

**SCOPE OF WORK DOCUMENT**  
**FOR NASHVILLE NATIONAL CEMETERY**

**A.1 NCA MISSION**

The National Cemetery Administration honors veterans with a final resting place and lasting memorials that commemorate their service to our Nation. National cemeteries are national shrines. The standards of maintenance, appearance and operational procedures performed by the Contractor at this cemetery shall reflect this nation's concern for those interned there. For this reason, the Contractor's strict adherence to the specifications shall be required and shall be essential.

**A.2 CONTRACT DEFINITIONS / ACRONYMS**

- (a) Normal Business Hours / Days: Nashville National Cemetery (NNC) normal business hours / days of operation are 7:30 AM to 4:00 PM, Monday through Friday, excluding Federal Holidays.
- (b) After Normal Business Hours / Days: After normal business hours / days of operation are 4:01 PM through and 7:29 AM, Monday through Friday.
- (c) Cemetery Director: Administrator/Management Official. The Cemetery Director is responsible for the day-to-day oversight of a national cemetery, including burying veterans and their eligible family members, and maintaining the grounds as a national shrine.
- (d) Assistant Cemetery Director: Responsible for assisting the director with all administrative, maintenance and burial operations to ensure dignified burial services and perpetual care for military veterans and eligible family members.
- (e) Applicable Publications: Every contractor and subcontractor shall comply with the Occupational Safety & Health Administration (OSHA) safety and health standards published in 29 CFR Part 1925 (Safety & Health Regulations for Federal Service Contracts). OSHA Safety & Health Regulations and any other publication referenced in this contract shall be with the same force and effect as if they were given in full text.

**A.3 CONTRACT TYPE SPECIFICS**

This procurement is being made under FAR Part 13 Simplified Acquisition Procedures for commercial items.

Contract period is for a base period with four (1) one-year options if exercised. Units and services to be in accordance with the Scope of Work, terms and conditions, contained in this solicitation. The offers shall include a price for each Contract Line Item Number (CLIN), a total price for the estimated quantities, and a sub total price for all estimated services in the contract base period and each option year. Unit prices shall be all inclusive containing (unit prices for materials, unit prices for labor, any labor burden or fringes, any associated travel costs, profit, overhead, and of the like).

This is a firm-fixed priced, requirements contract. This requirement provides estimated quantities that are a realistic estimated total quantity for the resulting contract in accordance with FAR 16.503. The Government is not obligated to any specified quantity as the initial contract award will be awarded at a \$0.00 amount and 0 quantities but succeeding executed task orders will obligate funding and exact quantities to the master contract, serving as a funding/quantity allowance for the contract. The contractor shall not exceed quantities listed on the individual task orders as they will not receive payment for additional services rendered outside the executed task order quantity limits. The contractor shall notify the COR when quantities on the CLINs/Task Order are about to be exhausted, and the contractor considers more quantities are needed in order to perform future services on the contract. The COR will make the determination on ordering future services and will coordinate with the Contract Officer for executing new task orders. Once

a new task order is executed, the Contracting Officer & COR will provide the order to the contractor for continuing/new services under this contract. The Government is only obligated to provide payments for all services requested from fully executed task orders following this solicitation.

#### **A.4 SCOPE**

- a) The Contractor shall furnish all equipment, supplies, materials, labor and supervision necessary to provide complete Janitorial Services at the Nashville National Cemetery, 1420 Gallatin Pike S, Madison, TN 37115
- b) Janitorial Services include cleaning of all office spaces, utility spaces, employee and public restroom areas, including its' perimeter exterior as follows:
  - ☐ NNC Administrative Building
  - ☐ NNC Public Restroom,

**A.1 Contractor Furnished Supplies:** The Contractor shall furnish all Restroom & Kitchen areas in all locations with sufficient supplies to ensure they do not run out. Extra backup supplies will be stored in the Janitorial supply cage or closets. The Contractor is responsible for furnishing the following supply items:

- ☐ Hand Soap for Restrooms and Kitchen Areas
- ☐ Hand Sanitizer for Automatic Dispensers
- ☐ Toilet Paper for Restrooms
- ☐ Paper Hand Towels to all mounted dispensers
- ☐ Toilet Seat Covers for Restrooms
- ☐ Sanitary Bags for Ladies Restroom
- ☐ Wastebasket Liners for all Building Waste Receptacles
- ☐ Cleaning Solutions
- ☐ Germicides & Disinfectants
- ☐ Automatic Air Sanitizers

- (a) **Performance & Work Hours:** All Janitorial Services shall be performed before 11:00am, during normal business hours.

