

ATTACHMENT A – PERFORMANCE WORK STATEMENT

PERFORMANCE WORK STATEMENT

1. GENERAL INFORMATION

- 1.1. This is a performance-based contract for cemetery grounds maintenance services at Louisiana National Cemetery, Zachary, Louisiana and hereafter referred to as Louisiana or “Cemetery.” The overall responsibility of the Contractor is to plan, coordinate, organize, manage, and perform the activities of mowing and trimming; trimming around headstones, edging around flat markers; curb/sidewalk edging; weed control; providing fertilizer; and associated services described herein required to maintain a healthy and aesthetic appearance of the Cemetery grounds. The Cemetery is located at 303 W Mount Pleasant Road, Zachary, Louisiana 70791.
- 1.2. This Performance Work Statement describes the basic objectives of the Louisiana National Cemetery Grounds Maintenance Program. The Performance Based Service Contract provides potential Offerors the flexibility to develop cost effective solutions and the opportunity to propose innovative alternatives to meet the stated objectives. It also presents the Government with an opportunity to assess the Offeror’s understanding of all aspects of the effort to be performed by eliminating the "how to" instructions to accomplish the required effort normally contained on the Statement of Work that the Government traditionally provides to prospective Offerors. Minimum acceptable levels of performance to meet the minimum requirements are outlined in the “Services Delivery Summary” contained in Attachment 1.
- 1.3. **The National Cemetery Administration Mission.**
 - 1.3.1. The National Cemetery Administration honors veterans with a final resting place and lasting memorial that commemorate their service to our Nation. National Cemeteries are National Shrines. Therefore, the standards for management, maintenance, appearance and operational procedures performed by the Contractor have been established by the National Cemetery Administration to reflect this Nations’ concern and respect for those interred there. For this reason, the Contractor’s strict adherence to the Performance Work Statement, Performance Work Requirements Summary and Guidance Specifications shall be required and shall be essential.
- 1.4. **Background.**
 - 1.4.1. In 1999 Congress passed legislation requiring VA to ensure that National Cemeteries serve as a dignified and respectful setting. Each Cemetery is to be an expression of appreciation and respect of a grateful Nation for the service and sacrifice of her veterans.
 - 1.4.2. Further, each National Cemetery is to be maintained as a National Shrine. A National Shrine is defined as a place of honor and memory that declares to the

visitor/family who views it as a majestic setting, offering a sense of serenity, historic sacrifice and nobility of purpose. The National Cemetery is a beautiful and awe-inspiring tribute to those who gave much to preserve our Nation's freedom and way of life.

- 1.4.3. The Louisiana National Cemetery contains the remains of approximately 1,000 veterans, spouses and dependent children. National Cemeteries are National Shrines. The standards of maintenance and appearance at the cemeteries must reflect this nation's concern for those interred there. For this reason, strict adherence to the specifications is required as well as the National Cemetery Administration standards.

2. DESCRIPTION OF CONTRACT OBJECTIVES

- 2.1. The Contractor shall furnish all labor, supervision, professional expertise, vehicles, tools, equipment, materials, and services necessary to ensure that grounds maintenance is performed in a manner that shall meet or exceed the requirements to maintain healthy turf grass and that presents a clean, neat, professional and aesthetic grounds appearance throughout the Cemetery. The Contractor's performance will be based on the Contracting Officer's (CO) and Contracting Officer's Representative (COR) evaluation and of the results required by the Service Delivery Summary (SDS) and not the method of performance. It is at the Contractor's discretion to determine the methods to attain the level of service at the best value. The evaluation of results will be based on COR performance assessment, tenant satisfaction, and customer complaints. Final results of the evaluations will be the determining factor for the success or failure of this contract. The Contractor shall comply with applicable federal, regional, state, local laws, and commercial standards.
- 2.2. Services include, but are not limited to, mowing, trimming (features and headstones), edging (features and monuments), weed control, providing fertilizer, removal of trash (generated by the Contractor), as well as sweeping or blowing off grass from sidewalks, roads and headstones. Scheduling of services shall be coordinated with the COR to avoid disruption of ongoing Cemetery operations. All work shall be done during normal Federal workdays during Cemetery workday hours. The exception is Memorial Day, which may be a workday for Federal employees, but not for the Contractor. No work shall be allowed during special weekend activities.
- 2.3. The Contractor shall be responsible for full management of the facility's grounds maintenance services described herein. The Government's objectives are described in the NCA's "Operational Standards and Measures" (given upon request of the Contracting Officer), the Performance Work Statement (PWS), and other requirements identified herein, as they are applicable to the services required in the Pricing Schedule. The Contractor shall develop a "Performance Work Plan" that contains solutions to accomplish the Government's objectives. The Contractor may use whatever method it chooses to meet the objectives, as long as the end result satisfies the minimum acceptable levels of performance as defined in Services Delivery Summary (SDS).

2.4. Contract Objectives.

- 2.4.1. To use an innovative and creative technical approach to manage the Cemetery grounds maintenance operation at the Louisiana National Cemetery in order to maintain the high standards of appearance as a National Shrine, in accordance with best commercial practices and the requirements identified in this solicitation.
- 2.4.2. To have the Contractor perform to its Technical Performance Approach focused on criteria designed to maintain healthy grass and a clean, neat and professional grounds appearance overall.
- 2.4.3. The minimum life of the contract is planned for one base period with up to four (4) one- year options individually exercised at the VA's discretion and dependent on the availability of funds.

3. DESCRIPTION OF SERVICES:

3.1. CLINs Ending in 01: Improved Grounds Mowing. The Contractor shall mow all Improved Grounds to look well-manicured, with a neat and professional appearance at all times. Improved Grounds are visually prominent and medium visual impact areas requiring more frequent maintenance, such as burial areas, high visibility specialty areas, and non-burial areas (see Attachment 6, *Definitions*). All Improved Grounds shall be maintained in the same manner as a high quality residential lawn under contract from a professional lawn maintenance service. This generally requires a complete mow/trim cycle every week during the growing season (February through November). Mowed areas shall be uniform in appearance, free of skips, gaps, scalping, rutting, bruising, and uneven and rough cutting.

- 3.1.1. The Contractor shall maintain grass height within one (1) inch (+/-) of that which is professionally recommended for the predominant grass type at the Cemetery (Bermuda) or as directed by the COR. Optimally, the height should be no more than one-half an inch ($\frac{1}{2}$ "") above the recommended range for the type of turf at the Cemetery as directed by the COR. The typical acceptable height ranges between 2 and 4 inches (optimal height of 2.5 inches); however, the COR, with input from the District Agronomist, may direct the Contractor on the particular height to mow at any given time depending on weather conditions.
- 3.1.2. The Contractor shall be required to pick up, collect and dispose of debris and trash (see Attachment 6, *Definitions*), natural and manmade, prior to and after mowing/trimming any area.
- 3.1.3. The Contractor shall identify, move and replace all floral or commemorative items, etc. to their original locations as necessary while performing mowing/trimming services.

- 3.1.4. The Contractor shall keep all headstones, monuments, roadways, walkways (inside and out), flagpole bases, public visitor areas including at the Committal Shelter, or other non-turf areas free of clipping or edging deposits. Clippings shall be mechanically blown or swept onto nearby turf areas when possible, or collected and disposed of on the same day as the mowing, trimming, or edging event that produced them. At no time is freshly mowed grass to be blown onto headstones
- 3.1.5. The Contractor shall immediately remove and dispose of, or mulch clearly visible clumps of grass clippings on top of the turf to prevent the appearance of windrows.
- 3.1.6. The Contractor shall use commercial grade rear-discharge mowers or commercial grade mowers with mulching decks only. The Contractor shall use properly maintained and adjusted cutting equipment to prevent streaks or irregularities, uneven cutting, plowing, or gouging of the soil. Cutting blades on mowing and trimming equipment must be kept sharp so that grass tips are cleanly cut and not torn or damaged. Riding mowers may be used if they are not operated within six (6) inches of markers, monuments, tree trunks or other vertical surfaces.
- 3.1.7. All mowing equipment shall be cleaned before unloading or mowing at the Cemetery to reduce the risk of introducing contaminant weed seeds into the Cemetery turf. No equipment shall be cleaned on Cemetery property.
- 3.1.8. The Contractor shall hand mow new seed/sod areas (present at all newly buried gravesites, second interment gravesites, and repaired gravesite locations) until they are fully established to the point where they will not be damaged by riding mowers.
- 3.1.9. The Contractor shall be familiar with and utilize different mowing patterns and shall change direction, change patterns, and vary mower wheel width patterns after each mowing thereby reducing turf wear, prevent wheel rutting, and provide a neater appearance. All mowing around trees will be accomplished in a manner that prevents a “ringing pattern” around the tree and associated damage to turf.
- 3.1.10. There may be periods of excessive rainfall when the Contractor cannot access areas for mowing due to excessive wetness. The COR has the authority to stop work if weather conditions are such that work that day will do more damage than good to the Cemetery grounds. During these periods, the Contractor shall be expected to ensure the grass is cut in less than seven calendar days once grass is suitable for mowing.
- 3.1.11. **Trash and debris removal as part of recurring mowing and trimming**
 - 3.1.11.1. All trash, debris, contents of trash cans, and fallen tree limbs shall be removed from within the developed portion of the Cemetery grounds daily or more frequently as necessary. All trash, etc. shall be removed from the ditch line and right-of-way about every two weeks or more frequently as necessary.
 - 3.1.11.2. Leaves, nuts, and twigs shall be hand raked, vacuumed or blown by walk-behind push type machines from interment areas into the roadways, and then

collected and properly disposed of from Cemetery grounds which includes right of way outside Cemetery fence. Any accumulations of mulched leaves shall be removed from the Cemetery grounds and properly disposed of.

3.1.11.3. The Contractor shall provide the necessary labor and suitable conveyance each workday for pickup of this debris from the Cemetery grounds. A dumpster placement area is available at the Cemetery within the contractor laydown area.

3.1.11.4. Removal of debris and disposal away from the Cemetery grounds shall be the responsibility of the Contractor.

3.1.11.5. All walkways, roads, and parking areas shall be swept on a weekly basis, or as directed by the COR.

3.1.11.6. Cemetery grounds area includes all of the Cemetery property to include surrounding areas of inside and outside the fence to the road.

3.2. CLINs Ending in 02 & 03: Trimming. The Contractor shall trim grass and vegetation around vertical surfaces or any other structure or area that cannot be maintained by traditional mowing equipment to match surrounding area grass height within Improved Grounds. Streaks or irregularities, uneven cutting, plowing, or gouging of the soil is unacceptable. The vertical surfaces to be trimmed include headstones, section markers, monuments, trees, planting beds, shrubs, buildings, curbs/curbing, fences, walls, poles, signs, fire hydrants, parking lot bumper blocks, boulders, utility/valve boxes and covers.

3.2.1. The Contractor shall trim turfgrass surrounding headstones to its recommended height for the type of turf at the Louisiana National Cemetery after each mowing cycle.

3.2.2. The Contractor shall trim all areas concurrent with mowing. Trimming operations of all non-mowed turf areas shall be considered a part of mowing. The Contractor shall mow first, followed by trimming.

