service desk dispatcher in certain instances. These instances include, but are not limited to, customer complaints, vehicle breakdown, and emergencies. The driver shall also be able to communicate with the residents on the vehicle through a public announcement system.

All vehicles shall be equipped with operational air conditioning/heating systems. If the air conditioning/heating system becomes inoperable or is unable to maintain temperatures between 68-79 degrees Fahrenheit, in the passenger compartment, the vehicle must be immediately pulled from service at the termination of the current trip. The vehicle pulled from service shall not again be used for service under this contract until the air conditioning/heating system has been repaired.

The Contractor shall have telephone coverage to accept calls from the AFRH/W twenty-four (24) hours a day, 365 days a year.

### **10.1 Equipment Plan**

The Contractors equipment plan shall include all equipment the Contractor shall provide in order to perform work required under this contract. The equipment plan shall be updated when equipment requirements or status of equipment changes the Contractor's capability to perform. The Contractor shall include in their plan, but not be limited to, equipment type, size, capacity, and/or safety features and enhancements.

### **11. Contractor-Owned (CO) Vehicle Condition and Markings**

All Contractor-owned vehicles shall be maintained in a neat, presentable, and operational condition. Contractor vehicles shall have clearly marked signs of sufficient size on both sides of the vehicle to be distinguishable from Government vehicles. Markings shall include, but not be limited to, the Contractor's name and the vehicle identification number.

### **12. Contractor-Furnished Facilities (CFF)**

The Government will not provide facilities and the Contractor shall not place, construct, or otherwise provide additional buildings or facilities at the AFRH without prior written approval. The absence or non-availability of facilities shall not be cause for non-performance of this contract.

### **13. Removal of Contractor Property**

Within seven (7) calendar days after expiration or termination of the performance period, the Contractor shall remove of all Contractor owned vehicles, equipment, tools, supplies, materials, and other items from the AFRH campus. The Government will not be responsible for any Contractor owned property left after performance period expiration or termination.

### **14. Government Furnished Equipment (GFE)**

None

### **15. Government Personnel**

The Contracting Officer (CO) has the overall responsibility for contract administration. The CO is the only Government representative authorized to amend, modify or deviate from the contract. The Contracting Officer's Representative (COR) will be designated in writing at the time of award to assist the CO in the day-to-day on-site administration of this contract. The COR responsibilities include: determining the compliance and adequacy of performance by the Contractor, in accordance with the terms and conditions of this contract; requesting removal of unsuitable Contractor employees; approving schedule and Quality Control Plan changes; ordering re-performance of unacceptable work or performance by other means, etc.

### **16. Management**

The Contractor shall manage the total work effort associated with the services required herein to ensure fully adequate and timely completion of these services and permit tracking of work in progress. Such management includes, but is not limited to, planning, scheduling, cost accounting, report preparation, establishing and maintaining records, and quality control. The Contractor shall provide staff with the necessary management expertise to assure the performance of the required work.

Many of the services required by this contract include routine and scheduled weekend and holiday support. The Contractor shall ensure appropriate supervision and management consultation is available to respond to complaints or emergencies.

#### **16.1 Point of Contact**

Key personnel are defined as the primary point of contact and designated alternates. The Contractor shall provide a point of contact which shall perform continual management of the functional areas contained in this PWS. The point of contact shall conduct overall management coordination and shall be the central point of contact (POC) with the Government for performance of all work under the PWS.

A Contractor employee shall be designated to act for the central point of contact when work is being performed outside of duty hours or during the main point of contacts absence.

Upon contract award, the Contractor shall submit to the COR, in writing, the name, title, office, and mobile telephone number of the main and alternate point of contact.

#### **16.1.1 Point of Contact.**

Any changes to the working status of the point of contact shall be submitted to the COR for approval within fourteen (14) working days prior to the change.

#### **16.1.1 Supervision of Work.**

The Contractor shall supervise work performed by Contractor personnel to ensure that all contract requirements are met. The Contractor shall also ensure required supervision of Contractor personnel is provided whenever work is being performed.

#### **16.2 Contractor Responsiveness.**

The Contractor shall ensure the COR has current emergency contact numbers for cases where services pertaining to execution of the PWS need to be addressed at other than normal contract work hours. An answering machine and/or service is permitted at other than normal contract workdays and work hours for receipt of a COR emergency response work requirement. However, the Contractor shall respond to all calls within eight (8) hours after notification of the call by the answering machine and/or service. If after hours, the Contractor should respond at the beginning of next business day. The Contractor responding must the capacity and authority to contractually bind the Contractor for prompt action on matters pertaining to execution of the PWS.