#### **A.2 Contract Management**

- (a) **Contracting Officer:** Administration of this contract will be by the Contracting Officer (CO).
- (b) **COR:** The VA Contracting Officer will delegate one or more representatives to serve as the Contracting Officer's Representative (COR). For additional details and responsibilities of the COR, see section A.12 of this document.
- (c) **Site Manager:** The Contractor shall provide a "Site Manager" for directing, overseeing and coordinating the work involved. Communication by the Site Manager with the COR (or designee) is strongly encouraged. The Contractor shall furnish a copy of the contract specifications to the Site Manager and each employee performing work under the contract to ensure they are completely familiar with the requirements. Any damage to cemetery property, structures or grounds caused by the Contractor and/or its personnel shall be repaired or replaced at the Contractor's expense, as directed by the COR.

#### **A.3 CLEANING REQUIREMENTS**

##### DESCRIPTION OF SERVICES

Contractor shall furnish all equipment, supplies, material, labor and supervision necessary to provide complete Janitorial Services at the Nashville National Cemetery, 1420 Gallatin Pike S, Madison, TN 37115

Scope of Cleaning Services:

(a) Floors

- (i) Sweep and wet mop all floor areas and remove stains as needed.
- (ii) Vacuum all carpet and rug areas to ensure that each is clean of debris, moving light furniture and floor items as needed.

(b) Doors / Walls / Partitions

- (i) Clean (with glass cleaner) inside and outside entrance and lobby glass doors.
- (ii) Clean (with glass cleaner) interior/exterior windows and glass surfaces of doors.
- (iii) Dust and spot clean all doors, door frames and walls ensuring all interior corners are free of dust and cobwebs.
- (iv) Dust and clean all window ledges and windowsills free of debris.

(c) General Cleaning

- (i) Empty, clean, and line all waste cans.
- (ii) Clean and damp wipe Lobby and all interior and exterior doors.
- (iii) Damp wipe all display cases and cabinets. Clean (with glass cleaner) all glass surfaces.
- (iv) Clean and damp wipe all chairs, wall pictures and wall clocks.
- (v) Vacuum all carpeted areas to include upholstered furniture and floor mats.

(d) Restrooms

- (i) Sweep the entrance area. This area should be free of all waste and debris.
- (ii) Mop all floors.
- (iii) Clean restrooms to include: walls, partitions, sinks and toilets/urinals with germicide disinfectant.
- (iv) Clean and polish all glass; mirrored, and stainless-steel areas with appropriate cleansers.
- (v) Furnish supplies and fill soap dispenser, hand sanitizer dispenser, toilet paper, women's sanitary receptacles, automatic air sanitizers and paper towel holders.
- (vi) Empty, clean, sanitize, and line all waste cans (including sanitary receptacles in women's restrooms).
- (vii) Pour all mop and/or cleaning water down the designated floor drains. The sink shall not be used as a drain.

**A.4 NNC ADMINISTRATIVE BUILDING & MAINTENANCE COMPLEX**

1. FREQUENCY / SCHEDULE OF SERVICE

The following services shall be performed daily and as needed:

- (a) Sweep and wet mop all ceramic/ hardwood floor areas and remove stains as needed.
- (b) Vacuum all carpeted areas and floor mats.
- (c) All trash containers shall be emptied and returned to their initial location. Boxes, cans, papers, and other items placed near a trash receptacle and marked "TRASH" shall be removed. Any obviously soiled or torn plastic trash receptacle liners shall be replaced.  
*The trash shall be deposited in the contractor supplied trash collection roll-away*

*located behind the maintenance building or taken off site for disposition.* Trash receptacles shall be left clean, free of foreign matter, and free of odors.

- (d) Sweep building's sidewalks from the parking lot and from public restroom to admin building outside the front entrance foyer.
- (e) Clean restrooms to include: walls, partitions, floors, sinks and toilets/urinals with germicide disinfectant. Pour water down the floor drains. Clean all mirrors with glass cleaner. Clean all metal surfaces with the appropriate cleaner. Furnish supplies and fill soap dispenser, hand sanitizer dispenser, toilet paper, women's sanitary receptacles, and paper towels.
- (f) Empty, clean, sanitize, and line all waste cans (including sanitary receptacles in women's restrooms).
- (g) Wipe down all break room tabletops, chairs, counter tops and sink, microwave ovens, refrigerator and stovetop or oven.

