

### **ATTACHMENT III – TECHNICAL SPECIFICATIONS**

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## ATTACHMENT A

### HEADSTONE MAINTENANCE & CLEANING

#### 1. GENERAL

All work performed in this section shall be subject to the General Requirements and contract documents forming a part of these specifications. The contractor shall be responsible for and governed by all the requirements there under.

#### 2. SCOPE

##### A. NCA Standard and Measures:

1. STANDARD 4.1: Headstones, markers, and niche covers shall be clean, free of debris and objectionable accumulations.

2. MEASURE 4.1a: 90% of headstones, markers, and niche covers that do not show evidence of debris or objectionable accumulations.

B. Work shall consist of cleaning all headstones as specified by the COR to remove objectionable material and discoloration, such as accumulations of bird droppings or mud, tire and hose markings, grass stains, residue from trees, fungus, and so forth. There are approximately 1300 marked gravesites in the Georgia National Cemetery, and the number of headstones is projected to increase at approximate 1000 per year.

#### 3. GENERAL REQUIREMENTS

All headstones shall be cleaned prior to Memorial Day and spot cleaning of approximately 30% where needed prior Veteran's Day any other time as determined by the COR with a washing of two (2) times a year minimal and an approved equal to Daybreak shall be applied. The natural surfaces shall be retained. They shall not be painted, white washed or calcimined. Any headstones that have any dirt splash up or grass debris from mowing, trimming, rain and other means shall be promptly cleaned when found.

#### 4. PROCEDURE

A. Clean water shall be used to clean headstone. Cleaning techniques with water shall include high pressure spraying, scrubbing and/or rinsing.

B. When water under pressure is used, the pressure shall not exceed 800 psi. Excessive soil shall be removed with plain water and a stiff brush (no wire brushes), followed by rinsing with clear water.

C. If water used in cleaning should soften the soil around the base of the headstone loosening the headstone, care shall be taken not to tip the stone out of plumb or alignment.

D. Care shall be taken to protect the turf area from any damage. Any turf damaged by the contractor shall be restored at the contractor's cost.

E. Abrasive blasting and cleaning solution shall not be used.

F. The cleaning product an approved equal to Daybreak at 50/50 mix with water shall be used on all white headstones on both cleanings each year. Inspections and tracking of results using an approved equal to Daybreak on all headstones will be conducted by the COR.

G. The contractor shall pressure wash sidewalks, curbs and entrance gate and fence of cemetery two times each year.

## ATTACHMENT B

### HEADSTONE MAINTENANCE (RAISE, LOWER, REALIGN, RESET)

#### 1. GENERAL

The work performed in this section shall be subject to the General Requirements which form a part of these specifications, and the contractor shall be responsible for and governed by all the requirements there under.

#### 2. SCOPE

##### A. NCA STANDARD AND MEASURES:

STANDARD 4.2: Proper height and alignment of each headstone or marker shall be maintained.

MEASURE 4.2: The percent of headstones and/or markers in a national cemetery that are at the proper height and alignment.

B. Work shall consist of resetting or realigning those already in place that have shifted out of vertical or horizontal alignment. Bump and run shall be ongoing to keep stones from leaning and **those headstones that are below allowable grade shall be fixed to proper height, underground maintenance. Any stone needing replaced shall be set as required to NCA Standards underground maintenance.**

#### 3. GENERAL REQUIREMENTS

- a. Upright white marble headstones are to be used at the Georgia National Cemetery as determined through direction of the National Cemetery Administration, Central Office (in accordance with the general plan of the cemetery). The Contractor shall submit an annual schedule of resetting and alignment prior to start of work to the COR. The schedule will be used in performing inspections on resetting and alignments.
- b. Upright headstones for individual graves shall be erected on the centerline seven (7) inches in from the head of the grave with the inscription facing the grave. They shall be set plumb and aligned laterally, transversely, and diagonally with the headstones on other graves. Measurements shall be taken from the selection layout control points and not from headstones previously set. New and replacement headstones in old sections of National Cemeteries where such stones have not been and cannot be set at the standard height shall be set at the same distance above the ground as the adjacent headstones, provided they can be set with the inscription above the ground level. In new sections of National Cemeteries, all upright headstones shall be set at a height of 24 to 26 inches from the finished grave to the top of the arc. Where headstones have been previously set at other heights above grade, but in general, at a uniform height throughout an area, and otherwise present a neat overall appearance with the inscription visible, resetting for the sole purpose of attaining the stated height is unnecessary. The nominal height of 24 to 26 inches given for the current standard of headstone setting shall be the standard height. Minor deviations in the less than nominal height are permissible to provide a uniform appearance in the top line to compensate for slight ground rises or depression within a burial section. Where a considerable number of adjacent stones are set or reset in a section, and ground conditions are known to require an allowance for vertical settlement, an extra inch may be permissible in the above ground projection when the stone is initially set.

- c. Trees or shrubs obstructing headstones shall be noted and the COR shall determine remedial action, and any modification needed for installation of a headstone.
- d. Realignment, when consisting merely of straightening the headstone, called bump and run, may be accomplished by one person.
- e. Older headstones will be realigned laterally, transversely and diagonally in the same manner as new headstones.

## ATTACHMENT C

### LAWN MAINTENANCE: FERTILIZING, WEEDING

#### 1. GENERAL

All work performed under this section shall be subject to the General Requirements which form a part of these specifications. The contractor shall be responsible for and governed by all the requirements there under.

#### 2. SCOPE

##### NCA STANDARD AND MEASURES:

a) Standard 2.1: Visually prominent areas have a well-established, healthy stand of turf.

(1) Measure 2.1a: 100% of visually prominent areas are generally weed free.

(2) Measure 2.1b: 95% of visually prominent areas with established turf are generally free of bare areas.

b) Standard 4.2: Grounds are maintained in a manner that avoids safety hazards for visitors and staff.

(1) Measure 4.2a: Safety hazards (**holes**, pests, hazardous trees and branches, sprinkler heads, etc.) that are identified and corrective action initiated within the same workday.

c. The contractor shall maintain the turf area of the Cemetery and the immediate area surroundings of the Cemetery in a healthy condition by proper application of fertilizers, chemicals (to control weeds, diseases and insect pests) and lime (if soil tests indicate it is needed). Turf in burial areas shall be 90 percent weed free. Pest and disease free turf shall cover at least 95 percent of the area. The turf is to be aerated with a core aerator or de-thatched in the spring (March or April).

#### 3. EQUIPMENT AND SUPPLIES

A. The contractor shall supply all necessary applicators, hoses and other equipment.

B. Water will be furnished by the Government, this facility has an automatic irrigation system throughout which will be monitored and regulated by the cemetery maintenance staff.

C. The contractor shall furnish all required chemicals, fertilizers and any other supplies. The contractor shall determine the necessary formulation of fertilizers and the required amount of lime as indicated by the soil tests. Soil tests shall be obtained by the COR to assure proper fertilization. Soil samples shall be sent by the contractor to the state's Department of Agriculture for analysis. A copy of the soil sample results shall be mailed to the COR and the contractor. Test results shall show any deficiencies and the needed corrections.

