

B.3 DESCRIPTION/SPECIFICATION/STATEMENT OF WORK

1.0 Background

The Department of Veterans Affairs (VA), National Cemetery Administration (NCA) furnishes headstones, markers and niche covers for deceased veterans worldwide. Memorial headstones, markers and niche covers are also furnished to memorialize veterans whose remains are non-recoverable.

2.0 Purpose

The purpose of this contract is to supply **Medal of Honor** upright/flat marble and upright/flat granite/ headstones for a MULTI-YEAR CONTRACT.

3.0 Material Specification

3.10 Product Code/Description/Drawing No.: (13"x42"x4")

- (U6) / Medal of Honor Upright Marble Headstones / Drawing: A-U6-1, Rev. - dated 06/05/03
- (U7) / Medal of Honor Upright Marble Headstones Spanish-American War / Drawing: A-U7, Rev. - dated 06/05/03
- (U9) / Medal of Honor Upright Marble Headstones Civil-War Union / Drawing: A-U9, Rev. - dated 06/05/03

3.11 Quantity: Total for 3.10

BASE: _____ each
Year 1: _____ each
Year 2: _____ each
Year 3: _____ each
Year 4: _____ each

3.20 Product Code/Description/Drawing No.:

- (F6) / Medal of Honor Flat Marble Marker (12"x24"x4") / Drawing: A-F6, Rev. - dated 06/05/03

3.21 Quantity: Total for 3.20

BASE: _____ each
Year 1: _____ each
Year 2: _____ each
Year 3: _____ each
Year 4: _____ each

3.30 Product Code/Description/Drawing No.: (13"x42"x4")

- (V6) / Medal of Honor Upright Granite Headstones / Drawing A-V6, Rev. - dated 06/05/03
- (V7) / Medal of Honor Upright Granite Headstones Spanish-American War / Drawing A-V7, Rev. - dated 06/05/03
- (V9) / Medal of Honor Upright Granite Headstones Civil-War Union / Drawing A-V9, Rev. - dated 06/05/03

3.31 Quantity: Total for 3.30

BASE: _____ each

Year 1: _____ each
 Year 2: _____ each
 Year 3: _____ each
 Year 4: _____ each

3.40 Product Code/Description/Drawing No.:

- (G6) / Medal of Honor Flat Granite Marker (12"x24"x4") / Drawing: A-G6, Rev. - dated 06/05/03
- (J6) / Medal of Honor Thin Flat Granite Marker (12"x24"x3") / Drawing: A-J6, Rev. - dated 06/05/03
- (L6) / Medal of Honor Small Flat Granite Marker / Drawing: A-L6, Rev. - dated 06/05/03

3.41 Quantity: Total for 3.40

BASE: _____ each
 Year 1: _____ each
 Year 2: _____ each
 Year 3: _____ each
 Year 4: _____ each

3.5 Material: Marble

3.51 Marble shall be white, sound and compact, free from cracks, spalls, chips, holes, and calcite lines more than two inches in length, open seams, pits, or other defects that would impair its strength, durability or appearance.

3.52 Color: The overall whiteness of the marble exclusive of allowable coloration shall be N8 or higher judged against the (Munsell Neutral Value Scale, Matte 31 - step scale. Variations in coloration shall blend gradually with the white background. Blotches of color, or clouding and veining which is in sharp contrast with the background whiteness, which inhibits ease of legibility of the inscription, or which presents an objectionable appearance shall be cause for rejection.

3.6 Material: Granite

3.61 Granite shall conform to the definition of Granite as defined by ASTM C119. Granite is to be standard grade, fine to medium-grained material as classified by the National Building Granite Quarries Association. Granite shall be free from cracks, seams or starts, chips, pits or over defects that would impair its strength, durability or readability of the inscription. Headstones or markers containing two or more feldspar phenocrysts, which exceed 6mm in any direction, shall be rejected.

3.62 Color: Light Gray (Granite shall be a uniform shade of light gray color (N6 or higher) judged against the (Munsell Neutral Value Scale, Matte 31 - step scale).

3.7 Finish (Granite and Marble):

3.71 (U6/U7/U9/V6/V7/V9 – Upright Headstone) The front, back, top and sides of each headstone shall be uniformly machine honed with a finishing stone or pad (in the range of 80 to 120 grit) to produce a smooth satin finish, free of scratches, saw marks, rust spots, and skips. All edges and corners shall be uniformly rounded with a smooth 1/4 inch eased edge aris (or chamfer). The radius shall extend down a minimum of 28" from the top of the headstone. The bottom shall be a smooth sawn finish.