The Contractor point of contact or backup shall be immediately available during all "Allowable Contractor Hours of Operation" (see Section 6.1).

#### **16.3 Personnel Consistency and Backup**

To achieve consistency of service for the mental comfort and well-being of AFRH residents, the Contractor shall provide employees (primarily vehicle drivers) who shall be available to satisfy the requirements of this PWS on a permanent basis, as long as that person remains an employee in good standing with the Contractor and/or Government. The Contractor shall not rotate drivers from one run to another, unless specifically directed by the Government, since the constant change of drivers has proven to be disruptive to aged residents who are transported via the services provided herein. Any change in driver assignments for recurring services shall first be approved by the COR.

The Contractor shall provide backup coverage for the absence of all regularly scheduled Contractor employees. Backup Contractor employees shall have all specific licenses and certifications as required in the contract.

### **17. Employee Qualifications and Certifications**

The Contractor shall ensure and certify that that only qualified personnel with required licenses (i.e. CDL) or certifications perform work under this contract. Contractor personnel (drivers) shall have successfully completed Mississippi stretcher and wheelchair training course (as required).

#### **17.1 National Agency Check**

Successful adjudication of a Public Trust Position Background Check as applicable to Contractors: Public Trust positions have the potential for adverse impact on either the integrity and/or efficiency of the organization's mission. These positions have a moderate risk or high-risk sensitivity level designation. High Risk positions have the potential for exceptionally serious impact on the integrity and/or efficiency of the organization's mission; and Moderate Risk positions have the potential for moderate to serious impact on the organization's mission. These positions do not require a security clearance, but they do

require a background investigation to determine an employee's suitability to occupy the position. Public Trust positions require the completion of the Standard Form (SF) 85P, Questionnaire for Public Trust Positions.

Contract personnel shall be free of any felony convictions and any misdemeanor convictions that are directly related to the performance of security related duties. Examples include but are not limited to: assault/battery, domestic violence, fraud, swindles, drug violations or other criminal offense, which poses a risk to the safety and security of the AFRH.

### **17.2 Employee Conduct**

The Contractor shall be responsible for the performance and conduct of Contractor and subcontractor personnel. Personnel employed by the Contractor in the performance of this PWS or any representative of the Contractor entering the installation shall abide by the security regulations and policy letters or directives of AFRH. No Contractor employee shall accept money or gifts from residents. Contractor employees are prohibited from entering the occupied rooms of independent living residents without the prior approval of the COR. Any violation of the above will result in immediate removal of the employee by AFRH security.

Contractor employees shall not exhibit rude behavior toward civilians or other Contractor personnel. Loudness, vulgarity, rudeness, or other similar offensive conduct by an employee of the Contractor will be grounds for denying the employee further access to the installation. Contractor personnel shall read, write, speak, and understand English.

The Contractor shall not employ, for performance under this contract, any person whose employment would result in a conflict of interest with the Government's standards of conduct.

### **17.3 Personnel Appearance**

Contractor employees shall be well-groomed; clean; neat in appearance; clothes properly fitted; uniform appearance with nametags; and appropriately dressed for the work to be done. Contractor employees shall not wear clothing with slogans, drawings, or language which could be construed as being lewd, obscene, profane, racially offensive, sexually suggestive, Anti-American, or which advocates the use of illegal drugs or other unlawful conduct.

### **17.4 Employee Uniforms**

While performing work under this contract, the Contractor's employees shall wear uniforms. These shall be the same color and style with a professional appearing nametag furnished by the Contractor with the name of the Contractor and the employee clearly labeled above the shirt pockets.

### **17.5 Employee Roster**

At contract award, the Contractor shall provide the COR with a roster that lists all employees (to include subcontractor employees) requiring AFRH site access, their job titles, and CDL# for each driver. The Contractor shall update the roster as required, but not less than quarterly.

