
NAVAL FACILITIES ENGINEERING COMMAND
GUIDE PERFORMANCE WORK STATEMENT (GPWS)
FOR
GROUNDS MAINTENANCE SERVICES
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USER'S GUIDE
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I. INTRODUCTION

A. Purpose. This NAVFAC Guide Performance Work Statement (GPWS) provides assistance in preparing facilities support contracts to procure grounds maintenance services. Contracts of this type may be a continuing contracting effort or conversion from in-house to contract performance under the Commercial Activities (CA) Program. This NAVFAC GPWS may be used in either application. It consists of a User's Guide; guide contract sections B, C, and J in the Uniform Contract Format; and a Quality Assurance (QA) Guide.

1. NAVFAC MO-327, *Facility Support Contract Quality Management Manual* (available at http://www.efdlant.navy.mil/lantops_15/home.htm) provides guidance on the preparation of NAVFAC facilities support contracts and surveillance program development. This GPWS is designed to supplement, and be used in conjunction with, NAVFAC MO-327 in developing a PWS and QA Program for grounds maintenance services. It provides specific guidance on developing and tailoring this GPWS, special items to consider if the specification is being written in conjunction with a CA program study, and general guidance on required pre-award actions. Additional guidance on implementing CA program requirements can be found in the Office of Management and Budget (OMB) Circular A-76 Supplemental Handbook (available at <http://emissary.acq.osd.mil/inst/share.nsf>) and OPNAVINST 4860.7 (available at <http://neds.nebt.daps.mil>).

2. Sections B, C, and J provide suggested formats for displaying contract line items; technical specifications which the user may tailor to site-specific needs; and attachments which provide supplemental information, historical data, etc.

3. The QA Guide provides the framework for development of a comprehensive contract surveillance program. The user should modify and expand upon the sample QA plans provided as the GPWS is tailored.

4. This guide does not establish NAVFAC procurement policy. Such guidelines may be found in NAVFAC P-68, *Contracting Manual* and other documents available at <http://acq.navy.mil>.

B. Function Definition. For purposes of this GPWS, the grounds maintenance function includes all labor, management, supervision, tools, materials, supplies, equipment, and transportation required to perform grounds maintenance services. Included are services such as mowing, trimming, edging, fertilization, watering, pruning, cultivating, trash and litter collection, and similar services that would typically be required to maintain grounds.

1. The following services are not considered grounds maintenance, so are not included in this GPWS. The user should consult the appropriate NAVFAC GPWS or other source(s) should the activity desire to add these services to the grounds maintenance contract.

a. Maintenance of grounds structures, such as fences, bleachers, flag poles, etc.

b. Control of pests in grassed areas and on plants, trees, shrubs, etc., is included in the NAVFAC GPWS for Pest Control Services.

c. Maintenance of surfaced areas and drainage structures, such as storm drains, catch basins, culverts, etc., are included in the NAVFAC GPWS for Surfaced Areas Maintenance Services.

d. Major soil erosion is difficult to predict, so its repair is best accomplished by separate contract.

e. Snow and ice removal services are included in the NAVFAC GPWS for Transportation Operations and Maintenance Services.

2. Grounds maintenance functions are defined in OPNAVINST 4860.7 and shown below.

a. Z993A: Grounds (Improved). Includes improved grounds such as lawns, drill fields, parade grounds, athletic and recreational facilities, cemeteries, other ground areas, landscape and windbreak plants, and accessory drainage systems.

b. Z993B: Grounds (Other than Improved). Includes small arms ranges, antenna fields, drop zones, firebreaks, wildlife conservation areas, maneuver areas, artillery ranges, safety and security zones, desert, swamps, and similar areas.

C. Responsibilities

1. Experience has shown the best method of developing a facilities support contract specification is to involve a number of activity personnel, each having a portion of the knowledge and experience required to put the entire package together. A team of experienced activity personnel should be formed and a team leader appointed one to two years prior to the projected contract start date. At least one member of the team:

a. Must be familiar with and understand the applicable GPWS and QA Guide.

b. Must have a working knowledge of basic contracting procedures.

c. Must have first-hand knowledge of the services to be provided by contract.

d. Must be able to identify specific activity requirements that differ from those stated in the GPWS.

2. The following activity personnel are suggested as members of the specification development team.

a. Team Leader. The team leader has overall responsibility for development of the contract. This includes the establishment and tracking of procurement milestones, ensuring each member of the team understands the specific tasks for which they are responsible and when each task must be completed, and coordinating the efforts of the individual team members so the many pieces of the procurement package fall into place.

b. Specification Writer. The specification writer provides technical knowledge of grounds maintenance services and a familiarity with specification formats. This will most likely be an engineer or engineering technician at the activity who has had at least some experience in writing facilities support contracts. The use of a planner and estimator is also appropriate if one is experienced with writing contract specifications. The writer, regardless of who the person is, should have attended the Naval Facilities Acquisition Center for Training (NFACT)(<http://www.nfact.navy.mil/course.asp>) course "Facilities Support Contracting" or the "Navy Family Housing Facilities Support Contracts" course offered by the Family Housing Management Institute (FHMI) Jacksonville (<http://www.fhmi.hsgnavfac.com/jax/index.cfm>). Assistance may be requested from the geographic Engineering Field Division (EFD). The EFD may offer courses on PWS development, quality assurance, and other related subjects that may be of benefit to the specification writer.

c. Functional Manager/Customer. The functional manager is the technical representative of the team who is most familiar with the function to be contracted. Early in the tailoring process, this individual and customers must determine the total scope of the services required, develop detailed inventories of the grounds areas to be maintained, determine service frequency requirements for different areas, and identify the specific needs of the activity which may differ from this GPWS. Much of this information should already be readily available in the activity's Natural Resources Management Plan.

d. Facilities Support Contract Manager. If there is an existing grounds maintenance services contract, the Facilities Support Contract Manager (FSCM) or Quality Assurance Evaluator (QAE) should be able to provide lessons learned and other information pertinent to the new specification. The FSCM/QAE will also be responsible for preparing required QA plans (see the QA Guide) and ensuring services are specified in ways that permit inspection.

e. Contract Specialist. The contract specialist provides contractual guidance in the preparation of the specification and the overall solicitation. This person will work with the writer in the development of sections B, C, and J, and will assemble the majority of the clauses in Sections D through I and K through M. The contract specialist will also ensure labor laws are properly applied, competition requirements are met, fiscal policies are adhered to, the solicitation is properly advertised, etc.

f. CA Program Manager. If the specification is being prepared under the CA program, the CA Program Manager provides overall guidance, and ensures the specification is developed in conjunction with required Most Efficient Organization (MEO) and management studies.

3. Customer and functional manager representatives, the activity's natural resources experts, and the Facilities Management Engineering Director should review the completed specification. Consult appropriate EFD instructions to determine if EFD review/approval is required prior to solicitation. OPNAVINST 6250.4 requires review by the EFD Pest Management Consultant (PMC) if the specification allows the Contractor to use pesticides, including herbicides.

II. GPWS DEVELOPMENT AND USER CONSIDERATIONS. This section of the User's Guide discusses certain assumptions made and special items considered during the development of this GPWS, and provides general information the user should be aware of during the tailoring process.

A. Development of the GPWS. In developing this GPWS, an analysis was performed to identify the major contract requirements for grounds maintenance services. Basic work requirements and standards of performance were determined for each contract requirement, and a Performance Requirements Summary (PRS) Table was created.

B. GPWS User Considerations. The paragraphs and provisions of this GPWS are arranged in the Uniform Contract Format as required by the Federal Acquisition Regulation (FAR). The sections to which they are assigned shall not be changed.

1. This GPWS contains Sections B (Supplies or Services and Prices/Costs), C (Description/Specification/Statement of Work), and J (List of Attachments) only; these sections contain information specific to the technical services required. Sections D through I and K through M contain contract clauses and provisions related to administrative and contractual requirements; generally, these sections will be the same in the majority of NAVFAC contracts, so their inclusion in each GPWS would be unnecessary duplication.

2. FAR clauses and provisions may be added or deleted as required by the FAR for specific functions, dollar limitations, bonding, small businesses, etc. They may not be altered unless specifically authorized by the FAR. Some clauses, other than those requiring tailoring, may be included by reference; all other FAR clauses and provisions shall be included in full text. Procurement offices shall make the full text of all clauses incorporated by reference available to bidders/offerors upon request.

3. Clauses with the designation "FAC 5252" may not be altered without NAVFAC approval, and should be deleted if not applicable to the solicitation.

4. Technical Specification

a. Section C, which describes the services to be provided, should be a performance specification to the maximum extent possible. Defining the Contractor's responsibilities in terms of methods or procedures should be avoided since we hope to purchase not only the Contractor's labor, but also his/her expertise in the services to be provided and the management of those services. A performance specification minimizes the use of words describing how the work should be performed; it describes work outputs as explicitly as possible while allowing the Contractor latitude in managing personnel and choosing work accomplishment methods.

b. The specification must provide enough information to clearly and precisely define the number and quality of each of the services to be provided, as well as the scope or limit of each. This is accomplished in the GPWS by specifying, in addition to the desired outputs, schedules of accomplishment and/or specific time limitations in which all services must be completed; listing mandatory operating procedures or steps the Contractor must follow for some services; and providing historical data on the magnitude of services provided under previous contracts or by in-house forces. While such information only slightly restricts the Contractor's latitude in managing the workforce, it ensures all bidders/offerors clearly understand the magnitude of effort required to provide the scope of work defined. This will result in more accurate and realistic bids/offers, make payment deductions for unsatisfactorily performed or non-performed work easier to calculate, and reduce the number of contract administration problems.

5. Throughout this GPWS, you will find further guidance with the annotation "NOTE TO SPECIFICATION WRITER". These notes provide additional information and/or advise the user to select the appropriate paragraph, insert additional information, or delete the paragraph in its entirety. There are also many areas within the text of this GPWS which indicate additional information must be provided, e.g., start times, dates, quantities, etc. These notes will always be enclosed by the symbol "!"; simply replace the note with the required information.

III. TAILORING THE GPWS. The NAVFAC GPWS, *Grounds Maintenance Services*, is not intended to fit the requirements of a specific activity; it is a model to be tailored by activities in preparing their specific PWS. The User's Guide should be read in its entirety prior to tailoring this GPWS. The user must also know what is/is not included in the GPWS, and what was intended, before any required modifications may be assessed. The User's Guide provides information concerning the GPWS and tailoring instructions. Users should not assume the GPWS could be used as-is with little or no effort. A detailed analysis of the activity's requirements will be required.

A. Getting Started

1. Scope of Work. The first step in tailoring this GPWS is to determine one of the following:

a. Are the requirements currently contracted? Will this be a continuation of the contracted services, or a consolidation of several contracts? In either case, this GPWS may be tailored to accomplish any desired scope of work and level of performance.

b. Are the requirements to be included in the PWS subject to a CA cost comparison study under OMB Circular A-76? If this is the case, it is mandatory the scope of work and level of performance specified be equivalent to the level of effort that can be achieved by the MEO if the function is retained in-house. Additional information on tailoring this GPWS for a CA program study is included in paragraph V.

2. Functional Analysis. The next step in the tailoring process is to determine the functions to be contracted, including specific work requirements and standards of performance. Inventory must be identified, maps assembled, and government-furnished facilities, equipment, and material determined. The user should compare unique activity requirements with GPWS requirements to ascertain if any changes are required. A thorough functional analysis will make tailoring of the GPWS relatively easy since all required data will be readily available and the functions to be contracted will be well defined.

3. Information Sources. The third step is to review the Land Management section of the activity's Natural Resources Management Plan (NRMP) and the Basic Exterior Architecture Plan (BEAP). The NRMP contains basic grounds maintenance services criteria such as mowing frequencies, types and amounts of fertilizer to be used, weed control methods, pruning procedures, etc. The BEAP contains the types of vegetation to be used and their location.

4. Organizing and Presenting Data. The user should now be in a position to 1) develop a grounds maintenance inventory which includes the type and location of vegetation to be maintained, as well as the measured amount of each,

2) prepare a listing of the different maintenance functions or tasks which must be accomplished for each plant type, and 3) organize the grounds inventory and functions into parcels and levels of service based on the quality of maintenance to be received.

a. Grounds Maintenance Inventory. This inventory typically consists of a listing by location of the different types and quantities of vegetation to receive specific grounds maintenance services. For example, the number of acres of grass, linear feet of edging, and approximate number of shrubs, would be among the items included in a typical inventory. Locations should be identified by parcel, as defined in paragraph III.A.4.c below. Complete and accurate inventories are of prime importance in facilitating development of precise cost estimates by Contractors. Ideally, all quantities should be measured, but estimates may be used if accurate. A typical grounds maintenance inventory format is provided in Attachment J-C7 of this GPWS.

b. Functions. The user must prepare a complete list of the tasks to be accomplished after the grounds maintenance inventory has been developed. This information will be included in Attachment J-C8 of the specification. This GPWS includes a majority of the functions that will be needed at a typical activity.

c. Parceling. Parcels are geographic areas to receive a given quality of grounds maintenance services. That is, all areas in a given parcel will receive the same specific grounds maintenance services at the same quality level. Parcels are very useful in referencing the location of a specific area and the services that area is to receive. Parcel identification must be a joint effort by the functional manager, customers, specification writer, and FSCM/QAE. The following criteria should be considered as parcels are developed.

(1) Geographical boundaries should be used whenever possible. These boundaries may be roads, walkways, or prominent land features.

(2) The size of each parcel should be somewhat geared to the maintenance level required. That is, parcels to receive a high level of maintenance should be relatively small, whereas big open areas with low levels of maintenance may be larger.

(3) The types of grounds maintenance services required must be considered since the use of maintenance levels requires that all parcels in a specified maintenance level receive the same or similar types of service.

d. Maintenance Levels. Based on land use and frequency of visitation by public or official visitors, most activities will want to vary the quality, and therefore the cost, of grounds maintenance services provided. The maintenance level concept is used to separate, facilitate, and control the adjustment of service quality provided to individual grounds parcels. Each maintenance level will contain a distinctive mix of service requirements. Based on the maintenance level assigned to an individual parcel (Maintenance Level I, II, III, IV, etc.), a high visibility area such as base headquarters grounds, would receive a higher and more expensive level of service than would other areas, such as airfield runways. In most cases, grass cutting quality requirements will vary from one maintenance level to another, and grass cutting variations are usually the rationale for establishing different maintenance levels. For example, Maintenance Level I may require the Contractor to cut the grass weekly, whereas Maintenance Level II may require cutting every two weeks.

Or, Maintenance Level I may require the Contractor to maintain grass at a height between 1 and 2 inches at all times, whereas Maintenance Level II may require a height between 2 and 4 inches. Four maintenance levels are included in this GPWS for purposes of illustration; however, the user may include more or less than four levels, depending on the specific requirements of the activity.

e. Level of Service. Determining the level or quality of grounds maintenance services required in each maintenance level can be difficult. For example, since grass does not grow at a uniform rate throughout the year, there is considerably more work for the Contractor to perform in summer than in winter, except that in certain sections of the country, grass does not grow rapidly during parts of the summer due to dry weather and extreme heat. Because the amount of work can vary greatly by sections of the country, by season, and by variations in weather conditions from year to year, approaches should differ. There are two different ways levels of service may be specified, as discussed below.

(1) The user may specify the frequency at which the Contractor will perform each service. For example, the user may specify grass be cut once per week, edging be accomplished once per month, and cultivating be performed twice per year for Maintenance Level I parcels. The Contractor can easily schedule the work using a monthly plan that states the specific day or days of the week when services will be performed.

(a) The advantages of this method are:

1 Payment deductions are easy to calculate using the Schedule of Deductions since a specific number of services are to be provided during the contract term.

2 Inspection of the work is easier since specific services are scheduled for performance in specific parcels on specific days. For example, either the grass is cut by the scheduled day or it is not.

3 Contractors have less trouble bidding on, managing, and accomplishing the services since the amount of work to be provided is clearly and specifically defined.

(b) The disadvantage of this method is that it is difficult, if not impossible, to accurately predict frequency requirements in some areas of the country. Grass cutting requirements can vary significantly from growing season to growing season, and during single seasons, depending on variations in the weather. For example, in a warm, wet growing season, weekly grass cuttings may not be adequate. However, if the growing season is hot and dry, the Contractor may be cutting grass that does not need it.

(2) For some services, the user may prefer to specify certain grounds standards be maintained rather than frequencies. For example, the user may specify that grass in Maintenance Level I parcels be maintained at a height between 1 and 2 inches at all times. Likewise, edging may be accomplished to maintain a clear area from $\frac{1}{2}$ to 1 inch of all pavement edges. Work would then be scheduled by the Contractor on a monthly or weekly basis by projecting the work to be accomplished during the coming period.

(a) The advantage of this method is that the Contractor is responsible for determination and management of the frequency of services, which

can be varied as needed to match the vegetation growth rate. The Contractor may cut grass as often or a little as desired as long as the specified quality standards are maintained, i.e., the grass in Maintenance Level I is always between 1 and 2 inches in height.

(b) The disadvantages of this method are:

1 Payment deductions for unsatisfactory or nonperformed services may be much more difficult to calculate since the exact number of services to be provided has not been established.

a For example, if grass encroaches onto 1000 linear feet of sidewalk for 10 days before the Contractor properly completes edging, how would one determine the value of the payment deduction? Although one could easily calculate the number of hours and the cost required to perform edging of 1000 linear feet, would such a deduction represent the value of the work for 10 days? How much should be deducted if the encroachment is for 20 days, or for 40 days? In each of these situations, the Government would have to assume a certain number of edgings were not performed. Upon appeal by the Contractor, it may be difficult for the Government to defend these assumptions.

b Payment deductions for grass cutting can be difficult for the same reason unless the Schedule of Deductions requires the Contractor provide a price per acre per day (acre day) to maintain the specified standards. For example, if there are 100 acres of grass in Maintenance Level II to be maintained between 2 and 4 inches from 1 June through 30 September (122 days), the Contractor would provide a unit price for 12200 acre days (122 x 100) in the Schedule of Deductions. If grass heights in five of the 100 acres exceeded 4 inches for 10 days, 50 acre days (5 x 10) would be deducted from the Contractor's invoice.

2 Surveillance may be more difficult and time consuming since grass does not grow uniformly. Even within a single parcel, the QAE will often find the grass exceeds the maximum limit in some spots or areas, while it is well within standards in others. If deductions for such spots are to be taken, the area(s) must be measured, and the QAE may need to return each day until the work is performed. In the mean time, the spots first noted as being unsatisfactory are growing larger and larger up to the point that the entire parcel is unsatisfactory.

3 Not all firm fixed-price grounds maintenance services lend themselves to maintenance standards. It is generally not practical to specify fertilization and trash collection/disposal be accomplished to a set of standards. For example, it is better to have trash collected on a regular frequency instead of attempting to set limits on the number of pieces of trash that is or is not acceptable per unit of area.

(3) This GPWS is based on the Contractor providing grounds maintenance services at specified frequencies, rather than to specified standards. Experience in contracting for grounds maintenance services at many different activities over a number of years has shown this to be the most advantageous method of specifying the services desired. However, the user should consider the pros and cons of both methods, as well as the experience of the activity with previous grounds maintenance contracts, when deciding which method to use.

B. Contract Line Item Requirements. Section B of the contract includes contract line items for each of the services to be contracted. The specification writer and contract specialist will develop these line items in conjunction with the technical specifications, the Schedule of Deductions, the PRS Table, and other portions of the contract. The sample contract line items shown in Section B of this GPWS encompass all of the services (contract requirements) provided in the GPWS technical specifications. However, they must be tailored to account for the type of contract selected, contract requirements added or deleted, the projected start date of contract performance, and other factors, including those discussed below.

1. Contract Type. A combination firm fixed-price and indefinite quantity contract is used in this GPWS because it is the most common type of contract for grounds maintenance services. However, other contract types may be used depending on the circumstances. Information concerning a Fixed-Price contract with Award Fee is included in paragraph IV.B. In a combination contract, all contract requirements in the PWS must be included in either the firm fixed-price or indefinite quantity portion of the contract. The user should discuss available choices with the contract specialist or the EFD (Acquisition) when deciding on the most appropriate contract type.

2. Firm Fixed-Price Contract Requirements. Firm fixed-price contract requirements are either fixed in scope (time, location, frequency, or quantity is known or can be accurately estimated), or adequate historical data is available to allow a reasonable estimate to be made. Because the scope of work is known, the Contractor agrees to perform a given requirement for a definitive price. The Contractor performs the work as scheduled, and invoices are submitted for the services provided during a given period, usually one month.

a. Examples. Firm fixed-price contract requirements in this GPWS include grass cutting, trimming, fertilization, and edging; the scope of each of these services is clearly defined in Sections C and J. Firm fixed-price contract requirements added by the user must also have clearly defined scopes.

b. Firm Fixed-Price Contract Line Items. The firm fixed-price contract line items may be displayed in one of three ways in Section B. The user should discuss the benefits of each with the contract specialist or EFD (Acquisition) if in doubt about which approach should be used.

(1) The most common approach requires contractors to bid a single monthly price for performance of all firm fixed-price requirements in the contract. In this case, the contract must also contain a Schedule of Deductions in Section J that the Contractor will complete and submit, after award, to break down the total bid price for each of the fixed-price requirements in the PWS. See paragraph III.D for additional information on the "SCHEDULE OF DEDUCTIONS" clause in Section E, and paragraph c. below for additional information on special invoicing instructions.

(2) A slightly different approach would be to include a limited number of fixed-price subline items, each of which could be broken down by a Schedule of Deductions. Separate fixed-price subline items are particularly appropriate if separate prices are needed for each of several different customers. Special invoicing instructions would likely be needed in this case also.

(3) A third approach would be to eliminate the Schedule of Deductions from the contract and provide a detailed Schedule of Firm Fixed-Price Work. Such a schedule would be formatted similarly to the Schedule of Deductions. Contractors would provide separate unit prices for each of the fixed-price requirements in the PWS. The special invoicing procedures discussed below may not need to be included in the contract, depending on how the Schedule of Firm Fixed-Price Work is structured.

c. Special Invoicing Instructions. Due to the seasonal nature of grounds maintenance services, the Contractor's work effort will vary from season to season, and even from month to month. Rather than simply paying the Contractor the same fixed amount each month, it is more equitable for both the Contractor and the Government to vary the monthly payment amount for the firm fixed-price portion of the work so it more accurately reflects the level of effort typically provided during each month of the year. The best way to accomplish this is to include a Rate of Payment Table (see Attachment J-G1) that specifies the percentage of the firm fixed-price bid amount to be paid in each month of the contract. The Contractor receives a greater percentage of the fixed-price amount during the summer when the workload is heavy, and a smaller percentage in the winter when the workload is light. Actual rates to be included in the table must be determined by the user, and should be based on the Government estimate.

3. Indefinite Quantity Contract Requirements. Indefinite quantity contract requirements are performed on an "as ordered" basis. Contractors bid a fixed unit price to perform one occurrence or a given quantity of each contract line item. Payment for this type of work is calculated by multiplying the unit price times the number of units performed. Because each Government order for indefinite quantity work is paid for separately, each task order must be inspected and accepted as being satisfactorily completed before payment can be made.

4. Firm Fixed-Price or Indefinite Quantity?

a. The indefinite quantity item for unscheduled grass cutting is included in Section B to illustrate the benefit of having some grounds maintenance services in both the firm fixed-price and indefinite quantity portions of the contract. Unscheduled grass cutting may be needed prior to special events, such as inspections or changes of command, which may occur between scheduled firm fixed-price cuttings, or, in areas not covered by scheduled cuttings. Similar indefinite quantity items could be added for edging, trash collection, and other firm fixed-price services.

b. Many of the indefinite quantity items shown in Section B could be moved to the firm fixed-price portion of the contract if the frequency or quantity of services is known, or adequate historical data on the quantity of services is available. For example:

(1) If the number of tree pruning services is fairly consistent from year to year, the technical provisions for this service could be moved from the INDEFINITE QUANTITY WORK paragraph to the MISCELLANEOUS FIRM FIXED-PRICE WORK paragraph. Corresponding changes would also need to be made to the Schedule of Indefinite Quantity Work and the Schedule of Deductions.