#### 4. GENERAL REQUIREMENTS

A. The contractor shall be responsible for taking all precautions to prevent damage to the Cemetery, in any manner, including headstones, markers, monuments, flower bases, trees and other structures during maintenance operations. The contractor shall be charged current replacement costs for headstones/markers, other cemetery structures or property damaged as a result of actions by the contractor's personnel.

B. Fertilizer: Fertilizer shall be applied based on the results and recommendations of the soil test for each section. The COR will conduct the soil test each year with a copy of the results provided to the contractor. Fertilizer shall be applied during the growing period (March – August) per recommendation for approximately 4 times per year, unless local practice indicates differently. Only fertilizer that is recommended for the test results shall be used and nitrogen formulated used should be slow release. This shall be reported to the COR on the appropriate form no later than five (5) working days.

C. Lime: When soil tests indicate a need for lime, it shall be applied at the rate indicated in those tests. Time of application shall be in late fall or early winter, unless local practice indicates a more favorable time.

D. Weed Control: All weed growth and disease shall be controlled by means of mowing, trimming and pesticide application or any other method approved by the COR. All personnel using such sprays shall be properly trained, and the person in charge shall be duly licensed by the State to use pesticides. Treatment for weeds shall be accomplished as needed to control weeds. Turf in high maintenance areas shall be maintained at 90 percent weed free. The entire cemetery will be treated with sufficient amount of pre-emergence during the month of March to prevent germination of crab grass.

E. Gophers and Moles and any other Pest: Gophers and moles and any other pest shall be controlled by elimination of their food source through the use of pesticides applied by a licensed applicator. The contractor shall ensure that soil be tamped into holes and turf replaced, or re-sodded to ensure an acceptable appearance at all times.

F. Pesticides, Herbicides and chemicals: The contractor shall keep a record of all pesticides/herbicides/chemicals applied and furnish a copy to the COR within five (5) working days of application. Records shall show the type, amount, application area, and weather conditions. Signs shall be posted by the contractor informing the public that a chemical has been applied (Date and Time of Application). Turf in high maintenance areas shall be at 95 percent pest and disease free.

G. Control of Fire Ants: Contractor shall make a weekly inspection for fire ants and will apply necessary chemicals applications to control fire ants. After ants are killed, fire mounds will be leveled. Necessary repairs to turf will be made by Contractor.

H. Any damage to headstones, cemetery fixtures, grounds or equipment during grounds maintenance operations must be reported to the COR immediately.

## ATTACHMENT D

### LAWN MAINTENANCE: SODDING/SEEDING

#### 1. GENERAL

All work performed under this section shall be subject to the General Requirements and Contract Documents to Bidders, which form a part of these specifications, and the contractor shall be responsible for and governed by all the requirements there under.

#### 2. SCOPE

##### **NCA Standards and Measures:**

- a) Standard 2.2: The turf used is compatible with the geographic region.
  - (1) Measure 2.2: The percentage of national cemeteries using turf
- b) Standard 2.7: Gravesite re-openers avoid damage and ensure continuation of a well-established, healthy stand of turf.
  - (1) Measure 2.7a: 100% of grave re-openers during the growing season that show healthy turf re-established within 60 days of the interment.
  - (2) Measure 2.7b: 100% of winter grave re-openers that show healthy turf re-established within 60 days of the start of the growing season.
- c) Standard 2.8: Avoid damage and ensure continuation of a well-established, healthy stand of turf during grounds maintenance operations.
  - (1) Requirement 2.8: Turf damage due to grounds maintenance tasks is identified and corrective action initiated by close of business the same day.

A. **NCA STANDARD:** Turf used shall be compatible with the geographic region and adheres to the Cemetery Master Plan, where applicable. Guidance from expert sources (e.g. local county agricultural extension agent or arborist, agronomists in Memorial Service Network Offices or landscape architects in NCACO) shall be adhered to regarding turf selection.

B. Work shall consist of sod bed preparation and sodding/seeding of areas of the Cemetery where the turf has been disturbed or has died. In particular, all newly dug or refilled graves shall need re-sodding.

Approximately up to four hundred (1000) graves shall require resodding annually. The contractor may be allowed to store sod in designated area for use.

The contractor shall be responsible for the removal and disposition of dead ground and shall refill the site with quality topsoil and perform the sodding to include all bare areas to insure a quality turf. Delivery tickets, indicating date, weight, analysis, purity, and vendor's name, and of the like shall be submitted to the COR. Seed shall be used in areas where turf is weak and needs help to cover ground.



### 3. GENERAL REQUIREMENTS

#### A. Kind of Sod/Seed

1. Type	% Purity	% Germination
Bermuda grass	98 – 99	86 - 90

Only cultivars of grass sod/seed that have been adapted in the State of Georgia and certified by the State Agronomy Testing Laboratory shall be accepted. Any substitution of sod/seed type weight or application shall be specifically approved by the COR in writing. Sod/seed shall be free of all noxious weeds. Bermuda shall be the primary grass to be developed.

#### 4. GUARANTEE

- A. The contractor shall mow and water all sodded/seeded areas and maintain them in a healthy and vigorous condition. Spot watering shall be accomplished with hoses or other watering methods, irrigation shall not be used for watering individual sites.
- B. The contractor shall, at his/her own expense, replace any sod which has died or been damaged during the establishment period.
- C. Healthy turf shall be re-established within thirty (30) calendar days on all grave re-openers during the growing season.
- D. The contractor shall have all areas of the Cemetery covered with a healthy turf, those areas needing turf will be sodded by the contractor.
- E. Any damages to headstones, cemetery fixtures, grounds or equipment during grounds maintenance operation shall be reported to the COR as soon as possible.

## ATTACHMENT E

### *LAWN MAINTENANCE: MOWING, TRIMMING & EDGING*

#### 1. GENERAL

All work performed under this section shall be subject to the General Requirements and contract documents which form a part of these specifications, and the contractor shall be responsible for and governed by all the requirements there under.

#### 2. SCOPE

##### A. NCA STANDARD AND MEASURES:

- 1) Standard 2.1: Visually prominent areas have a well-established, healthy stand of turf.
  - (a) Measure: 2.1a Visually prominent areas are generally weed free.
  - (b) Measure 2.1b: Visually prominent areas with established turf is generally free of bare areas, there shall be no signs of "grass burns" caused by improper use of mowers.
  - (c) Measure 2.1c: Turf in visually prominent areas is maintained within one inch above the range of that which is professionally recommended for that type and region according to the Cemetery Grounds Management Plan. Optimally, the height is no more than half an inch above that range.
- 2) Standard 2.6: Visually prominent areas in the cemetery are properly trimmed and edged.
  - (a) Measure 2.6a: Headstones show turf trimmed to the recommended mowing height. There shall be no signs of turf being scalped by string trimmers.
  - (b) Requirement 2.6c: Other features on cemetery grounds are trimmed or edged within appropriate limits.