### **17.6 Smoking**

Smoking is permitted only in designated areas, as defined by the AFRH/W

### **17.7 Alcohol and Drug Use**

The Contractor shall not allow any employee to perform work when the employee is under the influence of alcohol, illegal drugs or prescription drugs which can adversely affect the employee's ability to perform their duties in a safe manner. Employees found to be under the influence of alcohol or illegal drugs will be immediately removed from AFRH. The threshold for being under the influence of alcohol or illegal drugs is the same as that established by current laws for vehicle operation. The Contractor is responsible for establishing the method(s) by which employees will be determined to be

under the influence of alcohol or illegal drugs. The Government reserves the right to request the Contractor to remove any Contractor employee that is displaying errant or unexplained behavior.

### **17.8 Termination of Employees**

The Contractor shall ensure that employees who resign or are terminated from employment return identification badges to the Government immediately upon termination of employment with the Contractor.

### **18. Contractor Personnel Removal**

Government rules, regulations, laws, directives, and requirements that are issued during the contract term relating to law and order and security shall be applicable to all employees or representatives who enter AFRH. 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. Removal of employees does not relieve the Contractor from the responsibility for the work defined in the contract.

The COR may require the Contractor to remove any employee performing requirements under this contract, for reason of misconduct or security risk posed. Contractor employees shall be subject to dismissal from the premises, upon determination by the COR, when such action is in the interest of the Government.

### **19. Replacement of Contractor Employee for Security Reasons**

The Government retains the right to request removal of Contractor employees, regardless of prior clearance or Background Investigation (BI) adjudication status, whose actions clearly conflict with the interests of the Government. Upon the determination by the CO, that a Contractor employee should be removed, the Contractor must remove the Contractor's employee immediately after notification and shall provide replacement within five (5) working days.

### **20. AFRH Personnel and Other Contractors**

Government employees or other Contractors may be performing services in areas associated with the requirements of this contract. Some examples may be Contractors performing specialized and one-time jobs. The Government will facilitate initial contact between Contractors or Government employees performing duties associated with this contract. The Contractor shall provide all further required coordination with the Contractor, AFRH Personnel and Other Contractors.

Government employees or other Contractors may be performing services in areas associated with the requirements of this contract. Some examples may be Contractors performing specialized and one-time jobs. The Government will facilitate initial contact between Contractors or Government employees performing duties associated with this contract. The Contractor shall provide all further required coordination with the Contractor.

### **20.1 Disputes with AFRH Personnel and/or Other Contractors**

The Contractor shall notify the COR, in writing, of disputes in receiving support from, or providing support to other Contractors and/or Government personnel within eight (8) working hours from the time the dispute occurs. If the Contractor is not able to resolve the dispute with the other Contractor and/or Government personnel within a reasonable amount of time (a reasonable amount of time will be defined by the COR upon initial notification), the issue shall be forwarded to the COR and/or CO for resolution. The COR shall provide written notice of dispute resolution(s) to the Contractor no later than five (5) workdays after the written notice for dispute resolution.

### **21. Pass and Identification Items**

Pass and identification items are required for all Contractor personnel and non-Government owned vehicles entering AFRH. The Contractor pass and identification request shall be made to the COR on company letterhead and shall include: Contractor employee names, birth dates, and work phone

number.

## **22. Employee Badges/Parking**

Contractor personnel shall visibly display Government furnished identification badges on their person in accordance with the AFRH procedures. Parking for Contractor employee personal owned vehicles (POVs) is provided at no cost to the Contractor workforce. Contractor POVs must be in good working condition, free of fluid leaks, be driven off the campus at the end of the employee's work-shift. No extended parking for Contractor vehicles or employees POVs are allowed.

All Contractor personnel shall comply with parking procedures published for the AFRH/W. Contractor employees shall return all AFRH issued identification badges and parking/vehicle IDs to the attending AFRH security officer stationed at the AFRH Security Gatehouse immediately upon exiting AFRH.

## **23. Safety**

While performing the contract requirements, the Contractor shall ensure the protection of employees, health and safety of AFRH residents, staff, and visitors while preventing damage to property, materials, supplies, equipment, and work interruptions. The Contractor shall:

- Comply with all OSHA, Washington DC Safety Codes, and the AFRH Safety Regulations.
- Ensure that any additional safety measures will be incorporated when it is deemed necessary by the Contracting Officer (CO) or COR.
- Ensure resident safety and shall report safety concerns to the AFRH/W Safety Officer.