(2) If the grounds maintenance specification is being written as part of a larger contract that contains provisions for the accomplishment of

firm fixed-price service calls, such as a contract for base operations support, much of the indefinite quantity work could be accomplished by service call. Tree removal services, erosion control, stump and above ground root removal, and other services could all be accomplished as a service call under such a contract if historical data is provided.

5. Separately Priced Options to Extend. Section B of this GPWS assumes the initial term (base period) of the contract will be for 12 months. This is normally the case for grounds maintenance services that may begin at any time during the fiscal year and be funded with funds current in the fiscal year of award. However, there are cases, such as when adequate funds are not available or award is delayed, when the initial term could be less than 12 months in length. For example, the initial contract term could be for six months beginning on 1 April and ending on 30 September. If the initial term will be less than 12 months, the following actions must be taken:

a. Contract line items in Section B must specify the number of months in the base period and the appropriate proportionate number of units in the Schedule of Indefinite Quantity Work.

b. Additional (separately priced) contract line items must be added to Section B to account for at least one full 12-month option period. Additional contract line items may be added for subsequent option periods if desired. The user should check with the contract specialist for specific requirements.

c. Section C must clearly indicate the scope of work for the base period since the workload can vary significantly from month to month.

d. The "PERIOD OF PERFORMANCE" clause in Section F and the "BASIS FOR AWARD" clause in Section M must be modified accordingly. The user should check with the contract specialist for specific wording of these clauses and for other changes that may be required.

e. If special invoicing instructions are included in Section J, a separate rate of payment table will need to be developed for the base period of the contract.

C. Technical Specifications. Section C is the single most important part of a PWS. The user must describe in detail the services to be accomplished and when they are to be performed. Requirements specified in Section C of this GPWS are designed to meet the general grounds maintenance services desired by most activities. The user must modify the paragraphs to accommodate any special or unique site-specific requirements.

D. Schedule of Deductions. If used, the "SCHEDULE OF DEDUCTIONS" clause in Section E is one of the most important items the specification writer must consider in tailoring this GPWS because it directly affects the degree of difficulty required to calculate payment deductions for unsatisfactory performance and nonperformance of work. The schedule is used if firm fixed-price contract requirements are presented as a single monthly price or as a limited number of subline items in Section B. It should not be used if a detailed Schedule of Firm Fixed-Price Work is included in Section B. Refer to paragraph III.B.2.b for additional information on firm fixed-price contract line items.

1. The Schedule of Deductions requires the Contractor to break down the firm fixed-price portion of the bid into its component parts. This information is used in conjunction with the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" and "ESTIMATING THE PRICE OF NONPERFORMED OR UNSATISFACTORY WORK" clauses (Section E), and the PRS Table (Attachment J-C1), in making payment deductions for unsatisfactory performance and nonperformance of firm fixed-price contract requirements.

2. The Contractor must provide the completed schedule within 15 calendar days after award of the contract. The Government retains the right to reject and/or unilaterally establish a schedule if the submitted schedule is materially unbalanced. The specification writer must consider changes made to the technical specifications and the length of the initial contract term when tailoring the schedule provided as Attachment J-E1. Corresponding changes must be made to the PRS Table in Attachment J-C1.

E. Performance Requirements Summary (PRS). The PRS Table should be prepared as the GPWS is being tailored to ensure contract requirements are specified in a manner which permit inspection. This table will be used by the Contracting Officer in conjunction with the clauses contained in Section E to calculate payment deductions for unsatisfactory performance or nonperformance of contract requirements. It also provides a convenient overview of services to be provided, and is useful in preparing QA plans. A sample PRS Table containing suggested work requirements, quality benchmarks (QBs), and weights is provided in Attachment J-C1. The user should modify this table to reflect the tailored PWS requirements, and consult NAVFAC MO-327, which provides guidance on the development of PRS Tables.

F. Reviewing the Tailored PWS. Conflicting contract requirements inevitably lead to last minute bid inquiries, protests, claims, and difficulties in contract administration. As a result, the Government may pay more for required services, does not obtain the services that were intended, and spends a great deal more time administering the contract than would normally be warranted. To avoid such problems, the user should carefully review the tailored PWS to find and eliminate any inconsistencies or ambiguities that may have been created during the tailoring process. The easiest way to do this is by searching the electronic document. For example, if we wanted to review all contract requirements for grass cutting, we could search the entire document for this phrase, and review applicable paragraphs or sections. Also, members of the specification development team should review a hard copy of the completed PWS.

IV. MISCELLANEOUS CONSIDERATIONS. This paragraph provides information on the use of source selection procedures and award fee contract provisions. The user is strongly encouraged to discuss both of these options with the contract specialist or EFD (Acquisition) and consider their use.

A. Source Selection Procurement. Under sealed bidding procedures, the contract is awarded to the lowest, responsive, responsible bidder. This has traditionally been the most common solicitation procedure for procurement of grounds maintenance services, although it has often resulted in Contractor performance problems. Unlike sealed bidding, source selection requires Contractors (Offerors) demonstrate, prior to award, they have the technical capability, experience, and resources to perform the work required; have acceptable past performance; have a logical approach to managing and accomplishing the work; and have proposed enough money to do all of the work. Offerors demonstrate their ability through the submittal of separate written

technical and price proposals that are reviewed and evaluated by the Government. Contract award may be made to the Offeror who provides the best value to the Government, price and technical factors considered. The Offeror need not be the lowest bidder.

B. Award Fee Provisions. Award fee provisions can be included in a grounds maintenance services contract to motivate the Contractor to provide an increased level of service, and improve responsiveness and attention to detail. These provisions are included by inserting NAVFAC 5252.216-9315, "AWARD FEE" in the contract. An award fee determination plan is developed which specifies the maximum award fee amount the Contractor may earn, the process that will be used to periodically evaluate the Contractor's performance and make related award fee determinations, and the performance criteria the Contractor's performance will be measured against. Award fee contracts require additional expense and administrative effort. The size and complexity of the procurement, the Government resources available to monitor and evaluate performance, and the expected benefit must be considered.

V. COMMERCIAL ACTIVITIES (CA) PROGRAM CONSIDERATIONS. This section of the User's Guide discusses some of the special items that must be considered when using this GPWS to prepare a PWS as part of a CA program study. Included are a number of provisions and changes that must be considered by the user.

A. Scope of Work. The user must remember the scope of work and standards of performance specified in the PWS must be equivalent to the projected capabilities of the MEO. This may required some additional tailoring of the GPWS to ensure all the services to be performed by the MEO are included and clearly described in the PWS.

B. Separately Price Options to Extend. OMB Circular A-76 requires in-house and Contractor bids be evaluated on a five-year basis when funding can cross fiscal years. This means Section B must contain contract line items for a base period and four, one-year option periods.

C. Multi-Function CA Contracts. In many instances, CA program studies involve contracts containing more than one functional area or service. For example, the user may want to study refuse collection services in conjunction with grounds maintenance services and issue a single solicitation. Since most NAVFAC GPWSs are written in the same format, the technical requirements of Sections C and J of this guide may easily be combined with those of other GPWSs to produce a tailored multi-function PWS.

VI. PRE-AWARD CONSIDERATIONS. The following aspects of the grounds maintenance services contract should be taken into account prior to award. Additionally, a review of the submitted quality control program and a pre-award survey of the apparent low, responsive bidder should be considered when source selection procedures are not used.

A. Quality Assurance Evaluator Training. It is essential to have an adequate number of qualified QAEs on board prior to the contract start date. Individuals assigned QAE duties must attend the EFD provided QAE training course within six months of their assignment, or have equivalent training as determined by the KO. The EFD (Base Operations Support) should be contacted for training scheduling or assistance. The QAE must also possess a good working knowledge of grounds maintenance services, as well as inspection procedures and requirements,

and be familiar with the specification. Additional QAE training requirements are specified in NAVFAC Policy Memorandum 00-04 of 14 January 2000.

B. Site Visits. When directed by the KO, the QAE or other Government representative should be prepared to conduct site visits with potential bidders/offerors after inviting bids or requesting proposals. The purpose of these visits is to familiarize the Contractor with the location of contract requirements, not to provide additional information that should have been included in the PWS. QAEs and customers must be briefed by the KO or Contract Specialist as to what can and cannot be said to potential bidders/offerors during site visits so as not to reveal sensitive information.

C. Government-Furnished Property. Has a property administrator been assigned for all Government furnished facilities, equipment, and materials as required by paragraph 45.7001 of NAVFAC P-68?

D. Quality Assurance Plans. Have adequate QA plans been prepared?

END OF USER'S GUIDE

GUIDE PERFORMANCE WORK STATEMENT
FOR
GROUNDS MAINTENANCE SERVICES

PART I - THE SCHEDULE

SECTION B: SUPPLIES OR SERVICES AND PRICES/COSTS

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PART I - THE SCHEDULE

SECTION B: SUPPLIES OR SERVICES AND PRICES/COSTS

B.1 CONTRACT LINE ITEMS AND CONTRACT SUBLINE ITEMS

a. !USE Bidders FOR SEALED BID PROCEDURES AND Offerors FOR SOURCE SELECTION PROCEDURES! shall enter unit prices and amounts for contract line items and contract subline items as indicated in the schedules.

b. In the event there is a difference between a unit price and the extended total amount, the unit price will be held to be the intended !USE bid FOR SEALED BID PROCEDURES AND offer FOR SOURCE SELECTION PROCEDURES! and the total of the contract line or contract subline item will be recomputed accordingly. The contract line item that includes recomputed contract subline items will also be recomputed to take into account the change in the contract subline item. If the !USE bidder FOR SEALED BID PROCEDURES AND offeror FOR SOURCE SELECTION PROCEDURES! provides a total amount for a contract line item or contract subline item but fails to enter the unit price, the total amount divided by the contract line item or contract subline item quantity will be held to be the intended unit price.

!*****
NOTE TO SPECIFICATION WRITER: If firm fixed-price work is presented as a single contract line item or a limited number of contract line items, NAVFAC clause 5252.246-9300, "SCHEDULE OF DEDUCTIONS" must be incorporated in Section E. The successful bidder/offeror will submit a Schedule of Deductions (see Attachment J-E1), and ALTERNATE I will apply. When a detailed Schedule of Firm Fixed-Price Work is included in Section B, a Schedule of Deductions is not required and ALTERNATE II applies.
*****!

ALTERNATE I

c. The firm fixed-price portion of the contract is supported by a schedule of deductions in Section E. DO NOT SUBMIT THE SCHEDULE OF DEDUCTIONS UNTIL AFTER CONTRACT AWARD. The successful !USE bidder FOR SEALED BID PROCEDURES AND Offeror FOR SOURCE SELECTION PROCEDURES! shall complete the Schedule of Deductions and submit it to the Contracting Officer within 15 days after date/notice of award. The Schedule of Deductions and the Schedule of Indefinite Quantity Work will be used as the basis of deductions pursuant to FAC 5252.246-9303, "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" clause, Section E.

ALTERNATE II

c. The Schedule of Firm Fixed-Price Work and the Schedule of Indefinite Quantity Work will be used as the basis of deductions in accordance with FAC 5252.246.9303, "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" clause, Section E.

B.2 INDEFINITE QUANTITY INDIVIDUAL CONTRACT LINE ITEM QUANTITIES. Once the estimated quantities for individual line items shown in the Schedule have been ordered, additional quantities may be ordered as long as the overall not-to-exceed (NTE) amount of the contract per year is not exceeded and the Contractor agrees by signing the task order.

!*****
 NOTE TO SPECIFICATION WRITER: The numbering system for contract line items shall follow the method prescribed by PD². Since a single price for the performance of all firm fixed-price requirements is specified, a Schedule of Deductions is also provided in Section J. See paragraph III.B.2.b of the User's Guide.
 *****!

B.3 SCHEDULES

<u>Item</u>	<u>Supplies/Services</u>	<u>Amount</u>
0001	Performance of firm fixed-price work for the BASE PERIOD (!INSERT DATE! through !INSERT DATE!) in accordance with the Performance Work Statement contained in Section C. Payment of monthly invoices will be based upon the table provided in Attachment J-G1.	\$_____

!*****
 NOTE TO SPECIFICATION WRITER: The indefinite quantity contract line items listed below are provided for illustration only, and should not be considered a complete list. Add or delete items as required when tailoring the technical specifications.
 *****!

<u>Item</u>	<u>Supplies/Services</u>	<u>Estimated</u>	<u>*</u>	<u>Unit Price</u>	<u>Amount</u>
		<u>Quantity</u>	<u>Unit</u>		
SCHEDULE OF INDEFINITE QUANTITY WORK - UNIT PRICED TASKS					
0002	Performance of indefinite quantity unit priced tasks for the BASE PERIOD (!INSERT DATE! to !INSERT DATE!) in accordance with the Performance Work Statement contained in Section C. The quantities listed below are realistic estimates provided solely for the purpose of bid evaluation and are not hereby purchased.				\$ _____
0002AA	Unscheduled Grass Cutting per paragraph C.12.a	130	ACRE	\$ _____	\$ _____
0002AB	Raking per paragraph C.12.b Tree Removal per paragraph C.12.c	6,000	SY	\$ _____	\$ _____
0002AC	DBH ≤ 6"	50	EA	\$ _____	\$ _____
0002AD	6" < DBH < 18"	25	EA	\$ _____	\$ _____
0002AE	DBH ≥ 18"	10	EA	\$ _____	\$ _____
0002AF	Stump and Above Ground Root Removal per paragraph C.12.d	30	EA	\$ _____	\$ _____
0002AG	Grassing per paragraph C.12.e	10,000	SY	\$ _____	\$ _____
0002AH	Erosion Control per paragraph C.12.f	120	CY	\$ _____	\$ _____
0002AJ	Underbrushing per paragraph C.12.g Tree Pruning per paragraph C.12.h	80,000	SY	\$ _____	\$ _____
0002AK	DBH ≤ 6"	15	EA	\$ _____	\$ _____
0002AL	6" < DBH < 18"	25	EA	\$ _____	\$ _____
0002AM	DBH ≥ 18"	5	EA	\$ _____	\$ _____

<u>Item</u>	<u>Supplies/Services</u>	<u>Estimated</u>	<u>*</u>	<u>Unit Price</u>	<u>Amount</u>
		<u>Quantity</u>	<u>Unit</u>		
	Irrigation per paragraph C.12.i				
0002AN	Government System Application	40	APL	\$_____	\$_____
0002AP	Contractor System Application	30,000	SY	\$_____	\$_____
0002AQ	Site Specific Application	100	APL	\$_____	\$_____
0002AR	Distant Site Application	50	APL	\$_____	\$_____
	Tree and Shrub Establishment per paragraph C.12.j				
0002AS	Trees, 3" Trunk Diameter	20	EA	\$_____	\$_____
0002AT	Shrubs, 1-Gallon Size	40	EA	\$_____	\$_____
0002AU	Shrubs, 5-Gallon Size	20	EA	\$_____	\$_____
0002AV	Severe Shrub Pruning per paragraph C.12.k	60	EA	\$_____	\$_____
0002AW	Sodding per paragraph C.12.l	1,000	SY	\$_____	\$_____
0002AX	Sprigging per paragraph C.12.m	2,000	SY	\$_____	\$_____
0002A!	!ADD ADDITIONAL TASKS AS NEEDED!				
	TOTAL PRICE FOR BASE PERIOD				\$_____
	(Contract Line Items 0001 - 0002)				

Item	Supplies/Services	Amount
0003	Performance of firm fixed-price work for the FIRST OPTION PERIOD (!INSERT DATE! through !INSERT DATE!) in accordance with the Performance Work Statement contained in Section C. Payment of monthly invoices will be based upon the table provided in Attachment J-G1.	\$ _____

Item	Supplies/Services	Estimated Quantity	* Unit	Unit Price	Amount
------	-------------------	-----------------------	-----------	------------	--------

SCHEDULE OF INDEFINITE QUANTITY WORK - UNIT PRICED TASKS

0004	Performance of indefinite quantity unit priced tasks for the FIRST OPTION PERIOD (!INSERT DATE! to !INSERT DATE!) in accordance with the Performance Work Statement contained in Section C. The quantities listed below are realistic estimates provided solely for the purpose of bid evaluation and are not hereby purchased.				\$ _____
0004AA	Unscheduled Grass Cutting per paragraph C.12.a	130	ACRE	\$ _____	\$ _____
0004AB	Raking per paragraph C.12.b Tree Removal per paragraph C.12.c	6,000	SY	\$ _____	\$ _____
0004AC	DBH ≤ 6"	50	EA	\$ _____	\$ _____
0004AD	6" < DBH < 18"	25	EA	\$ _____	\$ _____
0004AE	DBH ≥ 18"	10	EA	\$ _____	\$ _____
0004AF	Stump and Above Ground Root Removal per paragraph C.12.d	30	EA	\$ _____	\$ _____
0004AG	Grassing per paragraph C.12.e	10,000	SY	\$ _____	\$ _____
0004AH	Erosion Control per paragraph C.12.f	120	CY	\$ _____	\$ _____
0004AJ	Underbrushing per paragraph C.12.g Tree Pruning per paragraph C.12.h	80,000	SY	\$ _____	\$ _____
0004AK	DBH ≤ 6"	15	EA	\$ _____	\$ _____
0004AL	6" < DBH < 18"	25	EA	\$ _____	\$ _____
0004AM	DBH ≥ 18" Irrigation per paragraph C.12.i	5	EA	\$ _____	\$ _____
0004AN	Government System Application	40	APL	\$ _____	\$ _____
0004AP	Contractor System Application	30,000	SY	\$ _____	\$ _____
0004AQ	Site Specific Application	100	APL	\$ _____	\$ _____

Item	Supplies/Services	Estimated Quantity	* Unit	Unit Price	Amount
0004AR	Distant Site Application	50	APL	\$_____	\$_____
	Tree and Shrub Establishment per paragraph C.12.j				
0004AS	Trees, 3" Trunk Diameter	20	EA	\$_____	\$_____
0004AT	Shrubs, 1-Gallon Size	40	EA	\$_____	\$_____
0004AU	Shrubs, 5-Gallon Size	20	EA	\$_____	\$_____
0004AV	Severe Shrub Pruning per paragraph C.12.k	60	EA	\$_____	\$_____
0004AW	Sodding per paragraph C.12.1	1,000	SY	\$_____	\$_____
0004AX	Sprigging per paragraph C.12.m	2,000	SY	\$_____	\$_____
0004A!	!ADD ADDITIONAL TASKS AS NEEDED!				
	TOTAL PRICE FOR FIRST OPTION PERIOD				\$_____
	(Contract Line Items 0003 - 0004)				

* APL - Application
EA - Each
CY - Cubic Yard
SY - Square Yard

END OF SECTION B

PART I - THE SCHEDULE

SECTION C: DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

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PART I - THE SCHEDULE

SECTION C: DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

!*****
NOTE TO SPECIFICATION WRITER: The GENERAL INTENTION paragraph defines the overall scope of the contract. It should be carefully written so that if additional work is required, the contract can be modified by an in-scope modification.
*****!

C.1 GENERAL INTENTION. The intention of this solicitation is to obtain grounds maintenance services for !INSERT NAME OF ACTIVITY! by means of a combination firm fixed-price and indefinite quantity contract.

!*****
NOTE TO SPECIFICATION WRITER: The GENERAL REQUIREMENTS paragraph provides a general description of the services required by the contract.
*****!

C.2 GENERAL REQUIREMENTS. The Contractor shall furnish all labor, management, supervision, tools, materials, equipment, and transportation necessary to provide grounds maintenance services in accordance with contract requirements. Grass cutting, edging, pruning, cultivation and mulching, fertilization, trash and litter collection and disposal, ditch cleaning, fence line maintenance, raking, tree and stump removal, erosion control, irrigation, grassing, sodding, and other miscellaneous services are included. The use of herbicides to accomplish certain grounds maintenance functions may be permitted if approved by the Contracting Officer in accordance with provisions specified in paragraph C.6.d.

!*****
NOTE TO SPECIFICATION WRITER: The DEFINITIONS - TECHNICAL paragraph contains definitions associated with Section C. Definitions should be inserted in alphabetical order. Avoid using acronyms, terms, or titles in Section C that are not identified and defined in this paragraph.
*****!

C.3 DEFINITIONS - TECHNICAL. As used throughout this contract, the following terms shall have the meanings set forth below.

a. Contracting Officer (KO). A person with the authority to enter into, administer, and/or terminate contracts and make related determinations and findings. The term includes certain authorized representatives of the Contracting Officer acting within the limits of their authority as delegated by the Contracting Officer.

b. Contractor. Refers to both the prime Contractor and subcontractors. The prime Contractor shall ensure all subcontractors comply with the provisions of this contract.

c. Debris. Includes, but is not limited to, paper, cans, bottles, limbs and branches, pine straw and pinecones, leaves, rocks, and other similar items.

d. Diameter at Breast Height (DBH). The diameter at breast height as measured 4½ feet above ground level.

e. Environmental Protection Agency (EPA). The federal agency delegated authority to enforce the Federal Insecticide, Fungicide, and Rodenticide Act (FIFRA).

f. Federal Holidays. New Year's Day; Martin Luther King, Jr. Day; Presidents' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, Christmas Day.

g. Fertilization. The process of applying natural and synthetic materials to the soil where it has become deficient in nutrients essential for proper plant growth.

h. Grass Cutting. Includes cutting and trimming all grasses, weeds, and other vegetation that is 1 inch or less in diameter (at ground level).

i. Maintenance Level. A designation used to specify the frequency of services and type of grounds maintenance required on a land parcel.

j. Parcel. A given area of land. Each area shown on maps accompanying this specification is divided into various parcels.

k. Performance Requirements Summary (PRS) Table. A table (see Attachment J-C1) delineating work requirements, standards of performance, Quality Benchmarks (QBs), and weights for each contract requirement. The PRS is used by the Government in assessing Contractor performance and contains the information necessary to calculate deductions for unsatisfactorily performed or nonperformed work.

l. Pesticide. Any substance or mixture of substances intended for preventing, destroying, repelling, or mitigating any pest, and any substance or mixture of substances intended for use as a plant regulator, defoliant, or desiccant.

m. Pruning. Selectively removing living or dead parts or branches of plants and trees to improve shape or stimulate growth.

n. Quality Assurance Evaluator (QAE). The Government employee designated by the KO to monitor Contractor performance.

o. Regular Working Hours. The Government's regular (normal) working hours are from !STARTING HOUR! to !ENDING HOUR!, Monday through Friday, except Federal Holidays and other days specifically designated by the KO.

p. Shearing. Clipping all growth on a plant at a uniform distance or to create a specific shape.

!*****
NOTE TO SPECIFICATION WRITER: Government-furnished property may include real property or personal property. The specification writer must clearly identify Government-furnished facilities, equipment, and material, if any, and provide detailed listings in Section J. Normally, the activity should attempt to provide at least a lay down site where the Contractor may store grounds maintenance equipment. Such a site, if available, would tend to reduce the cost of contracting. The provision of minimal office space and/or equipment

maintenance facilities, if available, should also be considered. Ensure NAVFAC clause 5252.245-9300 in Section I is properly completed.