The following services shall be performed weekly and as needed:

- (a) Clean & Polish (with glass cleaner) inside and outside entrance and lobby glass doors
- (b) Dust and polish all offices and employee areas to include wood surfaces, such as counter tops and desks (not moving papers, items, etc. and being extremely careful around computer equipment), telephones, chairs, tables, etc.

The following services shall be performed monthly:

- (a) Clean all windows, interior and exterior sides, with glass cleaner. Scheduling of services shall be coordinated with COR.
- (b) Clean florescent lighting lens covers, inside and out, throughout the buildings. Scheduling of services shall be coordinated with COR.

## **A.5 PUBLIC RESTROOM BUILDING:**

### **1. FREQUENCY / SCHEDULE OF SERVICE**

The following services shall be performed daily and as needed:

- (a) Sweep the entrance area. This area should be free of all waste and debris.
- (b) Mop all floors.
- (c) Clean restrooms to include: walls, partitions, sinks and toilets/urinals with germicide disinfectant.
- (d) Clean and polish all glass; mirrored, and stainless-steel areas to include drinking fountains with appropriate cleansers.
- (e) Furnish and fill soap dispenser, hand sanitizer dispenser, toilet paper, women's sanitary receptacle and automatic air sanitizers.
- (f) Empty, clean, sanitize, and line all waste cans (including sanitary receptacles in women's restrooms)
- (g) All trash containers shall be emptied and returned to their initial location. Any obviously soiled or torn plastic trash receptacle liners shall be replaced. The trash shall be deposited in the main outside trash collection roll-away located adjacent to the MHD Trailer. Trash receptacles shall be left clean, free of foreign matter, and free of odors.
- (h) Pour all mop and/or cleaning water down the designated floor drains. The sink shall not be used as a drain.

### **1. The following services shall be performed weekly and as necessary:**

- (a) Remove all visible cobwebs from inside ceilings, lights and outside overhang.

## **A.6 DEEP CLEAN:**

Service to perform deep cleaning of cemetery administration building to include inside and outside of all windows, interior offices, work areas, lobbies, break rooms and restrooms of buildings:

a. Administration Building

Special Deep Cleaning, floors, carpet, break room. The contractor is to perform this work during normal hours and work is to be completed as established by the COR. The contractor is to provide all labor, supplies and equipment necessary to steam clean hardwood and tile floors in all office spaces and public restroom areas. The contractor shall move all furniture. All baseboards are to be cleaned and all areas are to be high dusted. Floors should be stripped and waxed in the break area and other common areas.

Window Washing: Inside and out: The contractor is to perform this work during normal hours and work is to be completed within a reasonable time established by the COR. The contractor is to provide all labor, supplies and equipment to perform this annual window washing.

## **A.7 MONITORING PROCEDURES**

- (a) In addition to any other documentation required in this solicitation, after training by the COR, the Contractor shall complete and maintain the following documents:
  - Daily Restroom Checklist
  - Sample document of the Daily Restroom Checklist is included as **APPENDIX B** to this solicitation. *Post-award, the COR will instruct the Contractor on the method of completing and maintaining the document.*
- (b) A record keeping system of Contractor work performance shall be established and implemented by the COR for the services involved. Based on the "Daily Cleaning Log" - the COR will validate and verify that cleaning services are performed in accordance with contract requirements and specifications.
- (c) Discrepancies will be noted in the cleaning log for rectification by the contractor. If required daily, within two days, if weekly, within one week.
- (d) Payment: The Contractor shall submit an invoice in arrears for services rendered. Prior to certification of payment, invoices will be verified for accuracy by the COR. The COR shall verify the services provided and authorize payment as indicated in the Price Schedule. VA reserves the right to reject any work that does not meet contract specifications.