3.72 (F6/G6/J6/L6 – Flat Marker) The top surface and all sides of each blank shall be uniformly machine honed with a finishing stone (in the range of 80 to 120 grit) to produce a smooth satin finish, free of scratches, saw marks, rust spots and skips. All edges and corners shall be uniformly rounded with a smooth 3/8 inch eased edge aris. The bottom shall be a smooth sawn finish.

4.0 Scope of Work

4.1 Source of supply

All stone shall be obtained from quarries within the United States having adequate capacity and facilities to meet the specified requirements. Cutting and finishing shall be done by a manufacturer equipped to process the material promptly and in strict accordance with these specifications.

If the contractor changes from the original approved quarry to another quarry during the contract term, an additional sample shall be submitted to the MPS Program Support Unit for further approval prior to using the new stone to produce blank headstones under this contract.

4.2 Workmanship

Each headstone shall be free from defects in workmanship. Chips, cracks, open seams, abraded edges, and blowouts shall not be permitted and repair or patching of any such defects are prohibited and shall be cause for rejection. The headstones shall be free of ink, oil, crayon marks, dirt, coatings, sealers and stone dust. Workmanship shall be in accordance with industry standards and practices.

4.3 Litho chrome

Apply gold litho chrome to the inscriptions for all Medal of Honor recipients. A coat of clear litho chrome must be applied over the gold litho chrome layer.

Contact MPSProgSupport@va.gov to confirm whether black or gold litho chrome shall be applied to additional inscriptions if such are ordered for the monument's back side.

5.0 Submittal by Potential Offerors

The inscribed samples shall conform to government specifications for lettering (reference A-LNC&E), inscription depth and layout. Mark each sample on the back with permanent marker to show: contractor's name and solicitation number, and contractor's email address. Any sample which arrives damaged shall not be accepted.

- Sample Requirements for U6 Medal of Honor Inscriptions: One marble inscription sample on a white marble slab, 22" x 13" x 3/4".
- Sample Requirements for V6 Medal of Honor Inscription: One granite inscription sample on a granite slab, 22" x 13" x 3/4".
- The following data must be used for the 22" x 13" sample submittal:

ROBERT C WILLIAMSON
MOH Emblem (refer to drawings for actual emblem to be inscribed)
MEDAL OF HONOR
CORP CO E
1 WASH INF
SP AM WAR

Draft

JUL 8 1870

SEP 6 1917

5.1 Full size copies of drawings are available upon request at no additional charge to potential vendors. The request shall be e-mailed to the NCA Memorial Programs Service (MPS) Program Support Unit at MPSProgSupport@va.gov and shall include the contractor's name, mailing address, phone number, e-mail address, and the name and drawing number of the drawing(s) being requested. If hard copies of the drawings are desired, e-mail the request to MPS with sufficient time for the drawings to be mailed. An extension to the solicitation's closing date shall not be granted under any circumstances.

6.0 Quality Assurance

6.1 Testing

Stone supplied under this contract shall conform to the following specifications and physical requirements. Stone shall be tested, as listed below, by an approved testing laboratory and test results shall be submitted to the Memorial Programs Service, Program Support Unit for approval prior to the production of the sample niche covers. Testing is required only once and shall be from a representative sample of the quarry. Testing results are required for new sources of stone.

NOTE: Testing results are not required for the quarries located in the state areas listed below:

Vermont (Danby, Woodbury, Barre areas)

Georgia (Tate area)

Alabama (Marble Valley area)

Colorado (Marble area)

California (Raymond area)

6.2 Marble Testing Specifications

6.21 Abrasive hardness:

Marble shall have an abrasive hardness value (Ha) of not less than 10 when tested as specified in ASTM C241.

6.22 Absorption:

Marble shall absorb not more than 0.15 percent of moisture by weight when tested for a 48 hour period as specified in ASTM C97.

6.23 Compressive strength:

Marble shall have a minimum compressive strength of 7500 psi or (5.27 kg/mm²) when tested as specified in ASTM C170.