## **24. Motor Vehicle/Traffic Regulations**

Contractor employees operating motor vehicles at AFRH shall possess a valid driver's license. Driver and vehicle permits, licenses, registrations and proof of insurance shall be maintained in the vehicle at all times and made available upon request. Contractor employees shall comply with Mississippi laws at all times. Contractor employees shall adhere to the posted speed limits. Speed limits on AFRH grounds are 15 mph unless otherwise posted. Only 5 mph is permitted when AFRH residents are present. Contractor personnel driving a motor vehicle on AFRH cannot use a cell phone, or text message, unless the vehicle is safely parked or the driver is using a hands-free device.

### **24.1. Accidents**

The Contractor shall report to the CO and/or COR, in a manner and on the forms prescribed by the AFRH, all accidents resulting in death, trauma, occupational disease or damage to property within twenty-four (24) hours of the event.

### **24.2 Incident Reporting**

The Contractor shall develop policy and procedures for incident management for approval by COR and ensure that staff has proper orientation and training to respond to, report, and prevent incidents. Contractor shall ensure that drivers report to the Contractor, within 8 hours, all adverse events involving AFRH residents.

The Contractor shall report significant incidents to COR with-in 12 hours of occurrence. Significant incidents include, but are not limited to, the following:

- Assaults (either on an AFRH-W resident or staff member).
- Threats of assault or injury.
- Injury to an AFRH-W resident or to a staff member by an AFRH-W resident.
- Accidents while AFRH-W residents are on board that might require medical attention.
- Involvement of law enforcement official.
- Allegations of abuse.

- Medical attention being needed while in route.

Any accident involving major damage, serious personal injury or loss of life shall be reported to the COR immediately. The incident report shall include the following (when applicable):

- Name of involved person.
- Address.
- Date/time of incident.
- Location.
- Description of incident (nature of the incident, witnesses, and narrative of what occurred).
- Final disposition (how you intend to handle the incident, any next steps required, or likely outcomes).
- Name of person submitting the report.
- Date of report.
- Date forwarded to COR.

## **25. Records, Data, and Information**

The Contractor shall maintain records throughout the life of the contract in a consistent, business-like and orderly fashion. All records shall contain sufficient supporting documentation, if applicable, to provide a complete audit trail. The Contractor shall also respond to requests for any information from the COR and provide said information in a reasonable timeframe. Some of the management and technical information that may be provided to the Government could include, but is not limited to:

- Technical suggestions;
- Rider-ship Survey;
- Input for staff studies;
- Fact sheets;
- Audits;
- One-time reports;
- Material, equipment, facilities and other property listings or inventories;
- Equipment maintenance records;
- Recommendations for amending, revising or originating Government regulations or policies within the scope of this work; &
- Information requested by the COR.

The Contractor shall obtain COR approval before releasing any stored, generated, or archived information related to this contract to news agencies, the Contractor's corporate or other off-site offices, other Government agencies, other Contractors, private parties, or any other entity other than the COR, the Chief of Campus Operations, the CO, or the AFRH Agency.

### **25.1 Monthly Status Reports**

The Contractor shall submit a Monthly Performance and Status Report to the COR no later than the fifth working day of the following month. The report shall be in the Contractor's format (as mutually agreed upon by the COR or CO) and include a matrix with actual counts of riders for each bus trip. This rider-ship survey will be used to assess minor changes to improve effectiveness and efficiencies.

### **25.2 Meetings, Conferences, and Briefings**

The Contractor shall attend, participate in and provide input to scheduled and unscheduled meetings, conferences and briefings that relate to the contracted function and services. Meeting attendees shall at times include Contractor management, supervisors or other personnel. The Contractor shall participate in meetings with customers, Federal, State and local agencies and their representatives, and other Contractors as required by the Government. These meetings include both on-site and off-site meetings, in which the frequency may be weekly, monthly or as otherwise required. Meetings may start or end outside of normal working hours and any travel costs associated with Government required meetings, conferences, and briefings would be paid for by the Government in accordance with current Government Travel Regulations. As requested by the COR, the Contractor may be required to furnish a verbal or

written report within two (2) workdays after meeting completion.

## **26. Non-Payment for Additional Work**

Any additional services or a change to work specified which may be performed by the Contractor, either at its own volition or at the request of an individual other than a duly appointed CO, except as may be explicitly authorized in the contract, will be done at the financial risk of the Contractor. Only a duly appointed CO is authorized to bind the Government to a change in the specifications, terms, or conditions of this contract.