*****!

C.4 GOVERNMENT-FURNISHED PROPERTY, MATERIALS AND SERVICES. In accordance with NAVFAC 5252.245-9300, "GOVERNMENT-FURNISHED PROPERTY, MATERIALS AND SERVICES" clause, Section I, and the following paragraphs, the Government will furnish or make available to the Contractor certain Government-owned facilities, equipment, materials, and utilities for use in connection with this contract.

!SELECT EITHER a. OR a.(OPTIONAL)!

a. Government-Furnished Facilities. The Government will furnish or make available to the Contractor the facilities described in Attachment J-C2.

a.(OPTIONAL) Government-Furnished Facilities. The Government will not provide office space or operational facilities to the Contractor. The Contractor shall secure and maintain the necessary office space and other facilities required for the performance of this contract at his/her own expense.

!SELECT EITHER b. OR b.(OPTIONAL)!

b. Government-Furnished Equipment. The Government will furnish or make available to the Contractor the tools and equipment listed in Attachment J-C3.

b.(OPTIONAL) Government-Furnished Equipment. The Government will not provide tools or equipment to the Contractor. The Contractor shall furnish all tools and equipment required for the performance of this contract.

!SELECT EITHER c. OR c.(OPTIONAL)!

c. Government-Furnished Material. The Government will furnish or make available the material described in Attachment J-C4 to the Contractor.

c.(OPTIONAL) Government-Furnished Material. The Government will not provide any materials to the Contractor.

!*****!
NOTE TO SPECIFICATION WRITER: Ensure NAVFAC clause 5252.245-9300 completely describes the utility services to be provided, applicable rates of reimbursement, etc.

*****!

d. Availability of Utilities. The Government will furnish utility services as specified in NAVFAC 5252.245-9300, "GOVERNMENT-FURNISHED PROPERTY, MATERIALS AND SERVICES" clause, Section I.

!*****!
NOTE TO SPECIFICATION WRITER: Few material standards apply to grounds maintenance services beyond the general requirements of the following paragraph. If the user adds services for which specific material standards are needed, they may be specified below or in an attachment in Section J.

*****!

C.5 CONTRACTOR FURNISHED ITEMS. Except for items listed in paragraph C.4, the Contractor shall provide all facilities, equipment, materials, and services to perform the requirements of this contract.

C.6 MANAGEMENT. The Contractor shall manage the total work effort associated with the services required herein to ensure fully adequate and timely completion of these services, and permit tracking of work in progress. Such management includes, but is not limited to, planning, scheduling, cost accounting, report preparation, establishing and maintaining records, and quality control. The Contractor shall provide staff with the necessary management expertise to assure the performance of the required work.

a. Work Control. The Contractor shall plan and schedule work to assure material, labor, and equipment are available to complete work requirements with regard to the established time limits and quality standards. Verbal scheduling and status reports shall be provided when requested by the Contracting Officer. The status of any item of work must be provided within !INSERT! hours of the inquiry during the Contractor's regular working hours, and within !INSERT! hours after regular working hours.

b. Allowable Work Hours. All work shall be performed during regular working hours as defined in paragraph C.3.o unless specified differently elsewhere. If the Contractor desires to carry on work on Sunday, holidays, or outside regular working hours, he/she must obtain the written approval of the Contracting Officer.

!*****
NOTE TO SPECIFICATION WRITER: In the following paragraph, specify those areas where work must be scheduled for accomplishment during specific periods, such as after regular working hours, prior to 12:00 noon, etc.
*****!

c. Work Schedule. The Contractor shall arrange work to prevent interference with the normal occurrence of Government business. In those cases where some interference is unavoidable, the Contractor shall make every effort to minimize the impact of the interference and its effects. Proposed work schedules shall be submitted to the KO monthly at least five working days prior to the start of the schedule month, and shall indicate the proposed date of accomplishment of all required services by parcel. Once approved, the Contractor shall strictly adhere to the schedule to facilitate the Government's inspection of the work. The KO shall be notified at least two working days in advance of the scheduled date of any work requirements that will not be accomplished as scheduled. When non-essential services have been scheduled on the date a holiday occurs, such services shall be performed on the following working day.

!*****
NOTE TO SPECIFICATION WRITER: When submitted by the Contractor, Planned Pesticide Use Sheets, including labels and Material Safety Data Sheets, must be forwarded to the cognizant NAVFAC EFD Pest Management Consultant (PMC) for approval. These documents will be included in the Activity Pest Management Plan, which will be amended when changes occur in the herbicides used by the Contractor.
*****!

d. Herbicides. All herbicides used by the Contractor shall be registered with the EPA and the applicable state lead agency for the intended use. For each proposed herbicide, the Planned Pesticide Use Sheet (Attachment J-C5), including labels and Material Safety Data Sheets (MSDS), shall be submitted to the KO for approval at least 15 calendar days prior to the contract start date. Any changes in approved herbicides shall be submitted for approval at least five working days in advance of the anticipated use.

(1) Licensing and Certification. The Contractor shall be licensed by the State of !INSERT STATE! to provide vegetation control in the categories used in the performance of this contract; proof of certification and licensing must be provided prior to contract award. All work shall be performed by certified, responsible individuals, and in accordance with federal, state, local, and installation laws and regulations.

(2) Dispersal Equipment. All tanks, hoses, pumps, control valves, and gauges shall be free of visible deterioration, shall not leak, and shall operate at the manufacturer's recommended rates and pressures. Equipment that has failed shall be repaired and/or replaced by the Contractor prior to resuming operations. Extreme care shall be exercised to avoid entry of herbicides into drainage structures, streams, ditches, etc.

(3) Records and Reports. The Contractor shall maintain daily records of all herbicide applications using the Pest Management Data System (PMDS) or other computer system currently being used by the Department of Defense. Records shall be input within 24 hours of performance. PMDS Reports shall be made available upon request for inspection, and forwarded to the KO with the monthly invoice following the month of application. Reports rejected by the KO for improper preparation shall be corrected and return by the Contractor at no additional cost to the Government. The Government will provide software only. Hardware requirements are as follows: 486 IBM compatible computer with DOS 3.3 or higher, 10 MB disk space, and at least 500 K of executable memory. Should herbicide usage be limited to two or three applications per month, the Contractor may complete a hard copy of the PMDS Report (Attachment J-C6) in lieu of computer entry, and submit to the KO within 24 hours of performance.

!*****
NOTE TO SPECIFICATION WRITER: Maintenance Level I is the designation given to areas requiring the highest quality of grounds maintenance. Typical Maintenance Level I areas are around headquarters buildings, hospitals, VIP routes, etc.
*****!

C.7 MAINTENANCE LEVEL I. Attachment J-C7 provides information on the location and geographic boundaries of the land parcels that make up Maintenance Level I areas, and a summary of the types and quantities of vegetation they contain.

a. Grass Cutting. All grassed areas located within this maintenance level shall be cut to a uniform height between !INSERT! and !INSERT! inches at the frequencies specified in Attachment J-C8. Grass areas close or adjacent to buildings, hydrants, parking lots, manholes, fences, trees, hedges, and shrubs are included in mowing requirements, and may require hand mowing. If any bare ground within the limits of a lawn area becomes vegetated with grass, weeds, or other similar growths through natural spread, it shall be maintained as part of the basic contract.

(1) Prior to cutting, any debris that would detract from the finished appearance of the cut or present a safety hazard shall be removed from within the maintenance area. This includes removal of debris lodged in shrubs, hedges, fences, and along foundations and other walls. Debris shall be disposed of off the activity the same day as collected.

(2) Grass cutting shall be accomplished free of scalping, rutting, bruising, and uneven and rough cutting. Cutting equipment shall have sharp cutting edges that produce a neat, clean, even cut. Use of cutting equipment that is out of adjustment, thereby causing streaks or irregularities, uneven cutting, plowing, or gouging of the soil, is not permitted. After cutting, grass shall have a uniform height. Grass clippings shall be uniformly distributed over the mowed area, and shall not be windrowed or deposited in piles or clumps. Grass clippings and trimmings shall be removed from sidewalks and other paved areas the same day the grass is cut, and disposed of off the activity.

(3) Trimming around trees, shrubs, flower and shrub beds, cultivated areas, poles, walls, valves, and other similar objects shall be accomplished to match the height and appearance of the surrounding mowed grass. Trimming may be accomplished by hand clipping, portable string trimmer equipment, or herbicides. Trimming operations shall not damage trees and shrubs. Herbicide treatment shall be confined to an area extending 12 inches from the object being trimmed. Grassed areas, trees, or shrubs which are killed or damaged as a result of the Contractor's work shall be repaired or replaced by the Contractor at no cost to the Government. Trimming operations shall be considered a part of grass cutting and accomplished concurrently with grass cutting operations. Grass cutting will not be considered complete until all trimming operations are accomplished.

b. Edging. All sidewalks, driveways, street edges, curbs, and other paved areas located within this maintenance level shall be edged in accordance with the frequencies specified in Attachment J-C8. Edging shall create a ½-inch wide and 1-inch deep clear zone immediately adjacent to the paved surface. Edged lines shall be neat and clean, and shall be free of scalping, rutting, bruising, and uneven and rough cutting. Vegetation that has encroached onto paved areas shall be removed and disposed of off the activity.

(1) All edging shall be performed by mechanical (non-herbicidal) means, except where driveway and street pavement edges are not discernable due to grass encroachment. In these cases, a straight and even line approximating the pavement edge shall be established and maintained using a contact herbicide or by mechanical means; herbicides shall not be used to eliminate or reduce normal mechanical edging.

(2) In conjunction with the performance of edging, all vegetation shall be removed from expansion joints and cracks in all paved surfaces in the parcel being edged. Herbicides may be used to reduce the amount of mechanical work.

(3) Debris generated by edging operations which falls or is thrown on sidewalks, curbs, gutters, streets, or nearby grass, shall be removed from the site the same day the edging is accomplished and disposed of off the activity.

c. Plant and Shrub Pruning. Shrubs, hedges, and cultivated plants shall be pruned at the frequency shown in Attachment J-C8. All clippings and debris shall be removed from the site the same day and disposed of off the activity. Pruning shall be accomplished to:

(1) Remove new growth attaining a length of !INSERT NUMBER! inches.

(2) Reduce the size of each plant by clipping roughly 20-30% of the total surface area approximately 3 to 6 inches inside the normal pruned surface. This interior clipping shall be uniformly distributed over the entire plant, and shall be performed at the same time new growth is removed.

(3) Evenly form and balance each plant consistent with natural growth habits. Box or circular shaping is not acceptable, except with hedges. Hedges shall be sheared or pruned, as appropriate, to maintain their established shape and appearance.

(4) Remove dead, diseased, weak, or broken branches. If the whole plant should die, remove the entire plant to 6 inches below ground level. If in a lawn area, the hole and any other surface damage caused by removal shall be filled with topsoil, fertilized, raked, and seeded. If the hole is not in a lawn area, it shall be filled with topsoil and the surface prepared to match the surrounding surface, or a task order will be issued and another shrub planted.

(5) Remove vines, tree sprouts, ground cover, or any other extraneous vegetation from under or on plants.

(6) Remove growth in front of windows, over entranceways or walks, or where vision is obstructed at street intersections.

d. Cultivation and Mulching of Shrubs, Hedges, and Flower Beds. Shrubs, hedges, and flower beds shall be cultivated and mulched at the frequencies specified in Attachment J-C8. Cultivation shall extend a sufficient distance from bases of shrubs to ensure protection from damage by lawn mowers and trimmers/edgers, and provide proper care for the plants, but in no case less than 18 inches. Cultivation shall extend to a depth of 2 inches while ensuring the roots of the plants are not damaged. All extraneous vegetation, such as grass, weeds, and tree sprouts, shall be removed. All edges shall be worked to a neat and true line. All timber, brick, concrete, aluminum, or plastic bed edging shall be realigned as needed. Debris encountered during cultivation shall be removed and disposed of off the activity. Mulch in bed areas, such as wood bark chips, pine straw, etc., shall be well groomed after cultivation. Additional mulch of the same type as existing shall be provided and placed around all shrubs and flower beds as required maintaining a minimum depth of 3 inches. Shrubbery without existing mulch shall be mulched to a minimum depth of 3 inches with !INSERT TYPE! mulch.

!*****
NOTE TO SPECIFICATION WRITER: The user should contact the geographic EFD Natural Resources Branch for guidance on the type and amount of fertilizer to specify, the period of application, etc.
*****!

e. Fertilization. The Contractor shall furnish and uniformly apply !INSERT! pounds per acre of granular !% NITROGEN!-!% PHOSPHOROUS!-!% POTASSIUM! (N-P-K) analysis fertilizer to all parcels within this maintenance level at the frequency specified in Attachment J-C8. Fertilizer shall be delivered to the site in original, unopened containers bearing the manufacturer's chemical analysis, name, trade name, trademark, and indication of conformance to state and federal laws. Fertilizer may be furnished in bulk only if accompanied by a

certificate providing the same information mentioned above with each delivery. Fertilizer shall be applied only when grass blades are free of moisture. Ground cover plants and shrubbery beds shall be fertilized concurrently with lawn application, and at the same rates.

f. Trash and Litter Collection and Disposal. The Contractor shall collect trash and litter in all grassed areas, flower and shrub beds, wooded areas, sidewalks, streets, and curbs in Maintenance Level I at the frequency specified in Attachment J-C8. Trash and litter does not include natural vegetation such as leaves, pine straw, and limbs. All trash and litter shall be disposed of off the activity the same day as collected.

!*****
NOTE TO SPECIFICATION WRITER: Service levels in paragraph C.8 are somewhat less than those in Maintenance Level I. Typical Maintenance Level II areas are drill and ball fields, playgrounds, lawns around non-headquarters buildings, along roadways, and common grounds in housing areas. Pruning and cultivation/mulching services have not been included in this maintenance level, but may be added.
*****!

C.8 MAINTENANCE LEVEL II. Attachment J-C7 provides information on the location and geographic boundaries of the land parcels that make up Maintenance Level II areas, and a summary of the types and quantities of vegetation they contain.

a. Grass Cutting. All grassed areas located within this maintenance level shall be cut to a uniform height between !INSERT! and !INSERT! inches at the frequencies specified in Attachment J-C8. All other requirements for grass cutting and trimming are the same as for Maintenance Level I, as specified in paragraph C.7.a.

b. Edging. All sidewalks, driveways, street edges, curbs, and other paved areas located within this maintenance level shall be edged in accordance with the frequencies specified in Attachment J-C8. All other requirements for edging are the same as for Maintenance Level I, as specified in paragraph C.7.b.

c. Fertilization. The Contractor shall furnish and uniformly apply !INSERT! pounds per acre of granular !% NITROGEN!-!% PHOSPHOROUS!-!% POTASSIUM! (N-P-K) analysis fertilizer to all parcels within this maintenance level at the frequency specified in Attachment J-C8. All other requirements for fertilization are the same as for Maintenance Level I, as specified in paragraph C.7.e.

d. Trash and Litter Collection and Disposal. The Contractor shall collect trash and litter in all grassed areas, flower and shrub beds, wooded areas, sidewalks, streets, and curbs in Maintenance Level II at the frequency specified in Attachment J-C8. Trash and litter does not include natural vegetation such as leaves, pine straw, and limbs. All trash and litter shall be disposed of off the activity the same day as collected.

!*****
NOTE TO SPECIFICATION WRITER: Maintenance Level III includes grass cutting only. Additional services should be added if desired, as well as any special requirements such as access restrictions to airfield and magazine areas, trimming/herbicide around runway and security lights, etc. Examples of special requirements for airfield and magazine areas are provided below. These

must be tailored to include site-specific requirements, or deleted if not applicable.

*****!

C.9 MAINTENANCE LEVEL III. The Contractor shall provide grass-cutting services in Maintenance Level III areas at the frequency specified in Attachment J-C8. Attachment J-C7 provides information on the location and geographic boundaries of the land parcels that make up Maintenance Level III areas, and a summary of the quantities of grass to be cut. With the exception of specific modifications made in the following paragraphs, all requirements for grass cutting and trimming are the same as for Maintenance Level I, as specified in paragraph C.7.a.

a. Magazine Areas. Grass in magazine areas shall be cut to a uniform height between !INSERT! and !INSERT! inches. Since magazines are steeply sloped with grades exceeding 1 to 1 (45 degrees), they shall be cut with sling blades, portable string trimmers, or other special equipment manufactured for such purposes. Equipment that results in gouging, plowing, or rutting of the soil is prohibited. Because access to magazine areas is controlled and restricted, the Contractor shall closely coordinate proposed changes in approved work schedules with the KO.

b. Airfield Areas. All grassed areas in parcels 39 through 45 shall be cut to a uniform height between !INSERT! and !INSERT! inches.

(1) Prior to work assignment in airfield areas, Contractor employees shall attend a !INSERT NUMBER OF HOURS!-hour field indoctrination course provided by the Government for instruction on the proper use of radio communications equipment and airfield operation procedures. All persons driving or working in airfield areas shall maintain continuous radio contact with the control tower. Two-way radios will be provided and maintained by the Government.

(2) Entry to and exit from airfield areas shall be made only at the locations and along routes designated in Attachment J-C7. The KO must approve access at any other points in advance. Employees and equipment shall not cross runways, taxiways, or aprons without advance clearance from the control tower. No equipment shall be parked or left overnight in airfield areas.

(3) Herbiciding shall be used to eliminate vegetation within 2 feet of vertical obstructions such as lights, signs, trenches of arresting gear, chains in arresting gear, culverts, drains, and in cracks and voids of paved surfaces. Any grass or debris on aprons, taxiways, or runways shall be removed immediately.

c. Other Areas. Grass in all other areas in Maintenance Level III shall be cut to a uniform height between !INSERT! and !INSERT! inches.

!*****!

NOTE TO SPECIFICATION WRITER: Railroad and power line right-of-ways are discussed below to illustrate the types of areas that could be included in Maintenance Level IV. Similar requirements could apply to other open areas; the user must add specific requirements.

*****!

C.10 MAINTENANCE LEVEL IV. The Contractor shall cut all brush, weeds, grasses, and small trees (1 inch or less in diameter at ground level) in railroad and power line right-of-ways. All such vegetation shall be cut to within 4 inches of ground level. Cuts in railroad right-of-ways shall extend from the edge of the ballast area to the wood line, to the top of the back slope where no wood line exists, or to !INSERT NUMBER! feet on each side of the railroad center line, whichever is less. Parcel locations and sizes are indicated in Attachment J-C7. Work shall be accomplished at the frequency specified in Attachment J-C8.

!*****
NOTE TO SPECIFICATION WRITER: The following services are not limited to a specific maintenance level or parcel. Since the scope and frequency of this work are well defined, these services are included in the firm fixed-price portion of the contract. The same items could be included in the indefinite quantity portion of the contract if the frequency is unknown. For example, if ditches do not always require regular cleaning, include this service in the indefinite quantity portion of the contract. Add additional miscellaneous services as needed.
*****!

C.11 MISCELLANEOUS FIRM FIXED-PRICE WORK

a. Ditch Cleaning. All ditches identified in Attachment J-C7 shall be cleaned at the frequency specified in Attachment J-C8. Vegetation on bottom and sides of drainage ditches shall be cut to a height of !INSERT! inches. Mouths of ditches, inlets, and outlets shall be cleared of sediment, vegetation, and debris to allow unrestricted flow of water. Where ditch bottoms are paved, all mud and debris shall be removed from the paved surface. Where ditch bottoms are not vegetated and have intermittent water flow, woody and aquatic vegetation shall be removed or chemically treated. Approved herbicides for vegetation control may be permitted. All debris resulting from ditch cleaning operations shall be removed and disposed of off the activity the same day as cleaning.

b. Fence Line Maintenance. Work shall consist of the removal of grass, weeds, trees (less than 2 inches in diameter at ground level), and all other vegetation to ground or pavement level within !INSERT! inches on both sides of fence lines. Unless otherwise specified in Attachment J-C7, removal may be by mechanical or approved chemical methods. Work shall be accomplished at the frequencies specified in Attachment J-C8. Debris generated shall be removed and disposed of off the activity the same day as fence line maintenance.

!*****
NOTE TO SPECIFICATION WRITER: The following paragraph is included to describe the procedures that will be used to order indefinite quantity work, and to illustrate how detailed scopes of work must be provided for each contract line item. If additional contract line items are included in Section B, they too should be described below.
*****!

C.12 INDEFINITE QUANTITY WORK. Indefinite quantity work will be ordered by the KO on a task order in accordance with the "PROCEDURES FOR ISSUING ORDERS" clause in Section G. The task order will specify the exact locations and types of work to be accomplished. Attachment J-C9 indicates the minimum and maximum quantities the Government may include on a single task order, as well as the number of Contractor working days in which task orders must be completed.

a. Unscheduled Grass Cutting. Unscheduled grass cutting includes a one time cutting of a specific area(s) when services are required between scheduled cuttings, or in grounds areas that may not be included in the firm fixed-price portion of the contract. Work shall be performed in accordance with the standards specified in paragraph C.7.a.

b. Raking. This work includes the raking and removal of leaves, pine straw and pinecones, limbs, and other debris from the raked area. All debris shall be disposed of off the activity the day of collection.

c. Tree Removal. Trees, their stumps, and above ground roots shall be removed to a depth of 6 inches below normal ground elevation. Removal operations shall avoid unnecessary soil excavation and ground disruption. All debris shall be disposed of off the activity the day of removal. If in a lawn area, the stump hole and any other surface damage caused by removal shall be filled with topsoil, fertilized, raked, seeded, and grass established. Fertilization, seeding, and grass establishment shall be performed in accordance with the requirements of paragraph C.12.e; however, the cost of all work shall be included in the unit price for tree removal. If the hole is not in a lawn area, it shall be filled with topsoil and the surface prepared to match the surrounding surface.

d. Stump and Above Ground Root Removal. Stumps and above ground roots shall be removed to a depth of 6 inches below normal ground elevation. Removal operations shall avoid unnecessary soil excavation and ground disruption. All debris shall be disposed of off the activity the day of removal. If in a lawn area, the stump hole and any other surface damage caused by removal shall be filled with topsoil, fertilized, raked, seeded, and grass established. Fertilization, seeding, and grass establishment shall be performed in accordance with the requirements of paragraph C.12.e; however, the cost of all work shall be included in the unit price for stump removal. If the hole is not in a lawn area, it shall be filled with topsoil and the surface prepared to match the surrounding surface.

!*****
NOTE TO SPECIFICATION WRITER: The user should contact the geographic EFD Natural Resources Branch for guidance on the establishment of grass in the activity's area. Specify requirements for type of grass, fertilization, lime, etc.
*****!

e. Grassing. Bare and slightly eroded areas (areas which vary in size from 10 to 1000 square feet and can be repaired with the placement of 4 inches or less of topsoil) shall be filled with topsoil to a minimum depth of 2 inches, raked, fertilized, seeded, and watered to establish a healthy grassed covering. If existing in sufficient depth, topsoil shall be scarified to a depth of 1 to 2 inches prior to application of fertilizer and seed. Fertilizer shall be uniformly applied at a rate of !INSERT! pounds per 1000 square feet. Seed shall be !INSERT SPECIFIC REQUIREMENTS!, and the area completely but lightly covered with straw mulch, then watered. Matting or other suitable erosion control material shall be placed in steep terrain areas and along natural and man-made drainage ways. Establishment shall include watering and providing other continuing care as necessary to firmly establish new grass growth and ensure proper development. Grassed areas that die or fail to develop noticeable growth for a period of one year after seeding shall be re-grassed by the Contractor at no additional cost to the Government.

