

B.1 Description / Specifications/ Statement of Work

B 1.1 Description / Specifications / Work Statement:

B 1.2 BACKGROUND:

(a) The Department of Veterans Affairs, National Cemetery Administration, honors Veterans with a final resting place and lasting memorials that commemorate their service to our nation. There are approximately 135 National Cemeteries in 39 states that receive visitors, hold ceremonies and conduct committal services on an ongoing basis. Because of the special significance and attention our National Cemeteries receive from the public, strict adherence to the following specifications is essential. (b) National cemeteries are a resting place for our nation's heroes and as such, the standards for management, maintenance and appearance of these cemeteries have been established by the National Cemetery Administration to reflect this nation's concern and respect for those interred there. (c) Ohio Western Reserve National Cemetery is a National Shrine. The standards of maintenance and appearance at this cemetery must reflect this nation's concern for those interred there. The cemetery is classified as an "open cemetery", meaning grave space is available for the first interment of casketed and/or cremated remains. The cemetery is an active cemetery. In addition, the cemetery will conduct several memorial services; have approximately 30,000 annual visitors and 5000 participants and visitors for ceremonial activities.

(d) The overall responsibility of the contractor is to plan, coordinate, organize, interact, manage, control and perform the activities described herein, which are required to conduct select cemetery operations and maintain an acceptable appearance of the cemetery grounds based on predicated economic, ecological and social consequences. All work will be coordinated with COTR prior to performance.

C 1.3 PLACE OF PERFORMANCE:

(a) Location, size and services required for the cemetery are as follows:

<u>CEMETERY</u>	<u>ADDRESS</u>	<u>ACREAGE</u>	<u>REQUIRED SERVICES</u>
OHIO WESTERN RESERVE NATIONAL CEMETERY	10175 Rawiga Road Seville, OH 44270	65; 40 in turf	Custodial/Janitorial Services

D 1.1 GENERAL REQUIREMENTS:

E 1.13 Custodial Services, Days and Hours of Performance Requirement

Areas to be serviced are located in the Administrative / Maintenance Building, the Public Information Center (PIC) and the Public Information Center Restrooms. All janitorial services will be performed and completed Monday through Thursday and Sundays (excluding Federal Holidays) between the hours of 5:00 P.M. and 7:00 A.M. (Unless meeting is being held then cleaning will be completed after). Except for the PIC Restrooms which is to be cleaned 7 days a week. **Janitorial services personnel are also required to be onsite during the entire Memorial Day and Veterans Day weekends (on Saturday/Sunday/ Monday – the last Monday in May for Memorial Day) from 0900-1700 to make sure that the PIC restrooms and Administration Bldg. are clean and adequately stocked with paper towels, toilet paper and hand soap.**

c. Square footage

Administration Building	7,578 square feet
Public Information Center	775 square feet
Public Information Center Restrooms	512 square feet

E 1.1 RESPONSIBILITIES:

a. TILE, VINYL FLOORS AND WALLS

1. Daily sweep and wet mop all non-carpeted floor areas moving tables, chairs, waste cans, mats, etc.) and remove stains, dirt, mud, grime and markings as needed.
2. Ensure only commercial floor cleaner is used during mopping. Clean rinse water will be changed when water is dirty.
3. Grime, dirt and debris which accumulate in corners and base boards will be removed.
4. All tiled walls and floors are to be professionally steamed cleaned once a quarter and/or at the discretion of the COR.

b. CARPETED AREAS

1. Daily vacuum all carpet and rug areas (including mats and carpet runners), ensuring removal of debris; moving light furniture and floor items as needed. Carpet areas include all carpeted areas within the national cemetery, to include offices and cubicles.
2. Clean all carpets in accordance with standard commercial practices. A heavy-duty spot remover may be required in heavily soiled areas. After shampooing, the carpeted area will be uniform in appearance and free of stains and discoloration. All cleaning solutions will be removed from baseboards, furniture, trash receptacles, chairs and other related items. Chairs, trash receptacles, and other items will be moved to clean carpets underneath, and returned to their original location. All carpet, rugs, and cubicle wall areas will be vacuumed, shampooed and thoroughly dried once a quarter and/or at the discretion of the COR.
3. All floor mats located in the Administration/PIC buildings will also be vacuumed and cleaned.

