

Joint Base Langley-Eustis Shuttle Service Performance Work Statement (PWS)

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Joint Base Langley-Eustis Shuttle Service

Performance Work Statement (PWS)

Description of Services & General Information

Vision Statement

In support of the Air Power over Hampton Roads Air Show, a shuttle bus service between the Hampton Coliseum to Langley AFB will be provided via private contractor. Transportation will begin on Friday, 6 May 2023 and end on Sunday, 7 May 2023. It is expected that the service will accommodate a minimum of forty-four (44) passengers per bus with an event requirement of thirty (30) buses and an additional three (3) ADA accessible vehicles.

The contractor will provide adequate staffing, at no additional charge, to coordinate shuttle service. The vendor will also ensure persons with disabilities have the highest transportation priority to avoid long wait periods. The contractor should expect to bus approximately 30,000 guests each day with the 30 buses running on rotation to and from designated pick up and drop off locations.

Scope

The shuttle schedule and route will be provided to the contractor at least two weeks prior to the event. Service will run as scheduled unless altered by unexpected instances such as bad weather or emergencies.

Location and Hours of Work

Buses shall convene at the Hampton Coliseum (1000 Coliseum Dr, Hampton, VA 23666) and Virginia Peninsula Community College (99 Thomas Nelson Dr, Hampton, VA 23666) to shuttle passengers to Langley Air Force Base (West Ramp). Community transportation will commence at 0900 and conclude at 1900 each day. Transportation will take place in a 10 mile radius around Langley AFB.

General Requirements

Contractor Expectations

The contractor shall provide the following assets and services:

Equipment

Thirty (30), forty-four (44) passenger buses and three (3) ADA accessible vehicles. It is requested that the vehicles utilized will have no excessive damage (interior or exterior)

and be in good working condition. The contractor is responsible for radios permitting communication with other vehicles used in performance of this contract.

The contractor shall provide thoroughly cleaned (interior/exterior) and pre-serviced vehicles that are in safe, proper operating condition. Attachment 3 details specific vehicle requirements as outlined in the Contract and Charter Bus Transportation Standards of Service Pages found at

https://www.travel.dod.mil/Portals/119/Documents/Bus/DoD_Bus_Program_Agreement_5%202021-09-03.pdf?ver=oSAVUzrmtbhnqkICd9B4JQ%3d%3d.

The Contractor must keep the equipment clean, orderly, and in good state of use and repair for the duration of the contract. The Government has the right to refuse vehicles that are deemed unsafe, contaminated, obtain an offensive odor, or would provide unsatisfactory passenger comfort. Should any vehicles be refused, the vendor shall find a replacement to fulfill the contract requirements.

Equipment Maintenance

In accordance with Federal and State laws, the contractor shall be responsible for all maintenance, fuel, and repairs under this agreement. In the event of an inoperable bus while transporting passengers, the contractor will immediately resolve the issue and dispatch another bus to the location. All refueling is to occur when no passengers are on the bus. If necessary, the contractor will provide a substitute service at no additional cost to the Government. The vendor will submit a Delay Report as required.

Vehicle Operators

All drivers provided by the vendor must:

1. Be fully qualified under the laws of the State of Virginia as a Class C licensed driver.
2. Have received the minimum training required by the State of Virginia and comply with all applicable Federal, State, and local laws.
3. Be dressed in the appropriate company uniform.

Vehicle Inspection Report

The contractor is responsible for obtaining a valid safety inspection for the provided vehicles. Proof of each vehicle inspection must be provided to the Contracting Officer Representative (COR) at least 1 week in advance from the event. The contractor must also provide copies of the driver's daily vehicle inspection report for all buses used in the performance of this contract in accordance with 49 CFR 396.11, *396.11 Driver vehicle inspection report(s)* upon request by the COR or Contracting Officer (CO) in accordance with AFI 24-302 paragraph 10.7.

Non-Personal Services

The Government will neither supervise the contractor employees, nor control the method by which the contractor performs the required tasks. Under no circumstances shall the Government assign tasks to or prepare work schedules for contractor employees. The contractor shall manage its employees and guard against any actions that are of the nature of a personal service or give the perception of a personal service. If the contractor believes that any action constitutes, or is perceived to constitute a personal service, it shall be the contractor's responsibility to notify the COR and CO immediately.

Business Relations

The contractor shall manage the timeliness, completeness, and quality of problem identification. The contractor is responsible for providing corrective action plans, proposal submittals, timely identification of issues, and effective management of subcontractors. The prime contractor will manage work distribution to ensure there are no Organizational Conflict of Interest (OCI) considerations.

Contract Management and Administration

The following subsections specify requirements for contract management and administration.

Contract Management

The contractor shall establish clear organizational lines of authority and responsibility to ensure effective management of the resources assigned to the requirement. The vendor must maintain continuity between the support operations at Langley AFB.

Contractor Qualification

In accordance with Department of Defense Financial Management Regulation 7000.14-R, Volume 10, Chapter 13, the contractor shall possess and maintain approval carrier status by the Defense Travel Management Office (DTMO), formally known as Headquarters, Military Surface Deployment and Distribution Command (SDDC), as evidenced by the list of DTMO-approved DoD bus carries at [http:// www.defensetravel.dod.mil/Docs/BusAgreementPOCs.pdf](http://www.defensetravel.dod.mil/Docs/BusAgreementPOCs.pdf). Failure to maintain the DTMO approved status for the entire period of performance is a violation of the contract terms and may result in a termination for cause.