The Contractor shall be responsible for mowing; edging and trimming all grass within the cemetery as specified by the COR.

Turf shall be maintained at the height requirement indicated for the recommended grass type for that geographic region. Optimally, the height shall be no more than half an inch above that range. Turf surrounding a headstone or marker shall be trimmed to its recommended height. There shall be no signs of "grass burns" caused by mowers. There shall be no signs of turf being "scalped" by string trimmers.

B. The contractor shall mow; edge and trim all grass within the Cemetery and outside perimeter enclosure walls as specified by the COR.

#### 3. EQUIPMENT

A. Riding mowers may be used provided that they are not operated within two (2) inches of headstones, markers, monuments, tree trunks or other vertical surfaces.

B. Commercial grade power trimmers and power edgers shall be used to trim grass from around headstones, monuments, markers, and of the like.

C. Cutting blades on mowing and trimming equipment shall be kept sharp so that grass tips are properly cut- - not torn or damaged. Cutting heights of all mowing equipment shall be set according to heights specified below. The height of grass is what is measured to get correct cutting height.

D. Mowers with mulching decks with mulching blades are preferred.

#### 4. GENERAL REQUIREMENTS

A. The contractor shall mow; edge and trim all grass within the Cemetery and outside perimeter enclosure walls as specified by the COR.

B. Turf shall be cut to maintain heights as set forth below:

<u>Cutting Height, Inches</u>	<u>Turf grass Species</u>
1½	Bermuda

C. Mowing shall be done a minimum of once a week except during growing season, which is April through October. The growing season usually requires mowing at least twice weekly. Mowing shall be performed often enough so that no more than 1/3 of leafage is removed at any one mowing. During dormant periods, mowing shall be done as necessary to maintain National Cemetery Standards. Turf in burial and public areas shall be maintained within one inch range for the recommended grass type for that geographic region. Optimally, the height shall be no more than half an inch above that range. For example, the height of Bermuda grass shall be between 1 ½” and 2”. Grass shall be trimmed on borders.

D. EDGING: All streets, curbs, walkways, tree wells and shrub beds shall be edged inside and outside the Cemetery’s grounds. Edging shall be done as often as needed so no grass or growth is on hard surface

E. All un-mowed grass around headstones, monuments, markers, and other vertical surfaces shall be trimmed to keep the grass at the height standard described in section the lawn maintenance section of this contract without scalping between stones or around stones.

- a) Care shall be taken in the vicinity of headstones to prevent damage to the headstone.
- b) Grass clippings/stains shall be removed from headstone bases after trimming is completed.
- c) Trimmers shall be kept level to prevent scalping between and around headstone.
- d) Discarded trimmer string shall be removed from the grounds after trimming operations are complete.

F. Care and maintenance of shrubs and flower bed areas: Shrubs shall be trimmed monthly during summer months/growing season. Shrub trimmings shall be removed. Shrub area shall be kept free of shrub trimmings and any other debris and mulch replaced as needed. Unwanted weeds, vines and small trees shall be removed to encourage healthy shrubs.

G. The walkways (inside and out), flagpole bases, interment area, and roads shall be cleaned up of grass clippings and leaves after mowing, weed eating, edging, and trimming.

H. Trees with mulch around base shall be kept weed free. Mulch shall be refreshed as needed and prior to Memorial Day and Veterans Day or as directed by the COR and those with retaining block shall ensure blocks are kept neat, clean and in proper place.

I. Any damage to headstones, cemetery fixtures, grounds or equipment during grounds maintenance operations shall be reported to the COR immediately.

J. Extra care shall be exercised in trimming operations when visitors are in the vicinity of operations.

## ATTACHMENT F

### LEAF COLLECTION AND REMOVAL

#### 1. GENERAL

All work performed under this section shall be subject to the General Requirements and Contract Documents to Bidders which form a part of these specifications, and the contractor shall be held responsible for and governed by all the requirements there under.

#### 2. SCOPE

##### NCA STANDARD AND MEASURES:

- a) Standard 2.3: All turf, roadways, sidewalks and committal shelters shall be free of debris (i.e. leaves, nuts, fallen branches and trash).
  - (1) Requirement 2.3a: Turf areas are cleared of leaves and other natural debris as needed or at least weekly.
  - (2) Measure 2.3b: Turf in visually prominent areas is free of debris.
- b) Standard 6.2: All areas where cemetery operations have been conducted are neat, clean and free of debris and equipment at the end of the workday.
  - (1) Requirement 6.2a: Debris, equipment, tools and supplies are removed at the conclusion of each task or at the end of the workday.
  - (2) Requirement 6.2b: Roads, walkways, shelters, and burial sections are free of grounds maintenance debris by the end of the workday.
- c) Standard 1.3: Roads, curbs, sidewalks, paths, parking lots, entry features, and perimeter walls/fences are clean and well-maintained.
  - (1) Measure 1.3a: Roads, curbs, sidewalks, paths, parking lots, entry features, and perimeter walls/fences are assessed as acceptable for their function based on a current Facilities Maintenance Checklist.
- d. Work shall consist of collecting and removing from the Cemetery's grounds and the immediate area outside the Cemetery's wall, all fallen leaves, nuts, and twigs as frequently as necessary to keep a debris free appearance.

#### 3. GENERAL REQUIREMENTS

Leaf collection and removal shall be accomplished from November 1 through March 31 annually or as directed by the COR. All fallen leaves, nuts, flowers and twigs shall be removed during this period, except when delayed by the onset of severe weather conditions. The contractor shall schedule removal work accordingly.

#### 4. PROCEDURE

A. Leaves, nuts, flowers and twigs shall be hand raked, vacuumed or blown by the appropriate type machines then collected and properly disposed of from the Cemetery's grounds which includes right of way outside the Cemetery's walls. Any accumulation of mulched leaves shall be removed from the Cemetery and not stored in spoils area or plied in any area of the Cemetery.

B. The contractor shall inspect all areas of the Cemetery during this period and ensure that there is no accumulation of leaves, nuts, flowers and twigs in any area and that NCA Standards are followed.

C. Any damage to headstones, cemetery fixtures, grounds or equipment during grounds maintenance operations must be reported to the COR immediately.

## ATTACHMENT G

### PLANT MATERIAL MAINTENANCE

#### 1. GENERAL

All work performed in this section shall be subject to the General Requirements and instructions to bidders which form a part of these specifications, and the contractor shall be responsible for and governed by all the requirements there under.