3.2.3. The Contractor shall remove or mulch grass clippings when visible after trimming, before leaving work area.

3.2.4. The Contractor shall exercise caution to avoid contact with headstones, monuments, building walls, trees, shrubs, flowers, any other desirable plant materials, etc. or any other structure than can be damaged by contact with the trimming device's cutting instrument.

3.2.5. The Contractor shall use commercial grade power trimmers and power edgers to trim grass from around headstones, monuments, section markers, etc. The Contractor shall use trimmers with a plastic blade attachment to cleanly trim edges around all headstones, monuments, section markers, etc. or as otherwise approved by the COR.

3.3. CLINs ending in 04: Feature Edging. The Contractor shall blade edge all streets, curbs, walkways, tree wells, permanent building/structure lines, and planting beds. Edging shall provide a clear zone ½” to 1” wide by 2” to 3” deep with all vegetation removed from joints and cracks. Damage to asphalt/concrete shall be avoided. Edging events shall be completed as ordered by the COR. The first edging cycle shall be completed approximately at the start of the mowing season, and additional edging events may be scheduled by the COR. The exact dates will be provided by the COR.

3.4. CLINs ending in 05 &06: Weed Control. The Contractor shall control broadleaf and grassy weeds through execution of a weed control program appropriate for the area, in accordance with NCA Handbook 3410, *Integrated Pest Management Procedures for VA National Cemeteries*, and current federal, state, and local regulations. The Contractor shall comply with all applicable parts of 29 Code of Federal Regulations (CFR) 1910, *Labor, Occupational Safety and Health Standards*; 29 CFR 1925, *Labor, Safety and Health Standards for Federal Service Contracts*; 40 CFR 150-189, *Protection of Environment, Pesticide Program*; and 49 CFR 171, *Transportation, General Information, Regulations, and Definitions*.

3.4.1. The Contractor shall control weeds through broad and selective applications of herbicide. The herbicide program, in general, shall consist of two (2) pre-emergent herbicide applications and three (3) post-emergent herbicide applications per contract year. The table below serves as a guideline for when the herbicide applications shall be made:

Table 3.4. General Schedule for Herbicide Applications

Pre-Emergent Application #1	Late Winter/Early Spring – exact timing of application based on soil temperature and weather conditions. Prior approval from COR required before application.
Pre-Emergent Application #2	Late Summer/Early Fall – exact timing based on soil temperature and weather conditions. Prior approval from COR required before application.
Post-Emergent Application #1	Early Spring/Mid-Spring – exact timing based on weed development. Prior approval from COR required before application.
Post-Emergent Application #2	Early Summer/Mid-Summer – exact timing based on weed development and residual period of Post-Emergent Application #1. Prior approval from COR required before application.
Post-Emergent Application #3	Late Summer/Fall – exact timing based on weed development and residual period of Post – Emergent Application #2. Prior approval from COR required before application.

3.4.2. The herbicides used by the Contractor shall be specifically labeled for control of weeds in the turf at the Cemetery. The Cemetery turf is pre-dominantly Bermuda 419. The herbicide shall be selected and applied in a manner that does not harm, damage, or kill the turf in any way.

3.4.3. The choice(s) of herbicide and surfactants are up to the Contractor, however their uses are subject to prior approval by the COR and District Agronomist.

- 3.4.4. The herbicide applications shall be applied directly by or under the supervision of a current commercially licensed State Certified Pesticide Applicator. All applications shall be performed as per the Rules and Regulations of the Louisiana State Department of Agriculture.
- 3.4.5. Either the COR will notify the Contractor prior to each application as needed or the Contractor shall contact the COR (in person, in writing, or by telephone) for permission to spray at least three (3) days in advance of each and any application. The COR will coordinate each spray application with the Contractor. The Contractor shall be responsible for the proper timing of each application so that the highest resulting weed control for that application will be attained.
- 3.4.6. The Contractor shall be responsible for specifically following all label directions on the bag/container of herbicide at all times. This includes, but is not limited to, all safety, mixing, weather conditions, and application directions and information.
- 3.4.7. The Contractor shall always mix and apply herbicide so as to provide optimum control of target weeds, according to label directions.
- 3.4.8. The Contractor shall provide to the COR, in writing, a list of all herbicides, mixes, and related surfactants or other chemicals, along with the amount of product per acre, percentage of solution, and/or application rate per 1,000 square feet (and/or per acre), prior to any and all applications being performed. The Contractor shall also provide the COR with a copy of the label and the Safety Data Sheet (SDS) for any and all herbicides and other chemicals or surfactants, prior to any and all applications being performed. The Contractor shall NOT begin any application without providing this information to the COR, and obtaining the approval of the COR to proceed.
- 3.4.9. A written record of the application shall be delivered to the COR immediately following the application, whether completed or not, before leaving the Cemetery on the day of any application. The written record shall show the following information:
 - 3.4.9.1. The name of the company and the names and titles of the company's staff that performed the application.
 - 3.4.9.2. All areas treated on that particular day of application.
 - 3.4.9.3. The chemicals used on that particular day of application.
 - 3.4.9.4. The temperature during the time of application, and the average wind speed during the time of application.
- 3.4.10. All Contractor personnel shall be properly clothed and wearing proper safety equipment during any and all applications.

- 3.4.11. All mixing of chemicals and filling of tanks shall be performed off-site or only in appropriate area(s) of the Cemetery as determined by the COR.
- 3.4.12. Performance of work shall not impede nor disturb any burial or memorial service, or burial operation at any time. Work shall not take place within 1,000 feet of a committal shelter during a service, or during a ceremony in the Cemetery.
- 3.4.13. The Contractor shall coordinate with the COR any watering requirements to activate chemicals, as needed. The Cemetery will schedule and perform this watering requirement.
- 3.4.14. **CLIN ending in 07:** The Contractor shall be responsible for repeat, follow-up, and/or spot spray herbicide applications between scheduled sprays, which are deemed necessary by the COR due to an ineffective application, in order to control and maintain a generally weed-free Cemetery, to include all mulch beds. These repeat, follow-up, and spot spray treatments shall be provided at monthly basis and shall comply with all the requirements described above.

- 3.5. CLINs ending in 08: Fertilizer Application and Delivery.** The Contractor shall provide and deliver 50-pound, labeled bags of slow release turf fertilizer in three (3) approximately equal deliveries in March, June and September, unless an alternate timeframe is agreed to in writing by the COR.

Table 3.5. General Schedule for Fertilizer Applications

Fertilizer Application #1	Spring – upon order and approval of the COR, after turf has emerged from winter dormancy, has new green flush growth, and has been mowed 1 to 2 times. This is usually in the March-April time period.
Fertilizer Application #2	Summer – upon order and approval of the COR – usually in the May-June time period.
Fertilizer Application #3	Fall – upon order and approval of the COR – usually in the August-September time period.

- 3.5.1. The fertilizers shall have an analysis of 21-07-14 (N-P-K) with 50% slow release nitrogen (Polyplus) and 4.5% iron (Fe). The fertilizer shall be a free flowing, granular form. The fertilizers shall contain micro nutrients. The Contractor may propose a different analysis than 21-07-14 as long as it is approved by the COR and District Agronomist prior to delivery. The District Agronomist may make adjustments to the analysis for subsequent orders if soil testing warrants an adjustment.
- 3.5.2. The Contractor shall be responsible for unloading and neatly stacking the bags. The Contractor shall be responsible for immediate clean-up of any spills with their own

emergency spill kit and shall notify the COR or Cemetery Director immediately following.

- 3.5.3. The Contractor shall provide to the COR, in writing, a list of all fertilizer chemicals with their Safety Data Sheet(s) (SDS). The Contractor shall also provide the COR with a copy of the label for any and all fertilizer chemicals and the recommended application rate per 1,000 square feet (and/or per acre) upon delivery.
- 3.5.4. All fertilizer application will only be applied after being ordered by the COR. The contractor will schedule to apply on the timeframe ordered and agreed by the COR and the District Agronomist. The fertilizer application equipment will be correctly calibrated and the application made to achieve a uniform distribution of the treated area.
- 3.5.5. The contractor will ensure that the fertilizer is properly watered in by coordinating the watering schedule with the COR.
- 3.5.6. The contractor will make sure that all headstones, monument, patios and other like surfaces are free of granules immediately after the application and before watering in of fertilizer occurs. The contractor will be responsible for the removal of any staining, marking, of headstones, monuments, patios and other surfaces that occurs as result of a fertilizer application made by the contractor.

3.6. CLIN ending in 09: On Call Clean-UP (above and beyond normal leaf and debris removal) in circumstances like wind, rail, hail, snow, ice, etc. Cemetery grounds should be checked and cleaned up 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 should be done as soon as emergency restrictions are lifted.

- 3.6.1. These services will be provided on “as needed basis and by the request of the COR only.
- 3.6.2. The Contractor shall have all debris removed within 2 working days after notification and with the agreement of the COR.

3.7. CLIN ending in 10: Placement of Flags: A small flag shall be placed on each gravesite not more than (3) days prior Memorial Day (Boy Scouts and other volunteer organizations may assist the Contractor) and shall be removed on the first workday following Memorial Day, weather permitting. Flags shall be counted, bundled into bundles of 20 and placed back in storage. The Government shall furnish flags and storage space for the flags.

3.8. CLINs ending in 11: Custodial Services. Work consists of cleaning, sanitizing and maintaining all public restrooms and the buildings at the Cemetery.

- 3.8.1. Restrooms

- 3.8.1.1. All trash cans shall be emptied, cleaned and sanitized daily (Monday through Friday). Fresh garbage bags shall be used on each emptying.
- 3.8.1.2. All dirt, debris, urine, feces and water shall be removed from all floor surfaces daily or more frequently as required.
- 3.8.1.3. All sinks and counter tops shall be cleaned, sanitized and wiped to remove all excess standing water daily.
- 3.8.1.4. All glass surfaces shall be cleaned with an appropriate glass cleaner so that the surface is free of grease, dirt and smudge marks daily.
- 3.8.1.5. All toilets are to be cleaned and sanitized daily.
- 3.8.1.6. Any feminine hygiene disposal units shall be emptied, cleaned and sanitized in a method approved for cleaning and disposing of blood borne pathogens
- 3.8.1.7. Floors shall be mopped with a disinfecting cleaning solution daily.
- 3.8.1.8. An adequate supply of toilet paper, paper towels and soap shall be maintained on a daily basis so that there is always a roll on the dispensers and one back-up roll available for all restrooms.
- 3.8.1.9. Restroom Checklists. The Contractor's employee(s) on duty shall sign off daily on the restroom checklists, which are generally located in the foyers of the public restrooms and staff restrooms.