c. DOORS/WALLS/PARTITIONS/WINDOWS (Weekly)

1. Weekly clean all glass doors/windows within the cemetery (with glass cleaner), inside and outside surfaces.
2. Weekly dust and clean doors, doorframes, walls and partitions, ensuring all corners are free of dust and cobwebs.
3. Weekly dust and clean all window ledges, windowsills, pictures, and baseboards.
4. Weekly clean (vacuum or dust) vents, louvers, light fixtures, ceiling fans, mini blinds, windowsills, tube heat radiators, water supply piping, ceiling structural framing braces and HVAC supply registers and duct work. A treated cloth should be used when necessary.

d. RESTROOMS/LOCKER ROOMS/LUNCH ROOM/BREAK ROOM (Daily)

1. Clean restrooms and locker rooms with germicide disinfectant to include toilets/urinals, sinks, partitions, lockers, locker benches, floors and walls.
2. Clean and polish all glass, mirrored and stainless-steel areas with appropriate cleaners, ensuring no streaks.
3. Furnish and fill all soap dispensers, paper towels, toilet paper and toilet seat protectors.
4. Pour all mop and/or cleaning water down the designated floor drains. Sink will not be used as a drain.

e. GENERAL

1. Daily empty, clean and line all waste cans with new liners daily, including trash receptacles inside all buildings (Administrative, PIC, Committal Shelters) and outside of the administration building and public information center entrances and to include all trash receptacles throughout the national cemetery. Dumpster, located in the maintenance yard, may be used to dispose of trash.
2. Daily clean, polish and sanitize drinking fountains and vending machines.
3. Daily empty and damp wipe ashtrays at smoking sections, entrances and exits of the administration and public information buildings. The receptacle should be free of litter associated with cigarette smoking, as well as gum, wrappers, etc. Those ashtrays with sand will be cleaned out as well.
4. Daily clean and damp wipe chairs, wall clocks, wall pictures, counter tops, flag stands and flags, desks, filing cabinets, and all office furniture.
5. Daily clean and polish light switches, door handles and push plates throughout the facility.
6. Daily dust and polish all wood surfaces and countertops.
7. Daily clean, organize and maintain the janitors closet.
8. Stock all break areas with paper towels and dish soap.
9. Prior to departing each evening, Contractor will ensure that all lights are turned off; all doors are secured and locked. As well as setting the Alarm.

E 1.2 CONTRACTOR-PROVIDED SUPPLIES

A. In adherence to paragraph C.2.A, Contractor will ensure restrooms and kitchen areas are stocked sufficiently with contractor-provided supplies. The following extra backup supplies will be stored in janitor's closet but are not limited to:

1. Hand soap for restrooms and kitchen areas
2. Toilet paper for restrooms
3. Hand paper towels for restrooms
4. Rolled paper towels for all break room area's
5. Dish soap for all break room area's

E 1.3 HOLIDAYS AND WEEKENDS.

(a) Below is the federal holiday schedule:

January	New Year's Day Martin Luther King's Birthday	September October	Labor Day Columbus Day
February	President's Day	November	Veterans Day
May	Memorial Day		Thanksgiving Day
July	Fourth of July	December	Christmas Day

E 1.4 Emergency Requests.

(a) The contractor will establish and maintain a point-of-contact to receive emergency notifications and after-hours requests from the COR. The point-of-contact or after- hours operation will be available on a 24-hour basis during weekends, Federal Holidays and after the contractor's normal hours of operation. (b) Emergency requests will be responded to within 1 hour and corrective action taken as expeditiously as circumstances allow. An emergency request warrants more rapid than routine response in rendering the situation to a safe or secure condition.

E 1.5 Site Work Coordination & Clean-Up.