!*****
NOTE TO SPECIFICATION WRITER: The user should contact the geographic EFD
Natural Resources Branch and/or the local U.S. Department of Agriculture Service
Center for guidance on erosion control in the activity's area. Specify
requirements for type of fill, compaction requirements, depth of topsoil, etc.
Erosion Control may be ordered in conjunction with Grassing, or stabilization
requirements may be specified as part of erosion control as in the following
example.
*****!

f. Erosion Control. Soil erosion damage which is beyond the scope of that
defined in paragraph C.12.e shall be repaired by filling in washed out/bare
areas (areas requiring less than five cubic yards of fill soil) with !INSERT!
type soil to within 4 inches of normal ground elevation. This soil shall be
compacted to !INSERT!, then topsoil placed to return the area to normal ground
elevation. Subsequently, the area shall be raked, fertilized with !INSERT!
pounds of fertilizer per 1000 square feet, seeded with !INSERT SPECIFIC
REQUIREMENTS!; covered with straw, matting, or other material suitable to reduce
the effects of erosion; and watered to establish a healthy grassed covering.
Repaired areas shall be watered and otherwise cared for until grass is firmly
established. Repaired areas on which grass dies or fails to develop noticeable
growth, or which again erode within one year, shall be repaired and re-grassed
by the Contractor at no additional cost to the Government.

g. Underbrushing. All brush, weeds, and small trees (3 inches and below in
diameter at ground level) shall be cut back to within 1 inch of ground level.
Any vegetation to be saved will be identified by the KO prior to starting work.
Debris resulting from operations, as well as debris found in the underbrushing
area, shall be removed from the site and disposed off of the activity.

h. Tree Pruning. Trees shall be pruned in accordance with the following
guidelines to selectively remove unwanted growth and encourage trees to grow or
respond in a desired manner. All tree pruning shall be accomplished under the
supervision of a certified tree worker or arborist furnished by the Contractor.
This individual shall be trained, experienced, and otherwise qualified in proper
tree pruning techniques. Verification of such training, experience, and
qualifications must be acceptable to the KO before tree pruning commences. The
Contractor shall propose a pruning plan for each tree for approval by the KO
prior to starting work. Trees shall be pruned according to their natural growth
habit to evenly form and balance the tree, to promote proper health and growth,
to respond to damage inflicted by natural or human causes, and to prevent
interference with pedestrian and vehicular traffic. All clippings and debris
shall be removed and disposed of off the activity the same working day. Pruning
shall be accomplished to:

(1) Remove dead, damaged, or diseased wood; or structurally weak limbs
that may cause a safety hazard or unsightly appearance, including the removal of
dead palm fronds.

(2) Remove branches that extend over buildings and endanger roofs,
eaves, and windows; or hang within 8 feet vertically of sidewalks, parking lots,
and driveways.

(3) Provide clearance for buses, moving vans, and similar vehicles
along streets.

(4) Cut back branches that overhang or grow into power lines. The Contractor shall anticipate the effects of wind on branches that might fall on power lines, and cut back accordingly. The entire tree shall be shaped vice notching the top.

(5) Remove growth of small trees in front of windows, over entranceways or walks, and that will obstruct vision at street intersections.

(6) Remove sprouts that grow from the trunk to the height of the first major lateral limb.

(7) Remove branch stubs. All branches shall be removed back to the next major limb or the tree trunk. Pruning cuts shall be performed in a manner that leaves the branch collar exposed (with no stub beyond the branch collar).

i. Irrigation. Irrigation involves the artificial application of water to promote proper health, growth, color, and appearance of cultivated vegetation. Grassed areas, shrubs, trees, and ground cover plants shall be irrigated in accordance with the following directions.

!*****
NOTE TO SPECIFICATION WRITER: The user should specify the amount of water required based on local conditions. Watering times should be established which avoid the heat of the day and the promotion of lawn diseases.
*****!

(1) Care shall be exercised by regulating time and equipment to prevent wasting of water, erosion, run-off, or ponding due to excessive quantities or rate of application. Irrigation operations shall be conducted only between the hours !INSERT TIME! and !INSERT TIME! daily.

(2) The Contractor shall be responsible for any damage to plants, lawns, or buildings caused by careless handling of irrigation equipment. Sprinklers shall not be set in such a position as to throw water into doorways, windows, porches, parked cars, or parking areas, or to impede vehicular or pedestrian traffic.

(3) The Government will furnish water from the most convenient existing source. If a fire hydrant must be used for watering, clearance shall be obtained from the KO before use. The Contractor shall furnish all other required supplies, except that Government-owned and permanently installed sprinkler systems may be used where available (see Attachment J-C10). Where such installed sprinkler system equipment does not cover the area adequately, the Contractor shall provide hoses and sprinklers to irrigate the entire area uniformly.

(a) Sprinkler heads and riser connections shall be maintained, repaired, or replaced by the Contractor as necessary to eliminate obstructions, leaks, and other defects which would prevent proper operation, at no additional cost to the Government. Sprinkler heads shall be maintained clear of dirt and other debris for approximately 1 inch around their outside circumference. Replacement sprinkler heads shall be of the same make, manufacturer, and model as existing.

(b) The Government will provide all other required maintenance to installed sprinkler systems due to normal wear and tear, to include time clocks, valve systems, and underground piping up to, but not including, the sprinkler heads and riser connections. Any damage to such systems caused by the Contractor shall be repaired or replaced by the Contractor at no expense to the Government. The Contractor shall promptly report damage to or malfunction of any sprinkler system to the KO.

(4) Hoses, portable sprinklers, portable pipe, and similar irrigation equipment shall be removed from lawn areas at the end of each workday or when not actually in use. All valves, covers, and valve box covers shall be kept closed at all times except when in actual use.

(5) The Contractor shall abide by any local, state, or other water agency regulations or controls in force at the time of this contract.

(6) Irrigation will be ordered as follows:

(a) Government System Application. When irrigation is ordered in an area covered by a Government-owned, permanently installed sprinkler system, the Contractor shall be required to turn on or otherwise open and close valves as necessary to uniformly apply water to the area. !INSERT AMOUNT! of water shall be applied unless the KO specifies a specific application time. As stated previously, in areas where the installed sprinkler system does not cover the area adequately, the Contractor shall provide hoses and sprinklers to irrigate the entire area uniformly at no additional cost.

!*****
NOTE TO SPECIFICATION WRITER: Specify a reasonable number of feet from Government-furnished sources of water to which the Contractor must be capable of watering. Five hundred feet is the maximum recommended.
*****!

(b) Contractor System Application. When irrigation is ordered in an area which is !INSERT! feet or less from a Government provided source of water, the Contractor shall provide hoses, sprinklers, or other equipment as required to irrigate the entire area uniformly. !INSERT AMOUNT! of water shall be applied unless the KO specifies a specific application time.

(c) Site Specific Application. When irrigation is ordered at a point of application, such as an individual tree or shrub, which is !INSERT! feet or less from a Government provided source of water, the Contractor shall provide hoses, sprinklers, or other equipment as required to provide a specific number of gallons at the identified site(s). If within !INSERT! feet of the same water source, up to 10 sites may be specified per application.

(d) Distant Site Application. When irrigation is ordered at a point of application, such as an individual tree or shrub, which is more than !INSERT! feet from a Government provided source of water, the Contractor shall provide water and equipment as required to transport and provide at least !INSERT! gallons of water at the specified site. The Government will furnish water from existing outlets, as identified by the KO.

j. Tree and Shrub Establishment. All plants shall be nursery grown and bear certification indicating species, common name, and grade. Plants shall be healthy, living specimens considered number one grade stock. Planting

procedures shall be in accordance with accepted nursery standards. The Contractor may invoice and payment will be made when initial planting is complete; however, the Contractor shall water and provide continuing care to ensure new plants develop properly. All plants that die or fail to develop noticeable growth within one year of planting shall be replaced by the Contractor with plants of like size and type, at no additional cost to the Government.

(1) Trees. Trees established shall be of species !INSERT!, !INSERT!, or !INSERT! as specified in the task order, with trunk diameters (measured 6 inches up from the ground) of at least 3 inches. Trees shall be planted in accordance with accepted horticultural standards, including fertilization, mulching, and watering. Trees shall be guyed and staked in at least three directions.

(2) Shrubs. Shrubs established shall be of species !INSERT!, !INSERT!, or !INSERT! of the one- and five-gallon size. Shrubs shall be planted in accordance with accepted horticultural standards, including fertilization, mulching, and watering.

k. Severe Shrub Pruning. Severe pruning of shrubs shall consist of removal of all or a major portion of the total shrub growth. The extent of pruning will be indicated by the KO, but generally shall consist of pruning large shrubbery to a level approximately 1 to 3 feet above ground level. Debris resulting from the pruning process shall be disposed of off the activity the same day of pruning.

l. Sodding. Sod shall be !SPECIFY TYPE!. It shall be dense, uniform, and weed free; be certified free of disease, insects, and nematodes; and have good sod strength and minimum thatch. Strength shall be assessed by raising a piece by one end with no tearing and little stretching. It shall have been mowed to a height of 1 to 2 inches within 24 hours of lifting, and shall have a soil depth of 0.5 to 1.25 inches. Do not allow sod to become dry or attain a temperature above 100 degrees F when stacked.

(1) Sod shall be laid on properly prepared, well-graded topsoil that is free of vegetation and has been moistened just prior to placement. Sod blocks shall be placed in rows with pieces butted firmly together. Joints in successive rows shall be staggered. Slopes shall be sodded by beginning at the bottom and laying blocks in rows across the slope. Sod on slopes steeper than 2:1 shall be held in place with wooden pegs. Immediately following placement, sod shall be rolled to ensure firm contact with soil, and cracks filled with topsoil. As soon as this process is complete, and in no case more than 60 minutes after placement, the sodded area shall be irrigated by the uniform application of ½-inch of water.

(2) The Contractor shall water and provide continuing care for sodded areas as necessary to firmly establish new grass growth and development. The Contractor shall replace all grass that dies or fails to develop noticeable growth within one year of sodding at no additional cost to the Government.

m. Sprigging. Sprigs shall be fresh, healthy, living stems (stolons or rhizomes with 50 percent or more of the stems being rhizomes) and attached roots of !SPECIFY TYPE!. Sprigs shall be obtained from approved sources where the sod is heavy and thickly matted, and free from ground pearls and fairy rings. Sprigs shall be free of nut grass (*Cyperus rotundus*), Johnson grass (*Sorghum*

halepense), and other objectionable weeds, and shall contain no material that might be detrimental to the development of the turf. Sprigs shall be planted within 48 hours of harvesting, and shall not be left unprotected in the sun for longer than 15 minutes.

(1) Sprigs shall be planted to a density of 100 linear inches of sprigs per square yard on properly prepared, well-graded topsoil that is free of vegetation. Distribution shall be sufficiently uniform to ensure the maximum spacing of sprigs shall not exceed 12 inches. Immediately after opening furrows, sprigs shall be placed and covered to a depth of approximately 2½ inches after compaction, leaving a portion of each sprig protruding above the soil level. The furrows shall be filled in such a manner that the surface is left even at the designated grade, and compacted with a roller weighing 60 to 90 pounds per linear foot. As soon as this process is complete, and in no case more than 30 minutes after sprigging, the area shall be irrigated by the uniform application of ½-inch of water in a manner that shall prevent erosion, and with watering equipment that will not damage the finished surface.

(2) The Contractor shall water and provide continuing care for sprigged areas as necessary to firmly establish new grass growth and development. The Contractor shall replace all grass that dies or fails to develop noticeable growth within one year of sprigging at no additional cost to the Government.

C.13 GENERAL ADMINISTRATIVE REQUIREMENTS

a. Directives. The Contractor shall comply with applicable Department of Defense (DoD), Secretary of the Navy (SECNAV), Chief of Naval Operations (OPNAV), and other directives, instructions, and regulations as posted or as specified by the KO.

b. Station Regulations

(1) The Contractor and his/her employees shall become acquainted with and obey all Government regulations as posted, or as requested by the KO.

(2) The Contractor shall participate actively in the activity energy conservation program. The Contractor shall comply with the base energy conservation program and shall become familiar with !INSERT ACTIVITY ENERGY CONSERVATION INSTRUCTION NUMBER!. The Contractor superintendent shall represent the Contractor's interests at all meetings of the activity's Energy Conservation and Resource Management Committee. The KO shall approve the use of high energy consuming tools or equipment.

c. Fire Protection. The Contractor and his/her employees shall know where fire alarms are located and how to turn them on. The Contractor shall handle and store all combustible supplies, materials, waste and trash in a manner that prevents fire hazards to persons, facilities, and materials. Contractor employees operating critical equipment shall be trained to properly respond during a fire alarm or fire per local activity instructions.

d. Environmental Protection. The Contractor shall comply with all applicable federal, state, and local laws, and with the regulations and standards as requested by the KO. All environmental protection matters shall be coordinated with the KO. Inspection of any of the facilities operated by the Contractor may be accomplished by the Activity Environmental Protection Coordinator, or authorized officials on a no-notice basis during normal working

hours. In the event that a regulatory agency assesses a monetary fine against the Government for violations caused by Contractor negligence, the Contractor shall reimburse the Government for the amount of that fine and all other costs. The Contractor shall also clean up any oil spills that result from the Contractor's operations. The Contractor shall comply with the instructions of the cognizant Navy Medical Department with respect to avoidance of conditions which create a nuisance or which may be hazardous to the health of military or civilian personnel.

e. Disposal. !SELECT ONE OF THE FOLLOWING OPTIONS! !OPTION 1! Debris, rubbish, hazardous waste and nonusable material resulting from the work under this contract shall be disposed of by the Contractor at his expense off Government property. Hazardous wastes must be disposed of in accordance with the Resource Conservation and Recovery Act and all other applicable federal, state and local laws and regulations. !OPTION 2! Debris, rubbish and nonusable material resulting from the work under this contract may be disposed of on Government property at !INDICATE LOCATION! at the direction of the KO or off Government property at the option of the Contractor. In either case, the Contractor must dispose of all hazardous waste in accordance with the Resource Conservation and Recovery Act and its associated state and local regulations.

f. Safety Requirements and Reports

(1) Prior to commencing work, the Contractor shall meet in conference with the KO to discuss and develop mutual understandings relative to administration of the Safety Program.

(2) The Contractor's workspace may be inspected periodically for OSHA and Navy violations. Abatement of violations will be the responsibility of the Contractor and/or the Government as determined by the KO. The Contractor shall provide assistance to the Safety Office escort and the federal or state OSHA inspector if a complaint is filed. Any fines levied on the Contractor by federal or state OSHA offices due to safety/health violations shall be paid promptly.

(3) The Contractor shall report to the KO, in the manner and on the forms prescribed by the Government, exposure data and all accidents resulting in death, trauma, or occupational disease. All accidents must be reported to the KO within 24 hours of their occurrence.

(4) The Contractor shall submit to the KO a full report of damage to Government property and/or equipment by contractor employees. All damage reports shall be submitted to the KO within 24 hours of the occurrence.

(5) Only emergency medical care is available in Government facilities to Contractor employees who suffer on-the-job injury or disease. Care will be rendered at the rates in effect at the time of treatment. The Contractor shall reimburse the Naval Regional Medical Center Collection Agent upon receipt of statement.

g. Passes and Badges. All Contractor employees shall obtain the required employee and vehicle passes. The Contractor shall, prior to the start of the contract, submit to the KO an estimate of the number of personnel expected to be used at any one time on the contract. The Government will issue badges without charge. Each employee shall wear the Government issued badge over the front of the outer clothing. When an employee leaves the Contractor's service, the

employee's pass and badge shall be returned within !INSERT NUMBER OF DAYS! days. Passes and badges issued to Contractor employees shall not negate the requirement for employee identification required in the "Identification of Contractor Employees" paragraph.

h. Identification of Contractor Employees

(1) The Contractor shall provide to the KO the name or names of the responsible supervisory person or persons authorized to act for the Contractor.

(2) The Contractor shall furnish sufficient personnel to perform all work specified within the contract.

(3) Contractor employees shall conduct themselves in a proper, efficient, courteous and businesslike manner.

(4) The Contractor shall remove from the site any individual whose continued employment is deemed by the KO to be contrary to the public interest or inconsistent with the best interests of National Security.

(5) No employee or representative of the Contractor will be admitted to the site of work unless he furnishes satisfactory proof that he is a citizen of the United States, or, if an alien, his residence within the United States is legal.

(6) All contractor/subcontractor employees working under this contract shall be identified by a distinctive nameplate, emblem, or patch attached in a prominent place on an outer garment. Employee identification shall not be substituted for station required passes or badges.

i. Identification of Contractor Vehicles. The company name shall be displayed on each of the Contractor's vehicles in a manner and size that is clearly visible. All vehicles shall display a valid state license plate and safety inspection sticker, if applicable, and shall be maintained in good repair.

j. Permits. The Contractor shall, without additional expense to the Government, obtain all appointments, licenses, and permits required for the prosecution of the work. The Contractor shall comply with all applicable federal, state, and local laws. Evidence of such permits and licenses shall be provided to the KO before work commences.

k. Insurance. Within fifteen (15) days after the award of this contract, the Contractor shall furnish the KO a *CERTIFICATE OF INSURANCE* as evidence of the existence of the following insurance coverage in amounts not less than the amounts specified below in accordance with the "INSURANCE - WORK ON A GOVERNMENT INSTALLATION" clause, Section I.

(1) The Contractor shall procure and maintain, during the entire period of performance under this contract, the following minimum insurance coverage.

(a) Comprehensive General Liability: \$500,000 per occurrence

(b) Automobile Liability: \$200,000 per person
\$500,000 per occurrence

\$ 20,000 per occurrence for property
damage

(c) Workmen's Compensation: As required by Federal and State
worker's compensation and occupational disease statutes

(d) Employer's Liability coverage: \$100,000, except in states
where worker's compensation may not be written by private carriers

(e) Other as required by State Law

(2) The Certificate of Insurance shall provide for at least 30 days
written notice to the KO by the insurance company prior to cancellation or
material change in policy coverage. Other requirements and information are
contained in the aforementioned insurance clause.

END OF SECTION C

PART III - LIST OF DOCUMENTS, EXHIBITS, AND OTHER ATTACHMENTS

SECTION J: LIST OF ATTACHMENTS

!*****

NOTE TO SPECIFICATION WRITER: The attachment numbers shown below identify the sections where they are discussed. For example, Attachment J-C1 is the first attachment referenced in Section C, and Attachment J-E2 is the second attachment referenced in Section E.

Number pages sequentially for each attachment. For example, J-C1-1 is the first page of Attachment J-C1, J-E2-2 is the second page of Attachment J-E2, etc.

A typical list of attachments is shown in the Table of Contents below.

*****!

TABLE OF CONTENTS

<u>ATTACHMENT</u> <u>NUMBER</u>	<u>TITLE</u>
J-1	Department of Labor Wage Determination
J-C1	Performance Requirements Summary (PRS) Table
J-C2	Government-Furnished Facilities
J-C3	Government-Furnished Equipment
J-C4	Government-Furnished Material
J-C5	Planned Pesticide Use Sheet
J-C6	Pest Management Data System (PMDS) Report
J-C7	Grounds Maintenance Inventory
J-C8	Scheduled Grounds Maintenance Services
J-C9	Indefinite Quantity Work Requirements
J-C10	Irrigation System Inventory
J-E1	Schedule of Deductions
J-E2	Statistically Extrapolated Surveillance Techniques
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ATTACHMENT J-1

DEPARTMENT OF LABOR WAGE DETERMINATION

Attached is Service Contract Act Wage Determination !INSERT NUMBER!. This determination specifies the minimum wages and fringe benefits to be paid under this contract.

ATTACHMENT J-C1

PERFORMANCE REQUIREMENTS SUMMARY (PRS) TABLE

The purpose of this attachment is to:

a. List the contract requirements and work requirements considered most critical to satisfactory contract performance (See PRS Column 1).

b. Summarize the standards of performance in the specification for each specified work requirement (See PRS Column 2).

c. Provide Quality Benchmarks (QBs) for each work requirement (See PRS Column 3). The QB is the defect rate in a population of services which, when exceeded, indicates the Contractor's quality control is not effective. The QB does not represent a threshold for payment deductions. Deductions are taken for all defects (with appropriate credit for rework) regardless of whether the QB was exceeded.

d. Specify the percentage (weight) of contract requirement attributable to each listed work requirement (See PRS Column 4).

!*****
NOTE TO SPECIFICATION WRITER: The percentages in the WEIGHT column are used in conjunction with the Schedules to calculate payment deductions for partially performed work. The user should verify that the percentages shown are representative of the activity's requirements, and modify as required. The QBs shown are suggested rates only.
*****!

