

C.1 STATEMENT OF WORK

STATEMENT OF WORK/SPECIFICATION

1.0 BACKGROUND

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

2.0 Purpose

The purpose of this contract is to provide **On-Site Inscription Services at Cape Canaveral National Cemetery.**

3.0 General

The Contractor shall provide all labor and materials necessary to perform inscription services on Government furnished monuments, on-site at the cemetery listed in (2.0) above.

3.1 Performance Period:

The Contractor shall have **10 calendar days**, excluding federal holidays, as counted from the date following the day an order is sent to the Contractor until the monuments are produced and made available to the cemetery for final inspection.

3.2 Unit Price:

The unit price is all-inclusive and covers the complete inscription ordered, regardless of the total number of lines or characters. The unit price shall be the total price paid for each monument inscribed, FOB Destination.

4.0 Material Specification

4.1 Item #1 Description: Inscription of Headstone, Upright, Marble (13" x 42' x4")

4.1.1 Product Code: U1 & R2

4.1.2 Drawing (s) No:

A-U1-1, Rev Jan 29, 2014, Upright Marble Headstone

A-U1-2, Rev Jan 29, 2014, Upright Marble Headstone

A-LFN&OC-1, Nov 26, 2013, Letters, Fonts, Numbers, & other Characters

A-LFN&OC-2, Nov 26, 2013, Letters, Fonts, Numbers, & other Characters

A-LFN&OC-3, Nov 26, 2013, Letters, Fonts, Numbers, & other Characters
A-EM-1, June 27, 2014, Emblems
A-EM-2, June 27, 2014, Emblems
A-EM-3, June 27, 2014, Emblems
A-EM-4, June 27, 2014, Emblems
A-EM-5, June 27, 2014, Emblems

4.2 Item #2 Description: Inscription Niche Cover, Marble (15-3/4" x 11-1/4" x 3/4")

4.2.1 Product Code: I1

4.2.2 Drawing (s) No:

A-NCIS-1, Nov 18, 2013, Niche Cover Inscription Scenarios
A-NCIS-2, Nov 18, 2013, Niche Cover Inscription Scenarios
A-LFN&OC-1, Nov 26, 2013, Letters, Fonts, Numbers, & other Characters
A-LFN&OC-2, Nov 26, 2013, Letters, Fonts, Numbers, & other Characters
A-LFN&OC-3, Nov 26, 2013, Letters, Fonts, Numbers, & other Characters
A-EM-1, June 27, 2014, Emblems
A-EM-2, June 27, 2014, Emblems
A-EM-3, June 27, 2014, Emblems
A-EM-4, June 27, 2014, Emblems
A-EM-5, June 27, 2014, Emblems

4.3 Item #3 Description: Inscription Memorial Wall Marker, Marble

(7³/₄" x 11¹/₄" x ³/₄")

4.3.1 Product Code: A1

4.3.2 Drawing(s) No:

A-MW-2, July 2, 2013, Memorial Wall Marker
A-MW-3, July 2, 2013, Memorial Wall Marker
A-LFN&OC-1, Nov 26, 2013, Letters, Fonts, Numbers, & other Characters
A-LFN&OC-2, Nov 26, 2013, Letters, Fonts, Numbers, & other Characters
A-LFN&OC-3, Nov 26, 2013, Letters, Fonts, Numbers, & other Characters
A-EM-1, June 27, 2014, Emblems
A-EM-2, June 27, 2014, Emblems
A-EM-3, June 27, 2014, Emblems
A-EM-4, June 27, 2014, Emblems
A-EM-5, June 27, 2014, Emblems

4.4 Government Furnished Property

The Contractor shall be responsible for the security and protection of blank monuments which are considered Government furnished property, provided to the Contractor in connection with this contract. The Contractor shall set aside blanks with blatant discrepancies. Contractors must notify the Contracting Officer Representative (COR) by email to MPSProgSupport@va.gov. The COR has responsibility for confirming the unsuitability of blanks.