6.24 Modulus of rupture:

Marble shall have a minimum modulus of rupture of 1000 psi (or 0.70kg/mm²) when tested as specified in ASTM C99.

6.3 Applicable Publications

6.31 Munsell Neutral Value Scale, Matte (31 - step scale)
617 Little Britain Road, New Windsor, NY 12553 – 6148
Phone: (800) 622-2384

6.32 ASTM, Sections C97, C99, C170, C241
American Society for Testing and Materials
1220 L. Street, N.W., Suites 100-167
Washington, DC 20005

6.33 Dimension Stones of the World
Marble Institute of America, Inc.
28901 Clemens Road, Suite 100, Cleveland, OH 44145

7.0 Government Quality Assurance

Site Inspections

Quality assurance (QA) inspections of the contractor's manufacturing facility and of the completed on-site work at the cemetery shall be conducted during the contract period by the designated COTR of the Memorial Programs Service, Program Support Unit and the designated COTR of the cemetery to assure contract performance. Visits to the Contractor and the cemetery shall be scheduled at a time so as to ensure inspection of the Contractor's production. The Government reserves the right to perform quality audit inspections without prior scheduling or notifications to the contractor.

During each QA visit, a complete assessment of the contractor's operation shall be made, to include the following areas:

- Inscription quality and adherence to drawings and specifications:
 - Application of Litho chrome
 - Letter height and depth
 - Emblem height and depth
 - Line spacing
 - General layout of inscription
- Packaging and palletizing of product that ensures damage-free shipments and in compliance with all contractual requirements.
- Execution of quality control procedures.
- Maintaining QA records as required, with the records indicating the quality of the markers as shipped.
- Handling and the inventory of Government Furnished Blanks
- Current backorders and the established schedule to resolve backorders.

The contractor shall assist the designated COTR by providing an adequate, well lighted inspection area. Contractor personnel shall provide assistance lifting, handling and moving of product.

7.2 Quality Complaints

The receipt of complaints concerning unsatisfactory quality indicating non-compliance with the contract specifications shall be considered reason for an immediate visit and review of the contractor's quality assurance program. The Government reserves the right to impose 100% Government Quality Inspections for an indefinite period due to quality problems. Indicative, but not all-inclusive, examples of issues meriting inspection are:

- Nonconforming product shipped to fill Government orders.
- The COTR rejecting product that passed the contractor's inspection system but product is still awaiting shipment.
- Deficiencies that adversely affect performance of the contract in areas such as:
 - Inspection system
 - Inspection personnel
 - Manufacturing process
 - Production control
 - Planning and scheduling
 - Employee training
 - Craftsmanship
 - Safety
 - Knowledge/training of processes and measuring tools
 - Multiple reorders of same order due to inscription layout mistakes
 - Multiple reorders of same order due to damage during transit (Applies to FOB Destination contracts only)

The designated COTR of the MPS Program Support Unit or a designated inspector for this contract shall inform the Contractor of the deficiencies during the inspection and shall discuss with the contractor what corrective action(s) shall be taken.

8.0 Procedures (Administrative and Other)

8.1 Government Responsibilities

Notwithstanding the Contractor's responsibility for total management during the performance of this contract, the administration of the contract shall require maximum coordination between the Government and the Contractor. The Centralized Contracting Division shall provide, at the time of the contract award, a list of MPS personnel authorized to act as Contracting Officer's Technical Representatives.

- Not later than 3:30pm on weekdays, MPS shall email formatted orders, when available, to the contractor's self designated email address. If the ordering system is down and orders cannot be forwarded, the contractor shall be notified through email.
- Within 2 workdays, MPS shall clarify formatting questions regarding ordered items or advise the contractor as to whether extra time is needed to provide a reply. The contractor shall submit questions to MPSProgSupport@va.gov in order for MPS to provide guidance regarding questionable circumstances.
- Questions or issues regarding processing of order, which cannot be resolved through submission to MPSProgSupport@va.gov, shall be routed to the Contracting Officer for resolution by MPS.

8.2 Contractor Records and Files

8.2.1 The contractor shall maintain records and files of all documents relating to each order filled under each Government Headstone, Marker and Niche Cover contract. Said files shall minimally contain, manufacturing quality assurance checklist, final inspection and acceptance reports, Delivery Order Numbers, dates completed, date invoiced and tracking documentation. Said files

are in addition to any similar information provided to or by the Government and shall be available upon request to the designated COTR during on-site Quality Assurance inspections.