## **27. Indemnification**

The Contractor shall indemnify and hold harmless the Government and its officers, agents, representatives, and employees from all claims, loss, damage, actions, causes of action, expense, and/or liability resulting from, brought for, or on account of any personal injury or property damage received or sustained by any person or property growing out of or attributable to any work performed under or related to the contract, regardless of whether such claims, losses, damages, actions, expenses, and/or liability may be attributable to the fault, failure, or negligence of the Contractor.

## **28. Environmental Compliance**

The Contractor is responsible for compliance with all AFRH, local, state and federal environmental policies and mandates. Penalty charges resulting from Contractor's failure to comply with environmental policies and mandates will be borne by the Contractor only. The Contractor shall take any corrective actions, as directed by such agencies, with no additional cost to the Government.

### **28.1. Conservation of Utilities and Resources**

The Contractor shall participate in Government resource conservation and resource recycling programs. The Contractor shall instruct all Contractor personnel in energy and resource conservation practices and require them to operate utilities and resources under conditions that preclude wasteful use of energy.

## **29. Contingencies and Disasters**

The Contractor shall participate in Government planning for contingencies and disasters. If a national emergency or natural disaster occurs, the Contractor may be directed by the CO to perform work in excess of that identified in this contract. Under these conditions, an increase in cost of Contractor performance may occur and the Contractor may be entitled to an equitable adjustment.

The Contractor shall assume that AFRH cannot provide supplemental forces under these contingency conditions and will continue to require the same or additional Contractor performance. The Contractor shall be required to meet these requirements as directed by the CO.

## **30. Inspections by the Government**

The CO and COR will inspect for compliance with contract terms throughout the contract period. Evaluation will be based on the Contractor's compliance with the requirements set forth in the Performance Work Statement (PWS) and Performance Requirements Summary (PRS). The Government will monitor the Contractor's performance under this contract by performing checks of the Contractor's performance of PWS tasks. The Government will not only monitor "logistical tasks," but will also evaluate the Contractor's response and resolution to customer's complaints. Typical procedures include random sampling, planned sampling, scheduled inspections, incidental inspections, and customer complaints.

### **30.1 Surveillance Method - Periodic Surveillance.**

This method employs a "spot check" style of evaluation and may be adjusted, based on quality trends. The PRS contains only those items considered most important for contract accomplishment. The Government retains the right to inspect all PWS requirements. The Contractor shall correct the unacceptable performance within 24 hours. If the Contractor does not correct the unacceptable

performance within 24 hours, the COR will notify the CO who will take appropriate administrative action.

When the Contractor's performance is unsatisfactory, a Contract Discrepancy Report (CDR) will be issued. The Contractor shall reply, in writing, five (5) working days from the date of the CDR, giving the reason(s) for unsatisfactory performance, corrective action taken and procedures to preclude recurrence.

### **30.2 Surveillance Method - Customer Feedback**

An integral part of the Government's Quality Assurance Program is customer feedback. The program will include verbal and written customer feedback and validation of complaints. The Government will provide validated customer complaints to the Contractor, in which they shall respond, in writing, as to actions taken to resolve and/or preclude recurrence. The term customer refers to residents, staff and personnel external to the AFRH-W with whom the Contractor comes in contact within the performance of this contract.

### **31. Quality Control**

The Contractor and Contractor personnel shall be responsible for quality control but shall be subject to Government inspections and surveillance.

#### **31.1 Quality Assurance**

The Government will periodically evaluate the Contractor's performance in accordance with the Quality Assurance Surveillance Plan (QASP). The purpose of the QASP is to ensure that all PWS requirements are complete and acceptable. The plan will ensure reliable continued service and preclude unnecessary complaints as a result of unacceptable performance. The Government's QASP includes the following elements:

- COR acceptance of performance objectives
- Periodic surveillance of Contractors work.
- Performance meetings with the Contractor.

### **32. Quality Control Plan**

The Contractor shall establish and maintain a Quality Control Program (QCP) to ensure the work performed conforms to contract requirements and submit the QCP as part of their proposal package.

### **33. Performance Meetings**

The Government and Contractor representatives shall meet, as often as necessary, to ensure satisfactory performance in accordance with the PWS.

### **34. Performance Requirements Summary (PRS)**

The Contractor service requirements are summarized into performance objectives that relate directly to contract success. The performance standards briefly describe the minimum acceptable levels of service for each objective. These standards are critical to successful contract completion.