4.5 Lithichrome Application:

Lithichrome **shall not be applied** to inscriptions provided under this contract. Whenever Lithichrome is required, “**Add LITHICHROME**” shall be notated in the remarks section on the order. When Lithichrome is applied, it shall be N4 or lower as judged against the Munsell Neutral Value Scale, matte (31-step scale).

5.0 Scope of Work

5.1 Contract Period

This contract covers the period from date of award through September 30, 2016, with four, one-year, options to extend the term of the contract through September 30, 2020.

5.2.1 Contractor Services

This service includes all labor, materials, and equipment using the following Government furnished materials:

- Marble Headstones (U1/R2)
- Blank Marble Niche Covers (I1)
- Blank Memorial Wall Markers (A1)

5.2.2 Workmanship

Headstones shall be free from defects due to broken or blown out lettering. Repairs or patching of any such defects shall be a cause for rejection. The Contractor shall ensure the monuments are free of oils, glue, crayon marks, adhesives, and dust.

All R2 inscription work shall be done at the Contractor’s blasting shed. The cemetery grounds management Contractor will remove the headstone from the grave, transport it to the inscription Contractor’s work area, and make it available for inscription.

5.2.3 Product

The contractor shall inscribe information as formatted in each order. The contractor’s pricing in the schedule is an all-inclusive price. This all-inclusive price includes all items as shown on the technical drawings listed in section 4.0. The government estimates that at least 80% of

inscriptions on marble upright headstones shall only require a full inscription on the front and a section and grave number on the back. Less than 20% is estimated to require a full inscription on both the front and back. The end or limit of each line shall be indicated on a line-by-line basis as shown on the order. If any deviation from this seems necessary, contact the MPS Program Unit at MPSProgSupport@va.gov.

The inscription shall have a consistent depth as described in the technical drawings and shall conform to the dimensions, spacing, letters, numbers, and emblems shown in the contract drawings.

6.0 Reserved

7.0 Contractor Requirements:

On site inscription services shall begin no later than 30 days after contract award date. Before submitting a proposal, it is the responsibility of the Contractor to become familiar with the pre-determined interim and final locations for the sandblasting structure so as to satisfy the Contractor's responsibility for site preparation and the establishment of utility connections.

7.1 On-Site Inscription Blasting Structure:

The Contractor shall provide and maintain a secure **portable** structure(s) to perform a sandblasting operation, store equipment, and for possible curing of headstones prior to sandblasting. The structure(s) shall be built so work can proceed without regard to weather conditions and power outages. An interim site for the blasting/storage area will be identified by the cemetery director for temporary use. The interim location and the subsequent final location are identified in the picture-map entitled, "Location and Final Location."

- 7.1.1** Shed/structure may be manufactured of wood or metal, but must be portable.
- 7.1.2** Shed/structure is to be placed on concrete piers and tied down or secured in case of extreme weather conditions.
- 7.1.3** Contractor is not authorized to form, pour, or subcontract out for a cement foundation for the shed(s) on cemetery property.
- 7.1.4** Two portable sheds can be built or moved to the location identified by the cemetery director, with one setup for sandblasting of headstones/markers and the second for storing equipment, cutting stencils, etc. A covered area may be constructed for the purpose of drying and prepping of the stone.
- 7.1.5** Electrical power is to be supplied by either a Contractor owned generator or by the local power company. Secondary service runs and the cost of power are the Contractor's responsibility.