#### 2. SCOPE

#### NCA STANDARD AND MEASURES:

- (a) Standard 3.2: Trees and shrubs shall be maintained in a healthy, vigorous condition free of pests and disease and/or maintained in accordance with the cemetery Grounds Management Plan.
  - (1) Requirement 3.2: Trees and shrubs shall be trimmed and maintained at a proper size and shape for its particular size and type according to industry standards.
  - (2) Trees shall be maintained in a healthy vigorous condition free of broken limbs or branches, pests, and disease.
- (b) Standard 3.3: Trees and shrubs shall be maintained so that they enhance and do not detract from the appearance of public areas.
  - (1) Ornamental trees and shrubs shall be pruned in a manner that ensures they do not pose a hazard to staff and visitors.
  - (2) Woodland areas shall be maintained so that they enhance and do not detract from public areas.
- (c) Standard 4.1: Cemetery planting beds are well maintained, attractive, and are compatible with the geographic region.
  - (1) Measure 4.1b: Plant beds shall be maintained and kept weed free.
  - (2) Requirement 4.1c: Plants in planting beds are healthy, vigorous, and free of pests and disease.
    - (a) Plants and planting beds shall to be maintained in a healthy, vigorous condition free of pests and disease.
    - (b) Cemetery planting beds are well maintained and attractive.
- (d) Standard 4.2: Grounds are maintained in a manner that avoids safety hazards for visitors and staff.
  - (1) Measure 4.2: Safety hazards (holes, pests, **hazardous trees and branches**, sprinkler heads, etc.) that are identified and corrective action initiated within the same workday.
    - (a) Trees shall be maintained in a condition free of broken limbs or branches.
    - (b) Ornamental trees and shrubs shall be pruned in a manner that ensures they do not pose a hazard to staff and visitors.
    - (c) Buffer areas are maintained so that they enhance and do not detract from public areas.

- (d) High maintenance areas, in which turf is not a part of the cemetery design, will be maintained in a manner that is appropriate for the medium in place.

Work shall consist of, but is not limited to, maintaining shrubs and trees in a healthy and attractive condition by proper watering, pruning, removal of dead branches, cultivation and mulching. The contractor shall notify the COR of any pest infestation in trees and obtain further guidance from the COR.

### 3. GENERAL REQUIREMENTS

Personnel shall be properly trained in the operations they are to perform. If pesticide sprays are used, then the person in direct charge shall be licensed by the State.

### 4. EQUIPMENT

A. All necessary equipment for this maintenance performance shall be furnished by the contractor unless specifically stated otherwise.

B. All cutting tools shall be kept sharp and properly functioning.

C. Materials for spraying and fertilizing shall be supplied by the contractor and proper records kept in accordance with state regulations.

### 5. PROCEDURE

A. Trees shall be kept free of suckers and broken branches.

B. All cuts shall be made according to ANSI A300 Standards.

C. The saucers (watering basins) around newly planted trees shall be kept free of grass and weeds. Shredded pine or red mulch (or equivalent) shall be added by the contractor when required and/or ordered by the COR or his authorized representative. No bark chips or nuggets shall be allowed.

D. All new trees shall be staked (as indicated in Department of Memorial Affairs Standard Specifications – obtained from the COR). Any tree showing adverse affect from high winds shall also be staked. Trees, which have been damaged in any way, shall be reported to the COR, or his authorized representative. All plant material destroyed by the contractor shall be replaced at the contractor's expense and no additional cost to the Government.

E. Hedges shall be trimmed to promote a healthy and attractive appearance and uniform growth over all parts of the plant, with the bottom wider than the top. Hedges and shrubs shall be kept free of dead branches, leaves and all weed growth. Weeds and their root system shall be removed.

F. Beds containing shrubs shall be kept attractive and free of weeds and covered with mulch. Any cultivation shall be generally shallow to avoid any damage to roots. Dead or dying plant material shall be reported to the COR prior to being removed by the contractor. Replacement plants, if needed, shall be furnished by the COR and planted by the contractor.

G. All shrubs shall be watered during the growing season to the degree needed to maintain an attractive appearance should natural rainfall fail to provide the moisture needed.



## ATTACHMENT H

### PRUNING STANDARDS FOR SHADE TREES

#### 1. GENERAL

All work performed under this section shall be subject to the General Requirements and Instructions to Bidders which form a part of these specifications, and the contractor shall be responsible for and governed by all the requirements there under.

#### 2. SCOPE

##### NCA STANDARD AND MEASURES:

Trees and shrubs shall be maintained in a healthy, vigorous condition free of pests and disease. Trees and Shrubs shall be trimmed and maintained at a proper size, form and shape for its particular size and type according to industry standards. Trees shall be maintained in a condition that is free of broken limbs or branches.

- a) Standard 3.2: Trees and shrubs are healthy, vigorous, and free of pests and disease and/or are maintained in accordance with the Cemetery Grounds Management Plan.
  - (1) Requirement 3.2: Trees and shrubs are healthy, vigorous, and free of pests and disease and/or are maintained in accordance with the Cemetery Grounds Management Plan.
  - (2) Trees and shrubs are to be maintained in a healthy, vigorous condition free of pests and disease.
- b) Standard 3.3: Trees and shrubs are maintained so that they enhance and do not detract from the appearance of public areas.
- c) Trees and Shrubs shall be trimmed and maintained at a proper size, form and shape for its particular size and type according to industry standards. Trees shall be maintained in a condition that is free of broken limbs or branches.

Pruning shall focus on maintaining tree structure, form, health and appearance by: Removing dead, dying, diseased branches to be provided by the contractor.

#### 3. GENERAL REQUIREMENTS

The types of pruning generally used in the tree industry shall be as follows: Crown Cleaning, Crown Thinning, Crown Raising, Crown Shaping and Crown Restoration as found in ANSI A300 standards. The contractor shall maintain trees at a maximum height of 15 feet.

#### 4. PROCEDURE

##### A. CROWN CLEANING

(1) Crown Cleaning shall consist of the selective removal of one or more of the following items: dead, dying, diseased, weak branches and water sprouts from a tree's crown.

## B. CROWN THINNING

(1) Crown Thinning shall consist of the selective removal of branches to increase light penetration, air movement and reduce weight.

## C. CROWN RAISING

(1) Crown Raising shall consist of the removal of the lower branches of a tree in order to provide clearance.

## D. CROWN SHAPING

(1) Crown Shaping reduces the height and/or spread of a tree. Consideration should be given to the ability of a species to sustain this type of pruning.

## E. CROWN RESTORATION

(1) Crown Restoration shall improve the structure, form and appearance of trees that have been severely headed, vandalized or storm damage.

## 5. METHODS:

A. When cutting back trees, the contractor shall drop crotch as much as possible and avoid cutting back to small suckers. The contractor shall remove smaller limbs and twigs in such a manner as to leave the foliage pattern evenly distributed.

B. In reducing overall size, attention shall be given to symmetrical appearance. The top shall be higher and the sides reduced in order to maintain a tree-like form.

C. When cutting back trees, the contractor shall have in mind to make them shapely and typical of their species.

D. In lifting the bottom branches of trees for under clearance which shall be about fifteen (15) feet, care shall be given to symmetrical appearance, and cuts shall not be made so large that they will prevent normal sap flow. The contractor shall trim high enough to allow sunlight to penetrate trunk sometime during the day.