WORK REQUIREMENTS (Column 1)	STANDARDS OF PERFORMANCE (Column 2)	QUALITY BENCHMARK (Column 3)	WEIGHT (Column 4)
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1. CONTRACT REQUIREMENT: GRASS CUTTING, MAINTENANCE LEVEL I

A. Timely Completion	Work completed per Contractor's approved schedule and Attachment J-C8 (Paragraphs C.6.c and C.7.a)	2%	15% Item 1.a, Schedule of Deductions
B. Debris Removal	Debris collected prior to cutting and clippings/trimmings removed from paved areas, disposed of off the activity the same day collected or removed (Paragraph C.7.a)	2%	5% Item 1.a, Schedule of Deductions
C. Grass Cutting ¹	Cut to uniform height between !INSERT! and !INSERT! inches, clippings distributed uniformly (Paragraph C.7.a)	2%	60% Item 1.a, Schedule of Deductions
D. Trimming	Area trimmed matches height and appearance of surrounding mowed grass (Paragraph C.7.a)	2%	20% Item 1.a, Schedule of Deductions

2. CONTRACT REQUIREMENT: EDGING, MAINTENANCE LEVEL I

A. Timely Completion	Work completed per Contractor's approved schedule and Attachment J-C8 (Paragraphs C.6.c and C.7.b)	2%	10% Item 1.b, Schedule of Deductions
B. Paved Areas Edged ¹	Clear zone or straight, even line provided, as applicable; vegetation removed from cracks and joints (Paragraph C.7.b)	2%	75% Item 1.b, Schedule of Deductions
C. Debris and Vegetation Removal	Debris from edging operations and vegetation from cracks/joints collected and disposed of off the activity the same day edging is performed (Paragraph C.7.b)	2%	15% Item 1.b, Schedule of Deductions

3. CONTRACT REQUIREMENT: PLANT AND SHRUB PRUNING, MAINTENANCE LEVEL I

A. Timely Completion	Work completed per Contractor's approved schedule and Attachment J-C8 (Paragraphs C.6.c and C.7.c)	3%	10% Item 1.c, Schedule of Deductions
B. Proper Pruning ¹	New growth removed; size reduced; dead, diseased, weak, or broken branches removed; formed and balanced; extraneous vegetation removed; obstructions from doors, windows, walks, and intersections removed (Paragraph C.7.c)	3%	75% Item 1.c, Schedule of Deductions

<u>WORK REQUIREMENTS (Column 1)</u>	<u>STANDARDS OF PERFORMANCE (Column 2)</u>	<u>QUALITY BENCHMARK (Column 3)</u>	<u>WEIGHT (Column 4)</u>
C. Debris Removal	Clippings and extraneous vegetation removed from site same day pruning is performed and disposed of off activity (Paragraph C.7.c)	3%	15% Item 1.c Schedule of Deductions

4. CONTRACT REQUIREMENT: CULTIVATION AND MULCHING, MAINTENANCE LEVEL I

A. Timely Completion	Work completed per Contractor's approved schedule and Attachment J-C8 (Paragraphs C.6.c and C.7.d)	3%	10% Item 1.d, Schedule of Deductions
B. Quality Cultivation ²	Depth 2 inches and distance from base not less than 18 inches, edging realigned, debris and extraneous vegetation removed and disposed of off activity (Paragraph C.7.d)	3%	50% Item 1.d Schedule of Deductions
C. Quality Mulching ²	Mulch well groomed, correct type added to minimum depth of 3 inches (Paragraph C.7.d)	3%	40% Item 1.d Schedule of Deductions

5. CONTRACT REQUIREMENT: FERTILIZATION, MAINTENANCE LEVEL I

A. Timely Completion	Work completed per Contractor's approved schedule and Attachment J-C8 (Paragraphs C.6.c and C.7.e)	3%	10% Item 1.e, Schedule of Deductions
B. Quality Work ¹	Correct fertilizer furnished and uniformly applied, proper application rate/conditions (Paragraph C.7.e)	3%	90% Item 1.e Schedule of Deductions

6. CONTRACT REQUIREMENT: TRASH AND LITTER COLLECTION AND DISPOSAL, MAINTENANCE LEVEL I

A. Timely Completion	Work completed per Contractor's approved schedule and Attachment J-C8 (Paragraphs C.6.c and C.7.f)	3%	10% Item 1.f, Schedule of Deductions
B. Quality Work ¹	All trash and litter collected and disposed of off the activity the same day (Paragraph C.7.f)	3%	90% Item 1.f Schedule of Deductions

7. CONTRACT REQUIREMENT: GRASS CUTTING, MAINTENANCE LEVEL II

A. Timely Completion	Work completed per Contractor's approved schedule and Attachment J-C8 (Paragraphs C.6.c and C.8.a)	3%	15% Item 2.a, Schedule of Deductions
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WORK REQUIREMENTS (Column 1)	STANDARDS OF PERFORMANCE (Column 2)	QUALITY BENCHMARK (Column 3)	WEIGHT (Column 4)
B. Debris Removal	Debris collected prior to cutting and clippings/trimmings removed from paved areas, disposed of off the activity the same day collected or removed (Paragraph C.8.a)	3%	5% Item 2.a, Schedule of Deductions
C. Grass Cutting ¹	Cut to uniform height between !INSERT! and !INSERT! inches, clippings distributed uniformly (Paragraph C.8.a)	3%	60% Item 2.a, Schedule of Deductions
D. Trimming	Area trimmed matches height and appearance of surrounding mowed grass (Paragraph C.8.a)	3%	20% Item 2.a, Schedule of Deductions

8. CONTRACT REQUIREMENT: EDGING, MAINTENANCE LEVEL II

A. Timely Completion	Work completed per Contractor's approved schedule and Attachment J-C8 (Paragraphs C.6.c and C.8.b)	3%	10% Item 2.b, Schedule of Deductions
B. Paved Areas Edged ¹	Clear zone or straight, even line provided, as applicable; vegetation removed from cracks and joints (Paragraph C.8.b)	3%	75% Item 2.b, Schedule of Deductions
C. Debris and Vegetation Removal	Debris from edging operations and vegetation from cracks/joints collected and disposed of off the activity the same day edging is performed (Paragraph C.8.b)	3%	15% Item 2.b, Schedule of Deductions

9. CONTRACT REQUIREMENT: FERTILIZATION, MAINTENANCE LEVEL II

A. Timely Completion	Work completed per Contractor's approved schedule and Attachment J-C8 (Paragraphs C.6.c and C.8.c)	4%	10% Item 2.c, Schedule of Deductions
B. Quality Work ¹	Correct fertilizer furnished and uniformly applied, proper application rate/conditions (Paragraph C.8.c)	4%	90% Item 2.c, Schedule of Deductions

10. CONTRACT REQUIREMENT: TRASH AND LITTER COLLECTION AND DISPOSAL, MAINTENANCE LEVEL II

A. Timely Completion	Work completed per Contractor's approved schedule and Attachment J-C8 (Paragraphs C.6.c and C.8.d)	4%	10% Item 2.d, Schedule of Deductions
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WORK REQUIREMENTS (Column 1)	STANDARDS OF PERFORMANCE (Column 2)	QUALITY BENCHMARK (Column 3)	WEIGHT (Column 4)
B. Quality Work ¹	All trash and litter collected and disposed of off the activity the same day (Paragraph C.8.d)	4%	90% Item 2.d Schedule of Deductions

11. CONTRACT REQUIREMENT: GRASS CUTTING, MAINTENANCE LEVEL III

A. Timely Completion	Work completed per Contractor's approved schedule and Attachment J-C8 (Paragraphs C.6.c and C.9)	5%	10% Item 3, Schedule of Deductions
B. Debris Removal	Debris collected prior to cutting and clippings/trimmings removed from paved areas, disposed of off the activity the same day collected or removed (Paragraph C.9)	5%	10% Item 3, Schedule of Deductions
C. Grass Cutting ¹	Cut to uniform height between !INSERT! and !INSERT! inches for magazines, !INSERT! and !INSERT! inches for airfields, and !INSERT! and !INSERT! inches for other areas; clippings distributed uniformly (Paragraph C.9)	5%	65% Item 3, Schedule of Deductions
D. Trimming	Area trimmed matches height and appearance of surrounding mowed grass (Paragraph C.9)	5%	15% Item 3, Schedule of Deductions

12. CONTRACT REQUIREMENT: VEGETATION CUTTING, MAINTENANCE LEVEL IV

A. Timely Completion	Work completed per Contractor's approved schedule and Attachment J-C8 (Paragraphs C.6.c and C.10)	5%	10% Item 4, Schedule of Deductions
B. Quality Work ¹	All brush, weeds, grasses, and small trees in right-of-ways cut to within 4 inches of ground level (Paragraph C.10)	5%	90% Item 4 Schedule of Deductions

13. CONTRACT REQUIREMENT: MISCELLANEOUS FIRM FIXED-PRICE SERVICES

A. Timely Completion	Work completed per Contractor's approved schedule and Attachment J-C8 (Paragraphs C.6.c and C.11)	5%	10% Item 5.a or 5.b, Schedule of Deductions
B. Quality Work ¹	Work performed in compliance with specified quality standards (Paragraph C.11)	5%	90% Item 5.a or 5.b, Schedule of Deductions

WORK REQUIREMENTS (Column 1)	STANDARDS OF PERFORMANCE (Column 2)	QUALITY BENCHMARK (Column 3)	WEIGHT (Column 4)
14. CONTRACT REQUIREMENT: INDEFINITE QUANTITY WORK			
A. Timely Completion	Work completed within the time period specified (Attachment J-C9)	5%	10% of Unit Prices, CLIN 0002
B. Quality Work ¹	Work performed in compliance with specified quality standards (Paragraph C.12)	5%	90% of Unit Prices, CLIN 0002

¹ Unsatisfactory performance of this work requirement will result in an unsatisfactory rating for the entire contract requirement.

² Unsatisfactory performance of either of these two work requirements will result in timely completion being rated unsatisfactory.

ATTACHMENT J-C2

GOVERNMENT-FURNISHED FACILITIES

!*****
NOTE TO SPECIFICATION WRITER: List and describe all facilities to be furnished to the Contractor. Provide simple drawings annotating Contractor spaces and areas retained for use by the Government, if any. Delete this attachment if no Government-furnished facilities will be provided.
*****!

The following facilities will be furnished or made available for use by the Contractor as specified in the "GOVERNMENT-FURNISHED PROPERTY, MATERIALS AND SERVICES" paragraph, Section C.

<u>BUILDING NUMBER/LOCATION</u>	<u>DESCRIPTION</u>	
5/Naval Station	Office Space (2)	600 SF
	Lounge Area (1)	350 SF
	Rest Rooms (2)	400 SF
	Maintenance Shop (1)	2,000 SF
	Hallways, stairs, etc.	<u>150 SF</u>
	TOTAL =	3,500 SF
	Exterior storage and lay down area, fenced	4,000 SF
North of Bldg 3/Naval Station Annex	Equipment storage yard, fenced	10,000 SF

!ETC!

ATTACHMENT J-C3

GOVERNMENT-FURNISHED EQUIPMENT

!*****

NOTE TO SPECIFICATION WRITER: List and describe all Government-furnished equipment. Provide manufacturer, model number, age, location, etc. Specify maintenance requirements not contained in NAVFAC clause 5252.245-9300, Section I. Delete this attachment if no Government-furnished equipment will be provided.

*****!

The items of equipment listed in this attachment will be furnished or made available for use by the Contractor as specified in the "GOVERNMENT-FURNISHED PROPERTY, MATERIALS AND SERVICES" paragraph, Section C.

<u>ITEM</u>	<u>QUANTITY</u>	<u>MANUFACTURER</u>	<u>MODEL NUMBER</u>	<u>APPROXIMATE AGE (YRS)</u>	<u>LOCATION</u>
Power Mower, 21-inch cut	1	Toro	A-201	5	Bldg 5
String Trimmer	1	Weed Eater	401	2	Bldg 5
10-inch Grinder	1	Schaver	011702	15	Bldg 5

!ETC!

ATTACHMENT J-C4

GOVERNMENT-FURNISHED MATERIAL

!*****
NOTE TO SPECIFICATION WRITER: List all materials to be furnished to the Contractor. Include generic name, federal or commercial specifications (if applicable), and quantities of issue. Indicate how it will be furnished to the Contractor, e.g., Government delivery, where and when the Contractor may pick it up, etc. Delete this attachment if no Government-furnished material will be furnished.
*****!

The following material will be made available for use by the Contractor as specified in the "GOVERNMENT-FURNISHED PROPERTY, MATERIALS AND SERVICES" paragraph, Section C.

<u>DESCRIPTION</u>	<u>APPROXIMATE QUANTITY</u>
Topsoil	50 cubic yards
Mulch	35 cubic yards
Fertilizer, 5-10-10	500 pounds
Trees, 3-inch trunk diameter	15 each
Shrubs, 1-gallon class size	47 each
Shrubs, 5-gallon class size	24 each

!ETC!

ATTACHMENT J-C5

PLANNED PESTICIDE USE SHEET

The following instructions are provided for completing the Planned Pesticide Use Sheet:

UIC - The Unit Identification Code for this activity is !INSERT UIC!.

APPLICATOR - The individual(s) who will be applying the pesticide.

TARGET PEST - The pest or pests you are trying to control. Choose the proper pest or pest category from the *List of Acceptable Terms*.

PURPOSE - What is the major reason(s) for controlling the pest? Refer to the *List of Acceptable Terms*.

TRADE NAME - The name the manufacturer has given to the product. For example, Knox Out™ and Spectracide™ are both trade names for Diazinon.

COMMON NAME - The common or popular name (as opposed to the chemical name), e.g., Diazinon.

EPA REG NO - Usually found on the front of the label and on the container.

FORMULATION - The form the pesticide is in when you are ready to use it. Refer to the *List of Acceptable Terms*.

CONC AI - The percent active ingredient of the pesticide before it is mixed with a diluent. This information should be on the front of the label.

SOURCE - This can be listed as Standard Stock, Open Purchase, or by the name of the company you purchase the pesticide from.

USE % - The percent final concentration of the pesticide you are going to apply.

DILUENT - The liquid you use to dilute the pesticide (water, oil, etc.). If it is undiluted, put "none".

RATE - The amount of pesticide you use per unit or area, e.g., 4 pounds per acre, 2 gallons per 100 square feet, 2 ounces per minute.

METHOD - The method of application, e.g., by hand, power sprayer, compressed air, etc.

UNITS TREATED - Total acres, square feet, linear feet, etc., if known. Put "varies" if it is not a definite quantity.

SITE - The specific site where the pesticide will be applied. Refer to the *List of Acceptable Terms*.

MONTHS - The time period when the pest control work will be performed. Can be a specific month, season, or all year.

SENSITIVE AREAS - Areas that should be avoided or where special caution should be taken. Refer to the *Caution* and *Warning* statements on the label.

INSPECTION METHOD(S) - The method and frequency of inspections. For example, an inspection for mole crickets might include a walk-through evaluation every three days.

OTHER CONTROLS - Other pesticides or methods of control you use to control this pest, e.g., biological control, mechanical control, etc., and preventive measures.

REMARKS - Any additional information you want to include. If you have listed a general pest category under TARGET PEST, you should list the specific pests here.

LIST OF ACCEPTABLE TERMS

TARGET PEST

Algae	Turf/Ornamental Pests	Weeds - Grassy
Bahai Grass	Woody Vegetation	Weeds - Broadleaved
Weeds - All	Algae/Aquatic Weeds	Grass
Crab Grass	Weeds - Aquatic	

PURPOSE

Appearance	Health Protection	Lawn/Turf Pests
Nuisance	Bare Ground	Medical
Turf Appearance	Wildlife Management	Lawn/Turf Damage
Turf Protection	Prevent Structural Damage	Drainage
Security	Safety	Maintenance
Appearance/Drainage	Bare Ground/Security	Health/Nuisance
Turf Maintenance	Nuisance/Health	Nuisance/Disease Vector
Lawn/Turf Protection	Surveillance	Protect Ornamental Plants
Nuisance/Medical	Decrease Mowing	

FORMULATION

Aerosol	Soluble Powder	Powder
Emulsion	Concentrate	Resin Strips
Liquid	Bait Pack	Capsules
Bait Stations	Pellets	Wettable Granules
Paste/Glue	Solid Fumigant	Repellent
Dust	Suspension	Cake (Rodent)
Strips/Tape	Briquets	Aqueous Solution
ULD Solution	Gel	Dispersible Granules
Wettable Powder	ULV Solution	Liquid Fumigant
Baits	Bait Blocks	ULV Concentrate
Tablets	Tracking Powder	Dry Flowable
Granules	Water Soluble	Fumigant
Solution	Flowable Powder	

SITE

Turf	Improved Areas	Right-of-Ways
Ornamental Plants	Pavement/Roads	Spoil Areas
Trees	Standing Water	All Outdoor Areas
Ditches	Industrial Areas	Forests
Lawns	Lakes	Material Storage
Cropland	Flower Beds	Kennels
Electrical Boxes	Greenhouse	Ground Application
Electronic Equipment	Utility Right-of-Way	Fence Lines
Outdoor Areas	Dumpsters	Turf Protection
Rivers/Streams	Canals	Unimproved Areas
Golf Course	Ponds	Lawns - Family Housing

PLANNED PESTICIDE USE SHEET

ACTIVITY NAME _____

UIC _____

APPLICATOR _____

TARGET PEST _____

PURPOSE _____

TRADE NAME _____

COMMON NAME _____

EPA REG NO _____

FORMULATION _____

CONC AI _____

SOURCE _____

USE % _____

DILUENT _____

RATE _____

METHOD _____

UNITS TREATED _____

SITE _____

MONTHS _____

SENSITIVE AREAS _____

INSPECTION METHOD(S) _____

OTHER CONTROLS _____

REMARKS _____

ATTACHMENT J-C6

PEST MANAGEMENT DATA SYSTEM (PMDS) REPORT

Date_____

Operation

Indoor_____ Outdoor_____

Time required Hrs._____ Tenths_____

Operation (see No. 1 Operation Codes)_____

Pesticide/Herbicide name_____ EPA Reg. No._____

Pest name (see No. 2 Pest Codes)_____

Site description (see No. 3 Site Codes)_____

Units treated (amount)_____ Unit (see Unit of Measure Codes)_____

Pesticide/Herbicide amount (quantity)_____ Unit_____

Final concentration (mixture percentage)_____

Specific location (building No. or address)_____

Comments_____

Applicator Signature_____ Certification No._____

NO. 1 OPERATION CODES	
FOG - ULV or Space treatment	SHO - Self help operation
FUG - Fumigation	SPC - Soil Post-construction Termites
MAP - Manual Pesticide/Herbicide application	SPT - Soil Pretreatment, Termites
OCO - Other control operation	STP - Service Traps
PPA - Power Pesticide/Herbicide applications	SUB - Sub slab Injection Termites
SBS - Service Bait Stations	TRP - Trapping

(Additional Codes on back of Form)

NO. 2 PEST CODES	NO. 3 SITE CODES
AHB Africanized Honey Bees	BRQ Officer Enlisted Quarters
ANT Ants	CCC Child Care Center
APH Aphids	FHB Food Handling Establishment
BAG Bag worms	HOL Hospital Clinic
BDL Broad-leaved Weeds	IND Industrial Facility
CAR Carpenter Ants	OFF Office Admin. Area
CEN Centipedes and Millipedes	RES Family Housing
CRI Crickets	WHS Food Storage Area
DRN Diseases of Ornamentals and Turf	OTH (Give Description)
DR Dry Wood Termites	
EAR Earwigs	
FLE Fleas	
MIC Mice	
MOL Moles and Gophers	
MOS Mosquitoes	
MXG Mixed Grasses and Weeds	
OTP Other Pest (add name)	
RAT Rats	
ROA Cockroaches	
SIL Silverfish	
SPI Spiders	
S U3 Subterranean Termites	
TIC Ticks, Chiggers, and Mites	
TIN Turf Insects	
WOB Bees and Wasps	

UNIT OF MEASURE CODES
DR - Dry Ounces
EA - Each
FL - Fluid Ounces
GA - Gallons
LB - Pounds

ATTACHMENT J-C7

GROUNDS MAINTENANCE INVENTORY

!*****

NOTE TO SPECIFICATION WRITER: Two approaches may be used to provide grounds maintenance inventory information.

If accurate inventory information is available, the preferred approach is to furnish detailed listings by parcel, similar to the example provided below, that include information on the principal use, maintenance level, and types and quantities of vegetation to be maintained. Drawings should also be furnished to illustrate the relative location of parcels, major terrain features, parcel boundaries, common areas in family housing areas, access routes to airfield areas, etc.

When accurate inventory information is not available, activities should include detailed drawings so that bidders/offerors can develop their own quantity estimates. Parcel boundaries will have to be clearly defined and enough other details provided, such as where edging is to be performed, where flower beds are located, etc., to make accurate estimating viable. Also, unit prices in the Schedule of Deductions will have to be based on a price per month rather than a price per unit, as illustrated in the second example schedule provided in Attachment J-E1.

*****!

The following data and the attached drawings provide information on the location and geographic boundaries of the land areas (parcels) to be maintained under the contract, and a summary of the types and quantities of vegetation that they contain.

MAINTENANCE LEVEL I

<u>PARCEL NUMBER</u>	<u>PRINCIPLE USE</u>	<u>DRAWING NUMBER</u>	<u>GRASSED AREA (ACRES)</u>	<u>EDGING (LF)</u>	<u>PLANTS/ SHRUBS* (EA)</u>	<u>FLOWER BEDS (SF)</u>	<u>HEDGES (LF)</u>	<u>TRASH COLLECTION (ACRES)</u>
1	Admin Area	01231	2.6	950	24	25	25	2.6
2	Park	01231	10.4	185	87	75	125	15.2
3	Admin Area	01233	3.4	0	14	40	0	3.4

!ETC!

* The actual number of plants/shrubs per parcel may vary by ± 15%.

MAINTENANCE LEVEL II

<u>PARCEL NUMBER</u>	<u>PRINCIPLE USE</u>	<u>DRAWING NUMBER</u>	<u>GRASSED AREA (ACRES)</u>	<u>EDGING (LF)</u>	<u>TRASH COLLECTION (ACRES)</u>
21	Recreation Area	01234	6.6	175	6.6
22	Ball Field	01235	8.0	0	8.2

!ETC!

MAINTENANCE LEVEL III

<u>PARCEL NUMBER</u>	<u>PRINCIPLE USE</u>	<u>DRAWING NUMBER</u>	<u>GRASSED AREA (ACRES)</u>	<u>NOTES</u>
37	Magazine Area	01234	47.2	1
38	Magazine Area	01234	10.9	1
39	Runway Overrun	01235	32.0	2, 3
42	Airfield	01235	19.0	3
46	Perimeter Road	01236	7.0	-

!ETC!

NOTES

1. 28 magazines in parcel 37, 5 magazines in parcel 38
2. Contains runway approach lighting system
3. Contact with control tower is required at all times during mowing operations

MAINTENANCE LEVEL IV

<u>PARCEL NUMBER</u>	<u>PRINCIPLE USE</u>	<u>DRAWING NUMBER</u>	<u>AREA (ACRES)</u>
48	Railroad Right-of-Way	01234	10
51	Power Line Right-of Way	01234	15
52	Railroad Right-of-Way	01235	15
53	Power Line Right-of-Way	01235	10
57	Railroad Right-of-Way	01236	7
59	Power Line Right-of-Way	01236	5

!ETC!

MISCELLANEOUS FIRM FIXED-PRICE SERVICES

<u>PARCEL NUMBER</u>	<u>DITCHES (LF)</u>	<u>FENCING, HERBICIDE (LF)</u>	<u>FENCING, MECHANICAL (LF)</u>	<u>FENCING, EITHER (LF)</u>
6	241	0	365	0
9	113	0	0	421
13	84	674	0	0

!ETC!

LF - Linear Feet
SF - Square Feet

ATTACHMENT J-C8

SCHEDULED GROUNDS MAINTENANCE SERVICES

Grounds maintenance services shall be provided at the locations and frequencies specified below.

MAINTENANCE LEVEL I

<u>TASK</u>	<u>FREQUENCY</u>
A. Grass Cutting (Paragraph C.7.a) All Parcels	<u>1 April to 30 September</u> Weekly at 6 to 8 calendar-day intervals (27 total cuttings) <u>October, November, February, March</u> Every 2 weeks, 12 to 16 calendar-day intervals (8 total cuttings) <u>December and January</u> Monthly at 28 to 32 calendar-day intervals (2 total cuttings)
B. Edging (Paragraph C.7.b) All parcels	<u>1 April to 31 October</u> Monthly at 28 to 32 calendar-day intervals (7 total edgings) <u>January</u> One edging
C. Plant and Shrub Pruning (Paragraph C.7.c) All parcels	One pruning each in the months of April and October
D. Cultivation and Mulching (Paragraph C.7.d)	
Parcels 1 - 10 (140 plants/shrubs, 8 flower beds)	One service in April and one service in July
Parcels 11 - 20 (120 plants/shrubs, 14 flower beds)	One service in May and one service in August
E. Fertilization (Paragraph C.7.e) All parcels	Once between 1 April and 20 April
F. Trash and Litter Collection and Disposal(Paragraph C.7.f) Parcels 1 - 20	Between the 1st and 15th day of each calendar month (12 total collections)

MAINTENANCE LEVEL II

<u>TASK</u>	<u>FREQUENCY</u>
A. Grass Cutting (Paragraph C.8.a) All parcels	<u>1 April to 30 September</u> Weekly at 6 to 8 calendar-day intervals (27 total cuttings) <u>October, November, March</u> Twice each month at 13 to 15 calendar-day intervals (6 total cuttings) <u>December, January, and February</u> Monthly at 28 to 32 calendar-day intervals (3 total cuttings)
B. Edging (Paragraph C.8.b) All parcels	<u>1 April to 30 September</u> Once every 42 to 48 calendar days (4 total edgings) <u>January</u> One edging
C. Fertilization (Paragraph C.8.c) All parcels	Once between 21 April and 10 May
D. Trash and Litter Collection and Disposal (Paragraph C.8.d) Parcels 21 - 36	Between the 16th and 30th of each calendar month (12 total collections)

MAINTENANCE LEVEL III

<u>TASK</u>	<u>FREQUENCY</u>
A. Grass Cutting (Paragraph C.9) All parcels	<u>1 March to 30 November</u> Monthly at 28 to 32 calendar-day intervals (9 total cuttings)

MAINTENANCE LEVEL IV

<u>TASK</u>	<u>FREQUENCY</u>
A. Vegetation Cutting (Paragraph C.10) All parcels	Once in June and once in September (2 total cuttings)

MISCELLANEOUS FIRM FIXED-PRICE SERVICES

<u>TASK</u>	<u>FREQUENCY</u>
A. Ditch Cleaning (Paragraph C.11.a) All parcels	Once in October
B. Fence Line Maintenance (Paragraph C.11.b) All parcels	Once in May and once in November

ATTACHMENT J-C9

INDEFINITE QUANTITY WORK REQUIREMENTS

!*****
 NOTE TO SPECIFICATION WRITER: Tailor the minimum and maximum quantities and completion times shown below, and attach a DD Form 1155, if desired. Remember that rapid completion requirements are costly, and in almost all instances, unnecessary.
 *****!