- 7.1.6** If water is required and not on the location, the Contractor is responsible for bringing in water for use in the sandblasting operation.
- 7.1.7** Dust handling equipment must be in place within the sandblasting shed before inscription services begin. The dust handling system needs to capture dust and blasting grit produced from the sandblasting operation. Dust and blasting grit must not be allowed to accumulate outside the blasting shed and shall be disposed of on a regular basis.
- 7.1.8** The structure shall abate noise to <60 dBA within 500 feet of the sandblasting facility so as not to disturb visitors or disrupt services at the cemetery.
- 7.1.9** A portable toilet shall be brought into the location since Contractor personnel are not permitted use of the cemetery restrooms.
- 7.1.10** The Contractor is responsible for all inscription-related waste clean-up and its disposal off cemetery premises.
- 7.1.11** Contractor must obtain a Manufacturer Safety Data Sheet (MSDS) for the blasting grit and the MSDS must be displayed at the worksite.
- 7.1.12** Any hazardous substance that is used or produced in the inscription operation, i.e., blasting grit gasoline, etc., must be handled, stored, and transferred in accordance with all OSHA, EPA, and DOT laws, regulations, and recommendations.
- 7.1.13** At the beginning of the contract, the pre-determined sandblasting location is temporary for interim usage. The Contractor is responsible, when directed by the Contracting Officer, for moving the Contractor's property to the permanent location when the permanent site becomes available. The Contractor shall have 15 days to arrange for and relocate contractor-owned equipment and buildings. The Contractor shall be responsible for removing all foreign objects introduced by the Contractor and restoring the temporary site to its original condition.

The distance between the interim onsite location and the final onsite location is approximately $\frac{3}{4}$ mile as depicted on the picture-map

Interim Location

In corner near front gate: From date of award through May or June of 2017 (estimated 1-1/2 years).

Final Location

In maintenance yard: estimated from June or July of 2017 through end of contract on Sep 30, 2020 (estimated 3-1/4 yrs).

- 7.1.14** At the end of the on-site contract or sooner if an option year is not exercised, the Contractor must remove all Contractor-owned property within 15 days, and repair or restore the site to its original condition.
- 7.1.15** The cemetery will transfer blank monuments by completing **Appendix B – Transfer of Government-Furnished Headstones, Markers or Niche Covers**. Upon receipt of pallets of blank headstones and niche covers from the cemetery, the Contractor shall verify the quantity on Appendix B and sign and date, with both parties retaining a copy for their files. The Contractor will be responsible for setting up the monuments for inspection by cemetery personnel one day before the inscription operation is performed.
- 7.1.16** Upon completion of the inscription operation, the Contractor will complete **Appendix B – Transfer of Government-Furnished Headstones, Markers or Niche Covers**, and notify cemetery personnel that inscribed monuments are available for inspection. Cemetery personnel will inspect and sign off on Appendix B with each party retaining a copy for their records. All inscribed monuments must be approved by cemetery personnel before being moved to the gravesite for setting. The Contractor is NOT responsible for moving completed monument(s) to the gravesite.
- 7.1.17** When performing R2 inscriptions at the gravesite, the Contractor shall be liable for the cost of repairing incidental damage to the turf or the cost of replacing incidentally damaged monuments if the Contractor's staff performs this activity.
- 7.1.18 Authorized Working Hours:**
- All work for contract performance at the cemetery shall be performed between the hours of 8:00 am and 4:30 pm, local time, Monday through Friday, which excludes Federal holidays. Work performed during non-duty hours, weekends, and holidays shall be at the discretion and with the written approval of the cemetery director coordinated by Memorial Programs Service and at no additional cost to the Government.
- 7.1.19 Impact on other Cemetery Operations:** The Contractor agrees to phase all work in such a manner so as not to impact or interfere with cemetery operations. As a general rule-of-thumb, work involving power equipment should not take place within 1,000 feet (305 m) of an on-going committal service or ceremony.

8.0 Conduct at National Cemeteries

While performing work on cemetery property, Contractor personnel shall adhere to the following standards of dress and conduct. These standards and regulations are enforceable under 38 U.S.C. § 218.

- National cemeteries are shrines; Contractor personnel appearance and conduct shall be professional and unobtrusive at all times. All Contractor personnel shall wear long pants while on cemetery grounds unless approved in writing by the cemetery director.