E. In general, reduction of size (cutting back or topping) shall not be more than one third of the total area and shall be reduced in a single operation.

## ATTACHMENT I

### REFILLING OF SUNKEN GRAVES AND GROUNDS REPAIR

#### 1. GENERAL

All work performed under this section shall be subject to the General Requirements and Contract Documents to bidders which form a part of these specifications, and the contractor shall be responsible for and governed by all the requirements there under.

#### 2. SCOPE

NCA Standards and measures:

- a) Standard 4.2: Grounds are maintained in a manner that avoids safety hazards for visitors and staff.
  - (1) Measure 4.2a: Safety hazards (**holes**, pests, hazardous trees and branches, sprinkler heads, etc.) that are identified and corrective action initiated within the same workday.
- b) Standard 2.4: The grade of every gravesite blends in with adjacent grade levels.
  - (1) Measure 2.4a: Gravesites have grades which are level and blend with adjacent grade levels.
  - (2) Measure 2.4b: Sunken graves have been identified and repaired to re-establish the ground level in accordance with NCA Standards and Measures.

Work shall consist of refilling sunken graves with suitable soil to match existing adjacent graves. The cemetery will be checked for holes and washouts by the COR and shall be filled immediately by the contractor, but not counted as a repaired sunken grave for up to four (4) weeks after the refill to account for settling. In other word, if repaired area re-sinks within four weeks, it will be repaired at no additional cost to the Government.

Damage to the grounds may occur due to pests, water runoff, and ground shifting, and can be the cause of injury to visitors and personnel. The cemetery will be checked for these holes regularly and will be filled immediately as needed.

#### 3. GENERAL REQUIREMENTS

A. A sunken grave shall be defined as any gravesite that has receded two (2) inches from the existing adjacent grade. Standard graves excavated and backfilled shall be approximately three and one-half feet wide and approximately eight feet long. The contractor shall identify sunken graves requiring repair. The contractor shall report all identified sunken graves by section and grave number prior to being repaired/ fixed to the COR for verification and inspection.

B. Refilling of sunken graves shall be accomplished as soon as possible but shall be accomplished five no later than (5) business days after receipt of weekly inspection sheet.

C. Partially sunken graves may occur after weather events. This can appear as a small to medium hole outlining the grave or headstone setting. This type of grade issue can cause injury to visitors and staff and shall be repaired as soon as possible.

D. Any graves identified as sunken shall be secured with safety barriers until repairs can be affected, by grave boards or cones to prevent injury to visitors and personnel.

F. Pest holes and all other holes shall be repaired as found.

#### 4. PROCEDURE

Sunken graves shall have sod cut out and be filled with approved select backfill and tamped to within two (2) inches of established grade. Topsoil capable of growing healthy grasses shall be added then replace sod to bring the gravesite to established grade. The disturbed area shall then be raked free of stones and any debris larger than one (1) inch measured in any direction. The area shall then be sodded/seeded as specified. (See Lawn Maintenance: Sodding/Seeding). Present sod shall be removed and replaced. Area shall be tamped level after filling the hole. All damaged graves shall be secured with safety barriers, by grave boards or cones, until repairs can be affected, to prevent injury to visitors and personnel.

Small holes caused by pests shall be repaired immediately due to the danger they pose to personnel visiting or working on the grounds. Small holes can be filled and hand tamped.

The area shall then be sodded/seeded as required. (See Lawn Maintenance: sodding/Seeding).

Any damage to headstones, cemetery fixtures, grounds or equipment during grounds maintenance operations shall be reported to the COR immediately.

## ATTACHMENT J

### TRASH AND DEBRIS REMOVAL

#### 1. GENERAL

All work performed under this section shall be subject to the General Requirements to bidders which form a part of these specifications, and the contractor shall be responsible for and governed by all the requirements there under.

#### 2. SCOPE

##### NCA STANDARDS AND MEASURES:

- a) Standard 5.2: Trash is collected, disposed of, and does not detract from cemetery appearance.
- (1) Measure 5.2a: The percent of national cemeteries that have central trash collection points established in locations that are screened from public view.
- (2) Requirement 5.2b: Public-use trash containers are adequate in number and well-marked, clean, neat, and in good repair.

Work shall consist of collecting and removing all trash, (i.e., paper, can, bottles, cigarette butts), debris, dead or unsightly flowers, tree limbs, as well as any other debris within area defined by the COR, in accordance with the floral regulations of the Cemetery.

#### 3. GENERAL REQUIREMENTS

A. All trash, debris, contents of trash cans, dead or unsightly flowers and all fallen tree limbs and branches not attached to the tree shall be removed from the Cemetery areas a minimum of once each workday or as necessary. Any limbs or branches attached to the tree hanging down shall be reported to the COR as soon as possible for action.

B. All grave decorations shall be removed weekly, or as needed, date to be determined by the COR. Unsightly decorations are to be removed on a daily basis from the cemetery grounds.

C. The contractor shall provide the necessary labor and suitable conveyance each workday for pickup of this debris from the Cemetery's grounds. A dumpster placement area shall be located in designated area of the cemetery and screened from public view.

D. Removal of debris and disposal away from the Cemetery's grounds shall be the responsibility of the contractor for all items found in and around the Cemetery.

E. All walkways, roads, and parking areas shall be swept prior to interment services or as instructed by the COR. All roads and streets (to include the service roads behind committal shelters) will be cleaned daily or as instructed by the COR prior to the start of daily burial operations or at the conclusion of burial operations. The roads and streets will be cleaned of all debris (i.e. mud, dirt, twigs, leaves, grass clipping, animal excrement's, etc.).

F. When a severe storm warning is given, all loose items shall be secured, the cemetery made ready for

high winds to prevent damage to the Government's property, and all floral items shall be removed from all graves.

G. Storm Clean-Up (wind, rain, hail, snow, ice, and of the like): The Cemetery shall be checked and cleaned up by the contractor the next working day following the storm unless the extent of the storm prompts civil defense authorities to declare emergency movement only. Should this occur, clean-up by the contractor shall be done as soon as emergency restrictions are lifted.

H. The Cemetery area shall include all of the Cemetery's property, including surrounding areas of inside and outside the wall to the road.

I. The contractor shall have their foreman report to the COR the condition of the Cemetery as soon as he/she arrives on site. Any and all known damage shall be noted by the contractor. If any damage is going to require special assistance, then this will be determined and addressed by the COR.

## ATTACHMENT K

### SNOW AND ICE REMOVAL

#### 1. GENERAL

All work performed under this section shall be subject to the General Requirements and Contract Documents to Bidders which form a part of these specifications, and the contractor shall be held responsible for and governed by all the requirements there under.