3.8.2. Buildings.

- 3.8.2.1. Non-Carpeted Floors (Hard Floors: Ceramic Tile, VTC, etc.). Hard floors shall be maintained free of grit, soil, dust, scuff and heel marks, stains, spills, debris, litter and other foreign matter by effective daily cleaning. Cleaning shall be accomplished by the most appropriate method (vacuum, sweep, dust mop, damp mop, wet mop, spot clean, etc.) and with cleaning solutions if applicable, for the specific floor type. After cleaning, floor surfaces to include grout shall have a uniform, clean appearance without streaks, swirl marks, detergent residue, or any evidence of soil, stain, film, or standing water. Baseboards, corners, and wall/floor edges shall also be clean. Floors shall be continuously free of all debris such as paper, coins and so forth. Chairs, trash receptacles, and other easily moveable items shall be moved to maintain floors underneath these items and returned to their original and proper position after cleaning. A "Wet Floor" signs shall be used when the floor is wet.
- 3.8.2.2. Carpeted Floors. Carpets shall be maintained free of soil, dirt, debris, litter and other foreign matter by effective daily vacuuming. Efficient vacuum cleaners shall offer high airflow, high efficiency filtration, equipped with quiet-

type motor in order to meet noise standards, and an adjustable rotating brush agitation for more effective soil removal. Any spots and/or spills shall be removed by the carpet manufacturer's approved methods or other commercially accepted practices as soon as noticed. All tears, burns, and raveling shall be brought to the attention of the Contracting Officer's Representative (COR). Area and throw rugs shall also receive this service. Floors shall be continuously free of all debris such as paper, coins and so forth. Chairs, trash receptacles, and other easily moveable items shall be moved to maintain floors underneath these items and returned to their original and proper position after cleaning. Plastic protectors under desks shall be cleaned.

3.8.2.3. All trash cans shall be emptied, cleaned and sanitized at least weekly. Fresh garbage bags shall be used on each emptying.

3.8.2.4. Dust office furniture, file cabinets, and all other horizontal office furniture and accessories; includes surfaces within 6 feet of the floor and must be free of dust, lint, cobwebs, and litter.

3.8.2.5. Spot clean all doors, door frames, and areas around light switches. Thoroughly clean soiled wall covering and chairs.

3.8.2.6. Mats shall be free of all visible lint, litter, debris, soil and other foreign matter. Soil and moisture underneath mat(s) shall be removed and mat(s) returned to their normal location.

3.8.3. Site.

3.8.3.1. Contractor shall check all site trash receptacles daily and remove the contents as necessary when full, no less than weekly regardless. Contractor shall provide and place fresh garbage bags fitting the trash receptacles on each emptying

4. SERVICE DELIVERY SUMMARY (SDS). The contract service requirements are summarized in performance objectives that relate directly to requirements. The performance threshold briefly describes the minimally acceptable levels of service required for each requirement. The SDS and the Contractor's Quality Control Plan provide information on contract requirements, the expected level of Contractor performance and the expected method of government validation and confirmation of services provided. These thresholds are critical to mission success. During the initial 30 days of the contract, two additional errors on each performance objective shall be allowed in an effort to identify normal "phase-in" problems.

4.1. Quality Control. The Contractor shall develop, submit for Contracting Officer and COR acceptance, and maintain a Quality Control program to ensure grounds maintenance services are performed in accordance with the requirements of this contract.

- 4.1.1. The Contractor shall submit a Quality Control Plan (QCP) for Contracting Officer and COR acceptance within fourteen (14) calendar days after contract award. Any changes thereafter must also be provided to Contracting Officer and COR for acceptance.
- 4.1.2. The Contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. As a minimum the Contractor shall develop Quality Control procedures addressing the areas identified in Paragraph 3, *Description of Services*. The Contractor shall provide at least one (1) full time person dedicated to Quality Control.
- 4.1.3. The Contractor's QCP shall include the following or have incorporated into during performance of contract, at a minimum:
 - 4.1.3.1. An inspection plan covering all services required by this contract. The inspection plan must specify the areas to be inspected on either a scheduled or unscheduled basis; how often inspections will be accomplished and documented; and the title of the individual(s) who will perform the inspections.
 - 4.1.3.2. On-site records of all inspections conducted by the Contractor noting necessary corrective action taken. The Government reserves the right to request copies of any and/or each inspection.
 - 4.1.3.3. Incorporation of either active or established internal policy and procedures for updating equipment and procedures that may affect performance of contract.
 - 4.1.3.4. The methods for identifying and preventing deficiencies in the quality of service performed, before the level of performance becomes unacceptable and organizational functions noting intermediate supervisory responsibilities and overall management responsibilities for ensuring total acceptable performance.
 - 4.1.3.5. On-site records identifying the character specific to background investigations and citizenship, physical capabilities of personnel ability to lift over 50lbs, certifications and ongoing training of each employee performing services under this contract.
 - 4.1.3.6. A log to account for all requests for immediate service. The log shall indicate the date and time of services, and description of results and completion of these services.
 - 4.1.3.7. On-site records of any complaints or problems, with procedures taken to allow for corrections and/or elimination before effects caused interruption of performance of contract.

4.2. Quality Assurance. The COR will evaluate the Contractor's performance through on-site inspections, evaluation of the Contractor's quality control program and receipt of complaints from Cemetery personnel in accordance with the attached Quality Assurance Surveillance Plan (QASP), Attachment 7.

- 4.2.1. The COR may inspect each task as completed or increase the number of Quality Assurance inspections if called for by repeated failures discovered during inspections or repeated customer complaints. Likewise, the COR may decrease the number of Quality Assurance inspections if performance dictates.
- 4.2.2. The COR will also receive and investigate complaints from various customers visiting the Cemetery. The Contractor shall be responsible for initialing validated visitor complaints. The COR will make final determination of the validity of visitor complaint(s).

4.3. Supervision.

- 4.3.1. Contractor Superintendent: The Contractor shall provide a competent and experienced supervisor who speaks and writes fluent English on site for at least four (4) hours a day whenever work is being performed, other than trash and debris pick-up.
- 4.3.2. The Contractor Superintendent must have not less than five (5) years' experience as a direct supervisor of grounds maintenance operations that included mowing, trimming, edging, and cleanup in industrial, commercial or public sites.
- 4.3.3. The Contractor Superintendent shall ensure all specifications are being met, ensure contract work does not conflict with ceremonies and funerals, and ensure employees are adequately supervised and proper conduct is maintained.
- 4.3.4. The Contractor shall be responsible for maintaining satisfactory standards of personnel conduct and work performance and shall administer disciplinary action as required. The Contractor is expected to remove any employees from the Cemetery for cause, to include, but not limited to, safety violations, other misconduct in performance of duty under these specifications and/or conduct contrary to the best interests of the Government. If the Contractor fails to act in this regard, or the reason for a removal is immediately required to protect the interests of the Government, the COR may direct the removal of an employee from the premises. Contractor objections to any such action shall be referred to the Contacting Officer (CO) for final resolution; however, the Contractor will first immediately comply with COR direction pending any CO final resolution at a later time or date. The Contractor shall not be due any type of compensation for their costs incurred as a result of an employee being removed for cause; unless the removal is directed by the COR, and is later found invalid and/or unreasonable by the CO.
- 4.3.5. In the absence of the Superintendent, the Contractor shall appoint an English-speaking crew foreman or an employee who shall be responsible to insure that the work is being accomplished in an expeditious manner, is performed in accordance

with the contract specifications and that the work will progress without undue delay.

4.4. Inspection and Cleaning of Cemetery Facilities.

- 4.4.1. The Contractor shall perform a weekly inspection. During this inspection the appearance of the Cemetery shall be observed, and any deficiencies noted within the scope of the contract shall be corrected as soon as practicable. Items that need correcting outside the scope of the contract shall be reported to the COR or his/her representative.
- 4.4.2. The Contractor shall be required to submit inspection reports and work accomplished to the COR weekly. The inspection forms will be provided to the Contractor. (See “Work Summary and Progress Report”, Attachment 3)

4.5. Reporting and Record Keeping.

- 4.5.1. The Contractor Superintendent shall report on a daily basis to the COR at the Maintenance Building of the Cemetery and log in on days when work is being performed. This DAILY check-in is mandatory and shall be at a time agreed upon by the COR and the Contractor Superintendent. The purpose of the DAILY meeting is to coordinate and establish the daily work schedule to ensure that no work is being performed at the immediate site of a scheduled interment or ceremony, and to submit the required written reports to the COR. These Daily meetings are for the Contractor Superintendent to ask questions and ensure he/she understands the off-limit areas, which may vary depending on the event. The Contractor Superintendent can thus assign tasks accordingly throughout the rest of the Cemetery so that productive use of labor and equipment is assured, and downtime is avoided. If the Contractor Superintendent fails to re-direct employees away from an event in a timely fashion, the COR may then assist in doing so.
- 4.5.2. The Contractor Superintendent shall provide WEEKLY and DAILY work schedules to the COR. The Contractor is required to schedule all required services and is further required to comply with his schedule except for delays beyond his control. Such delays shall be coordinated through the COR. The work schedule shall include deficient work identified by Contractor's quality control inspections and not yet corrected.
- 4.5.3. The Contractor shall submit the WEEKLY schedule every Friday by 3:00 P.M. indicating the work to be performed during the following week and the DAILY schedule shall be submitted on a daily basis by 8:00 A.M. indicating work being performed on that day.
- 4.5.4. The Contractor Superintendent shall provide WEEKLY an accurate written report identifying all work that took place within the previous seven (7) calendar days. The Contractor shall document services performed, indicate the location where work was to be performed, and provide information to the COR as required.

- 4.5.5. A list of scheduled ceremonies will be provided to the Contractor Superintendent the week prior to the scheduled events, and a list of scheduled funerals will be provided daily. The Contractor Superintendent shall be solely responsible for ensuring that no contract work causes any funeral, ceremony, procession or visitation to be delayed, altered, or otherwise impacted in such a way that the dignity or security of the event is compromised. The Contractor shall be solely responsible for staying abreast of all such upcoming events and when in doubt, he/she must ask the COR.
- 4.5.6. The Contractor's performance and progress on this contract shall be measured weekly based on how timely, accurately, and adequately he/she accomplishes and completes the weekly work scheduled and as needed to systematically accomplish the contract work over the duration of the project. In instances where the COR determines that the work is behind schedule, he will notify the Contracting Officer and the Contractor shall increase workforce and/or hours of operation at no additional cost to the Government in order to achieve completion of the contract work within the specified timeframe.
- 4.5.7. SUBMITTALS - The Contractor shall submit the following documents or information in accordance with the table below.

Table 4.5. Submittal Schedule

Submittal	Frequency	Submittal Schedule
Work Plan/Staffing Plan	As Revised	With Proposal
Quality Control Plan	As Revised	Within 14 calendar days after award
Fire Safety Plan	As Revised	Within 14 calendar days after award
Emergency Contacts	As Revised	Within 14 calendar days after award
Licenses, Permits, Insurance on Vehicles, Liability, Workman's Compensation Insurance, etc.	As Revised	Per Contracting Officer direction
Pesticide Applicator Certification(s)	For each applicator	Prior to insecticide/herbicide application
Insecticide/Herbicide Information Sheet and Safety Data Sheets	With each new product	10 calendar days prior to chemical use
Fertilizer Information Sheet and Safety Data Sheets	With each new product	Upon chemical delivery
Chemical Application Log	Daily	Before close of business, same day as application
Proposed Weekly Work Schedule	Weekly	Preceding Friday by 3:00 p.m.
Daily Work Schedule	Daily	By 8:00 a.m.
Weekly Report and Rework List	Weekly	Following Monday or next business day

4.6. Performance Evaluation Meeting.

- 4.6.1. The issuance of a Contract Discrepancy Report (CDR) found at Attachment 4 may be cause for the scheduling of a meeting among the Contractor, CO, 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, CO, and the COR will sign minutes of the meeting(s).
- 4.6.2. Should the Contractor not concur with the minutes, they shall so state their objections in writing to the Contracting Officer, within ten (10) calendar days, and also 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 to revise or uphold the comments as written. The Contracting Officer will notify the Contractor of the decision in writing within ten (10) calendar days of submission of any objections.