	PWS TASK REQUIREMENTS	PWS REF	PERFORMANCE STANDARD	METHOD OF SURVEILLANCE	INCENTIVE/ DISINCENTIVE
<b>Contractor Tasks</b>					
PRS 1	The Contractor shall provide the correct type of transport and equipment. The Contractor shall furnish replacement vehicles while regular equipment is out of service.	Section 4	Performs this duty 100% of the time unless an exception is granted by the CO or COR.	Spot inspections performed throughout the month and from complaints received on violations.	Past Performance or CPAR ratings
PRS 2	Contractor personnel shall physically assist handicapped residents on and off the transport at all pick-up points and shall fasten applicable strapping devices	Section 4	Performs this duty 100% of the time unless an exception is granted by the CO or COR.	Spot inspections performed throughout the month and from complaints received on violations.	Past Performance or CPAR ratings
PRS 3	All drivers are properly trained and licensed to operate medical transportation vehicles.	Section 4	Performs this duty 100% of the time unless an exception is granted by the CO or COR.	Spot inspections performed throughout the month and from complaints received on violations.	Past Performance or CPAR ratings
PRS 4	For Emergency Service, the Contractor picks up the Resident within one (1) hour	Section 4	Performs this duty 100% of the time unless an exception is granted by the CO or COR.	Spot inspections performed throughout the month and from complaints received on violations.	Past Performance or CPAR ratings
PRS 5	Contractor confirms transport for scheduled transportation within twelve (12) hours	Section 4	Performs this duty 100% of the time unless an exception is granted by the CO or COR.	Spot inspections performed throughout the month and from complaints received on violations.	Past Performance or CPAR ratings

PRS 6	The Contractor shall meet all Contractor Furnished Equipment and Vehicle Requirements	Section 10	Performs this duty 100% of the time unless an exception is granted by the CO or COR.	Spot inspections performed throughout the month and from complaints received on violations.	Past Performance or CPAR ratings
PRS 7	Vehicles shall be kept clean at all times, especially the interior	Section 4	Contractor's Cleanliness Standards	Spot inspections performed throughout the month and from complaints received on violations.	Past Performance or CPAR ratings

### 35. Transition

The transition shall be the changeover of responsibilities from one Contractor to another.

#### 35.1 Phase-Out Plan

The Contractor shall submit the Contractor's phase-out plan for concurrence, by the CO and COR, within thirty (30) Days after award of the final option of the contract or when notified by the CO. The Contractor shall develop this phase-out plan, which shall address all areas of the contract and each specific functional area, so as to affect a smooth and orderly transfer of performance responsibility to a successor. The phase-out plan shall contain details that include, but are not limited to, timelines for events, key personnel involved, and interface with the Government and follow-on Contractor. The plan shall fully describe how the Contractor will approach the following issues: removal of Contractor property, data and information transfer, and all other actions required to ensure continuity of operations.

#### 35.2 Phase-Out Execution

During the thirty (30) calendar day period immediately prior to the expiration or termination of the contract, the Contractor shall permit the successor (and the successor's employees) to observe and become familiar with any and all operations specified in the contract. The Contractor shall fully cooperate with the successor and Government, as not to interfere with their work or duties.

The Contractor shall correct any damage to Government-owned property caused by employee negligence or mistake, intentional or otherwise, and shall not defer any needed repairs or maintenance for the purpose of transferring responsibility to the successor Contractor.

**Deliverables**

No.	Deliverable Title	Required	PWS Reference
1	Cleanliness Standards	With Proposal	4.1
2	Emergency Contingency Plan	Fifteen (15) Days After Receipt of Award	4.2
3	Permits, Licenses, Insurance, Records, & Reporting	After Receipt of Award	8.0
4	Equipment Plan	With Proposal	10.1
5	Point of Contact	After Receipt of Award	16.1
6	Monthly Status Reports	No later than the 5 <sup>th</sup> business day the following month. Updates as required.	25.1
7	Quality Control Plan	With Proposal	32

**36 VACCINATIONS**

1. The Contractor shall provide proof of vaccination for Purified Protein Derivative (skin test) (PPD), Hepatitis and COVID for all employees who will be in contact with Residents and Staff at the AFRH facility. Contractor must also provide annual proof for the said vaccines or any new one mandated by the Government.