#### 2. SCOPE

Work shall consist of removal of snow and ice from the Cemetery's driveway, all walkways on the Cemetery's grounds, all steps to buildings and structures, city sidewalks surrounding the Cemetery's site, and areas outside the Cemetery's walls as designated by the COR. In the event of an interment during the snow season, the contractor shall clear passages from the roadway to the gravesite.

#### 3. GENERAL REQUIREMENTS

A. The contractor shall remove snow removal by using a plow attached to a tractor or a self-propelled unit, snow blower or shovel. The tractor or self-propelled unit shall be restricted to paved areas.

B. The contractor shall remove ice by applying a de-icer. This de-icer shall be of the type that will not stain or damage carpeting, flooring, turf, shrubbery, trees, walkways and driveways.

C. The contractor shall take precautions to prevent damage to buildings, roadways, sidewalks, curbing, trees, headstones and markers by equipment used to remove snow and ice. The contractor shall be responsible for repairing any damage caused by equipment in the performance of snow and ice removal.

D. Snow shall not be piled on graves or roadway but be spread to allow it to melt as soon as possible.

E. Snow and ice removal will be performed by the contractor for accumulation of snow and/or ice of 2 inches or more unless otherwise directed by the COR.

## ATTACHMENT L

### JANITORIAL SERVICES

#### 1. GENERAL

All work performed under this section shall be subject to the General Requirements and Contract Documents to Bidders which form a part of these specifications, and the contractor shall be held responsible for and governed by all the requirements there under. All equipment and supplies shall be provided by the contractor.

#### 2. SCOPE

Work shall consist of cleaning, sanitizing and maintaining all public restrooms, break rooms, honor guard room, administrative and maintenance buildings and interment shelters at the Georgia National Cemetery.

#### 3. GENERAL REQUIREMENTS: The contractor shall

A. empty, clean and sanitize all trash cans daily.

B. remove all dirt, debris, urine, feces and water from all floor surfaces.

C. clean, sanitize and wipe all sinks and counter tops to remove all excess standing water.

D. clean all glass and stainless steel surfaces with an appropriate glass/stainless steel cleaner so that the surface is free of grease, dirt and smudge marks daily or as instructed by the COR.

E. clean and sanitize all toilets daily.

F. empty, clean and sanitize any feminine hygiene disposal unit in a method approved for cleaning and disposing of blood borne pathogens daily.

G. Mop floors 3 times per week with disinfecting cleaning solution. Wax if appropriate once monthly. Vinyl tile floors - (Adm Bldg hallway, Honor Guard room/closet), and ceramic tile floors/restroom - (Adm Bldg hallway, Honor Guard room, Public Information Bldg), shall be stripped, scrubbed, and re-sealed quarterly; cleaning dates to be coordinated with the COR or Director.

H. Maintain an adequate supply of toilet paper, paper towels and soap on a daily basis so that there is always a roll on the dispensers and one back-up roll available for all restrooms. Such items will need to be monitored and replenished during high traffic events (Memorial Day, Wreaths Across America, etc).

I. Clean the Public Information Center, Administration, Maintenance buildings and honor guard room daily to ensure all areas are free of litter, dirt, dust and debris and all supplies and equipment shall be kept in an organized manor. The use of a power blower inside any building shall not be authorized.

J. Administrative and public areas will be swept and dusted daily and mopped twice weekly or when instructed by the COR to ensure all areas are free of dirt, dust and debris. The carpeted area will be vacuumed daily or as needed or when instructed by the COR. The carpeted areas will also be shampooed and windows washed quarterly (interior and exterior), with cleaning dates coordinated with the cemetery. Cob webs, interior and exterior, shall be removed as needed. Window covers and base boards will be wiped/cleaned as per COR, as needed, and/or scheduled (daily or weekly), and a thorough wet wipe/wash on a quarterly basis. Marks on painted wall surfaces will be dry erased as needed. All supplies and



equipment will be kept in an organized manner in a designated area within the building. The use of a power blower inside any building is unauthorized.

L. complete a public restroom daily checklist and send the daily checklist to the COR no later than the following Monday.

## ATTACHMENT M

**PLACEMENT OF FLAGS (This requirement is not applicable to this contract at this time, but will be retained to maintain lettering sequence)**

### 1. GENERAL REQUIREMENTS

A. The contractor shall place a small flag on each gravesite not more than three (3) days prior to Memorial Day (Boy Scouts and other volunteer organizations may assist the contractor) and shall be removed by the contractor on the first workday following Memorial Day, weather permitting. Flags shall be counted by the contractor and bundled into bundles of 10 and placed back in storage. The Government will furnish flags and storage space for the flags.

B. On Memorial Day, the contractor shall furnish the following services:

(1) The United States Flag will be flown at half-staff from 8:00 a.m. until 12 noon, when it will be raised to full staff.

(2) The Avenue of Flags (if flown) will be in place by 8:00 a.m. on Memorial Day and removed the following day or as soon as weather permits.

(3) The contractor shall set up equipment to include Public Announcement system, chairs, cones and other items needed for all services for Memorial Day. The COR will set time for this action to begin and be finished.

C. On Veteran's Day, the contractor shall furnish the following service:

(1) The Avenue of Flags (if flown) will be in place by 8:00 a.m. on Veteran's Day and removed the following day or as soon as weather permits.

## **ATTACHMENT N**

### **QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)**

#### **1. GENERAL**

All work performed under this section shall be subject to the General Requirements and Contract Documents to Bidders, which form a part of these specifications, and the contractor shall be responsible for and governed by all the requirements there under.

The Quality Assurance Surveillance Plan (QASP) is pursuant to the requirements listed in the performance-based PWS. This performance-based plan sets forth the procedures and guidelines the NCA will use in evaluating the technical performance of the contractor.

#### **2. PURPOSE**

2.1 The purpose of this QASP is to describe the systematic methods used to measure the contractor's performance and to identify the reports required. The QASP provides a means for evaluating whether or not the contractor is meeting the minimum acceptable standards identified in the PWS and Performance Requirement Summary (PRS) (Attachment S).

2.2 This QASP is designed to define roles and responsibilities, identify the performance objectives, define the methodologies used by NCA to monitor and evaluate the contractor's performance, describe quality assurance reporting, and describe the analysis of quality assurance monitoring results.

#### **3. PERFORMANCE MANAGEMENT APPROACH**

This QASP defines the performance management approach taken by the NCA to monitor, manage, and take the appropriate action on the contractor's performance against expected performance objectives communicated in the PWS and Performance Work Requirements Summary. NCA's performance management approach addresses the capability to review and analyze information generated through the performance metrics identified in the PRS. Based on the review, analysis of the performance and inspection data information, the CO and COR will have the ability to make the appropriate decisions to determine whether or not expected performance objectives for required services are being achieved adequately by the contractor.

#### **4. PERFORMANCE MANAGEMENT STRATEGY**

4.1 The contractor's internal quality control system shall set forth the staffing and procedures for self inspecting the quality, timeliness, responsiveness, customer satisfaction, and other performance requirements in the PWS. The contractor shall utilize its' internal quality control system to assess and report their performance to the COR.