Performance Requirements

The following section specifies the Performance Objectives and Performance Elements for the contract.

Delay Report

Instances resulting in delays or schedule deviations, for any reason, must be conveyed immediately to the COR by the contractor via verbal communication. The contractor will then provide a written delay report to the COR and the CO on the following work day in accordance with the information requirements of paragraphs IV-18 and IV-19 in the Military Bus Agreement, which can be found at <http://www.defensetravel.dod.mil/Docs/BusAgreement.pdf>.

The report will contain the following information for each delay:

1. Delay at Origin: Provide actual departure time and place.
2. Delay at Destination: Provide actual arrival time and place.
3. Reason for Delay: Provide important/relevant details.

Security and Safety

This section describes the security and safety for this effort. The following sub-sections provide details of various considerations on this effort.

Security and Base Access

The contractor shall comply with all requirements and procedures in accordance with AFFAR 5352.242-9000, Contractor Access to Air Force Installations. All employees requiring access to Langley AFB must present a valid driver's license, an additional form of identification upon request, and pass a security check prior to being granted access onto base. All contractor employees, including replacement employees, will ensure they have the appropriate items required to enter the installation no later than 27 April 2023.

The base access request forms will be available at the pre-performance conference or can be provided by the Contract Administrator upon request. Contractors shall submit completed request forms to 633d SFS for processing no later than 5 April 2023.

Pre-Base Access Vehicle Inspection

The contractor agrees to ensure that the 633 Air Base Wing (ABW) Security Forces Squadron (SFS) has ample time – approximately five (5) minutes – to conduct vehicular inspections of the interior and exterior areas of each bus prior to gaining access to Langley AFB. The government reserves the right to inspect the contractor's vehicles prior to awarding the contract and at any time during the performance of the contract.

Key Personnel Listing

It is the contractor's responsibility to record, maintain, update, and provide the complete and comprehensive master listing of all contractor employees who are either utilized during the performance of the contract or require access to Langley AFB. Each contracted employee is bound

to the following requirements in order to participate in the contract execution and gain access to the installation:

1. Complete the JBLE vehicle access request form
2. Pass a National Criminal Investigation Check (NCIC)
3. Adhere to all policies and procedures applicable to Langley AFB

The COR, CO, and 633d SFS must receive the master listing at least one (1) week in advance.

Safety

The vendor, and all its contracted employees, must comply with the safety regulations and procedures of both Langley AFB and the state of Virginia. Upon request, the contractor shall provide OSHA 300 and 301 logs to the 633 ABW Safety Office for mishaps occurring on the installation. Any mishaps involving damage to government property or injury to government personnel will immediately be reported to the base Safety Office. A written report that includes the information requirements of paragraph II-11 of the Military Bus Agreement must then be submitted to the COR and CO by the contractor within five (5) workdays of each occurrence. The vendor and all contracted employees, whether they participated in the contract or not, shall not disclose the names and injuries or deaths of passengers to the public, pending notification of the next of kin by the Government. The contractor may make announcements about its own employees. Contractors, whether regularly involved in routine site operations or engaged in temporary projects must follow all federal and state safety standards.

The contractor shall maintain and provide a copy of the written safety plan to the 633 ABW Safety Office no later than 19 April 2023 in accordance with AFPAM 91-210, 6.4.

Environmental Requirements

The contractor will not dump, discharge, or permit leaks of any fuel, lubricant, coolant, solid waste, water, or trash while on Department of Defense property. Vehicle emissions will comply with those in effect for the State of Virginia

Quality

This section describes the Quality Control components for this effort. The following sub-sections provide details of various considerations on this effort.

Quality Control Plan (QCP)

The contractor shall employ a commercial quality control program and procedures to identify, prevent, and ensure non-reoccurrence of defective services. Through implementation of the contractor's quality control program and procedures, the United States Air Force shall receive quality services meeting the requirements of the contract. The contractor shall develop a QCP and maintain an effective commercial quality control program to ensure services are performed in accordance with the contract and this PWS. The contractors QCP are the means by which they assure that all work complies with the requirement of the contract.

Attachment 1

Government Furnished Property and Services

There are no Government furnished Property or Services listed under this contract.

Attachment 2

Contract Data Requirements List

The contractor shall provide deliverables as referenced in this PWS.

Identifier	Name	Description
A001	Reports (Section 5.2)	Safety Plan

Attachment 3

Contract and Charter Bus Transportation and Standards of Service

Buses used for group movements will afford passenger comfort needs as follows:

1. **Temperature Control:** It is preferred, but not required that buses be equipped with air conditioning to provide comfort for passengers.
2. **Cleanliness and Serviceability of Equipment:** Prior to departure of equipment from garage point, it must be serviced to be in proper operating condition. The interior and exterior must present a clean and maintained appearance.
3. **Lighting:** Buses must be equipped with adequate lighting to serve the needs of individual passengers.
4. **Alcoholic Beverages:** Alcoholic beverages will not be served or consumed aboard the vehicles.
5. **Smoking:** Smoking is not permitted on the vehicles at any time.
6. **Operational Briefs:** Each carrier must brief the person in charge regarding route to be followed, stops enroute, and other service items. During movement, the person in charge must be briefed concerning irregular events that occur, all delays, and any interruptions to movement.
7. **Delivery of Passengers – Intermodal Movements:** Groups transported to airports, military airfields, or railroad stations will be delivered at such specified times determined necessary by DTMO or the responsible TO in order to accomplish timeline transfer.