4.7. Actions.

- 4.7.1. 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.
- 4.7.2. 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.
- 4.7.3. When the Contractor is not meeting the acceptable 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 work performance is less than satisfactory.
- 4.7.4. When a CDR is issued for a service, the CO and/or the COR may exercise any contractual remedy available for non-performance, in accordance with FAR 52.212-4, "Inspection and Acceptance".
- 4.7.5. If the Contractor does not achieve satisfactory performance by the end of the next period or agreed suspense date, further actions may be considered, to include a determination on whether continued performance by the Contractor is feasible.

SECTION B - CONTRACT DOCUMENTS, EXHIBITS, OR ATTACHMENTS

Attachment 1 through Attachment 9

Attachment 1 Services Delivery Summary

Attachment 2 Cemetery Maps

Attachment 3 Work Summary & Progress Report

Attachment 4 Contract Discrepancy Report (CDR)

Attachment 5 General Conditions

Attachment 6 Definitions

Attachment 7 Quality Assurance Surveillance Plan (QASP)

Attachment 8 Floral Policy

Attachment 9 Employee Statement of Compliance

ATTACHMENT 1

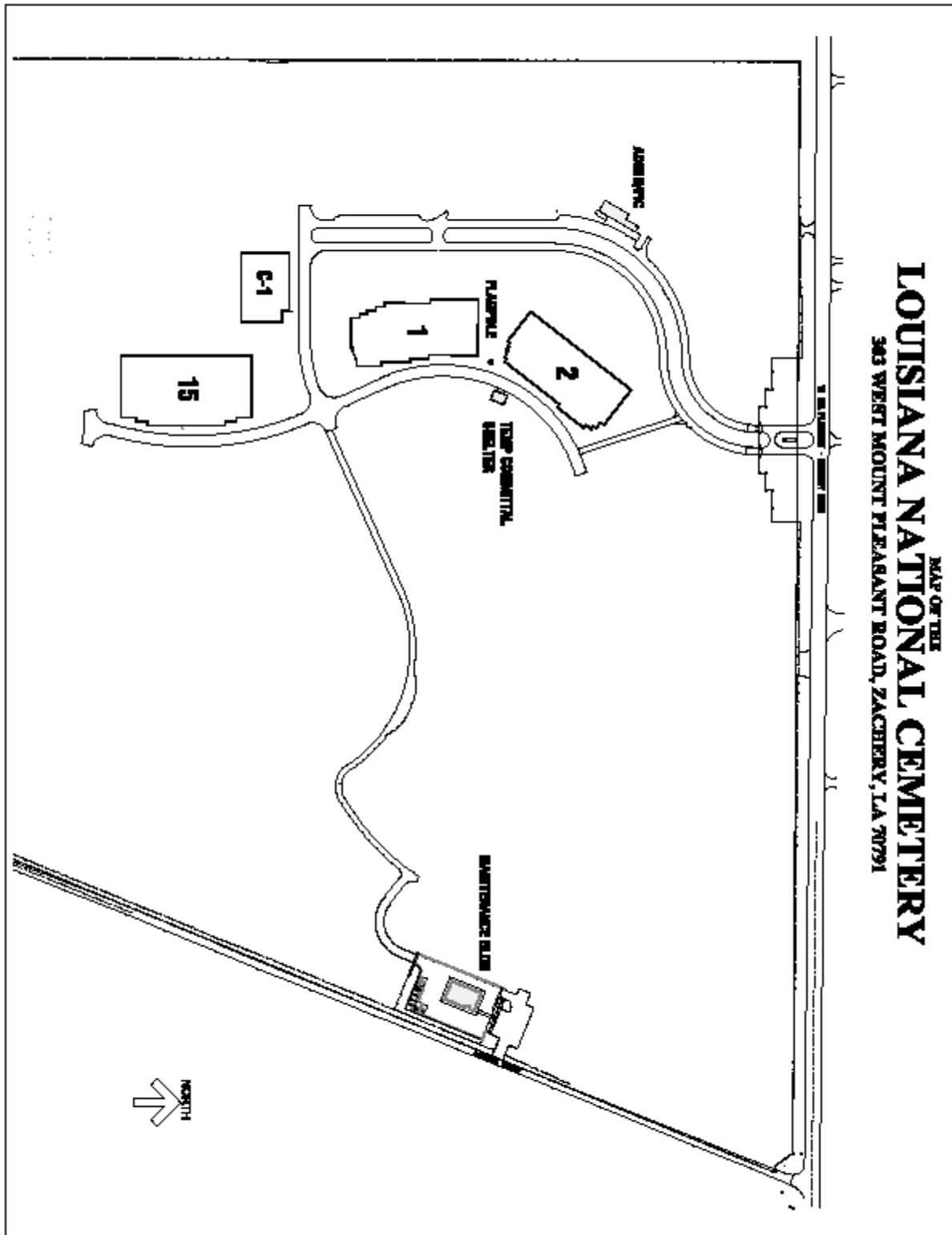
SERVICES DELIVERY SUMMARY (SDS)

1. The purpose of this exhibit is to:
 - a. List the contract requirements considered most critical to acceptable contract performance.
 - b. Show, where applicable, the maximum allowable degree of deviation from perfect performance for each requirement that shall be allowed by the Government before contract performance is considered unsatisfactory.
 - c. Define the procedure the Government shall use in reducing the Contractor's monthly payment if satisfactory performance is not rendered.
2. The Government's quality assurance procedures are based on actual performance of the contract and all areas will be reviewed periodically, (e.g. weekly, monthly, quarterly, and semi-annually).
3. The criteria for acceptable and unacceptable performance are as follows:
 - a. Contract requirements. The criteria for requirements are the level of performance deemed acceptable to the Government.
 - b. If the quality of work does not comply with the contract requirements the COR will initiate and the Contractor shall be required to complete a Contract Discrepancy Report (CDR).
 - c. The CDR will require the Contractor to explain in writing why performance was unacceptable, how performance will be returned to an acceptable level, and how recurrence of the problem will be prevented in the future. The Contractor will not be paid for services not rendered in accordance with the standards set forth in this contract.
 - d. If the level of performance is deemed unacceptable to the Government, payment may be reduced for unsatisfactory performance by the percentage as shown in the chart below:

Performance Objective	PWS REF	Minimum Acceptable Level, MAL (Performance Standard)	Method of Assessment	Remedy
1) Mowing of Turfgrass	Para 3.1	95% of the turfgrass area is maintained to the following requirements: Turf is maintained within one inch (1") of the recommended mowing height.	Periodic surveillance and verified customer complaints	Re-performance within 1 work day of notification. For each work day past allowable rework time that the identified issues are not corrected, payment for the incorrect unit(s) shall be reduced by 10%. Document performance in CPARS.
2) Trimming of Headstones, Monuments, and other vertical surfaces within gravesite sections and all other areas inaccessible to lawn movers	Para 3.2	98% of all un-mowed grass around upright headstones, monuments, section markers, and other vertical surfaces within the gravesite sections are trimmed to match the exact height of adjacent mowed turfgrass does not extend over the edge of walks, drives, curbs, site structures, and site fixtures.	Periodic surveillance and verified customer complaints	Re-performance within 1 work day of notification. For each work day past allowable rework time that the identified issues are not corrected, payment for the incorrect unit(s) shall be reduced by 10%. Document performance in CPARS.
3) Blade Edging of Curbs and Sidewalks	Para 3.3	98% of the curb and sidewalk edges are free of turfgrass and are approximately 1/2" to 1" wide and 2" to 3" deep.	Periodic surveillance and verified customer complaints	Re-performance within 2 work days of notification. Document performance in CPARS.
4) Pre and Post Emergent Herbicide Applications	Para 3.4	The Cemetery is generally weed-free and weed population does not distract from the overall appearance of the Cemetery. Proper herbicide is applied in such a manner as to bring about the total control of all broadleaf and grassy weeds in the improved turf areas of the Cemetery. Repeat, follow-up, and/or spot spray herbicide applications, as needed, have been applied.	100% inspection	Repeat, follow-up, and/or spot spray herbicide applications, as needed within 2 work days of notification. Document performance in CPARS.

5) Fertilizer Application	Para 3.5	Approved fertilizer chemicals are delivered and application is done by manufacture specifications. Spills are cleaned up and reported immediately.	100% inspection	Document performance in CPARS.
6) Custodial services i. Non-Carpeted Floors ii. Carpeted Floors iii. Entrances iv. Dusting v. Windows and Glass vi. Floor/Walk-Off Mats vii. Trash Removal viii. Clean and Disinfect ix. Supplies	Para 3.8	No more than 4 valid defects per week .	Periodic Validation, customer complaint	Re-performance within 2 hours of notification. For each work day past allowable rework time that the identified issues are not corrected, payment for the incorrect unit(s) shall be reduced by 10%. Document performance in CPARS.
7) Report Submittals	Para 4.5; Table 4.5	Turns in all required submittals 95% of the time.	Quality assurance reviews	Document performance in CPARS.
8) Safety Maintained during operations	General Conditions Para 3	No accidents or incidents due to Contractor's failure to take safety precautions.	Random quality inspections	Document performance in CPARS.