The following table indicates the minimum and maximum quantity of each CLIN the Government will order per task order, and the number of working days in which the Contractor must complete the work, from date of Contractor's receipt of the task order to final work completion. If multiple items are ordered on a single task order, working days for completion shall run concurrently.

<u>ITEM NO.</u>	<u>SERVICE</u>	<u>MINIMUM QUANTITY</u>	<u>MAXIMUM QUANTITY</u>	<u>WORKING DAYS FOR COMPLETION</u>
0002AA	Unscheduled Grass Cutting	1 ACRE	20 ACRES	3
0002AB	Raking	500 SY	3,000 SY	10
0002AC	Tree Removal, DBH ≤ 6"	1 EA	5 EA	10
0002AD	Tree Removal, 6" < DBH < 18"	1 EA	5 EA	10
0002AE	Tree Removal, DBH ≥ 18"	1 EA	5 EA	10
0002AF	Stump & Above Ground Root Removal	1 EA	2 EA	10
0002AG	Grassing	5 SY	2,000 SY	8
0002AH	Erosion Control	5 CY	50 CY	8
0002AJ	Underbrushing	1,000 SY	10,000 SY	10
0002AK	Tree Pruning, DBH ≤ 6"	2 EA	5 EA	30
0002AL	Tree Pruning, 6" < DBH < 18"	2 EA	10 EA	30
0002AM	Tree Pruning, DBH ≥ 18"	2 EA	4 EA	30
0002AN	Irrigation, Government System	1 APL	10 APL	3
0002AP	Irrigation, Contractor System	500 SY	5,000 SY	3
0002AQ	Irrigation, Site Specific	1 APL	25 APL	3
0002AR	Irrigation, Distant Site	1 APL	15 APL	3
0002AS	Tree Establishment	1 EA	10 EA	15
0002AT	Shrub Establishment, 1-gallon	5 EA	20 EA	15
0002AU	Shrub Establishment, 5-gallon	5 EA	10 EA	15
0002AV	Severe Shrub Pruning	5 EA	10 EA	15
0002AW	Sodding	25 SY	500 SY	15
0002AX	Sprigging	25 SY	1,000 SY	15

ATTACHMENT J-C10

IRRIGATION SYSTEM INVENTORY

!*****
NOTE TO SPECIFICATION WRITER: Indicate the location, type of control (clock or valve), and other pertinent information concerning each of the Government-owned, permanently installed irrigation systems which the Contractor will be required to use under the provisions of paragraph C.12.i. If the activity has one or more clock controlled irrigation systems, the Contractor may be required to "set" the system based on times furnished by the KO.
*****!

The Contractor shall operate and provide limited maintenance and repair to the irrigation systems listed below, in accordance with paragraph C.12.i.

MANUAL SYSTEMS

<u>LOCATION</u>	<u>MANUAL VALVES</u>	<u>NUMBER OF HEADS</u>	<u>COVERAGE (SQUARE FEET)</u>
Parcel 1	2	18	86,200
Parcel 2	1	24	127,000

!ETC!

ATTACHMENT J-E1

SCHEDULE OF DEDUCTIONS

!*****
 NOTE TO SPECIFICATION WRITER: In Sample #1, unit prices are based on the actual quantity of work to be provided for each contract requirement. In Sample #2, a simple price per month is obtained for each contract requirement. Although Sample #1 requires more detailed background data to develop, it should be used to the maximum extent possible since the detailed unit prices will make payment deductions more accurate and easier to calculate, and make it easier to ensure the prices submitted are realistic and balanced. Sample #2 should be considered only if the user does not have adequate data on the quantity of services to be performed. Portions of each sample may be combined, and items added and deleted based on the actual services included in the technical specifications.

a. If using the format in Sample #1, be sure the quantity for each contract requirement represents the number of services to be performed over the term of the contract, not the number of items in the inventory. For example, if there are 100 acres of grass that will be cut nine times during the contract term, the quantity in the Schedule of Deductions would be 900 (100 x 9) acres.

b. If using the format in Sample #2, be sure to determine the actual number of months each service is to be provided, as outlined in the schedule provided in Attachment J-C8.

*****!

SAMPLE #1

SCHEDULE OF DEDUCTIONS FOR BASE YEAR

<u>ITEM NO.</u>	<u>CONTRACT REQUIREMENTS</u>	<u>UNIT</u>	<u>QUANTITY*</u>	<u>UNIT PRICE</u>	<u>TOTAL PRICE</u>
1.	Maintenance Level I				
a.	Grass Cutting (Paragraph C.7.a)	Acre	6,660	\$_____	\$_____
b.	Edging (Paragraph C.7.b)	Linear Foot	186,000	\$_____	\$_____
c.	Plant and Shrub Pruning (Paragraph C.7.c)	Plant/Shrub Pruning	520	\$_____	\$_____
d.	Cultivation/Mulching (Paragraph C.7.d)	Each Cultivation/ Mulching	564	\$_____	\$_____
e.	Fertilization (Paragraph C.7.e)	Acre	180	\$_____	\$_____
f.	Trash/Litter Collection and Disposal (Paragraph C.7.f)	Parcel Pickup	240	\$_____	\$_____

<u>ITEM NO.</u>	<u>CONTRACT REQUIREMENTS</u>	<u>UNIT</u>	<u>QUANTITY*</u>	<u>UNIT PRICE</u>	<u>TOTAL PRICE</u>
2.	Maintenance Level II				
a.	Grass Cutting (Paragraph C.8.a)	Acre	1800	\$_____	\$_____
b.	Edging (Paragraph C.8.b)	Linear Foot	90,000	\$_____	\$_____
c.	Fertilization (Paragraph C.8.c)	Acre	50	\$_____	\$_____
d.	Trash/Litter Collection and Disposal (Paragraph C.8.d)	Parcel Pickup	192	\$_____	\$_____
3.	Maintenance Level III Grass Cutting (Paragraph C.9)	Acre	2,000	\$_____	\$_____
4.	Maintenance Level IV Vegetation Cutting (Paragraph C.10)	Acre	200	\$_____	\$_____
5.	Miscellaneous Firm Fixed-Price Services				
a.	Ditch Cleaning (Paragraph C.11.a)	Linear Foot	1,300	\$_____	\$_____
b.	Fence Line Maintenance (Paragraph C.11.b)	Linear Foot	5,840	\$_____	\$_____
TOTAL (Must equal amount bid for CLIN 0001)					\$_____

* Represents the number of units per year. For example, for item number 1.a, 180 acres per cutting x 37 cuttings per year = 6,660 Acres.

SAMPLE #2

SCHEDULE OF DEDUCTIONS FOR BASE YEAR

<u>ITEM NO.</u>	<u>CONTRACT REQUIREMENTS</u>	<u>UNIT</u>	<u>QUANTITY</u>	<u>UNIT PRICE</u>	<u>TOTAL PRICE</u>
1.	Maintenance Level I				
a.	Grass Cutting (Paragraph C.7.a)	MONTH	12	\$_____	\$_____
b.	Edging (Paragraph C.7.b)	MONTH	8	\$_____	\$_____

<u>ITEM NO.</u>	<u>CONTRACT REQUIREMENTS</u>	<u>UNIT</u>	<u>QUANTITY</u>	<u>UNIT PRICE</u>	<u>TOTAL PRICE</u>
	c. Plant and Shrub Pruning (Paragraph C.7.c)	MONTH	2	\$_____	\$_____
	d. Cultivation/Mulching (Paragraph C.7.d)	MONTH	4	\$_____	\$_____
	e. Fertilization (Paragraph C.7.e)	MONTH	1	\$_____	\$_____
	f. Trash/Litter Collection and Disposal (Paragraph C.7.f)	MONTH	12	\$_____	\$_____
2.	Maintenance Level II				
	a. Grass Cutting (Paragraph C.8.a)	MONTH	12	\$_____	\$_____
	b. Edging (Paragraph C.8.b)	MONTH	7	\$_____	\$_____
	c. Fertilization (Paragraph C.8.c)	MONTH	1	\$_____	\$_____
	d. Trash/Litter Collection and Disposal (Paragraph C.8.d)	MONTH	12	\$_____	\$_____
3.	Maintenance Level III Grass Cutting (Paragraph C.9)	MONTH	9	\$_____	\$_____
4.	Maintenance Level IV Vegetation Cutting (Paragraph C.10)	MONTH	2	\$_____	\$_____
5.	Miscellaneous Firm Fixed-Price Services				
	a. Ditch Cleaning (Paragraph C.11.a)	MONTH	1	\$_____	\$_____
	b. Fence Line Maintenance (Paragraph C.11.b)	MONTH	2	\$_____	\$_____
	TOTAL (Must equal amount bid for CLIN 0001)				\$_____

ATTACHMENT J-E2

STATISTICALLY EXTRAPOLATED SURVEILLANCE TECHNIQUES

!*****

NOTE TO SPECIFICATION WRITER: The statistically extrapolated surveillance method is discussed in the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" clause, Section E.

*****!

1. The Government reserves the right to start surveillance using Random Sampling for Extrapolated Deductions (RSED) at any time during the contract, to discontinue the use of RSED, and to resume the use of RSED without notice to the Contractor. The Government will use the attached tables entitled *Table of Sample Sizes for Normal Sampling Levels* and *Table of Sample Sizes for Minimum Sampling Levels* to determine sample sizes for RSED. The *Table of Sample Sizes for Minimum Sampling Levels* represents the minimum sample sizes the Government will use for extrapolation. The Contracting Officer may increase the size of the samples to that of the *Table of Sample Sizes for Normal Sampling Levels* or greater at his or her discretion.

2. The Quality Benchmark (QB) is defined as the defect rate above which the Contractor's quality control is not effective. The QB does not represent a threshold above which payment deductions are taken. Deductions are taken for all defects (with credit for rework to the extent appropriate) irrespective of whether the QB was exceeded or not. When a defect rate exceeds the QB, the Contractor will be notified and appropriate administrative actions will be taken in addition to the payment deductions discussed above. The QB for each work requirement is shown in the Performance Requirements Summary (PRS) table in Attachment J-C1. Failure to maintain adequate quality control can result in Termination for Default.

3. The following example illustrates the process that will be used to calculate the Contractor's payment deduction when RSED is used for surveillance.

!*****

NOTE TO SPECIFICATION WRITER: The example on the following page must be tailored based on the actual work requirements and weights included in the Performance Requirements Summary Table, Attachment J-C1.

*****!

EXAMPLE PAYMENT CALCULATION WHEN RSED IS USED

<u>GRASS CUTTING, MAINTENANCE LEVEL I</u>	WORK REQUIREMENTS			
	<u>TIMELY COMPLETION</u>	<u>DEBRIS REMOVAL</u>	<u>GRASS CUTTING</u>	<u>TRIMMING</u>
A. Relative Value of Services (from PRS)	15%	5%	60%	20%
B. Cost for Work Requirement	\$ 4875.00	\$ 1625.00	\$19500.00	\$ 6500.00
C. Population	325	325	325	325
D. Cost per Service (B ÷ C)	\$ 15.00	\$ 5.00	\$ 60.00	\$ 20.00
E. Number of Services Sampled (Normal)	130	130	130	130
F. Number in Sample Rejected	6	5	7	4
G. Observed Defect Rate (F ÷ E)	4.62%	3.85%	5.38%	3.08%
H. Adjustment Factor ¹	1.00%	.90%	1.09%	.90%
I. Deductible Defect Rate (G - H)	3.62%	2.95%	4.29%	2.18%
J. Extrapolated Defects (I x C) (round down to whole number)	11	9	13	7
K. Defects Observed Outside Sample	2	3	1	0
L. Rework by Contractor	0	0	1	0
M. Rework by Government or Others	0	0	0	0
N. Net Number of Services Deducted at Schedule Price (J - L)	11	9	12	7
O. Extrapolated Deduction (D x N)	\$ 165.00	\$ 45.00	\$ 720.00	\$ 140.00
P. Deduct Government Rework Actual Cost	\$ 0	\$ 0	\$ 0	\$ 0
Q. LDs Contractor Defects ² [(F + K) x D x 10%]	\$ 12.00	\$ 4.00	\$ 48.00	\$ 8.00
R. LDs Government Rework [(M x D) x 20%] ²	\$ 0	\$ 0	\$ 0	\$ 0
S. Other Adjustments (" - " indicates a deduction)	\$ 0	\$ 0	\$ 0	\$ 0
T. Total Deductions (O + P + Q + R + S)	\$ 177.00	\$ 49.00	\$ 768.00	\$ 148.00
U. Total Payment (B - T)	\$ 4698.00	\$ 1576.00	\$18732.00	\$ 6352.00

¹ From the attached *Table of Adjustment Factors for Random Sampling*.

² Calculated in accordance with the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" clause, Section E.

TABLE OF SAMPLE SIZES FOR NORMAL SAMPLING LEVELS

Sample sizes shown below are for the indicated monthly population.

<u>POPULATION RANGE - SAMPLE SIZE</u>	<u>POPULATION RANGE - SAMPLE SIZE</u>
33-34..... 30	141-142..... 86
35-36..... 31	143-145..... 87
37-38..... 33	146-148..... 88
39-40..... 34	149-151..... 88
41-42..... 35	152-154..... 90
43-44..... 37	155-157..... 91
45-46..... 38	158-160..... 92
47-48..... 40	161-163..... 93
49-50..... 41	164-166..... 94
51-52..... 42	167-169..... 95
53-54..... 44	170-172..... 96
55-56..... 45	173-176..... 97
57-58..... 46	177-179..... 98
59-60..... 47	180-182..... 99
61-62..... 49	183-186..... 100
63-64..... 50	187-189..... 101
65-66..... 51	190-193..... 102
67-68..... 52	194-196..... 103
69-70..... 53	197-200..... 104
71-72..... 55	201-204..... 105
73-75..... 56	205-208..... 106
76-77..... 57	209-211..... 107
78-79..... 58	212-215..... 108
80-81..... 59	216-219..... 109
82-83..... 60	220-224..... 110
84-85..... 62	225-228..... 111
86-88..... 63	229-232..... 112
89-90..... 64	233-236..... 113
91-92..... 65	237-241..... 114
93-95..... 66	242-245..... 115
96-97..... 67	246-250..... 116
98-99..... 68	251-255..... 117
100-101..... 69	256-259..... 118
102-103..... 70	260-264..... 119
104-105..... 71	265-269..... 120
106-107..... 72	270-274..... 121
108-110..... 73	275-280..... 122
111-112..... 74	281-285..... 123
113-114..... 75	286-290..... 124
115-117..... 76	291-296..... 125
118-119..... 77	297-302..... 126
120-122..... 78	303-308..... 127
123-124..... 79	309-313..... 128
125-127..... 80	314-320..... 129
128-129..... 81	321-326..... 130
130-132..... 82	327-332..... 131
133-134..... 83	333-339..... 132
135-137..... 84	340-345..... 133
138-140..... 85	346-352..... 134

POPULATION RANGE - SAMPLE SIZE

353-359	135
360-366	136
367-374	137
375-381	138
382-389	139
390-397	140
398-405	141
406-414	142
415-422	143
423-431	144
432-440	145
441-450	146
451-459	147
460-469	148
470-479	149
480-490	150
491-501	151
502-512	152
513-523	153
524-535	154
536-560	156
561-574	157
575-587	158
588-601	159
602-616	160
617-631	161
632-646	162
647-663	163
664-680	164
681-697	165
698-716	166
717-735	167
736-754	168
755-775	169
776-796	170
797-819	171
820-842	172
843-867	173
868-893	174
894-920	175
921-948	176

POPULATION RANGE - SAMPLE SIZE

949-978	177
979-1009	178
1010-1042	179
1043-1077	180
1078-1114	181
1115-1153	182
1154-1194	183
1195-1238	184
1239-1285	185
1286-1335	186
1336-1388	187
1389-1445	188
1446-1507	189
1508-1573	190
1574-1644	191
1645-1721	192
1722-1805	193
1806-1896	194
1897-1997	195
1998-2107	196
2108-2228	197
2229-2363	198
2364-2514	199
2515-2684	200
2685-2876	201
2877-3094	202
3095-3348	203
3349-3643	204
3644-3990	205
3991-4407	206
4408-4915	207
4916-5549	208
5550-6361	209
6362-7439	210
7440-8940	211
8941-11173	212
11174-14847	213
14848-22020	214
22021-42231	215
42232-465914	216
465915 and above	217

TABLE OF SAMPLE SIZES FOR MINIMUM SAMPLING LEVELS

Sample sizes shown below are for the indicated monthly population.

<u>POPULATION RANGE - SAMPLE SIZE</u>	<u>POPULATION RANGE - SAMPLE SIZE</u>
11-12..... 10	100-104..... 40
13-14..... 11	105-110..... 41
15-17..... 13	111-116..... 42
18-19..... 14	117-129..... 43
20-21..... 15	130-138..... 44
22-23..... 17	139-146..... 45
24-25..... 18	147-155..... 46
26-27..... 19	156-165..... 47
28-29..... 20	166-188..... 48
30-31..... 21	189-202..... 49
32-33..... 22	203-217..... 50
34-35..... 23	217-233..... 51
36-38..... 24	234-252..... 52
39-41..... 25	253-297..... 53
42-43..... 26	298-325..... 54
44-46..... 27	326-357..... 55
47-49..... 28	358-395..... 56
50-52..... 29	396-441..... 57
53-56..... 30	442-568..... 58
57-59..... 31	569-658..... 59
60-62..... 32	659-778..... 60
63-67..... 33	779-947..... 61
68-72..... 34	948-1199..... 62
73-76..... 35	1200-2453..... 63
77-80..... 36	2454-4938..... 64
81-84..... 37	4939-366931..... 65
85-92..... 38	366932 and over..... 66
93-99..... 39	

TABLE OF ADJUSTMENT FACTORS FOR RANDOM SAMPLING

FOR ODR OVER % - THRU %	ADJUSTMENT FACTOR %	FOR ODR OVER % - THRU %	ADJUSTMENT FACTOR %
0.00-0.25	0.25	17.0-18.0	1.76
0.25-0.30	0.25	18.0-19.0	1.80
0.30-0.40	0.29	19.0-20.0	1.84
0.40-0.50	0.32	20.0-21.0	1.87
0.50-0.60	0.35	21.0-22.0	1.90
0.60-0.70	0.38	22.0-23.0	1.93
0.70-0.80	0.41	23.0-24.0	1.96
0.80-0.90	0.43	24.0-25.0	1.99
0.90-1.00	0.46	25.0-26.0	2.01
1.00-2.00	0.64	26.0-27.0	2.04
2.00-3.00	0.78	27.0-28.0	2.06
3.00-4.00	0.90	28.0-29.0	2.08
4.00-5.00	1.00	29.0-30.0	2.10
5.00-6.00	1.09	30.0-31.0	2.12
6.00-7.00	1.17	31.0-32.0	2.14
7.00-8.00	1.24	32.0-33.0	2.16
8.00-9.00	1.31	33.0-34.0	2.17
9.00-10.0	1.38	34.0-35.0	2.19
10.0-11.0	1.44	35.0-36.0	2.20
11.0-12.0	1.49	36.0-37.0	2.22
12.0-13.0	1.54	37.0-38.0	2.23
13.0-14.0	1.59	38.0-39.0	2.24
14.0-15.0	1.64	39.0-40.0	2.25
15.0-16.0	1.68	40.0-41.0	2.26
16.0-17.0	1.72	41.0-42.0	2.26

NOTE: ODR = Observed Defect Rate

ATTACHMENT J-E3

LIST OF ENGINEERED PERFORMANCE STANDARDS HANDBOOKS

The handbooks listed below may be downloaded from the following website -
http://www.efdlant.navfac.navy.mil/lantops_16/download.htm

<u>HANDBOOK NUMBER</u>	<u>CRAFT</u>
01	General
02	Carpentry
03	Electrical
04	HVAC
05	Janitorial
06	Machine Shop/Repair
07	Masonry
08	Moving and Rigging
09	Paint
10	Plumbing/Pipefitting
11	Roads & Grounds
12	Sheet Metal, Structural Welding
13	Trackage
14	Wharfbuilding
-	Preventive/Recurring Maintenance
-	Work Estimating Desk Guide

ATTACHMENT J-E4

CPAR FORM - SERVICES, INFORMATION TECHNOLOGY, AND OPERATIONS SUPPORT

SERVICES, INFORMATION TECHNOLOGY, AND OPERATIONS SUPPORT CPAR FORM																
FOR OFFICIAL USE ONLY (When Filled In)																
CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR) - (Source Selection Sensitive Information)(See FA R 3.104)										SERVICES INFORMATION TECHNOLOGY OPERATIONS SUPPORT						
1.NAME/ADDRESS OF CONTRACTOR (Division)			2.		INITIAL		INTER-MEDIATE		FINAL REPORT		ADDENDUM					
3.PERIOD OF PERFORMANCE BEING ASSESSED																
CAGE CODE	DUNS+4 NUMBER			4a.CONTRACT AND ORDER NUMBER				4b.DoD BUSINESS SECTOR & SUB-SECTOR								
FSC OR SERVICE CODE	SIC Code			5.CONTRACTING OFFICE (ORGANIZATION AND CODE)												
6.LOCATION OF CONTRACT PERFORMANCE (If not in item 1)			7a.CONTRACTING OFFICER					7b.PHONE NUMBER								
			8.CONTRACT AWARD DATE					9.CONTRACT COMPLETION DATE								
			10.N/A													
			11.AWARDED VALUE					12.CURRENT CONTRACT DOLLAR VALUE								
			13.			COMPETITIVE					NON-COMPETITIVE					
14.CONTRACT TYPE																
	FFP		FPI		FPR		CPFF		CPIF		CPAF		MIXED	OTHER		
15.KEY SUBCONTRACTORS AND DESCRIPTION OF EFFORT PERFORMED																
16.PROGRAM TITLE AND PHASE OF ACQUISITION (If applicable)																
17.CONTRACT EFFORT DESCRIPTION (Highlight key components, technologies and requirements; key milestone events and major modifications to contract during this period.)																
			CURRENT RATING													
18.EVALUATE THE FOLLOWING AREAS		PAST Rating	Unsatisfactory	Marginal	Satisfactory	Very Good	Exceptional	N/A								
a.QUALITY OF PRODUCT OR SERVICE																
b.SCHEDULE																
c.COST CONTROL																
d.BUSINESS RELATIONS																
e.MANAGEMENT OF KEY PERSONNEL*																
f.OTHER AREAS																
(1)																
(2)																
FOR OFFICIAL USE ONLY (When filled In)																

* Not applicable to Operations Support

SERVICES, INFORMATION TECHNOLOGY, AND OPERATIONS SUPPORT CPAR FORM (continued)

FOR OFFICIAL USE ONLY (When Filled In)		
19.N/A		
20.PROGRAM MANAGER (OR EQUIVALENT INDIVIDUAL) RESPONSIBLE FOR PROGRAM, PROJECT, OR TASK/JOB ORDER EXECUTION NARRATIVE (SEE PARA. 1.3)		
21.TYPE NAME AND TITLE OF PROGRAM MANAGER (SEE PARA. 1.3)	ORGANIZATION & CODE	PHONE NUMBER
SIGNATURE	DATE	
22.CONTRACTOR COMMENTS (Contractor's Option)		
23.TYPE NAME AND TITLE OF CONTRACTOR REPRESENTATIVE	PHONE NUMBER	
SIGNATURE	DATE	
24.REVIEW BY REVIEWING OFFICIAL (Comments Optional)		
25.TYPE NAME AND TITLE OF REVIEWING OFFICIAL	ORGANIZATION AND CODE	PHONE NUMBER
SIGNATURE	DATE	
FOR OFFICIAL USE ONLY (When Filled In)		

ATTACHMENT J-G1

SPECIAL INVOICING INSTRUCTIONS

!*****

NOTE TO SPECIFICATION WRITER: The rates provided in the table below are for illustration only. Actual rates must be determined by the user, and should be based on the Government estimate.