## **A.8 STANDARDS OF CONDUCT**

The Contractor is responsible for the ethical conduct of its employees. These standards and regulations are enforceable under Title 38, U.S.C. Section 218. Contractor personnel shall adhere to the following standards of dress and conduct while performing work at Nashville National Cemetery:

- (a) Contractor shall maintain satisfactory conduct and work performance of its personnel including administering disciplinary action when determined necessary.
- (b) Contractor shall remove his/her employee from the cemetery for cause to include but not limited to willful misconduct and/or unacceptable performance of the work required under the contract. Misconduct shall form the basis for immediate contract enforcement action, to include immediate removal from the cemetery.
- (c) Contractor-furnished personnel, supplies, services, equipment and materials, including personnel provided and necessary for contract performance shall be fully compliant with

applicable OSHA, Federal, State, County and local ordinance laws & regulations. The Contractor is responsible for training its personnel regarding safety precautions and procedures prescribed by OSHA Standards.

- (d) Contractor personnel appearance and conduct shall be professional and unobtrusive at all times. Questions from cemetery visitors shall be politely referred or directed to cemetery personnel.
- (e) Shirts, T-shirts, long pants, neat jeans or walking shorts are permissible. Contractor personnel shall be fully clothed at all times, to include an upper garment to cover the body from waist to neck. Tank tops as an outer garment are prohibited, as well as any garments which display a message or slogan affixed thereon.
- (f) It is expected that personnel will conduct themselves in a respectful manner, not engaging in loud boisterous behavior or use profane or abusive or otherwise inappropriate language. Radios and/or video or otherwise electronic games / devices are not permitted while performing work on the grounds of the cemetery.
- (g) Consume food and beverages only within areas designated by the COR. Use of intoxicating beverages and/or drugs are strictly prohibited. Contractor personnel shall not eat or drink beverages except water or non-alcoholic beverages while in the work area. The use of intoxicating beverages and/or drugs on cemetery premises is strictly prohibited and a violation of Federal Law, and will not be tolerated.
- (h) Contractor personnel shall take all necessary precautions to prevent damage to cemetery property, structures and grounds during performance of this contract. The Contractor shall be liable for replacement costs for property damaged because of actions by Contractor personnel. There is no limitation on the Contractor's liability. In no event shall the Government indemnify and hold harmless the Contractor from any or all damages and expenses of any kind for harm incurred by the Contractor, or from any and all damages, expenses, or claims, which may arise from third party claims.
- (i) Reporting "on-the-job" Injuries: The Contractor shall be required to report all "on-the-job" injuries incurred by the Contractor, its agents or employees, resulting from performance of this contract. Contractor shall notify the COR (either orally or via telephone) within twenty-four (24) hours of the injury and provide details and exact location of the incident. This will be followed up by a written notice to the COR. Any Contractor (including its agents and employees) that knowingly files a false claim may be criminally prosecuted.

## **A.9 USE OF CEMETERY FACILITIES**

- (a) The Government will not be responsible for any loss, damage, or theft of Contractor items, nor shall free telephone service be provided. Contractor shall be responsible for acceptable standards of housekeeping and custodial maintenance of cemetery facilities used by Contractor's employees.
- (b) Parking is not a condition or term of this contract. However, when local conditions are such that parking is permitted, Contractor employees shall park privately owned vehicles in the area designated for parking by the COR.
- (c) The Contractor shall be responsible for safely handling any chemicals, cleaning solutions, etc. in accordance with manufacturers recommendations. A SDS (Safety Data Sheet) is required for all chemicals and cleaning solutions used in performance of this contract.
- (d) Electricity and water will be furnished by the Government.

- (e) At the discretion of the Cemetery Director through the COR, may allow the contractor to use government utility equipment and other government owned tools and equipment on special occasions. The Cemetery Director may also allow the use of parking and storage spaces as designated by the COR.

#### **A.10 SAFETY & SECURITY**

- (a) The Contractor shall, at all times, exercise care and caution in performing the duties describes in the statement of work so as not cause injury to themselves or others.
- (b) The Contractor shall perform the assigned task and duties in a safe manner in accordance with VA, NCS, and OSHA regulations and policies.
- (c) The Contractor shall indemnify to protect itself, and render the United States Government, its employees, agents, and representatives, harmless from any liability resulting from personal injury arising out of performance of the work contained herein.
- (d) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

#### **A.11 FEDERAL HOLIDAYS**

All work required under this contract will be performed as provided in the Schedule and Statement of Work. With the exception of **Veterans Day** and **Memorial Day**, cleaning services may or may not be required on Federal Holidays. The following is a list of all Federal holidays:

January	<b>New Year's Day</b>	September	<b>Labor Day</b>
January	<b>Martin Luther King's Birthday</b>	October	<b>Columbus Day</b>
February	<b>President's Day</b>	November	<b>Veterans Day</b>
May	<b>Memorial Day</b>	November	<b>Thanksgiving Day</b>
July	<b>4<sup>th</sup> of July</b>	December	<b>Christmas Day</b>

#### **A.12 CONTRACT MANAGEMENT AND PLACEMENT OF ORDERS**

- A. Representatives of the Contracting Officer: The VA Contracting Officer will designate one (or more) representatives to serve as the Contracting Officer's Representative (COR) to act for him/her in furnishing technical guidance and advice or generally directing the work to be performed under the contract. Such designation will be in writing and will define the scope and limitations of the COR's authority. A copy of the designation(s) shall be furnished to the Contractor at time of award.
- (i) The COR may direct and arrange the Contractor's work schedule in specific areas of the cemetery to coordinate with daily cemetery activities and operations.
- (ii) The Contractor shall provide the COR with monthly schedules the last week of the month for the following month.
- (iii) The Contractor shall provide the COR with detailed weekly schedules on the Friday before the following week.

- (iv) The Contractor shall be required to report on a daily basis to the Cemetery Director or the COR at the main office of the National Cemetery. Contractor shall log in and obtain funeral and or special schedules. This check in is mandatory.

B. Duties and responsibilities of the COR include day-to-day monitoring of the contract as follows:

- (i) Providing contract oversight and technical guidance to the Contractor.
- (ii) Placing orders for services.
- (iii) Verification / certification of payments to the Contractor for services rendered.
- (iv) Assuring that any changes effecting work involved, price, terms and/or conditions under the contract are not implemented before written authorization is issued by the Contracting Officer.

C. All administrative contract functions are the responsibility of the VA CO. Any modifications to the contract, including those involving no-cost changes, increases and decreases in cost or level of services provided, termination or extension of the contract (in part or in whole) and decisions concerning claims or disputes, must be authorized in writing by the Government Contracting Officer.

D. Task Orders for services at the Nashville National Cemetery will be placed by the COR through the Contracting Officer and may be placed via electronic mail (e-mail).

E. Agents/Branches; if the Contractor maintains agents/branches, the Department of Veterans Affairs is to be provided with a list containing any information necessary indicating how and with whom orders are to be placed.

### **A.13 PERFORMANCE EVALUTION MEETING**

A. The issuance of a Contract Discrepancy Report (CDR) may be cause for the scheduling of a meeting among the Contractor, Contracting Officer, and the COR. A mutual effort will be made to resolve all problems identified. The Government will prepare written minutes of the meeting. The Contractor, Contracting Officer, and the COR will sign minutes of the meeting(s).

B. Should the contractor not concur with the minutes, he will state in writing to the Contracting Officer within ten (10) calendar days, he/she does not concur and explain the reasons for non-concurrence. The Contracting Officer will review and consider the reasons submitted for the Contractor's non-concurrence and make a decision. The Contracting Officer will notify the Contractor of the decision in writing within ten calendar days.

### **A.14 DISCREPANCY ACTIONS**

A. Normally, the COR will verbally advise or give a written inspection report to the Contractor of discrepancies the first time they occur and ask the Contractor to correct the problem. A notation will be made on the COR checklist of the date and the time the deficiency was discovered and the date and time the Contractor was notified.

B. If the Government created any of the discrepancies, these will not be counted against the Contractor's performance. When the Government has caused the Contractor to perform in an unsatisfactory manner,



the COR will forward a written notice to the responsible organizational element requesting corrective action be taken.

C. When the Contractor is not meeting the limits of satisfactory performance, a CDR will be issued to the Contractor. The seriousness of the failures should govern whether to issue CDR at the end of the period, or as soon as the limit of satisfactory performance are exceeded.

D. When a CDR is issued for a service, the Contracting Officer must deduct from the periodic payment.

E. If the Contractor does not achieve satisfactory performance by the end of the next period or agreed suspense date, another CDR will be issued and the appropriate amount deducted from the periodic payment.

F. A third CDR will be the cause for a Cure Notice. However, the Contracting Officer may issue a Cure Notice at any time he/she deems appropriate. Depending on the overall performance of the Contractor, an unsatisfactory reply to the Cure Notice should require a Show Cause letter to be issued, followed by consideration of termination of the contract.

**(End of Work Statement)**