- (a) The Government may undertake or award other contracts for additional work at or near the site of work under contract. The contractor will fully cooperate with any other contractors and Government personnel and will carefully adopt and phase scheduling and performance of the, work, heeding any direction that may be provided by the COR(s).
- (b) The Contractor is responsible for reporting to the COR(s) any problems or questions that may arise with any other personnel on site during the period of performance of this contract. The Contractor will not take it upon him or herself to resolve any problems or issues with other on-site Contractors or employees, but rather will leave it to the COR(s) to resolve the issue.
- (c) At the end of each workday, unless otherwise specified by the COR(s) the contractor will remove all trash and debris resulting from work. At all times rubbish and trash generated by the contractor will be picked up and disposed of properly at the contractor expense.
- (d) During the contract, if the contractor or his/her employee discovers a badly settled grave, he/she is required to bring it to the attention of the Cemetery Director or his/her representative.
- (e) All materials, equipment and debris, accrued from the performance of the contract will be disposed of by the contractor daily at the contractor's expense.

E 1.6 Contractor-furnished Items.

- (a) The Contractor will provide all supplies, tools, equipment, and materials at Ohio Western Reserve National Cemetery.
- (b) Contractor-furnished items necessary to perform work as required under this contract will be furnished, maintained and operated by the contractor. Materials and supplies procured and stored by the contractor will be at the contractor's risk.
- (c) The contractor is responsible for the supply, maintenance and repair of all contractor furnished equipment.
- (d) If any equipment fails or breaks down during the scheduled workday, that equipment must be removed from the area immediately so as not to damage the turf.
- (e) The contractor will be responsible to ensure that equipment does not block access to any road or gravesite, during the performance of the contract.
- (f) The contractor will provide and maintain, at his expense, the necessary service lines from the Government outlets to the site of work.

E 1.7 Government Furnished Items.

Unless otherwise specified in the Schedule of Government-furnished Items, the Government will not provide equipment, supplies or materials to the contractor, or otherwise augment or supplement contractor-furnished materials in performance of this contract. The Contractor will be responsible for maintaining, at his/her expense, all Government furnished items. This includes minor maintenance/repair and minor operating parts for the equipment.

E 1.8 Storage.

- (a) The Government will provide (2) storage closets (1 at Administrative building, 1 at PIC) for this contract.
- (b) The Government will not provide office space or operational facilities to the contractor. The contractor will secure and maintain the necessary office space and other facilities required for the performance of this contract at his/her own expense.

E 1.9 Schedule Of Government Furnished Items.

NONE

E 1.10 DAMAGES CAUSED BY CONTRACTOR.

- (a) The contractor will obtain all necessary licenses and/or permits required to perform this work. He/she will take all reasonable precautions necessary to protect persons and property from injury or damage during the performance of this contract. He/she will be responsible for any injury to himself/herself, his/her employees, as well as for any damage to personal or public property that occurs during the performance of this contract that is caused by his/her employees fault or negligence, and will maintain personal liability and property damage insurance having coverage for a limit as required by the laws of the State of Ohio. Further, it is agreed that any negligence of the Government, its officers, agents, servants and employees, will not be the responsibility of the contractor hereunder with the regard to any claims, loss, damage, injury, and liability resulting there from.
- (b) Evidence of coverage is required before commencing work under this contract (copy of Certificate of Insurance), and it may not be changed or cancelled without thirty calendar days prior written notice to the Contracting Officer.
- (c) In the event damages result to turf, structures, headstone, markers, monuments, irrigation sprinkler, trees, gravesites, curb, road, flower vases, facility structures, fences, disfigurement or damage to structure or property on or adjacent to this project, third parties, etc., due to neglect by the Contractor, repair, replacement and/or replacement costs of the damaged item will be required at no additional cost to the Government as directed by the COR.

E 1.11 SCHEDULE CHANGES AND DELAYS

- (a) Changes in schedules, work assignments or delays of daily operation must not occur under any circumstances. Excessive delay or problems may result in actions for termination of the contract.