ATTACHMENT 2
CEMETERY MAP



ATTACHMENT 3

WORK SUMMARY & PROGRESS REPORT		Period Covered :	From:	To:
Cemetery Location: Louisiana National Cemetery		Contractor Information:		
Project Title: Cemetery Grounds Maintenance Services				
Contract No:				
<p>Inspection / Acceptance: The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The Government reserves the right to inspect or test some or all of the services that have been tendered for acceptance. The Government may require re-performance of nonconforming services at no increase in contract price. The Government shall exercise its post-acceptance rights:</p> <ol style="list-style-type: none"> 1. Within a reasonable time after the defect was discovered or should have been discovered; and 2. Before any substantial change occurs in the condition of the item, unless the change is due to the defect in the item. 				
WORK COMPLETED & SUBMITTED FOR ACCEPTANCE (This form is not to be used as an Invoice)				
1	Mowing of Improved Turf Areas (including removal and disposal of grass clippings, trash, and debris)	Quantity / Unit	Job	
		Date Completed:		
2	String Trimming of and all features within Improved Turf Areas throughout Cemetery (including removal and disposal of grass clippings, trash, and debris)	Quantity / Unit	Job	
		Date Completed:		
3	Trimming of Upright Headstones	Quantity / Unit	Job	
		Date Completed:		
4	Blade Edging of Curbs and Sidewalks	Quantity / Unit	Linear Feet	
		Date Completed:		
5 & 6	Pre- or Post-Emergent Herbicide Applications	Quantity / Unit	Job	
		Date Completed:		
7	Monthly weed monitoring	Quantity / Unit	Job	
		Date Completed:		
8	Fertilizer Application	Quantity / Unit	Job	

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		Date Completed:	
9	Setup/pickup gravesite flags	Quantity / Unit	Job
		Date Completed:	
10	Custodial Services	Quantity / Unit	Weekly
		Date Completed:	
Report below any circumstances which may have adversely affected work progress such as weather, strikes, delays by the Government, etc.			
Signature of Contractor:	Date Signed	Signature of Cemetery Director / COR	Date Signed
<i>Note: Contractor shall sign confirming that services indicated have been completed. Government shall also sign in acknowledgment of receipt of the Progress Report.</i>			

Duplicate Form as Necessary

ATTACHMENT 4

Contract Discrepancy Report				
Contract Number:		Report No. for this Discrepancy:		
To: (Contractor/Manager's Name)		From: (Name of COR)		
5. Dates				
5a. Prepared:		5b. Returned by Contractor:		5c. Action Complete:
Discrepancy or Problem: (Describe in detail. Include reference to PWS Directive; attach additional sheet if necessary.)				
<hr/> <hr/>				
Signature of Contracting Officer or COR:				
8a. To: (Contracting Officer and/or COR)			8b. From: (Contractor)	
9. Contractor Response as to Cause, Corrective Action and Actions to Prevent Recurrence: (attach additional sheet if necessary.)				
<hr/> <hr/>				
10a. Signature of Contractor Representative:				10b. Date:
11. Government Evaluation: (Acceptance, partial acceptance, reflection; attach additional sheet if necessary.)				
<hr/> <hr/>				
12. Government Actions: (Reduced payment, cure notice, show cause, other)				
<hr/> <hr/>				
13. Close Out				
	Name	Title	Signature	Date
Contractor Notified				
b. COR				
c. CO				

ATTACHMENT 5

GENERAL CONDITIONS LOUISIANA NATIONAL CEMETERY GROUNDS MAINTENANCE

1. WORK ENVIRONMENT AND WEATHER CONDITIONS:

- a. All work under this service contract will be performed primarily out-of-doors and personnel performing these services will be exposed to wind, heat, sun, cold, dampness, frost, fog and rain. These conditions, may, at times, be extreme. The Contractor shall take all necessary precautions to protect his/her employees from the elements to the maximum practicable extent. Weather will not be considered an excusable delay in meeting specifications or project schedule. The Contractor understands that it may be necessary to work throughout all weather conditions and to apply additional labor and equipment as necessary to meet deadlines, at no additional cost to the Government. If weather conditions are such the work performed on that day may cause more damage to the Cemetery grounds than good, the COR has the authority to stop work until conditions improve and he/she extends a commence work order.
- b. Due to the sensitive mission of the Cemetery, the work could occasionally involve contact with and/or exposure to grieving individuals. Contractor personnel shall exercise and exhibit absolute decorum, composure and stability at all times and refer such individuals to Cemetery Staff.

2. SAFETY AND ENVIRONMENTAL PROTECTION:

- a. The Contractor shall be responsible to ensure all work shall be done in a manner that safeguards all VA visitors, employees, and public. The Contractor shall be solely responsible for any and all actions initiated and/or completed by his/her employees. Furthermore, the Contractor and his/her employees shall have a clear understanding of, and be sensitive to, such environmental issues as ground water contamination, wetlands, etc., and be consistent and fully compliant with all applicable Federal, State, County and City laws, ordinances, Right-to-Know laws, EPA guidelines, and regulations.
- b. Matters related to safety, and any actions of the Contractor shall meet all safety requirements, Department of Veterans Affairs, OSHA, and the State. It is incumbent upon the Contractor to be familiar with these requirements.
- c. Adequate warning devices, barricades, guards, flagmen or other necessary precautions shall be provided by the Contractor at all work sites to eliminate hazards and for the protection, safety, and warning of all public visitors, pedestrians, Cemetery employees, and vehicular traffic within the area.
- d. Spill Prevention, Containment, and Clean-up: The Contractor shall contain, clean up, and report all spills on Government property in a manner that complies with all applicable Federal, State, and Local laws and regulations or otherwise stated herein, and the installation spill control plan at no cost to the Government.

- e. The Contractor shall be responsible for training and safety precautions for Contractor employees performing work under these specifications. OSHA standards shall be observed by the Contractor in all work performed. Contractor shall ensure that appropriate safety equipment is used by Contractor personnel and shall be used as prescribed by OSHA standards, including hard hats, safety shoes, safety glasses, and hearing protection devices. The following OSHA and NFPA standards and codes are to be adhered to:
 - 1) Occupational Safety and Health Administration (OSHA) 29 CFR 1910 Safety and Health Regulations for Personal Protection, Safety Color Codes, Portable Power Tools, Electrical Safety and Portable Electric Equipment.
 - 2) Fire Safety Plan: Establish and maintain a fire protection program in accordance with 29 CFR 1926.
 - 3) Means of Egress: Do not block exits for occupied buildings, including paths from exits to roads. Site and Building Access: Maintain free and unobstructed access to facility emergency services and for fire, police and other emergency response forces in accordance with NFPA 241.
 - 4) Situate temporary facilities, such as trailers, storage sheds, and dumpsters, away from existing buildings and new construction by distances in accordance with NFPA 241. For small facilities with less than 6 m (20 feet) exposing overall length, separate by 3m (10 feet).
 - 5) Fire Extinguishers: Provide and maintain extinguishers in construction areas and temporary storage areas in accordance with 29 CFR 1926, NFPA 241 and NFPA 10.
 - 6) Flammable and Combustible Liquids: No flammable and combustible liquids shall be stored within the Cemetery property. [Store, dispense and use liquids in accordance with 29 CFR 1926, NFPA 241 and NFPA 30.]
 - 7) Smoking: Smoking is prohibited except in designated smoking rest areas approved by the COR.

3. USE OF CEMETERY FACILITIES:

- a. The Government shall not be responsible for any loss, damage, or theft of Contractor items. Contractor shall be responsible for acceptable standards of housekeeping and custodial maintenance of Cemetery facilities used by Contractor's employees.
- b. The Government will not furnish a storage building at the Cemetery site for use by the Contractor to store supplies and equipment. However, the Government will provide an area designated for the Contractor's use. The Contractor can establish facilities to include but not limited to office site, covered storage, portable toilet facilities, etc. on or in the designated area after such facilities are approved by the COR and Contracting Officer (CO). All utilities to this area are the responsibility of the Contractor. The Government will not be responsible for any damage to or loss of the Contractor's

equipment and supplies stored on the Government's premises. The Contractor shall be responsible for maintaining fire extinguishers and other safety equipment.

- c. The Contractor shall be responsible for safely storing any chemicals, pesticides, herbicides, cleaning solutions, etc. in accordance with manufacturers recommendations. A Safety Data Sheet (SDS) is required for all chemicals, pesticides, herbicides and cleaning solutions.
- d. Electricity and phone service will NOT be furnished by the Government for the Contractor's work area.

4. OPERATIONS AND STORAGE AREAS:

- a. Working space and space available for storing materials will only be available at the approval of the COR or Contracting Officer. If approved, the location is to be where approved by the COR. It is understood the VA will not be held responsible for any damage to the Contractor's equipment, materials, supplies or the like which may result from vandalism, theft etc. while on site. Contractor shall base operations out of this staging area, using it for materials and equipment storage, administration, employee toilets, trash dumpster area, employee parking, employee lunch/break area, etc.
- b. "Contractor Staging Area" fencing: Before work operations begin, Contractor shall provide a chain link fence, six (6) feet minimum height, around the "Contractor Staging Area". Provide gates as required for access with necessary hardware, including hasps and padlocks. Fasten fence fabric to terminal posts with tension bands and to line posts and top and bottom rails with tie wires spaced at maximum 15 inches. Bottom of fences shall extend to one inch above grade. After completion of project work, Contractor shall remove fencing and restore area back to original condition.
- c. "Contractor Staging Area" facilities: Temporary buildings (e.g., storage sheds, shops, offices) may be erected by the Contractor within the approved "Contractor Staging Area" with the approval of the COR or Contracting Officer and shall be built with labor and materials furnished by the Contractor without expense to the Government. The temporary buildings shall remain the property of the Contractor and shall be removed by the Contractor at its expense upon completion of the work.
- d. The Contractor shall confine all operations (including storage of materials) on Government premises to areas authorized or approved by the COR or Contracting Officer. Do not store materials and equipment in other than approved areas. The Contractor shall hold and save the Government, its officers and agents, free and harmless from liability of any nature occasioned by the Contractor's performance.
- e. The Contractor shall, under regulations prescribed by the Contracting Officer or COR, use only established roadways, or use temporary roadways constructed by the Contractor when and as authorized by the COR or Contracting Officer. When materials are transported in prosecuting the work, vehicles shall not be loaded beyond the loading capacity recommended by the manufacturer of the vehicle or prescribed by any Federal, State, or local law or regulation. When it is necessary to cross curbs or sidewalks, the

Contractor shall protect them from damage. The Contractor shall repair or pay for the repair of any damaged curbs, sidewalks, or roads.

- f. Execute work in such a manner as to interfere as little as possible with work being done by others. To minimize grounds maintenance activity interference with flow of Cemetery traffic, keep roads, walks and entrances to grounds, parking and occupied areas of buildings clear of materials, debris and standing equipment/vehicles at all times. At least one lane must be open to traffic at all times.
- g. Coordination of work with COR or authorized designee: The burial activities at a National Cemetery will take precedence over grounds maintenance activities. The Contractor shall cooperate and coordinate with the COR or authorized designee, in arranging schedule to cause the least possible interference with Cemetery activities in actual burial areas. Work noise during the interment services shall not disturb the service. Trucks and workmen shall not pass through the service area during this period.

5. TEMPORARY TOILETS:

The Contractor shall provide portable chemical toilets for use by workmen as necessary to comply with applicable OSHA requirements. These portable toilet facilities shall be kept clean and free of excessive odors, insects, etc. Locate portable toilet facilities in the COR approved "Contractor Staging Area" only. It will not be permissible to locate portable toilet facilities in any other locations throughout the Cemetery. Use of the permanent cemetery toilet facilities by workmen is strictly prohibited throughout the duration of this contract. All connections and appliances connected therewith shall be removed prior to completion of contract, and premises left perfectly clean.

6. AVAILABILITY AND USE OF UTILITY SERVICES:

- a. **WATER:** Water will only be made available via Contractor connection to existing Cemetery water system in existing locations where connection is available, and for purposes of this contract only. The Contractor at Contractor's expense and in a workmanlike manner satisfactory to the COR shall be responsible for installing and maintaining temporary connections to the Cemetery water supply in accordance with regulations. Contractor shall not obstruct normal traffic flow on adjacent roads while water is being obtained. In locations where Cemetery water system is not readily available, the Contractor shall provide and utilize portable water tanks and/or water trucks as necessary to transport water to areas where needed in order to complete the work required by this contract.
- b. **ELECTRICITY:** In case the Contractor requires electricity while in performance of this contract, the Contractor shall provide and utilize portable generators as necessary to complete the work.