8.22 A running status report for all completions shall be emailed to MPSProgSupport@va.gov by the close of business every Tuesday (**contact assigned COTR for report format**). The contractor also has the option of making these reports available on-line via the Internet, provided they are updated by Tuesday of each week and accessible during regular business hours by the MPS Program Support Unit. If any order is completed late or projected to be completed beyond the contractually required due date, the contractor shall identify the reason(s) for the delinquency, what actions are underway to resolve the tardiness, and the projected future date for completion (projected completion dates which are past the reporting date are unacceptable). **All delinquency information shall be included with the weekly status report.**

8.3 Government Headstone, Marker and Niche Cover Drawings

The Contractor shall ensure that copies of all relevant Government-provided drawings for production of headstones/markers/niche covers under each contract are maintained on file and are available to the designated COTR, upon request, during on-site Quality Assurance inspections.

9.0 Packaging

9.1 Materials

- All covers shall be packed in accordance with normal industry standards and commercial best practices to assure acceptance by the common carrier.
- Non metal bands shall be secured around the pallet or crating for its entire height (from top to bottom) and two additional bands shall secure the pallet or crating around the width. Banding pressure shall be such that it causes no damage to the edges of the stone when packaged. Colored materials or materials capable of staining the stone (ex. uncoated cardboard, certain kinds of wood) during outdoor storage is not permitted.
- The packaging and crating shall protect the covers throughout the handling and storage process and during shipment and comply with the National Motor Freight Classification.

9.2 Palletizing, Markers or Covers

- Each crate or pallet must not exceed 3,500 lbs. When multiple headstones are shipped together on pallets, sufficient non-steel banding in conjunction with shrink wrap and crating materials along with individual packaging materials shall be used to prevent damage to the headstones during shipment. Banding shall be in cross-directional pairs, four per pallet with non-staining corner cards provided between the band and headstone at each corner of the banding (uncoated cardboard is unsatisfactory due to the tendency for discoloration). The following specifications shall be used in conjunction with standard 42" x 48", 4-way wood pallets.
- A sheet of protective material shall be inserted between the finished surface of one headstone and an adjoining headstone to protect against damage during shipping. The contractor shall ensure that non-coloring materials are used for packing and that packing materials are not prone to compression which shall cause load shifts or damage from the ensuing loose banding.
- The headstones shall be packed in such a manner that any adhesive, glue or coloring from the packaging does not transfer and adhere to the headstones during shipment or during interim storage prior to use. All headstones and packing material must be contained within the dimensions of the pallet with no overhang.

- The contractor shall palletize headstones on pallets in good repair with three stringers having a lift access capability from all four directions. Pallets loaded with more than 15 upright headstones are not acceptable.
- The contractor shall replace headstones at no additional cost to the Government if the damage is due to unacceptable packing, unacceptable palletizing arrangements, or faulty pallets. The MPS Program Support Unit reserves the right to notify by e-mail the contractor within 5 days of any monument damaged during transportation. Upon notification, the contractor shall replace the damaged headstones within ten (10) calendar days from the date the e-mail was sent by MPS to the contractor.
- The contractor shall note on the Bill of Lading (Commercial or Government Tender) that *“the palletized headstones shall be moved to the rear of the delivery vehicle by the delivery driver to ensure the ability of the receiving business to offload the pallet using a forklift”*.

10.0 Point of Contact at MPS

The contractor shall email MPSProgSupport@va.gov of the projected delivery following the receipt of orders and of the delivery date/time following actual delivery. **All contractor questions or issues shall be forwarded to MPS for follow up with the order or with the cemetery.**

11.0 Destination Point

Contractor shall deliver completed monuments within **20 calendar days F.O.B. Origin.**

10.1 Point of Contact for Delivery

Consignee shall be contacted 24 hours prior to delivery to ensure appropriate personnel and equipment is on-site to off load product.

10.2 Special Site Conditions

None

11.0 Cemetery Responsibility for Acceptance of Delivery

Delivery shall not be deemed complete until a representative of the cemetery (could be a state, national, municipal, private or fraternal cemetery) accepts delivery during normal working hours on a normal workday. Acceptance shall constitute signing for receipt subject to inspection for latent defects.

END STATEMENT OF WORK