- Contractor personnel shall not sleep on cemetery grounds, sit, lean, or stand on erected headstones, nor put equipment or materials on erected monuments, nor lean or place any equipment or materials on erected monuments.
- Questions from cemetery visitors shall be politely referred or directed to cemetery personnel.
- Contractor personnel must behave with appropriate decorum, courtesy, and respect while within the cemetery or at its perimeter or entrances. Shouting, cursing, use of personal radios, angry outbursts, sleeping, intoxication, spitting, unsafe driving of private or company vehicles, and violence or criminal acts of any kind shall not be tolerated and are cause for immediate removal from the cemetery, and shall jeopardize any future contract or exercise of current contract's options.
- The Contractor shall ensure all motor vehicles used in this contract meet State inspection, safety, licensing, registration, and insurance requirements. All contract personnel operating vehicles must have a valid driver's license.
- The Contractor shall dispose of all rejected work. Disposal means destroyed so no part of the inscription is legible, removal from cemetery property, and discarded so no part of the monument can be used for any other private or public purpose.
- The Contractor shall be responsible for safety training. Personal protective garments to cover the body from the waist to neck and long pants or protective apron. Garments displaying a "message" or slogan" other than the Contractor's business name are prohibited. Offensive tattoos must be covered.
- Public restrooms at the cemetery are for visitors only. The Contractor is responsible for either providing a portable restroom facility that is maintained and kept clean or for using restroom facilities off-site.
- Breaks and lunch while on cemetery property must be taken in areas designated by the cemetery administrator.
- At least one Contractor staff member must speak fluent English when the Contractor is working on cemetery grounds.
- Personnel shall remove personal protective equipment (such as eye/or face protection, respiratory protection, gloves, and protective clothing/garments) before leaving the worksite.

9.0 Government quality Assurance (QA)

9.1 Site Inspections

Quality Assurance (QA) inspections of the Contractor's manufacturing facility and of the completed on-site work shall be conducted during the contract period by the designated COR. 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:

- Performing quality inspections in reference to inscription adherence to the technical drawings.
- Maintaining QA records indicating the quality of the inscribed headstones and,
- Maintaining a work area, including storage building, sandblasting and other equipment, in a manner that is in compliance with state or other environmental and health regulations.

9.2 Quality System:

The Contractor shall maintain a written inspection system that documents the quality and timeliness of finished products.

Weekly reports shall be emailed to MPS MPSProgSupport@va.gov, attention of the designated COR. The reports shall be due to the designated COR by the close of business on Tuesday of each week. Should this day fall on a holiday, the report shall be submitted the day before the holiday.

- Date order received
- Obligation number
- Shipment numbers
- Quantity of orders associated with each shipment number
- Date delivered
- Quantity of orders completed
- Quantity of orders pending
- Estimated delivery dates for pending orders
- Number of orders cancelled
- If any order is completed late or projected to be completed beyond the contractually required due date, the Contractor must 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).
- Identify the on-hand inventory of blanks each week.
- Identify the number of blanks that were scrapped each week (due to blowouts, breakage, change in inscription, inscription error, etc.)

If an order is delinquent at the time that the status report is e-mailed to the MPS Program Support Unit, the Contractor is required to provide in the same e-mail with the report, the detailed reasons for the

delinquency, what measures the Contractor shall take to handle the specific delinquency and the projected date the Contractor expects to become current.

9.3 Quality Complaints

The Contractor shall develop and maintain a written inspection system that documents the Contractor's own inspections to ensure quality of all completed monuments. The Government reserves the right to perform any backup inspections deemed necessary to assure monuments are supplied in accordance with the specifications of the contract.

Any complaint(s) or an audit indicating non-compliance with the drawings specifications, attached to the contract, shall be considered reason for a site inspection and review of the Contractor's quality assurance program. The Government reserves the right to impose 100% Government Quality Inspection for an indefinite period due to quality problems. Indicative, but not all-inclusive, examples are:

- Nonconforming formats for inscriptions
- Inscriptions that passed the Contractor's inspection system but fail the Inspection by the designated COR
- 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
 - Safety

The designated COR of the MPS Program Support Unit for the contract shall inform the Contractor of the deficiencies during the inspection and shall discuss with the Contractor what corrective action(s) will be taken.