4.2 The COR and/or Cemetery Director will monitor the contractor's performance and review performance reports furnished by the contractor to determine how the contractor is performing against communicated performance objectives. The COR will make decisions based on the PRS data and notify the contractor of those decisions. The contractor shall be responsible for making required changes in processes and practices to ensure performance is managed effectively. The COR will submit a report to the CO monthly on the contractor's performance and the contractor will be allowed to review the report and submit comments.

#### **5. ROLES AND RESPONSIBILITIES**

5.1 The CO will monitor contract compliance, contract administration, cost control, and resolve any differences between the observations/inspections documented by the COR and the contractor's performance.

5.2 The CO will designate one full-time COR as the Government's authority for performance management. The number of additional representatives serving as Technical Inspectors will depend on the complexity of the services measured, as well as the contractor's performance.

5.3 The COR will monitor, inspect, assess, and communicate the technical performance of the contractor. Inspection will be performed in accordance with FAR 52.246-4, Inspection of Services – Fixed Price. The COR will complete Quality Assurance (QA) Weekly Inspection Forms (refer to Attachment T) used to document the inspection and evaluate the contractor's work performance.

## **6. IDENTIFICATION OF SERVICES TO BE PERFORMED**

The contractor shall provide and grounds and facility maintenance services to maintain Georgia National Cemetery in accordance with the PWS. The performance standards are established in the paragraphs of the PWS, including the attachments, that covers the specific category of work. The minimum acceptable level of performance standards are set in the PRS (Attachment S).

## **7. METHODOLOGIES TO MONITOR PERFORMANCE**

7.1 In an effort to minimize the contract administration burden, simplified methods of surveillance techniques will be used by the COR to evaluate the contractor's performance. The primary methods of surveillance will be inspections, reports, and customer input/feedback. The COR will use appointed representatives, as well as reports and input from users/customers as sources of comments on the contractor's performance.

7.2 The contractor shall establish and maintain professional communication between its employees and customers. The primary objective of professional communication between employees and customers is customer satisfaction. Customer satisfaction is the most significant external indicator of the success and effectiveness of all services provided and can be measure through validated customer complaints. Performance management shall drive the contractor to be customer focused through initially addressing customer complaints and investigating the issues and/or problems.

The customer always has the option to communicate complaints to the COR as opposed to the contractor. The COR will accept the customer complaints and will investigate using the Quality Assurance Monitoring Form – Customer Complaint Investigation identified in Attachment U.

7.3 The minimum acceptable standards, located in the PRS (Attachment S), for the contractor's performance, are structured to allow the contractor to manage how the work is to be performed while providing negative incentives for performance shortfalls. For six (6) specification items listed in the PRS, the acceptable performance standard is established at one hundred percent (100%). The other levels of minimum acceptable performance standards are established at percentages somewhat less than 100%/ A;; are keyed to the relative importance of the specification item to the overall mission performance.

7.4 The QASP will consist of 100 percent inspections, periodic inspections, weekly inspections, validated customer complaints in accordance with the PRS and will be conducted by the COR or his/her designee, and by visitor input (in the form of validated customer complaints of poor service or responses on good service).

- a. 100 Percent Inspection: The COR will inspect and evaluate the contractor's performance each time the contractor performs a specification item identified in the PRS.
- b. Periodic Surveillance: The COR will conduct weekly inspections.

- c. Validated Customer Complaint: The COR will review any written complaints submitted by internal and external customers (i.e., Cemetery Visitors, Cemetery Management/Staff). The COR will also review any verbal complaints submitted by internal and external customers. The COR will investigate the customer's complaint and document the findings on the Quality Assurance Monitoring Form – Customer Complaint Investigation (Attachment U).

## **8. QUALITY ASSURANCE REPORTING**

8.1 The performance management feedback loop begins with the communication of the expected minimum acceptable standards for each specification item listed in the PRS. Performance standards are indicated in the PWS and measured by the required minimum acceptable standard in the PRS (Attachment S).

8.2 The Government's QA monitoring, accomplished by the COR or designee will be reported using the weekly inspection forms (Attachment T) and Quality Assessment Monitor Form – Customer Complaint Investigation (Attachment U). The forms, when completed, will document the COR's understanding of the contractor's performance under the contract to ensure that the PWS requirements are being met.

8.3 The COR will retain a copy of all completed QA monitoring forms.

8.4 A weekly report will be prepared by the COR and forwarded to the contractor. The contractor shall respond to any complaints and/or ratings of poor performance within five (5) calendar days, after receipt of the report. All visitor complaints deemed by the COR to require a written response to the contractor, or administrative action, will be forwarded to the CO, as soon as possible, for action.

## **9. ANALYSIS OF QUALITY ASSURANCE MONITORING RESULTS**

9.1 The Government will use the observation methods cited to determine whether the minimum acceptable standards (MASs) have been met. The Government's evaluation is then translated into the specific negative incentives that cause adjustments to the contractor's monthly payments.

9.2 At the end of each month, the COR will prepare a written monthly report for the CO summarizing the overall results of the quality assurance monitoring of the contractor's performance. This written report will consist of the contractor's submitted monthly progress report and the completed QA Monitoring Forms (Attachments T and U) will become part of the QA documentation.

9.3 The CO may require the contractor to meet with the CO and other Government personnel as deemed necessary to discuss the performance evaluation. The COR will define a frequency of in-depth reviews with the contractor, however, if the need arises, the contractor shall meet with the CO as often as required or per the contractor's request. The agenda of the reviews may discuss but not be limited to the following:

- a. Monthly performance measured by the metrics and trends;
- b. Issues and concerns of both parties;
- c. Projected outlook for upcoming months and progress against expected trends;
- d. Recommendations made by the COR based on contractor's information; and/or
- e. Issues arising from independent reviews and inspections.

9.4 In addition to QA monitoring, the COR will use the information contained in the contractor's weekly reports to assess the contractor's level of performance for each objective measured in this QASP. The COR must coordinate and communicate with the contractor to resolve issues and concerns of marginal or unacceptable performance. The contractor shall discuss with the CO or COR satisfaction

ratings receiving a “less than acceptable” rating. For such cases, the contractor shall highlight its perspective on factors driving customer satisfaction and present plans to adjust service levels accordingly to bring the satisfaction rating up to an acceptable level.

9.5 The CO, COR and contractor should jointly formulate tactical and long-term courses of action. Decisions regarding changes to the PRS, thresholds, or service levels should be clearly documented. Changes to service levels, procedures, and PRS will be incorporated as a contract modification at the convenience of the CO.