7. PARKING AND VA REGULATIONS:

- a. Contractor employees may park privately owned vehicles in the area designated for parking by the COR. It is the responsibility of the Contractor to ensure his employees

park in the appropriate designated parking areas. The Cemetery shall not validate or make reimbursement for parking violations of the Contractor's employees under any conditions.

- a. Enclosed containers, including tool kits, shall be subject to search. Violations of VA regulations 38 CFR 1.218 may result in citation/summons answerable in the United States (Federal) District Court, or other appropriate jurisdiction/agency. Offenders may be subject to a fine, removal from the premises, or arrest. Examples of prohibited items include but are not limited to:
 - 1) Firearms (either openly or concealed), explosives or other dangerous or deadly weapons of any kind;
 - 2) Explosive materials such as blasting caps or similar items;
 - 3) All forms of illegal drugs

8. DISPOSAL AND RETENTION:

- a. Contractors shall be responsible for cleaning Cemetery structures, headstones/flat makers, monuments, and roadways that are soiled or stained as a result of Contractor's performance. The Contractor shall wash-down with water all soiled or stained structures headstones/flat markers, and monuments at the end of each workday. Roadways shall be kept clean and free of tracked dirt and mud resulting from the Contractor's operations. No hazardous chemicals are to be used at any time on Government property with the exception of herbicide treatments. The Contractor shall bear all costs associated with washing and cleaning. Any such washing/cleaning shall be brought to the immediate attention of the COR prior to washing/cleaning.
- b. At the end of each day the Contractor shall remove all debris resulting from the contract work from the Cemetery site. The Contractor shall ensure at all times that rubbish and trash generated by the Contractor is kept clear of vehicular and pedestrian traffic throughout the site.
- c. The Government will not provide receptacle(s) for disposal of debris related to this contract. The Contractor shall provide his/her own REFUSE FACILITIES, and these shall only be located in the COR approved "Contractor Staging Area". Do not place dumpsters or refuse facilities in any other location at the Cemetery other than the approved "Contractor Staging Area". The Contractor shall dispose of all debris and other waste materials generated by his/her work at a licensed off-site landfill unless otherwise directed by the COR.
- d. The Contractor shall dispose of all hazardous waste in accordance with the Resource Conservation and Recovery Act (RCRA) and all other applicable Federal, State, and Local law and regulations. No on-Cemetery storage or disposal of hazardous waste is allowed.

9. PROTECTION OF EXISTING VEGETATION, STRUCTURES, EQUIPMENT, UTILITIES, AND IMPROVEMENTS:

- a. The Contractor shall take the utmost care not to damage headstones, markers, floral or commemorative items, structures, survey monuments, and irrigation equipment while performing mowing, trimming, and edging services.
- b. Damage to Government property: The Contractor (including his or her employees, subcontractors, consultants or the like) shall be responsible for repair or replacement of any Contractor damaged Cemetery structure, to include: turf, curb, road pavement, headstones or markers, valve boxes, grid monument control markers, trees, plant beds, etc, which are chipped, marred, damaged and/or ruined at the fault of the Contractor. The Contractor shall bear all costs associated with replacement and reinstallation. Any such damage shall be brought to the immediate attention of the COR prior to repair, replacement, or installation.
- c. Contractor mowing, trimming and edging operations shall not damage headstones, markers, floral or commemorative items, structures, survey monuments, irrigation equipment, etc.
- d. The Contractor shall move and replace all floral or commemorative items, etc. to their proper place as necessary while performing mowing/trimming services. The Contractor shall repair or replace all damaged items caused by the Contractor as directed by the COR at no additional cost to the Cemetery.
- e. The Contractor is responsible for removal and replacement of all lawn, shrubs and trees due to damage by the Contractor. Contractor shall provide replacement plants and shall be of the same type and size. The Cemetery is responsible for plants damaged by the Cemetery or third parties, storms, flood or frost damage and trees beyond their normal life span.
- f. The Contractor shall preserve and protect all structures, equipment, and vegetation (such as trees, shrubs, and grass) on or adjacent to the work site that are not to be removed and which do not unreasonably interfere with the work required under this contract. The Contractor shall only remove trees when specifically authorized to do so by the COR, and shall avoid damaging vegetation that will remain in place. If any limbs or branches of trees are broken during contract performance, or by the careless operation of equipment, or by workmen, the Contractor shall trim those limbs or branches with a clean cut and remove and properly dispose of from the site as defined herein.
- g. The Contractor shall protect from damage all existing improvements and utilities at or near the work site and on adjacent property of a third party, the locations of which are made known to or should be known by the Contractor. The Contractor shall immediately notify the COR of any such occurrence and repair any damage to those facilities, including those that are the property of a third party, resulting from failure to comply with the requirements of this contract or failure to exercise reasonable care in performing the work. If the Contractor fails or refuses to repair the damage promptly, the

Contracting Officer may have the necessary work performed and charge the cost to the Contractor.

- h. Protection of Existing Utilities: Contractor shall be responsible for damages to utilities, above and below ground.
- i. Refer to paragraphs, "*Operations and Storage Areas*", "*Alterations*", and "*Restoration*" for additional instructions concerning repair of damage to structures and site improvements.

10. RESTORATION:

- a. Contractor shall remove, cut, alter, replace, patch and repair existing work as necessary. Except as otherwise shown or specified, do not disturb any water, steam, gas, or electric services without prior approval of the COR or Contracting Officer. Existing work to be altered or extended and that is found to be defective in any way, shall be reported to the COR before it is disturbed. Materials and workmanship used in restoring work shall conform in type and quality to that of original construction, except as otherwise shown or specified.
- b. Upon completion of contract, Contractor shall deliver work complete and undamaged. Existing Cemetery features (lawns, paving, roads, and walks) disturbed or removed as a result of performing required new work, shall be patched, repaired, reinstalled, or replaced with new work, and refinished and left in as good condition as existed before commencing work. All restoration work shall be accomplished without undue delay.
- c. At Contractor's own expense, Contractor shall immediately restore to service and repair any damage caused by Contractor's workmen/subcontractors to existing Cemetery infrastructure.

11. HISTORIC PRESERVATION:

Where the Contractor or any of the Contractor's employees, prior to, or during the construction work, area advised of or discover any possible archeological, historical and/or cultural resources, the Contractor shall immediately notify the COR verbally, and then with a written follow up.

12. WORK PERFORMED BY OTHERS ON SITE:

The Government may undertake or award other contracts for additional work at or near the site of work for this contract. The Contractor shall fully cooperate with any other contractors and with Government employees and shall carefully adapt scheduling and performance of work, and needing any direction, it shall be provided by the COR. The Contractor Superintendent shall be responsible for reporting to the COR any problems or questions that may arise with any other personnel on site during the period of performance of this contract. The Contractor Superintendent shall 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 to resolve the issue.

13. STANDARDS OF EMPLOYEE CONDUCT:

Every action by Contractor personnel at the Cemetery shall be performed with the special care, reverence, dignity, and respect that acknowledges the Cemetery as the final resting place that commemorates the service and sacrifice that service members, Veterans, and their families made for our Nation. Critically important is the awareness required of the Contractor employees of the remains buried in the grounds where the work is performed. The utmost care must be given to these remains and the headstones and flat markers that mark those gravesites and memorialize the service of individuals.

Contractor personnel shall be required to adhere to the following standards of dress and conduct, as briefly mentioned here, while performing work in the National Cemetery. These standards and regulations are enforceable under Title 38, U.S.C., Part I, Chapter 9, Section 901.

- a. Clothing shall be presentable and suitable to the work while maintaining proper appearance and decorum indicative for a National Shrine. Uniform shirts and hats are required. Clothing shall be clean and cleanliness and personal hygiene are imperative. T-shirts and/or tank tops as outer garments are prohibited. Protective/safety clothing and shoes shall meet or exceed OSHA and state requirements.
- b. Behavior and language must be appropriate, reverent, and respectful at all times.
- c. Eating and drinking (except water) is prohibited in the work areas and within sight of a committal shelter during a service.
- d. Use of intoxicating beverages and/or illegal drugs on the Cemetery premises is strictly prohibited.
- e. Contractor personnel shall not lean, sit, or stand on or against headstones or monuments. No tools, equipment or other items shall be placed or leaned on headstones or monuments.

14. EMPLOYEE REQUIREMENTS:

- a. The Contractor shall be responsible to ensure Contractor employees providing work on this contract are fully trained and completely competent to perform the required work.
- b. Labor Force and Equipment: The Contractor shall be aware of the intensive labor and equipment requirements needed to meet contract specifications. Contractor shall be responsible to provide at no additional costs, labor and equipment as necessary to meet deadlines. The Contractor shall use any additional resources necessary to meet or return to specified work requirements after special events and/or services. The Contractor shall determine the number of employees and the amount and kinds of equipment needed during the period of performance.
- c. Employee Listing: The Contractor shall maintain and provide the COR a current list of all employees on site including subcontractor personnel. The list shall include the employee's name, job title, social security number, address, and phone number.

- d. Employee Identification: The Contractor's employees shall wear visible identification at all times while on the premises of the Cemetery.
- e. Contractor personnel shall park only in the COR approved "Contractor Staging Area" identified for this project. Workers are not allowed to park throughout the Cemetery grounds, and violation of this requirement shall form the basis for immediate contract enforcement action, to include immediate removal from the Cemetery.
- f. The Contractor shall be responsible to ensure that his/her employees (including Contractor's consultants, subcontractors, etc.) are aware of all the terms and conditions set forth above in this solicitation package regarding their performance and conduct during the performance period of this contract.
- g. Possession of weapons is prohibited. Enclosed containers, including tool kits, shall be subject to search. Violations of VA regulations may result in citation answerable in the United States (Federal) District Court, not a local district, state, or municipal court.
- h. Contractor personnel are subject to rules of the Cemetery applicable to their conduct.

15. ORIENTATION FOR CONTRACTOR EMPLOYEES:

The Contractor shall be responsible to ensure that Contractor employees coming to the work site will receive complete information on each of these subjects:

- a. Safety, Environmental Protection, and Fire Safety.
- b. Project Work Schedule, Rules Pertaining To Employee Requirements and Conduct, General Parameter Job Related Issues.
- c. Disaster procedures.
- d. All technical requirements and work procedures of the contract.

16. WORK HOURS:

- a. Work may be performed between the hours of 8:00 a.m. to 4:30 p.m. local time, Monday through Friday except observed Federal Holidays or unless otherwise directed by the COR. At Contractor request and with the written permission of the COR, work may also be permitted to be scheduled for weekends and/or Holidays. When emergency situations that are caused by the Contractor or severe adverse weather prohibit work during the week, then the Contractor shall make arrangements with the COR to work on weekends in order to meet the period of performance. The Government will not compensate the Contractor for any alternate work schedules needed for the Contractor to complete all contract work within the specified period of performance.
- b. After Normal Hours/On-Call/Emergency Situations: The Contractor shall establish and maintain a point-of-contact to receive emergency calls from the COR(s). The point-of-contact shall be available on a 24-hour basis including during weekends, Federal

Holidays and after normal hours of operation. The Contractor shall provide phone, pager and cell phone numbers for emergency and/or after hour's situations. Repairs shall be made as expeditiously as circumstances allow or within (24) hours upon initial emergency call.