E 1.12 LABOR FORCE AND EQUIPMENT

- (a) The Contractor will be aware of the intensive labor and equipment requirements necessary to meet contract specifications, and will determine needed resources accordingly. Communication with the COR is strongly encouraged. Inclement weather is not an excuse for not meeting specifications. Similar judgment in equipment selection will also be used not in General Areas. Equipment selection will be approved by the COR.

E 1.13 FOR NON-PERFORMED OR UNSATISFACTORY WORK, THE GOVERNMENT

- (a) In the case of non-performed work, the Government:
 - 1. May, at its option, afford the Contractor an opportunity to perform the non-performed work, at no additional cost to the Government, within a reasonable period subject to the discretion of the COR, but in no event longer than the next workday.
 - 2. May, at its option, perform the services by Government personnel or other means.

(b) In the case of unsatisfactory work, the Government:

1. Will deduct from the contractor's invoice all amounts associated with such unsatisfactory work at the prices contained in the Schedule or provided by other provisions of the contract; unless the Contractor is afforded an opportunity to re-perform pursuant to 2, below, and satisfactorily completes the work;
2. May, at its option, afford the Contractor the opportunity to re-perform the unsatisfactory work, at no additional cost to the Government, within a reasonable period, subject to the discretion of the COTR, but in no event longer than the next workday;
3. May, at its option, perform the services by Government personnel or other means.

E 1.14 Standards of Contractor Personnel Conduct.

(a) Contractor personnel will be required to adhere to the following standards of dress, conduct, supervision, and training, while performing work in the cemetery. It will be at the discretion of the COR(s) to initiate immediate removal of contractor personnel from the cemetery grounds if these standards are not adhered to during performance of the contract.

(b) The contractor will be responsible for maintaining satisfactory standards of conduct, work performance and will administer disciplinary action as required. Contractor will remove his/her employees for cause to include, but not limited to: misconduct in performance of duty relating to performance of the contract that are contrary to the best interests of the Government.

1. All personnel working on cemetery property are required to maintain a respectable personal appearance and conduct themselves in a respectable manner. Shorts and tank tops (CUT off Sleeves) are not allowed. All contractor employees must be fully clothed always. Employees should wear long pants, steel-toed boots, and undershirts or uniform shirts to include an upper garment to cover the body from the waist to neck and long pants or slacks. Garments which have a message, slogan or printing of any kind other than the contractor's business attire are prohibited.
2. Contractor's employees will wear all required safety equipment such as goggles or face shield, hearing protection, hard hats, respirators, if required. Contractor will be responsible for training and safety precautions, prescribed by OSHA standards regarding safety equipment and devices.
3. The Contractor will observe all traffic, parking, directional signs and regulations when using the cemetery's roadways. Contractors will park only on cemetery roads. No heavy-duty vehicles or tractors will be permitted to drive on turf without prior permission from the COR.
4. Contractor will be responsible for acceptable standards of housekeeping and custodial maintenance of Department of Veterans Affairs, facilities used by Contractor's employees.
5. Their work areas must be kept clean and tools collected and removed from all gravesites when not being used at that time.
6. Not engage in loud or boisterous behavior or use profane, abusive or otherwise inappropriate language, nor play radios (headphones ext.) and/or video or other electronic games/devices while performing work on site.
7. Consume food and beverages only within areas designated by the COR (s). Intoxication, violence, weapons or criminal acts of any kind will not be tolerated - and is cause for immediate removal from Government property. **Use or sale of intoxicating beverages and/or drugs is strictly**

prohibited. The Contractor personnel will follow the Cemetery Smoking Policy that is available at the Cemetery's Administration Building.

8. Not lean, sit, stand on or against headstones or monuments. No tools or other items will be placed on or leaned against headstones or monuments.
9. Not operate motorized equipment within 92m (300') of ongoing interment services or other committal committal/public services.
10. Not sleep or otherwise lay, rest or be idle in a manner that reflects unfavorably on the Government or the contractor.
11. Will not perform work of any nature on privately-owned vehicles/equipment, within the cemetery's confines, to include the washing of vehicles/equipment.
12. Questions from cemetery visitors will be politely referred or directed to cemetery personnel.