*****!

Due to the seasonal nature of grounds maintenance services, the work effort will vary from month to month. For this reason, the Government will vary the monthly payment amount for the firm fixed-price portion of the work so it more accurately reflects the level of effort provided by the Contractor during each month of the year. The table below indicates the percentage of the firm fixed-price bid amount the Contractor will be paid each month of the contract. This percentage shall also be annotated on the monthly invoice.

RATE OF PAYMENT TABLE

January	- 3%	July	- 13%
February	- 4%	August	- 13%
March	- 5%	September	- 12%
April	- 10%	October	- 8%
May	- 12%	November	- 5%
June	- 12%	December	- 3%

END OF SECTION J

QUALITY ASSURANCE GUIDE
GUIDE PERFORMANCE WORK STATEMENT FOR
GROUNDS MAINTENANCE SERVICES

QUALITY ASSURANCE GUIDE
GUIDE PERFORMANCE WORK STATEMENT FOR
GROUNDS MAINTENANCE SERVICES

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QUALITY ASSURANCE GUIDE
GUIDE PERFORMANCE WORK STATEMENT FOR
GROUNDS MAINTENANCE SERVICES

I. INTRODUCTION. Quality Assurance (QA) is a program undertaken by the Government to provide some measure of the quality of goods and services purchased from a Contractor. To accomplish this, the Government, in this case the naval shore activity contracting for grounds maintenance services, must develop and implement a system that will ensure the quantity and quality of the goods and services received comply with the requirements of the contract. This QA Guide is designed to assist the Facilities Support Contract Manager (FSCM) or other user in setting up the activity's QA program. The user is advised to refer to NAVFAC MO-327, *Facility Support Contract Quality Management Manual* for more detailed information on the development and implementation of a QA Program.

A. Overview. This Guide suggests specific methods for monitoring grounds maintenance services and provides sample QA plans. These sample plans must be tailored concurrently with the tailoring of the GPWS to develop a unique QA program that fits the needs of the activity. The Guide is divided into four parts:

1. The *INTRODUCTION* presents an overview and gives information on Quality Assurance Evaluator (QAE) staffing and training.

2. *QUALITY ASSURANCE PLAN DEVELOPMENT* discusses special considerations that affect the way in which grounds maintenance services may be monitored and suggests specific evaluation methods for each service included in this GPWS.

3. The *SAMPLE QUALITY ASSURANCE PLANS* include numerical examples, suggested evaluation work sheets, and sample monthly payment deduction forms for each service included in this GPWS. The payment deduction forms illustrate how to use the Performance Requirements Summary (PRS) Table and inspection results to calculate deductions from the Contractor's invoice. The sample plans provided must be tailored by the user to conform to the tailored PWS.

4. *CONTRACTOR'S OVERALL PERFORMANCE* discusses how to use the QAE's inspection results to make an overall evaluation of Contractor performance, and provides a sample monthly performance summary report.

B. QAE Training. Personnel tasked with monitoring the Contractor's performance must be experienced in grounds maintenance services and adequately trained in QA methods and procedures in order to effectively implement the activity's QA program.

1. NAVFACENCOM Policy Memorandum #00-04 states any individual who performs facilities support contract QAE duties on NAVFAC-awarded contracts must attend the QAE training course provided by each of the NAVFAC geographical Engineering Field Divisions (EFDs) (or equivalent) within six months of their assignment. If this training has not been received, the activity should take steps to have the QAE(s) attend the next available course, and in the meantime, should develop a local training program. The EFD should be contacted for QAE training scheduling or assistance. Additional training may also be required to ensure appropriate knowledge is available to inspect certain grounds maintenance services.

2. In addition to being intimately familiar with the requirements of the specification, QAEs must also contact the activity's Facilities Management Engineering Division and familiarize themselves with the procedures that will be used to order work, how they will be notified when work has been completed and is ready for inspection, how customer complaints will be handled, etc.

C. QAE Staffing. Obviously, the most well developed QA program will not be effective if QAE staffing is inadequate. Ideally, QAE staffing should be based on a predetermined number of contract inspections (QA plans) and related work requirements rather than on the availability of QAEs. Once adequate QA plans have been developed, the user should perform a staffing analysis to determine the required number of QAEs, then if appropriate, compare the results with the current effort. This analysis involves determining the average time needed to complete all of the inspections required by each plan, including travel time requirements; time required to prepare monthly reports and perform other administrative duties; and time to perform any non-surveillance duties, i.e., training, attend safety meetings, prepare contract modifications, make award fee determinations, etc. NAVFAC EFDs have experience in conducting QAE staffing analyses and should be contacted if assistance is needed.

II. QUALITY ASSURANCE PLAN DEVELOPMENT. Many of the inspection problems that tend to surface after contract award can be avoided if the PWS and QA plans are developed concurrently. These two documents are closely interrelated since QA plans describe how work outputs and quality standards defined in the PWS will be observed and measured. Surveillance methods, inspection documentation, preparation of QAE schedules, and other issues pertaining to the development of QA plans are discussed in Chapters 3 and 4 of NAVFAC MO-327. The following discussion provides relevant information for the surveillance of grounds maintenance services.

A. Functional Considerations. Monitoring of grounds maintenance services poses some unique requirements for the QAE as discussed below.

1. Variable Frequencies of Work. Grounds maintenance work consists of tasks that are accomplished at differing frequencies. For example, grass cutting is typically performed weekly during warm weather months, and less frequently during cool weather months. Because of this, the FSCM should recognize more QAE effort must be devoted to grounds maintenance tasks during the summer months than at other times of the year.

2. Process Observation Requirements. Satisfactory performance of most tasks can be determined by observing the completed results of the work; e.g., grass cutting, stump removal, etc. However, some tasks cannot be evaluated entirely after completion, but must be observed during accomplishment to determine if performance is satisfactory. For example, fertilization requires the QAE watch at least a portion of the process to ensure the correct fertilizer is furnished and uniformly applied, and the application rate and conditions are as specified.

3. Rework. As specified in the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" clause in Section E, the Government may require the Contractor to reperform unsatisfactory or nonperformed work provided a reasonable amount of time is allowed for completion. The user should consider the following issues:

a. The QAE will be too busy performing surveillance during most of the day to call the Contractor every time a deficiency is found. Unless the health, safety, or comfort of customers is affected, the Contractor should be notified of discrepancies only at the end of the working day. The easiest way to accomplish this is to furnish copies of completed evaluation work sheets on a daily basis. The Contractor may be asked to sign and return each work sheet to document receipt, but the QAE should not be responsible for ensuring they are returned.

b. Rework should normally be allowed for defects in quality work; however, defects in some work requirements, such as timely completion, obviously cannot be reworked.

c. Provided the time of rework performance does not approach that of the next scheduled performance, rework is usually to the benefit of the Government since obtaining the service is the goal of the grounds maintenance contract. For example, if weekly grass cutting for a parcel is scheduled to be completed on Monday but is not performed, it is better to make a deduction for timely completion only and allow the Contractor to perform this work the following day rather than take payment deductions for the entire service. However, if the Contractor failed to reperform until Wednesday or later, performance would likely be too close to the next scheduled weekly cutting to be of benefit to the Government. Also, the QAE may have to waste time reinspecting the area each day until the rework is finally accomplished. One way to help mitigate this problem is to provide the Contractor specific rework completion deadlines for each defect reported. Areas could then be reinspected immediately after the deadline and payment deductions taken if the work had not been satisfactorily completed.

d. Payment deductions should be subtracted from the Contractor's invoice when a documented deficiency is not satisfactorily reworked. Liquidated damages should be deducted for all documented deficiencies, whether rework is accomplished or not.

4. Combining QA Plans. Grass cutting, edging, and other services which are required in more than one maintenance level may be inspected under the same QA plan if the work requirements and levels of service are similar. For example, grass cutting in Maintenance Levels I and II is included in the same sample QA plan provided in this guide.

B. Selection of Methods of Surveillance. Chapter 3 of NAVFAC MO-327 provides a general discussion of the five methods of surveillance and the factors that influence which method(s) should be used. These factors include population size; the importance, characteristics, and location of the service; and the availability of QAE resources. Grounds maintenance services factors are discussed below for each method of surveillance.

1. One Hundred Percent Inspection. One hundred percent inspection is generally used for those services that are considered very important, have relatively small monthly populations, or are included in the indefinite quantity portion of the contract. This type of surveillance is recommended for inspection of Maintenance Levels III and IV tasks since monthly populations are typically small; fertilization in Maintenance Levels I and II and ditch cleaning since these occur only once annually; and for fence line maintenance and all indefinite quantity work. If Maintenance Level III and IV grass cutting or other service frequencies are large, planned sampling should be considered.

2. Random Sampling. Surveillance based on random sampling evaluates a portion of the work, accurately estimating Contractor performance using statistical theory. If appropriate provisions are included in the specification and the random sampling is properly conducted, the percentage of defective work items found in the sample (less a small adjustment for inaccuracies) may be extrapolated and deducted from the Contractor's payment invoice. Random sampling is most useful on large homogeneous populations where 100% inspection is not required or feasible. Generally, scheduled grounds maintenance services do not easily lend themselves to inspection by random sampling since populations are relatively small and not homogeneous. Therefore, random sampling is not recommended as a method of surveillance for any grounds maintenance services.

3. Planned Sampling. Planned sampling is similar to random sampling in that it is based on evaluating a portion of the work as the basis for evaluating the Contractor's performance. Samples are selected based on subjective rationale and the sample size is arbitrarily determined. Planned sampling is useful when population sizes are not large enough or homogeneous enough to make random sampling practical, and are too large to make 100% inspection practical. Planned sampling is therefore recommended for the inspection of almost all Maintenance Level I and II tasks, including grass cutting, edging, plant and shrub pruning, cultivation and mulching, and trash/litter collection and disposal. However, if the population of these services is small, the user should consider 100% inspection.

4. Validated Customer Complaints. Customer complaints can be a key supportive surveillance method for grounds maintenance services, particularly in remote or out-of-the-way locations. Customers can provide quick response to unsatisfactory and/or nonperformed work provided they are made aware of the services to be provided and a clear means of reporting discrepancies is established. Customer complaint records must document the nature of the complaint, and, if valid, whether or not the problem was corrected. Only validated customer complaints are subject to invoice deductions. Customer complaints are documented and passed to the Contractor in accordance with established rework procedures. The QAE will validate work reported as deficient but not corrected within the allowed time.

5. Unscheduled Inspections. This method involves impromptu inspections of contract requirements. It should never be used as the primary method of surveillance, but can be used to supplement other methods, particularly in problem areas.

C. Performance Requirements Summary. As noted previously in the User's Guide (paragraph III.E), the PRS Table will be used primarily by the KO in conjunction with the clauses in Section E in making payment deductions for unsatisfactory performance or nonperformance of contract requirements. The table is also very useful in the preparation of QA plans since it summarizes the work requirements, standards of performance, and quality benchmarks (QBs) for each contract requirement. A sample PRS Table that reflects the contract requirements and work requirements of this GPWS is provided in Attachment J-C1. However, this table must be modified to reflect the requirements of the tailored PWS. NAVFAC MO-327 provides guidance on the development of PRS Tables and calculation of payment deductions, and should be referred to by the user.

1. QBs are defect rates above which the Contractor's quality control is considered ineffective for any particular work requirement, and are a reflection

of the requirement's importance. For example, since the appearance of Level I areas is more critical than that of Level II, the QBs for Level I tasks should be smaller than the same task in Level II. Note that QBs do not affect sample sizes or the method of calculating payment deductions in any way. Suggested values are included in Attachment J-C1; however, the user must tailor these.

2. Weights reflect the value of each work requirement as a percentage of the price of the contract requirement with which it is associated, and convey the relative importance the activity places on a particular work requirement. Careful consideration must be given when choosing these percentages since they will be used in making payment deductions. Values for timely completion will be the most difficult to assign since they are subjective by nature. The percentages suggested in Attachment J-C1 should be carefully reviewed and tailored by the user.

D. Concept of Substantially Complete. Substantial completeness is a key concept in surveillance of grounds maintenance services. Unfortunately, this concept is difficult to explain in such a way as to achieve consistent application since it is based on subjective judgment.

1. Definition. Substantially complete performance exists when there has been no willful departure from the terms of the contract and no omission of essential work. The Contractor has honestly and faithfully tried to perform the required work, and the only variance consists of minor omissions or defects. In general, work is substantially complete when 90%-95%-99% of the total work requirement is satisfactorily completed. The percentage selected is dependent upon the type of work performed, so keep in mind this is a subjective judgment and there are no clear guidelines established.

2. General Criteria. The QAE should ask a series of questions when assessing the Contractor's work performance. A negative answer, or in some cases multiple negative answers, may result in rejection of the performed work. Questions that should be asked include:

a. Are there major work omissions? A major work omission would be a single omission or unsatisfactorily performed item that would cause a single work requirement to be classified as unsatisfactory, but does not affect the performance of other requirements. For example, one of the work requirements for "Grass Cutting, Maintenance Level I" is "Debris Removal" (see PRS table). Let's assume that in a given parcel the Contractor cut the grass but did not remove clippings/trimmings from paved areas. The work omission in this example is of major importance and the work requirement "Debris Removal" for this particular parcel would be classified as unsatisfactory.

b. Are there minor work omissions? A minor work omission by itself does not have the same impact as a major omission. For example, another work requirement for "Grass Cutting, Maintenance Level I" is "Trimming". Let's assume the parcel has 24 trees, and the Contractor does not trim around three. This work omission would not have a major impact on the overall work requirement; therefore, "Trimming" would be classified as satisfactory. The QAE would still document the specific defect (failed to trim around three trees) on the evaluation work sheet in case this omission becomes a recurring problem.

c. Are there recurring omissions? A single work omission (minor or major) may be the result of an occasional oversight on the Contractor's employees' part and is to be expected from time to time. On the other hand, a

recurring omission is a sign of poor Contractor quality control, and some action is required to correct the problem. Using the example above, assume the Contractor continually neglects to trim around all of the trees in areas being serviced. This would be a recurring problem. Once this problem is identified and documented, the work requirement "Trimming" would be classified unsatisfactory each time this work is omitted.

3. Application. In this GPWS, each contract requirement is divided into work requirements. The substantially complete concept will be used to determine the Contractor's performance of each work requirement as either satisfactory or unsatisfactory. At the end of the month, the QAE will summarize the results of the month's inspections and calculate defect rates for each work requirement. Payment deductions will be taken for the total value of each work requirement classified as unsatisfactory.

III. SAMPLE QUALITY ASSURANCE PLANS. There are ten sample QA plans provided in this GPWS. They are:

- QA Plan #1 - Grass Cutting, Maintenance Levels I and II
- QA Plan #2 - Edging, Maintenance Levels I and II
- QA Plan #3 - Plant and Shrub Pruning
- QA Plan #4 - Cultivation and Mulching
- QA Plan #5 - Fertilization, Maintenance Levels I and II
- QA Plan #6 - Trash and Litter Collection and Disposal, Maintenance Levels I and II
- QA Plan #7 - Grass Cutting, Maintenance Level III
- QA Plan #8 - Vegetation Cutting, Maintenance Level IV
- QA Plan #9 - Miscellaneous Firm Fixed-Price Services
- QA Plan #10 - Indefinite Quantity Work

A. Each sample QA plan must be tailored to reflect changes made by the user to Section C of the GPWS and the PRS Table, and changes in methods of surveillance, evaluation work sheets, etc. For example, if the work requirements for Level I and Level II grass cutting are different, separate QA plans for each maintenance level will be required.

B. Tailored QA plans should be self-contained documents written in sufficient detail to preclude extensive reference to other documents or manuals. Tailored plans should contain all evaluation work sheets, payment deduction forms, summary reports, and other forms that will be used for documenting Contractor performance. Sample selection, evaluation procedures, analysis of results, and other procedures should be as detailed as possible.

C. Sample size determinations, sampling procedures, and payment deduction calculations in this guide can be accomplished using the Automated Quality Assurance System (AQAS) for Windows 95/98/NT. This program will greatly reduce the time and number of manual calculations required, especially when random sampling is selected as the method of surveillance. Copies of this program can be downloaded from <http://aqas.navfac.navy.mil/>, or obtained by contacting the geographical EFD.

QUALITY ASSURANCE PLAN #1
GRASS CUTTING, MAINTENANCE LEVELS I AND II

1. Contract Requirement. Grass Cutting, Maintenance Levels I and II

Work Requirements

Standards of Performance

- | | |
|----------------------|---|
| a. Timely Completion | Work completed per Contractor's approved schedule and Attachment J-C8 (Paragraphs C.6.c, C.7.a, and C.8.a) |
| b. Debris Removal | Debris collected prior to cutting and clippings/trimmings removed from paved areas, disposed of off the activity the same day collected or removed (Paragraphs C.7.a and C.8.a) |
| c. Grass Cutting | Cut to uniform height between !INSERT! and !INSERT! inches, clippings distributed uniformly (Paragraphs C.7.a and C.8.a) |
| d. Trimming | Area trimmed matches height and appearance of surrounding mowed grass (Paragraphs C.7.a and C.8.a) |

2. Primary Method of Surveillance. Planned sampling supported by validated customer complaints and unscheduled inspections.

3. Quality Benchmark (QB)

	<u>MAINTENANCE LEVEL I</u>	<u>MAINTENANCE LEVEL II</u>
a. Timely Completion	2%	3%
b. Debris Removal	2%	3%
c. Grass Cutting	2%	3%
d. Trimming	2%	3%

4. Quantity of Work. The quantity of work for each maintenance level will vary based on the number of grass cuttings to be performed during the month. For example, if in Maintenance Level I there are 10 parcels to be cut four times and 12 parcels to be cut five times, the quantity of work will be 100 parcels [(10 x 4) + (12 x 5)] for the month.

5. Level of Surveillance. The normal level of surveillance will be used initially for the contract. Go to or retain minimum surveillance if the defect rates (DRs) for timely completion, grass cutting, and trimming are less than or equal to their QBs during any given month. If at minimum surveillance the DR for any work requirement exceeds its QB, return to normal surveillance.

6. Sample Size

- Minimum - 10% of the scheduled services
- Normal - 25% of the scheduled services

7. Sampling Procedures. Prior to the beginning of the month, the Contractor's approved schedule will be used to determine the specific parcels scheduled to be

cut. The QAE will select the appropriate number of samples for each maintenance level based on the level of surveillance to be used. Samples will be chosen on a rotating basis so that selection will be consistent from month to month, and all parcels will periodically be included in the sample.

8. Evaluation Procedures. Within 24 hours after the scheduled completion of each selected parcel, the QAE will make an on-site visit and grade each of the work requirements listed above as either satisfactory (S) or unsatisfactory (U) on the attached EVALUATION WORK SHEET. A separate work sheet will be used for each maintenance level. Evaluations (excluding timely completion) will be based on the concept of substantial completion. Generally, work will be judged substantially complete if there is no omission of critical work and essentially 95% or more of the total work has been completed with no rework being required. In most all instances, when grass cutting or trimming is considered unsatisfactory, timely completion will also be considered unsatisfactory. A brief description of any noted defects will be provided and rework information recorded, if appropriate. Discuss questionable grades with the FSCM prior to providing the Contractor with a copy of the EVALUATION WORK SHEET.

a. Validated Customer Complaints. The QAE will document all complaints using the Customer Complaint Record (see attached). On-site visits will be necessary to validate each complaint received.

b. Unscheduled Inspections. Unscheduled inspections may be conducted at any time, but should be limited to parcels of particular importance, or where performance problems have been noted in the past. Unscheduled inspections should be documented on a separate EVALUATION WORK SHEET from that used for planned sampling.

c. Rework. Rework, if required, should normally be completed by the Contractor within 24 hours of notification. Therefore, each inspection marked for rework must be reinspected by the QAE to see if the work was satisfactorily completed, and appropriate notations made on the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections; calculate DRs, compare to QBs, and recommend the level of surveillance be modified accordingly; calculate recommended payment deductions for each work requirement; and assess the Contractor's overall performance. A separate MONTHLY PAYMENT DEDUCTION FORM will be completed for each maintenance level.

a. The defect rate will be calculated as follows:

$$DR = \frac{\text{Number of Sampled Unsatisfactory Acres} \times 100}{\text{Number of Acres in Sample}}$$

b. The QAE will compare DRs to QBs and take the following action:

(1) If the DRs for timely completion, grass cutting, and trimming are less than or equal to their QBs, the QAE should recommend minimum surveillance for the coming evaluation period. If the DR for any work requirement exceeds its QB, normal surveillance should be used for the coming evaluation period.

(2) If the DR for any work requirement (Item F of the MONTHLY PAYMENT DEDUCTION FORM) is greater than its QB, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

c. Recommended payment deductions will be taken for all documented defects and will be calculated on a MONTHLY PAYMENT DEDUCTION FORM (see attached).

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. CPAR form *Services, Information Technology, and Operations Support* shall be used for evaluation and reporting, and is completed/submitted electronically. Access instructions and logon procedures for the CPARS database can be obtained through the CPARS website at <http://cpars.navy.mil/>.

CUSTOMER COMPLAINT RECORD		1. CONTRACT NUMBER
2. FIRST INFORMED OF COMPLAINT		
DATE:	TIME:	RECEIVED BY:
3. SOURCE OF COMPLAINT		
ORGANIZATION:		
INDIVIDUAL:	PHONE:	
4. DETAILS OF COMPLAINT (Attach continuation sheet if necessary)		
5. CONTRACT REFERENCE		
6. COMPLAINT VALIDATED		
DATE:	TIME:	BY:
7. CONTRACTOR INFORMED OF COMPLAINT		
DATE:	TIME:	BY:
8. ACTION PLANNED/TAKEN BY CONTRACTOR		
9. WORK INSPECTED/REINSPECTED		
DATE:	TIME:	BY:
10. RESULTS OF INSPECTION (satisfactory, unsatisfactory, actions)		
11. SIGNATURE OF AUTHORIZED INDIVIDUAL		12. DATE
13. SIGNATURE OF REVIEWING OFFICIAL (As Applicable)		14. DATE

SAMPLE

**MONTHLY PAYMENT DEDUCTION FORM
GRASS CUTTING, MAINTENANCE LEVELS I AND II**

CONTRACT NUMBER _____ MAINTENANCE LEVEL I

SUMMARY FOR THE PERIOD <u>1 SEP 01 - 30 SEP 01</u>	TIMELY COMPLETION	DEBRIS REMOVAL	GRASS CUTTING	TRIMMING
A. Relative Value of Services (Weight from PRS)	15%	5%	60%	20%
B. Cost per Acre (Schedule of Deductions Item 1.a or 2.a)	\$ 15.00	\$ 5.00	\$ 60.00	\$ 20.00
C. Acres Scheduled for Completion	575	575	575	575
D. Acres in Sample	75	75	75	75
E. Number of Sampled Unsatisfactory Acres	7.5	1.0	5.5	5.0
F. Defect Rate (E ÷ D x 100)	10.0%	1.3%	7.3%	6.7%
G. Defects Observed Outside Sample (Acres Unsatisfactory)	3.5	0	1.5	4.0
H. Total Defects (E + G)	11.0	1.0	7.0	9.0
I. Acres Reworked by Contractor	N/A	1.0	4.0	7.0
J. Acres Reworked by Government or Others	N/A	0	0	0
K. Net Acres Deducted at Schedule Price (H - I - J)	11.0	0	3.0	2.0
L. Net Amount to Deduct (B x K)	\$ 165.00	\$ 0	\$ 180.00	\$ 40.00
M. Deduct Government Rework Actual Cost or at Schedule Price (B x J)	\$ 0	\$ 0	\$ 0	\$ 0
N. LDs on Government Rework (20% x M)	\$ 0	\$ 0	\$ 0	\$ 0
O. LDs on All Other Defects [10% x B x (H - J)]	\$ 16.50	\$.50	\$ 42.00	\$ 18.00
P. Other Adjustments ("-" Indicates a Deduction)	\$ 0	\$ 0	\$ 0	\$ 0
Q. Total Payment Deductions (L + M + N + O + P)	\$ 181.50	\$.50	\$ 222.00	\$ 58.00
TOTAL PAYMENT DEDUCTIONS			=	\$ 462.00

QAE SIGNATURE/DATE

QUALITY ASSURANCE PLAN #2
EDGING, MAINTENANCE LEVELS I AND II

1. Contract Requirement. Edging, Maintenance Levels I and II

Work Requirements

Standards of Performance

- | | |
|----------------------------------|--|
| a. Timely Completion | Work completed per Contractor's approved schedule and Attachment J-C8 (Paragraphs C.6.c, C.7.b, and C.8.b) |
| b. Paved Areas Edged | Clear zone or straight, even line provided, as applicable; vegetation removed from cracks and joints (Paragraphs C.7.b and C.8.b) |
| c. Debris and Vegetation Removal | Debris from edging operations and vegetation from cracks/joints collected and disposed of off the activity the same day edging is performed (Paragraphs C.7.b and C.8.b) |

2. Primary Method of Surveillance. Planned sampling supported by validated customer complaints and unscheduled inspections.