- c. Contractor shall provide name/telephone number(s) for Project Manager (Home Office), Superintendent, and Foreman, including normal and after hours contact numbers, cell and fax numbers. If work is authorized to be performed after hours or on weekends/holidays and an emergency should occur, the Contractor shall contact the COR and the Cemetery Director. In the absence of the COR and the Cemetery Director, the Contractor shall contact the local police.
- d. Federal Holidays. The Federal Government observes the following holidays: New Year's Day, Martin Luther King Jr.'s Birthday, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, and Christmas Day. In addition, no work will be permitted during Memorial Day weekend activities.

17. MAINTENANCE DURING CEMETERY FUNCTIONS:

Contractor personnel shall not operate motorized equipment or conduct other commercial activities within the designated area during interment services. The COR will identify the designated area. The COR or his/her representative shall furnish the Contractor with a schedule of all interments and/or ceremonies no later than the close of business of the day prior to the scheduled interment, and a minimum of three (3) days before any ceremonial events.

18. PERMITS AND LICENSES:

The Contractor shall be responsible for obtaining all necessary and current licenses, permits, vehicular insurance and registration, Workman's Compensatory Liability Insurance, property liability insurance etc., prior to the commencement of work. The Contractor shall provide the Contracting Officer copies of these required documents with his/her proposal or as other times where the COR deems necessary during the duration of the project.

19. CONTRACTOR-FURNISHED ITEMS:

- a. The Contractor shall be responsible for supplying all equipment, personnel, tools, supplies and materials necessary to perform the services required by this contract. Contractor-furnished items necessary to perform work as required under this contract shall be furnished, maintained and operated by the Contractor and shall be consistent and fully compliant with all applicable OSHA, Federal, State, County, City laws, ordinances and regulations.
- b. The Contractor shall be responsible for the supply, maintenance and repair of all contractor-owned equipment. This includes, minor maintenance/repair and minor operating parts for equipment such as lubrication, oil changes, spark plugs, gaskets, cotter pins/keys, electric extension cords, etc., to keep all equipment in good operational condition throughout the period of performance of this contract. No contractor

equipment maintenance repairs of any kind can be done on Cemetery property without the COR(s) approval.

- c. The Contractor shall be responsible for ensuring that all of his/her motor vehicles and equipment meet State inspection, safety, licensing, registration, and insurance requirements.
- d. Only Contractor equipment and supplies (property) required to perform work under this contract shall be stored at the Contractor's designated storage area at the end of each workday. No personal property, equipment, or vehicles shall be stored on the Cemetery premises.

20. THE GOVERNMENT'S RESPONSIBILITIES:

- a. Upon award of the contract, the Government will inform the Contractor prior to commencing the work, of any known damages to the Cemetery grounds, headstones/markers or any other areas that the Contractor is unaware of and not responsible for. In addition, upon award of the contract, a walk-through of the Cemetery grounds by the Contracting Officer, the COR, and Contractor shall be scheduled to occur.
- b. The Government will not provide the Contractor with any furnishings, fuel storage, equipment, materials, restrooms, or telephones. Utilities will be provided as defined in "AVAILABILITY AND USE OF UTILITY SERVICES".
- c. Notification of Non-Compliance: The COR will notify the Contractor of any detected non-compliance with the foregoing requirements. The Contractor shall take immediate corrective action after receipt of such notice. Such notice, when delivered to the Contractor at the work site, shall be deemed sufficient for the purpose of notification. If the Contractor fails or refuses to comply promptly, the Contracting Officer may issue an order stopping all or part of the work until satisfactory corrective action has been taken. No part of the time lost due to such stop orders shall be made the subject of claim for extension of time for excess costs or damages by the Contractor.
- d. The work shall be deemed acceptable when the Contractor clearly evidences compliance, without exception, in meeting contract requirements. The Government has the right to either reject or to require correction when the work is not in conformity with contract requirements. Acceptance (in part or whole) will be in writing.

ATTACHMENT 6

DEFINITIONS

1. IMPROVED TURF AREAS

- A. BURIAL AREAS include all burial sections of established turf with occupied gravesites including columbarium areas; all developed land, including turf, walks, beds, planter beds, drainage ditches, and tree/shrubs within and directly surrounding the burial areas.
- B. SPECIALTY AREAS include highly visible areas, specifically: (1) main entrance and cortege area; (2) Public Information Center; (3) Flag Pole and/or assembly area(s); (4) public gathering areas; (5) Committal Shelter(s); (6) Administration/Maintenance Building grounds; (7) Memorial Walkways, and (8) all developed land, including (but not all inclusive) turf, walks, beds, planter beds, drainage ditches, tree/shrub, roads, and plazas within and directly surrounding the specialty areas.
- C. NON-BURIAL AREAS are defined as unoccupied burial sections including areas in front of and between these sections and all developed land to borders and wetlands, including drainage ditches.

2. UNIMPROVED/NATIVE TURF AREAS are defined as all undeveloped land to Cemetery borders and wetlands, including drainage ditches.

3. DEBRIS AND TRASH is considered to be any item, material, or foreign object not permanently attached to or planted within the Cemetery 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 items, loose rock and stone over three (3) inches (7.62 cm) in diameter that are not the apparent result of an interment. This includes the materials found within the trash receptacles located throughout the Cemetery grounds; which shall be removed at least weekly or more frequently as required.

4. GENERALLY WEED FREE: The population of weeds is very widely scattered and visually insignificant when the total expanse of the cemetery turfgrass is observed. The weeds in no way distract from the visual attractiveness of the landscape.

5. CONTRACTING OFFICER (CO): VA official with the authority to enter into, administer, and/or terminate contracts. The Contracting Officer will delegate one or more representatives to serve as the Contracting Officer's Representative (COR). All contractual authority remains with the VA Contracting Officer.

6. CONTRACTING OFFICER'S REPRESENTATIVE (COR): VA official responsible for providing contract oversight and technical guidance to the Contracting Officer. COR responsibilities include certification of invoices, placing orders for service, providing technical guidance to the Contractor and overseeing technical aspects of the contract.

7. CEMETERY DIRECTOR: The Cemetery Director is the VA Official responsible for day-to-day oversight of a National Cemetery, including burying veterans and eligible family members, and maintaining Cemetery grounds as a national shrine. The Cemetery Director and/or designee (hereon referred to as COR) are responsible for contract oversight.
8. CONTRACTOR: The term “Contractor” as used herein refers to the prime Contractor, his/her employees, and any subcontractors and their employees. The Contractor is responsible for assuring its employees and subcontractors comply with all contract terms, conditions and provisions.

ATTACHMENT 7

**QUALITY ASSURANCE SURVEILLANCE PLAN
LOUISIANA NATIONAL CEMETERY GROUNDS MAINTENANCE**

1. Fundamental Government Responsibilities: The Contracting Officer's Representative (COR) is responsible for representing the Contracting Officer in all facets of service quality. The COR will carry out inspections, reviews and approvals, handle deficiencies, and ultimately accept on behalf of the Contracting Officer. The functions of the COR are identified below. Government personnel, other than the Contracting Officer and the COR, from time to time, may observe the Contractor's operations. However, these personnel may not interfere with Contractor performance.
2. General Quality Assurance Functions: To facilitate the surveillance of the Contractor's Quality Control Plan (QCP) by the Government, the COR will verify Contractor compliance with designated performance requirements through a series of random; announced/unannounced; and impromptu/scheduled inspections. The COR will review the critical requirements to assess their applicability and recommend the addition or deletion of requirements as conditions warrant. In addition, for noncompliance and/or untimely corrective action to deficiencies of specific tasks, the Contractor shall be subject to re-performance (at the company's expense) and/or a reduction of the Contractor's payment. With this intent, the surveillance approach may not be one that stays the same throughout the duration of the contract. The COR will periodically update the surveillance approach when the need arises. The COR will inspect the Contractor's Quality Control Plan regularly for compliance with the requirements herein.
3. Specific Quality Assurance Functions: The COR will establish an Inspection Schedule using the Quality Assurance Report (QAR). The COR will perform the following Qualitative and Evaluative functions, which comprise the Government Quality Assurance Surveillance Plan (QASP).
 - a. Carry out periodic inspections using the Quality Assurance Report to evaluate Contractor performance to ensure compliance and receipt of services. The COR will evaluate the Contractor's performance through intermittent on-site inspections of the Contractor's Quality Control Plan and receipt of complaints from cemetery personnel or cemetery visitors. The COR may inspect each task as completed; increase the number of quality control inspections if deemed appropriate because of related failures discovered during quality control inspections or because of repeated cemetery personnel or cemetery visitor complaints; or, decrease the number of quality control inspections if performance dictates.
 - b. Report findings resulting from these inspections to the Contractor and the Contracting Officer. If discrepancies are discovered as a result of the periodic inspections, or any other means, the COR will use a Contract Discrepancy Report (CDR) to communicate them to the Contractor and follow up to ensure discrepancies or nonconformance's are corrected. When a discrepancy exists, the Contractor shall complete the applicable CDR

- blocks. The Contracting Officer will evaluate the Contractor's explanation and determine the next course of action.
- c. Perform monthly reviews of the Contractor's reports and records to ensure they adequately reflect the proper schedules.
 - d. Review changes as well as initial and annual equipment inventories.
 - e. The COR will meet at least twice a week with the Contractor's on-site working supervisor during the first month of the contract. Thereafter, meetings will be scheduled monthly by the COR or as often as necessary. The COR will prepare written minutes from these meetings that shall be signed by the Contractor's on-site working supervisor and the COR. Should the Contractor not concur with the minutes, the Contractor shall state any areas of non-concurrence in writing to the COR within ten (10) calendar days of receipt of the signed minutes. Meeting minutes will be maintained in the COR contract file.
 - f. Take appropriate actions based on Health/Safety/Environmental/any other inspection results.
4. NCA QUALITY ASSURANCE REPORT (QAR): The contract/PWS service requirements are summarized into the NCA Quality Assurance Report to be utilized by the COR to inspect, monitor, and document the Contractor's performance:
5. This comprises the Government's QASP, which has been developed to evaluate Contractor actions while implementing this PWS; and, is designed to provide an effective surveillance method of monitoring Contractor performance for each listed Performance Objective on the Performance Work Requirements Summary. The QASP provides a systematic method to evaluate the services the Contractor is required to furnish. This QASP is based on the premise the Government desires to maintain a quality standard for this service contract. The Contractor, and not the Government, is responsible for management and quality control actions to meet the terms of the contract. The role of the Government is Quality Assurance to ensure contract standards are achieved.