E 1.15 Conversion of Specification to Metric.

- (a) The units of measure contained in this contract are expressed in "Soft Metric." Soft Metric refers to the unit of measure being expressed in both metric and English/U.S. Standard. The following are units of metric measure used in this contract and their respective English/U.S. Standard unit of measure:

METRIC MEASUREMENT	ENGLISH / U.S. STANDARD
Centimeter (cm)	Inch
Meter (m)	Feet
Meter ² (m ²)	Square Feet
Kilometer (km)	Mile
Kilogram (kg)	Pound
Hectares (ha)	Acre
Pascal (pa)	Pounds per Square Inch (PSI)

E 1.16 Definitions.

The following terms apply throughout this contract.

1. **DETERMINATIONS OF THE CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE (COTR).** Judgments and/or decisions from the COTR, or his or her representatives - which include the cemetery staff of OWRNC. These will be adhered to by the Contractor - unless such judgments and/or directions are not within the scope of work or go beyond the specified requirements. The Contracting Officer will be notified by the Contractor if such a conflict occurs.
2. **RECORDS.** On not less than a weekly basis contractor will meet with the COTR and provide a report of all services provided under this contract – including written lists identifying all sections and areas cleaned of leaves, trash and debris, and any other services specified as required.
3. **SAFETY, SAFE, AND/OR SAFE APPLICATION.** Matters related to safety, and any actions of the Contractor, must meet the requirements of Ohio Western Reserve's National Cemetery's

Safety Manager - which in turn are the requirements of the Cemetery and/or OSHA, and the State of Ohio. It is incumbent upon the Contractor to be familiar with these requirements. "Safe Application" involves any and all actions initiated and/or completed by the Contractor necessary in the performance of the specified work - in a manner that safeguards all Ohio Western Reserve's National Cemetery's (OWRNC) visitors, employees, and natural resources. It is all actions initiated and/or completed by the Contractor that meet OSHA and State of Ohio's legal requirements, Right-to-Know laws, EPA guidelines, and otherwise follows the OWRNC's precautions stated within this contract. "Safety" will also include the Contractor having a safety representative who maintains regular and routine contact with the Safety Manager of OWRNC. Contractor accepts all liability for his or her actions, equipment, and/or labor that result in damage to property, injury, or death.

4. SITE MANAGER. An English-speaking employee provided by the Contractor to be available at all times whenever work is being performed. Site manager will ensure all specifications are being met, ensure contract work does not conflict with ceremonies and committal services, and ensure employees are adequately supervised and proper conduct is maintained. Also, whenever on Cemetery premises, site manager will be the primary reporting official to the COR.
5. SUPPLIES AND MATERIALS PROVIDED BY CONTRACTOR. Everything needed in meeting this contract's specifications - except for water.
6. TRASH AND DEBRIS. Any item, material, or foreign object not permanently attached to or planted within the grounds and boundaries. Items include - but are not limited to - fallen twigs and branches that are under ten (10) inches (25.40 cm) in diameter, paper products, cigarette butts, gum, glass and metal products, plastic and any other synthetic item, plus loose rock and stone over three (3) inches (7.62 cm) in diameter that are not the apparent result of an interment. Also included is the material found within the trash receptacles located on the grounds.

The period of performance is from Award Date _____, 2018 through September 30, 2019, with four (4) one (1) year options, if exercised through September 30, 2023. *Note: all Option Years are subject to the availability of appropriated funds; options are not guaranteed, and the Government's decision not to exercise an option will not be understood, construed, or intended as a termination.*

(End of Provision)

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(A) The following information for each disclosed labor law decision in the System for Award Management (SAM) at www.sam.gov, unless the information is already current, accurate, and complete in SAM. This information will be publicly available in the Federal Awardee Performance and Integrity (End of Provision)