## **10.0 FAILURE TO PERFORM**

10.1 The contractor may receive deductions or even termination based on failure to perform. The following criteria shall apply for determining appropriate action:

- a. **Notifications:** Consistent with FAR Part 49, the CO will notify the contractor of failure to meet standards through QA monitoring forms, cure notices, or show cause notices.
- b. **Deductions:** The Government has the right to withhold/deduct a percentage of payment of the monthly costs for performing particular services based on failure to meet the minimum acceptable standards. The percentage of such withholding/deductions is identified in the PRS (Attachment S).
- c. **Termination:** If the CO determines that the contractor has failed to perform to the extent that a termination for default is justified, then the CO will issue a notice of termination in accordance with FAR Part 49.

## ATTACHMENT O

### PERFORMANCE REQUIREMENT SUMMARY (PRS)

#### 1. GENERAL

All work performed and inspected under this section shall be subject to the General Requirements and Contract Documents to Bidders, which form a part of these specifications, and the contractor shall be responsible for and governed by all the requirements there under.

This section identifies performance-based measures, which will be used to monitor the contractor's performance. The COR will periodically evaluate the contractor's performance to monitor performance to ensure services are received. The COR will evaluate the contractor's daily performance through direct inspections of services and demonstrated knowledge of applicable regulations. The COR may conduct random inspections and increase the number of quality control inspections if deemed appropriate because of repeated failures discovered during quality control inspections or because of repeated customer complaints. The NCA may also decrease the number of quality control inspections if performance dictates. The COR shall make final determination of the validity of customer complaint(s).

If any services provided by the contractor do not conform to contract requirements, then NCA may require contractor to perform services again in conformity with contract requirements, at no increase in the contract amount. When the defects in services cannot be corrected by re-performance, the NCA may:

- a. Require the contractor to take the necessary action to ensure that future performance conforms to contract requirements; and
- b. Reduce the contract price to reflect the reduced value of the services performed. Performance scoring will be in accordance with the minimum acceptable standard identified in the PRS table.

#### 2. QUALITY ASSURANCE PLAN - PERFORMANCE REQUIREMENT SUMMARY (PRS)



QASP-PRS

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## ATTACHMENT P

### WEEKLY INSPECTION REPORTS

**CONTRACT CEMETERY: GEORGIA** **INSPECTION DATE:** \_\_\_\_\_

**CONTRACT NUMBER:** \_\_\_\_\_ **CONTRACTOR:** \_\_\_\_\_

#### WEEKLY INSPECTION

OVERALL APPEARANCE SAT\_\_\_\_MARGINAL\_\_\_\_UNSAT\_\_\_\_

SOD/GRASS APPEARANCE SAT\_\_\_\_MARGINAL\_\_\_\_UNSAT\_\_\_\_

SUNKEN GRAVES'S SAT\_\_\_\_MARGINAL\_\_\_\_UNSAT\_\_\_\_

HOLES/WASH OUTS SAT\_\_\_\_MARGINAL\_\_\_\_UNSAT\_\_\_\_

HEADSTONES CLEANING SAT\_\_\_\_MARGINAL\_\_\_\_UNSAT\_\_\_\_

SUNKEN HEADSTONES SAT\_\_ \_MARGINAL\_\_\_\_UNSAT\_\_\_\_

HEADSTONES ALIGNMENT  
(Bump & run) SAT\_\_ \_MARGINAL\_\_\_\_UNSAT\_\_\_\_

GRASS MOWING/  
CLIPPINGS REMOVAL SAT\_\_ \_MARGINAL\_\_\_\_UNSAT\_\_\_\_

TRIMMING AROUND HEADSTONES/  
WALL/ TREES SAT\_\_\_\_MARGINAL\_\_\_\_UNSAT\_\_\_\_

LEAF/NUT REMOVAL SAT\_\_\_\_MARGINAL\_\_\_\_UNSAT\_\_\_\_

SHRUB/PLANT MAINTENANCE SAT\_\_\_\_MARGINAL\_\_\_\_UNSAT\_\_\_\_

TREE MAINTENANCE SAT\_\_\_\_MARGINAL\_\_\_\_UNSAT\_\_\_\_

TRASH AND OTHER  
DEBRIS REMOVAL SAT\_\_\_\_MARGINAL\_\_\_\_UNSAT\_\_\_\_

SNOW/ICE REMOVAL SAT\_\_\_\_MARGINAL\_\_\_\_UNSAT\_\_\_\_

WEED CONTROL SAT\_\_ \_MARGINAL\_\_\_\_UNSAT\_\_\_\_  
% of weeds\_\_\_\_\_

PEST CONTROL (MOLES, FIREANTS, ETC.) SAT \_\_MARGINAL\_\_\_\_UNSAT\_\_\_\_



EDGING ROADS AND WALKWAYS	SAT____MARGINAL____UNSAT____
PROPERTY OUTSIDE WALL	SAT____MARGINAL____UNSAT____
MAINTENANCE & ADMINISTRATION BUILDING RESTROOMS	SAT____MARGINAL____UNSAT____
COMMITTAL SHELTER	SAT____MARGINAL____UNSAT____
DAMAGE TO CEMETERY PROPERTY	SAT____MARGINAL____UNSAT____
DAMAGE TO CEMETERY GROUNDS	SAT____MARGINAL____UNSAT____
FLORAL REGULATIONS BEING FOLLOWED	SAT____MARGINAL____UNSAT____
CONDUCT/APPEARANCE OF EMPLOYEES	SAT____MARGINAL____UNSAT____
CONTRACTOR INSPECTION/REPORTS	SAT____MARGINAL____UNSAT____
SAFETY: WORK, CLOTHING AND EQUIPMENT	SAT____MARGINAL____UNSAT____
TRAINING	SAT____MARGINAL____UNSAT____
MISCELLANEOUS/REMARKS:	

**COR's Signature**

## ATTACHMENT Q

### Quality Assessment Monitoring Form – Customer Complaint Investigation

Service/Minimum Acceptable Standard (MAS):

\_\_\_\_\_

Survey Period: \_\_\_\_\_

Date/Time Complaint Received: \_\_\_\_\_ AM / PM

Source of Complaint: \_\_\_\_\_ (Name)  
\_\_\_\_\_ (i.e., Organization/Type of  
Customer – Visiting Family Member, NCA Staff, another contractor –  
Contractor's company's name)  
\_\_\_\_\_ (Phone Number)  
\_\_\_\_\_ (Email address)

Nature of Complaint: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Results of Complaint Investigation (including date & time investigation took place):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Based on the investigation, is complaint valid to warrant corrective action by contractor: \_Y/N

Date/Time Contractor was informed of complaint: \_\_\_\_\_ AM/PM

Corrective Action Taken By Contractor: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date and Time Corrective Action Taken By Contractor: \_\_\_\_\_ AM/PM

Received and Validated By (Contractor): \_\_\_\_\_

Date and Time COR Inspected Action Taken By Contractor: \_\_\_\_\_ AM/PM

COR, was Action Taken by Contractor Result in the contractor meeting the MAS? \_\_\_\_\_  
\_\_\_\_\_ Y / N

COR's initials: \_\_\_\_\_

Prepared By: \_\_\_\_\_ Date: \_\_\_\_\_