NCA Quality Assurance Report (QAR)

Cemetery: Louisiana National Cemetery

Contractor:
Project Title: Grounds Maintenance

Contract No:

CLIN	DESCRIPTION OF SERVICES PROVIDED	SECTIONS OR AREAS INSPECTED	DATE OF INSP.	STATUS	
				SAT	UNSAT*
001	MOW ALL IMPROVED TURF AREAS				
	1. Turfgrass in burial and public areas has been mowed to a height within one inch range of that which is professionally recommended for the turfgrass type.				
	2. All mowed grass areas have a uniform height.				
	3. Mowed areas are free of scalping, rutting, bruising, and uneven and rough cutting.				
	4. Newly seeded/sodded areas have been hand-mowed. (Until it is fully established to the point where it will not be damaged by riding mowers.)				
	5. Different mowing patterns have been utilized by changing direction, changing patterns, and varying mower wheel width patterns with after each mowing to reduce turf wear, prevent wheel rutting, and provide a neater appearance.				
	6. All mowing around trees has been accomplished in a manner that prevents a "ringing pattern" around the tree and damage to turf.				
	7. All mowing equipment has been cleaned before unloading or mowing at the cemetery, cutting height is correct, and all cutting blades are sharp.				
002	STRING TRIM TURFGRASS IN IMPROVED TURF AREAS				
	1. The finished height of the trimmed grass exactly matches the height of the mowed grass.				
	2. All non-mowed turf areas have been properly trimmed. This includes the base of trees, planting beds, monuments, curbs/curbing, section markers, buildings, walls, fences, signs, other vertical surfaces or any other structure or area that cannot be maintained by traditional mowing equipment.				
	3. Trimmed areas are free of scalping, rutting, bruising, and uneven and rough cutting. No streaks or irregularities, uneven cutting, plowing, or gouging of the soil is present.				
	4. Contactor has not damaged any cemetery elements or structures by contact with the trimming device's cutting instrument.				

003	STRING TRIM HEADSTONES				
	1. All upright headstones have been properly trimmed with the finished height of the trimmed grass exactly matching the height of the mowed grass.				
	2. Trimmed upright headstones and monuments are free of scalping, rutting, bruising, and uneven and rough cutting. No streaks or irregularities, uneven cutting, plowing, or gouging of the soil are present.				
	3. Contactor has not damaged any upright headstones. Areas have been mowed first, followed by the trimming operation.				
004	BLADE EDGING				
	1. Completed edging has a clear zone ½" to 1" wide by 2" to 3" deep with all vegetation removed from joints and cracks.				
	2. All streets, curbs, walkways, tree wells, permanent building/structure lines, and planting beds have been edged.				
	3. Contactor has not damaged any cemetery elements, structures, asphalt, or concrete by contact with the edging device's cutting instrument.				
005, 006 & 007	HERBICIDE TREATMENT: (Check application below that applies to this report) <input type="checkbox"/> Pre-Emergent Application #1 - Late Winter/Early Spring <input type="checkbox"/> Pre-Emergent Application #2 - Late Summer/Early Fall <input type="checkbox"/> Post-Emergent Application #1 - Early Spring/Mid Spring <input type="checkbox"/> Post-Emergent Application #2 - Early Summer/Mid Summer <input type="checkbox"/> Post-Emergent Application #3 - Late Summer/Fall <input type="checkbox"/> Monthly Weed Monitoring				
	1. Herbicide application has been applied in such a manner as to bring about the total control of all broadleaf and grassy weeds in the improved turf areas of the cemetery. Repeat, follow-up, and/or spot spray herbicide applications, as needed between scheduled sprays, have been performed to control and maintain a generally weed free cemetery.				
	2. The application date and time has been coordinated with the COR, in writing, within three business days of receiving the order.				
	3. The herbicide application has been applied directly by or under the supervision of a current commercially licensed pesticide applicator. All label directions on the bag or container of				

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	herbicide or chemicals have been followed.				
	4. A written list of all herbicides, mixes, and related surfactants or other chemicals, along with the quantities and application rate prior to any and all applications being performed has been provided to the COR. Copies the labels for any and all herbicides and other chemicals or surfactants, prior to any application being performed has been provided to the COR.				
	5. A written record of the application has been delivered to the COR immediately following the application, whether completed or not, before leaving the cemetery on the day of any application.				
	6. All contractor personnel are properly clothed and wearing the proper safety equipment during any and all applications.				
008	FERTILIZER DELIVERY				
	1. Contractor has delivered and applied the required quantity of fertilizer				
	2. Contractor cleaned up any spills and notified the COR or Cemetery Director immediately following.				
	3. Contractor has supplied all the necessary documentation: SDS, label, and application rate.				
010	CUSTODIAL SERVICES				
	1. Properly cleaning of non-carpeted and carpeted floors				
	2. Low dusting as required (para 3.7)				
	3. Cleaned and disinfected public restrooms				
	4. Stocked supplies and trash removal				
	DEBRIS AND TRASH REMOVAL				
	1. All walkways (inside and out), flagpole bases, interment areas, sidewalks, committal shelters, headstones, flat markers, monuments, roadways, or other non-turf grass areas of all grass clippings have been cleaned on the same day as the mowing, trimming, or edging event that produced them.				
	2. Clearly visible clumps of grass clippings and/or windrows of clippings have been removed and disposed of.				
	3. All debris and trash at time of before and after each mowing and trimming event within the cemetery including the material found within the trash receptacles located throughout the Cemetery grounds has been collected and disposed of .				

REPORTING AND DOCUMENTATION				
1. The Contractor Supervisor reports on a DAILY basis to the COR and logs in.				
2. The Contractor Supervisor has met with COR DAILY to coordinate and establish the daily work schedule.				
3. The Contractor Supervisor has provided the WEEKLY and DAILY work schedules to the COR.				
4. The Contractor Supervisor has provided an accurate WEEKLY written report identifying all work that took place within the previous seven calendar days.				
5. The Contractor has submit all required documentation or information in accordance with the contract.				
SAFETY AND JOBSITE APPEARANCE				
1. No accidents or incidents due to contractor's failure to take safety precautions.				
2. Worksite does not detract from the dignity and solemnity of the cemetery. Work areas and adjacent grounds are free of that debris, tools, equipment, & other materials at the conclusion of the task or at the end of the work day.				
3. Contractor personnel are dressed appropriately				
Report Continued on Following Page				

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NCA Quality Assurance Report (QAR) (Cont'd)

Cemetery:

Contractor:

Project Title:

Contract No:

***CONTRACT DISCREPANCIES:**

List below the Contract Discrepancy Report Number and a brief description of the contract requirement(s) which Contractor ***"Did Not Meet"*** and attach a copy of each CDR.

(a)

(b)

(c)

(d)

(e)

(f)

COR SIGNATURE

DATE

CONTRACTOR SIGNATURE

DATE

**(Note: When deficiencies are cited, the Contractor is required to sign & acknowledge receipt of the report.)*

End of Report

ATTACHMENT 8

LOUISIANA NATIONAL CEMETERY FLORAL/GROUNDS POLICY

Cemetery policies are conspicuously posted and readily visible to the public.

Floral arrangements accompanying the casket or urn at the time of burial will be placed on the completed grave. Natural cut flowers may be placed on graves at any time of the year. They will be removed when they become unsightly or when it becomes necessary to facilitate cemetery operations such as mowing. Artificial flowers and potted plants will be permitted on graves during periods when their presence will not interfere with grounds maintenance. As a general rule, artificial flowers and potted plants will be allowed on graves for a period extending 10 days before through 10 days after Easter Sunday and Memorial Day.

Christmas wreaths, grave blankets and other seasonal adornments may be placed on graves from Dec. 10 through Jan. 10. They may not be secured to headstones or markers.

Permanent plantings, statues, vigil lights, breakable objects and similar items are not permitted on the graves. The Department of Veterans Affairs does not permit adornments that are considered offensive, inconsistent with the dignity of the cemetery or considered hazardous to cemetery personnel. For example, items incorporating beads or wires may become entangled in mowers or other equipment and cause injury.

Permanent items removed from graves will be placed in a inconspicuous holding area for one month prior to disposal. Decorative items removed from graves remain the property of the donor but are under the custodianship of the cemetery. If not retrieved by the donor, they are then governed by the rules for disposal of federal property.

ATTACHMENT 9

EMPLOYEE STATEMENT OF COMPLIANCE

EMPLOYEE NAME: _____

POSITION/TITLE: _____

DATE: _____

Please check the appropriate blank.

____ New Employee, New Contractor

____ Annual Confirmation for current Employees or Contractor(s) **(Due on November 1 of each Contract year)**

FOR ALL EMPLOYEES

I have been briefed and understand the following guidance:

INITIALS

_____ The National Cemetery Administration honors veterans with a final resting place and lasting memorial that commemorate their service to our Nation. National Cemeteries are National Shrines. Therefore, the standards for management, maintenance, appearance and operational procedures have been established by the National Cemetery Administration to reflect this Nations' concern and respect for those interred there. For this reason, my strict adherence to the Performance Work Statement, Performance Work Requirements Summary and Guidance Specifications shall be required and shall be essential.

_____ I will remain aware of the remains buried in the grounds where work is being performed. The utmost care must be given to these remains and the headstones and flat grave markers that mark those gravesites and memorialize the service of individuals.

_____ I will not walk, stand, lean, sit or jump on headstones, markers, or monuments. Nor will I drive over them.

_____ I will not place or lean tools, equipment, or other items on headstones, markers, or monuments at any time.

_____ I have been briefed on the approved methods and tools to remove headstones and markers from their sockets in accordance with the Contract Specifications. I will use the tools and methods approved by the Contracting Officer Representative (COR) to lift headstones and markers out of the ground in order to avoid damage; pick axes are not an acceptable tool.

_____ I will not place headstones or markers on dirt piles or mud once they are removed from their sockets; in order to show appropriate respect towards the families visiting the gravesites and the remains that are buried, I will ensure headstones and markers are

carefully stored on each associated gravesite and protected from damage or soiling, in accordance with Contract Specifications.

_____ I understand that the Contractor shall be responsible for replacing damaged headstones and markers and for restoring turf damaged during performance of this work.

_____ In the event work on the gravesites results in exposure and/or damage to any remains, container for remains (i.e., casket or urn), or outer burial container, I will IMMEDIATELY notify the COR. I will take immediate steps to cordon off, protect and cover any exposed remains, container for remains, or outer burial container; and STOP ANY FURTHER WORK on that gravesite until given permission to proceed by the COR. I will not attempt to reinter exposed remains or reposition outer burial containers.

SIGNATURE BLOCK

Signature

Printed Name

Date

IF THIS STATEMENT IS THE EMPLOYEE'S ANNUAL COMPLIANCE STATEMENT, THIS COMPLIANCE STATEMENT MUST BE RETURNED TO THE COR BY NOVEMBER 1.

AS TO STATEMENTS OR COMMITMENTS OF FUTURE ACTIONS, THIS COMPLIANCE STATEMENT COVERS THE PERIOD FROM OCTOBER 1 OF THE CALENDAR YEAR DURING WHICH THIS COMPLIANCE STATEMENT IS DUE THROUGH SEPTEMBER 30 OF THE NEXT CALENDAR YEAR.