When issue(s) arise regarding an inscription on a monument not meeting the standards and the issue(s) cannot be resolved between the Contractor and MPS, the Contracting Officer shall make a final determination if the monument shall be replaced at the Contractor's or at Government's expense.

10.0 Processing of Orders and Time of Delivery:

Contractors shall provide a single email address for electronically receiving orders. Orders shall be electronically distributed by MPS to the Contractor's email address, Monday evening thru Friday evening, excluding federal holidays. Contractors shall manufacture and ship individual orders on a first in/first out basis, except for those items where accelerated delivery is requested. Each order for normal delivery shall be produced in numerical sequence, by shipment number.

10.1 Accelerated Request (Casualties of War)

When the cemetery director or MPS is made aware of a pending burial request for a U.S. casualty of war, MPS will provide the inscription's format to the Contractor. These orders are estimated to be less than 1% of the overall orders for the life of the contract. MPS will provide the inscription to the Contractor with not less than two calendar days advance notification, and advise the Contractor when the inscription needs to be completed. **All inscriptions identified as an accelerated delivery shall be provided at no additional cost to the government.**

10.2 Replacement in Kind

In-Kind replacements: Less than 0.5% of the orders may involve an inscription for an in-kind replacement. The intent is to replicate all or part of a pre-existing inscription. In-kind replacements must be provided at no additional cost to the Government.

10.3 Inscription Correction/Cancellations of Orders:

Corrections/cancellations shall be forwarded by e-mail to the Contractor only by the MPS Program Support Unit and within one (1) business day of receipt of the order. The Contractor must respond to each e-mailed request from the MPS Program Support within one (1) business day following receipt of the correction/cancellation notice.

11.0 Procedures (Administrative and other)

11.1 Government Responsibilities

- MPS shall email formatted orders on weekdays, when available, to a Contractor's self designated email address.
- Within two (2) business days, 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 an order, which cannot be resolved through submission to MPSProgSupport@va.gov, shall be routed by MPS to the contracting officer for resolution.

11.2 Contractor Records and Files

The Contractor shall maintain records and files of all documents relating to each order filled under each contract. Said files shall minimally contain, manufacturing quality assurance checklist, final inspection and acceptance reports, delivery order numbers, dates completed, and date invoiced. Said files are in addition to any similar information provided to or by the government and shall be available upon request to the designated COR during on-site quality assurance inspections.

A running status report for all completions shall be e-mailed to MPSProgSupport@va.gov by the close of business on Tuesdays. If any order is a 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).

11.3 Government Headstone and Marker Drawings

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

11.4 Point of Contact at MPS, Program Support Unit

E-mail MPSProgSupport@va.gov

11.5 Cemetery Contact Information

Cape Canaveral National Cemetery
5525 US Highway 1
Mims, FL 32754

Point of Contact; Jason Hogan, phone 321-383-2638

[END OF STATEMENT OF WORK/SPECIFICATION]

NCA HANDBOOK 3320

August 14, 2009

**APPENDIX B – TRANSFER OF GOVERNMENT-FURNISHED HEADSTONES,
MARKERS OR NICHE COVERS**

I certify that the headstones, markers or niche covers specified below were transferred to the cemetery of VA Contractor listed at the bottom.

Name of Cemetery of VA Contractor: _____

Signature: _____ Date: _____

Check the appropriate box showing the type of headstone, marker or niche covers being transferred.

Blank Marble or Granite Niche Covers ☐ Quantity: _____

Inscribed Marble or Granite Niche Covers ☐ Quantity: _____

Blank Marble or Granite Headstones or Markers ☐ Quantity: _____

Inscribed Marble or Granite Headstones or Markers ☐ Quantity: _____

Shipment Number(s) (if applicable):

I certify that the headstones, markers or niche covers specified above were received by me and the quantity of items has been verified.

Name of Cemetery or VA Contractor: _____

Signature: _____ Date: _____