3. Quality Benchmark (QB)

	MAINTENANCE <u>LEVEL I</u>	MAINTENANCE <u>LEVEL II</u>
a. Timely Completion	2%	3%
b. Paved Areas Edged	2%	3%
c. Debris and Vegetation Removal	2%	3%

4. Quantity of Work. The quantity of work for each maintenance level will vary based on the number of edgings to be performed during the month. For example, if in Maintenance Level II there are 10 parcels to be edged once, the quantity of work for the month will be 10 parcels (10 x 1).

5. Level of Surveillance. The normal level of surveillance will be used initially for the contract. Go to or retain minimum surveillance if the DR for paved areas edged is less than or equal to the QB. If at minimum surveillance the DR for paved areas edged exceeds its QB, return to normal surveillance.

6. Sample Size

- Minimum - 10% of the scheduled services
- Normal - 25% of the scheduled services

7. Sampling Procedures. Prior to the beginning of the month, the Contractor's approved schedule will be used to determine the specific parcels scheduled to be edged. The QAE will select the appropriate number of samples for each maintenance level based on the level of surveillance to be used. Samples will be chosen on a rotating basis so that selection will be consistent from month to month, and all parcels will periodically be included in the sample.

8. Evaluation Procedures. Within 24 hours after the scheduled completion of each selected parcel, the QAE will make an on-site visit and grade each of the work requirements listed above as either satisfactory (S) or unsatisfactory (U) on the attached EVALUATION WORK SHEET. A separate work sheet will be used for each maintenance level. Evaluations (excluding timely completion) will be based on the concept of substantial completion. Generally, work will be judged substantially complete if there is no omission of critical work and essentially 95% or more of the total work has been completed with no rework being required. In most all instances, when paved areas edged or debris and vegetation removal is considered unsatisfactory, timely completion will also be considered unsatisfactory. A brief description of any noted defects will be provided and rework information recorded, if appropriate. Discuss questionable grades with the FSCM prior to providing the Contractor with a copy of the EVALUATION WORK SHEET.

a. Validated Customer Complaints. The QAE will document all complaints using the Customer Complaint Record (see page QA-10). On-site visits will be necessary to validate each complaint received.

b. Unscheduled Inspections. Unscheduled inspections may be conducted at any time, but should be limited to parcels of particular importance, or where performance problems have been noted in the past. Unscheduled inspections should be documented on a separate EVALUATION WORK SHEET from that used for planned sampling.

c. Rework. Rework, if required, should normally be completed by the Contractor within 24 hours of notification. Therefore, each inspection marked for rework must be reinspected by the QAE to see if the work was satisfactorily completed, and appropriate notations made on the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections; calculate DRs, compare to QBs, and recommend the level of surveillance be modified accordingly; calculate recommended payment deductions for each work requirement; and assess the Contractor's overall performance. A separate MONTHLY PAYMENT DEDUCTION FORM will be completed for each maintenance level.

a. The defect rate will be calculated as follows:

$$DR = \frac{\text{Number of Sampled Unsatisfactory Linear Feet}}{\text{Number of Linear Feet in Sample}} \times 100$$

b. The QAE will compare DRs to QBs and take the following action:

(1) If the DR for paved areas edged is less than or equal to the QB, the QAE should recommend minimum surveillance for the coming evaluation period. If the DR for paved areas edged exceeds its QB, normal surveillance should be used for the coming evaluation period.

(2) If the DR for any work requirement (Item F of the MONTHLY PAYMENT DEDUCTION FORM) is greater than its QB, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

c. Recommended payment deductions will be taken for all documented defects and will be calculated on a MONTHLY PAYMENT DEDUCTION FORM (see attached).

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. CPAR form *Services, Information Technology, and Operations Support* shall be used for evaluation and reporting, and is completed/submitted electronically. Access instructions and logon procedures for the CPARS database can be obtained through the CPARS website at <http://cpars.navy.mil/>.

SAMPLE
MONTHLY PAYMENT DEDUCTION FORM
EDGING, MAINTENANCE LEVELS I AND II

CONTRACT NUMBER _____

MAINTENANCE LEVEL I

SUMMARY FOR THE PERIOD <u>1 SEP 01 - 30 SEP 01</u>	TIMELY COMPLETION	PAVED AREAS EDGED	DEBRIS/ VEGETATION REMOVAL
A. Relative Value of Services (Weight from PRS)	_____ 10%	_____ 75%	_____ 15%
B. Cost per LF (Schedule of Deductions Item 1.b or 2.b)	\$ _____ .002	\$ _____ .015	\$ _____ .003
C. LF Scheduled for Completion	_____ 4650	_____ 4650	_____ 4650
D. Linear Feet in Sample	_____ 900	_____ 900	_____ 900
E. Number of Sampled Unsatisfactory LF	_____ 70	_____ 55	_____ 60
F. Defect Rate (E ÷ D x 100)	_____ 7.8%	_____ 6.1%	_____ 6.7%
G. Defects Observed Outside Sample (LF Unsatisfactory)	_____ 150	_____ 150	_____ 150
H. Total Defects (E + G)	_____ 220	_____ 205	_____ 210
I. LF Reworked by Contractor	_____ N/A	_____ 25	_____ 50
J. LF Reworked by Government or Others	_____ N/A	_____ 0	_____ 0
K. Net LF Deducted at Schedule Price (H - I - J)	_____ 220	_____ 180	_____ 160
L. Net Amount to Deduct (B x K)	\$ _____ .44	\$ _____ 2.70	\$ _____ .48
M. Deduct Government Rework Actual Cost or at Schedule Price (B x J)	\$ _____ 0	\$ _____ 0	\$ _____ 0
N. LDs on Government Rework (20% x M)	\$ _____ 0	\$ _____ 0	\$ _____ 0
O. LDs on All Other Defects [10% x B x (H - J)]	\$ _____ .04	\$ _____ .31	\$ _____ .06
P. Other Adjustments ("-" Indicates a Deduction)	\$ _____ 0	\$ _____ 0	\$ _____ 0
Q. Total Payment Deductions (L + M + N + O + P)	\$ _____ .48	\$ _____ 3.01	\$ _____ .54
		TOTAL PAYMENT DEDUCTIONS	= \$ _____ 4.03

 QAE SIGNATURE/DATE

QUALITY ASSURANCE PLAN #3
PLANT AND SHRUB PRUNING

1. Contract Requirement. Plant and Shrub Pruning

Work Requirements

Standards of Performance

- | | |
|----------------------|---|
| a. Timely Completion | Work completed per Contractor's approved schedule and Attachment J-C8 (Paragraphs C.6.c and C.7.c) |
| b. Proper Pruning | New growth removed; size reduced; dead, diseased, weak, or broken branches removed; formed and balanced; extraneous vegetation removed; obstruction from doors, windows, walks, and intersections removed (Paragraph C.7.c) |
| c. Debris Removal | Clippings and extraneous vegetation removed from site same day pruning is performed and disposed of off activity (Paragraph C.7.c) |

2. Primary Method of Surveillance. Planned sampling supported by validated customer complaints and unscheduled inspections.

3. Quality Benchmark QB

- | | |
|----------------------|----|
| a. Timely Completion | 3% |
| b. Proper Pruning | 3% |
| c. Debris Removal | 3% |

4. Quantity of Work. There are 260 plants and shrubs as indicated in Attachments J-C7. All plants and shrubs will be pruned twice a year; once in April and once in October.

5. Level of Surveillance. The normal level of surveillance will be used in the first month of pruning. Go to or retain minimum surveillance during subsequent pruning months if the DR for proper pruning is less than or equal to the QB. If at minimum surveillance the DR for proper pruning exceeds its QB, return to normal surveillance the following pruning month.

6. Sample Size

- Minimum - 10% of plants/shrubs
Normal - 25% of plants/shrubs

7. Sampling Procedures. Prior to the months of April and October, the QAE will select the appropriate number of samples based on the level of surveillance to be used. The number of samples and their locations need not be exact since plants/shrubs tend to be located in clusters; however, samples should be chosen on a rotating basis so that selection will be consistent, and all plant/shrubs will periodically be included in the sample. The Contractor's approved schedule will be used to determine when pruning will be accomplished in the parcels that contain the selected samples.

8. Evaluation Procedures. Within 24 hours after scheduled pruning completion, the QAE will make an on-site visit and grade each of the work requirements listed above as either satisfactory (S) or unsatisfactory (U) on the attached EVALUATION WORK SHEET. Evaluations (excluding timely completion) will be based on the concept of substantial completion. Generally, work will be judged substantially complete if there is no omission of critical work and essentially 95% or more of the total work has been completed with no rework being required. In most all instances, when proper pruning or debris removal is considered unsatisfactory, timely completion will also be considered unsatisfactory. A brief description of any noted defects will be provided and rework information recorded, if appropriate. Discuss questionable grades with the FSCM prior to providing the Contractor with a copy of the EVALUATION WORK SHEET.

a. Validated Customer Complaints. The QAE will document all complaints using the Customer Complaint Record (see page QA-10). On-site visits will be necessary to validate each complaint received.

b. Unscheduled Inspections. Unscheduled inspections may be conducted at any time, but should be limited to plants/shrubs of particular importance, or where performance problems have been noted in the past. Unscheduled inspections should be documented on a separate EVALUATION WORK SHEET from that used for planned sampling.

c. Rework. Rework, if required, should normally be completed by the Contractor within 24 hours of notification. Therefore, each inspection marked for rework must be reinspected by the QAE to see if the work was satisfactorily completed, and appropriate notations made on the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections; calculate DRs, compare to QBs, and recommend the level of surveillance be modified accordingly; calculate recommended payment deductions for each work requirement; and assess the Contractor's overall performance.

a. The defect rate will be calculated as follows:

$$DR = \frac{\text{Number of Sampled Unsatisfactory Plant/Shrub Prunings}}{\text{Number of Plant/Shrub Prunings in Sample}} \times 100$$

b. The QAE will compare DRs to QBs and take the following action:

(1) If the DR for proper pruning is less than or equal to the QB, the QAE should recommend minimum surveillance for the next evaluation period. If the DR for proper pruning exceeds its QB, normal surveillance should be used for the next evaluation period.

(2) If the DR for any work requirement (Item F of the MONTHLY PAYMENT DEDUCTION FORM) is greater than its QB, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

c. Recommended payment deductions will be taken for all documented defects and will be calculated on a MONTHLY PAYMENT DEDUCTION FORM (see attached).

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. CPAR form *Services, Information Technology, and Operations*

Support shall be used for evaluation and reporting, and is completed/submitted electronically. Access instructions and logon procedures for the CPARS database can be obtained through the CPARS website at <http://cpars.navy.mil/>.

SAMPLE

**MONTHLY PAYMENT DEDUCTION FORM
PLANT AND SHRUB PRUNING**

CONTRACT NUMBER _____

SUMMARY FOR THE PERIOD <u>1 APR 01 - 30 APR 01</u>	<u>TIMELY COMPLETION</u>	<u>PROPER PRUNING</u>	<u>DEBRIS REMOVAL</u>
A. Relative Value of Services (Weight from PRS)	<u>10%</u>	<u>75%</u>	<u>15%</u>
B. Cost per Plant/Shrub Pruning (Schedule of Deductions Item 1.c)	<u>\$.26</u>	<u>\$ 1.95</u>	<u>\$.39</u>
C. Plant/Shrub Prunings Scheduled for Completion	<u>260</u>	<u>260</u>	<u>260</u>
D. No. of Plant/Shrub Prunings in Sample	<u>30</u>	<u>30</u>	<u>30</u>
E. Number of Sampled Unsatisfactory Plant/Shrub Prunings	<u>3</u>	<u>3</u>	<u>6</u>
F. Defect Rate (E ÷ D x 100)	<u>10.0%</u>	<u>10.0%</u>	<u>20.0%</u>
G. Defects Observed Outside Sample (Plant/Shrub Prunings Unsatisfactory)	<u>2</u>	<u>2</u>	<u>1</u>
H. Total Defects (E + G)	<u>5</u>	<u>5</u>	<u>7</u>
I. Prunings Reworked by Contractor	<u>N/A</u>	<u>1</u>	<u>1</u>
J. Prunings Reworked by Government or Others	<u>N/A</u>	<u>0</u>	<u>0</u>
K. Net Plant/Shrub Prunings Deducted at Schedule Price (H - I - J)	<u>5</u>	<u>4</u>	<u>6</u>
L. Net Amount to Deduct (B x K)	<u>\$ 1.30</u>	<u>\$ 7.80</u>	<u>\$ 2.34</u>
M. Deduct Government Rework Actual Cost or at Schedule Price (B x J)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
N. LDs on Government Rework (20% x M)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
O. LDs on All Other Defects [10% x B x (H - J)]	<u>\$.13</u>	<u>\$.98</u>	<u>\$.27</u>
P. Other Adjustments ("-" Indicates a Deduction)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
Q. Total Payment Deductions (L + M + N + O + P)	<u>\$ 1.43</u>	<u>\$ 8.78</u>	<u>\$ 2.61</u>

TOTAL PAYMENT DEDUCTIONS = \$ 12.82

QAE SIGNATURE/DATE

QUALITY ASSURANCE PLAN #4
CULTIVATION AND MULCHING

1. Contract Requirement. Cultivation and Mulching

Work Requirements

Standards of Performance

- | | |
|------------------------|--|
| a. Timely Completion | Work completed per Contractor's approved schedule and Attachment J-C8 (Paragraphs C.6.c and C.7.d) |
| b. Quality Cultivation | Depth 2 inches and distance from base not less than 18 inches, edging realigned, debris and extraneous vegetation removed and disposed of off activity (Paragraph C.7.d) |
| c. Quality Mulching | Mulch well groomed, correct type added to minimum depth of 3 inches (Paragraph C.7.d) |

2. Primary Method of Surveillance. Planned sampling supported by validated customer complaints and unscheduled inspections.

3. Quality Benchmark (QB)

- | | |
|------------------------|----|
| a. Timely Completion | 3% |
| b. Quality Cultivation | 3% |
| c. Quality Mulching | 3% |

4. Quantity of Work. There are 140 plants/shrubs and 8 flower beds to be cultivated and mulched once in April and once in July. There are 120 plants/shrubs and 14 flower beds to be cultivated and mulched once in May and once in August.

5. Level of Surveillance. The normal level of surveillance will be used for inspection of the first service. Go to or retain minimum surveillance during subsequent service months if the DRs for quality cultivation and quality mulching are less than or equal to their QBs. If at minimum surveillance the DR for quality cultivation or quality mulching exceeds its QB, return to normal surveillance the following service month.

6. Sample Size

- Minimum - 10% of plants/shrubs and flower beds
Normal - 25% of plants/shrubs and flower beds

7. Sampling Procedures. Prior to the months in which cultivation and mulching are to be performed, the QAE will select the appropriate number of samples based on the level of surveillance to be used. The number of samples and their locations need not be exact since plants/shrubs and flower beds tend to be located in clusters; however, samples should be chosen on a rotating basis so that selection will be consistent, and all plants/shrubs and flower beds will periodically be included in the sample. The Contractor's approved schedule will be used to determine when cultivation and mulching will be accomplished in the parcels that contain the selected samples.

8. Evaluation Procedures. Within 24 hours after scheduled pruning completion, the QAE will make an on-site visit and grade each of the work requirements listed above as either satisfactory (S) or unsatisfactory (U) on the attached EVALUATION WORK SHEET. Evaluations (excluding timely completion) will be based on the concept of substantial completion. Generally, work will be judged substantially complete if there is no omission of critical work and essentially 95% or more of the total work has been completed with no rework being required. In most all instances, when quality cultivation or quality mulching is considered unsatisfactory, timely completion will also be considered unsatisfactory. A brief description of any noted defects will be provided and rework information recorded, if appropriate. Discuss questionable grades with the FSCM prior to providing the Contractor with a copy of the EVALUATION WORK SHEET.

a. Validated Customer Complaints. The QAE will document all complaints using the Customer Complaint Record (see page QA-10). On-site visits will be necessary to validate each complaint received.

b. Unscheduled Inspections. Unscheduled inspections may be conducted at any time, but should be limited to areas of particular importance, or where performance problems have been noted in the past. Unscheduled inspections should be documented on a separate EVALUATION WORK SHEET from that used for planned sampling.

c. Rework. Rework, is required, should normally be completed by the Contractor within 24 hours of notification. Therefore, each inspection marked for rework must be reinspected by the QAE to see if the work was satisfactorily completed, and appropriate notations made on the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections; calculate DRs, compare to QBs, and recommend the level of surveillance be modified accordingly; calculate recommended payment deductions for each work requirement; and assess the Contractor's overall performance.

a. The defect rate will be calculated as follows:

$$DR = \frac{\text{Number of Sampled Unsatisfactory Services}}{\text{Number of Services in Sample}} \times 100$$

b. The QAE will compare DRs to QBs and take the following action:

(1) If the DRs for quality cultivation and quality mulching are less than or equal to their QBs, the QAE should recommend minimum surveillance for the next evaluation period. If the DR for quality cultivation or quality mulching exceeds its QB, normal surveillance should be used for the next evaluation period.

(2) If the DR for any work requirement (Item F of the MONTHLY PAYMENT DEDUCTION FORM) is greater than its QB, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

c. Recommended payment deductions will be taken for all documented defects and will be calculated on a MONTHLY PAYMENT DEDUCTION FORM (see attached).

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. CPAR form *Services, Information Technology, and Operations Support* shall be used for evaluation and reporting, and is completed/submitted electronically. Access instructions and logon procedures for the CPARS database can be obtained through the CPARS website at <http://cpars.navy.mil/>.

SAMPLE

**MONTHLY PAYMENT DEDUCTION FORM
CULTIVATION AND MULCHING**

CONTRACT NUMBER _____

SUMMARY FOR THE PERIOD <u>1 AUG 01 - 31 AUG 01</u>	<u>TIMELY COMPLETION</u>	<u>QUALITY CULTIVATION</u>	<u>QUALITY MULCHING</u>
A. Relative Value of Services (Weight from PRS)	<u>10%</u>	<u>50%</u>	<u>40%</u>
B. Cost per Service (Schedule of Deductions Item 1.d)	<u>\$.50</u>	<u>\$ 2.50</u>	<u>\$ 2.00</u>
C. Services Scheduled for Completion	<u>148</u>	<u>148</u>	<u>148</u>
D. Number of Services in Sample	<u>37</u>	<u>37</u>	<u>37</u>
E. Number of Sampled Unsatisfactory Services	<u>9</u>	<u>9</u>	<u>3</u>
F. Defect Rate (E ÷ D x 100)	<u>24.3%</u>	<u>24.3%</u>	<u>8.1%</u>
G. Defects Observed Outside Sample (Services Unsatisfactory)	<u>1</u>	<u>1</u>	<u>1</u>
H. Total Defects (E + G)	<u>10</u>	<u>10</u>	<u>4</u>
I. Services Reworked by Contractor	<u>N/A</u>	<u>2</u>	<u>0</u>
J. Services Reworked by Government or Others	<u>N/A</u>	<u>0</u>	<u>0</u>
K. Net Services Deducted at Schedule Price (H - I - J)	<u>10</u>	<u>8</u>	<u>4</u>
L. Net Amount to Deduct (B x K)	<u>\$ 5.00</u>	<u>\$ 20.00</u>	<u>\$ 8.00</u>
M. Deduct Government Rework Actual Cost or at Schedule Price (B x J)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
N. LDs on Government Rework (20% x M)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
O. LDs on All Other Defects [10% x B x (H - J)]	<u>\$.50</u>	<u>\$ 2.50</u>	<u>\$.80</u>
P. Other Adjustments ("-" Indicates a Deduction)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
Q. Total Payment Deductions (L + M + N + O + P)	<u>\$ 5.50</u>	<u>\$ 22.50</u>	<u>\$ 8.80</u>

TOTAL PAYMENT DEDUCTIONS = \$ 36.80

QAE SIGNATURE/DATE

QUALITY ASSURANCE PLAN #5
FERTILIZATION, MAINTENANCE LEVELS I AND II

1. Contract Requirement. Fertilization, Maintenance Levels I and II

<u>Work Requirements</u>	<u>Standards of Performance</u>
a. Timely Completion	Work completed per Contractor's approved schedule and Attachment J-C8 (Paragraphs C.6.c, C.7.e, and C.8.c)
b. Quality Work	Correct fertilizer furnished and uniformly applied, proper application rate/conditions (Paragraphs C.7.e and C.8.c)

2. Primary Method of Surveillance. One hundred percent inspection

3. Quality Benchmark (QB)

	<u>MAINTENANCE LEVEL I</u>	<u>MAINTENANCE LEVEL II</u>
a. Timely Completion	3%	4%
b. Quality Work	3%	4%

4. Quantity of work. There are 20 parcels in Maintenance Level I to be fertilized between 1 April and 20 April. There are 16 parcels in Maintenance Level II to be fertilized between 21 April and 10 May.

5. Level of Surveillance. Not Applicable

6. Sample Size. Not Applicable

7. Sampling Procedures. Not Applicable

8. Evaluation Procedures. The QAE will inspect the work while in progress and grade each of the work requirements listed above as either satisfactory (S) or unsatisfactory (U) on the attached EVALUATION WORK SHEET. A separate work sheet will be used for each maintenance level. In most all instances, when quality work is considered unsatisfactory, timely completion will also be considered unsatisfactory. A brief description of any noted defects will be provided and rework information recorded, if appropriate. The Contractor must complete rework within 24 hours of notification when practical. Therefore, each inspection marked for rework must be reinspected by the QAE to see if the work was satisfactorily completed, and appropriate notations made on the EVALUATION WORK SHEET. Discuss questionable grades with the FSCM prior to providing the Contractor with a copy of the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections, calculate DRs and recommended payment deductions for each work requirement, compare DRs to QBs, and assess the Contractor's overall performance.

a. The defect rate will be calculated as follows:

$$DR = \frac{\text{Number of Unsatisfactory Acres}}{\text{Number of Acres Scheduled for Completion}} \times 100$$

b. Recommended payment deductions will be taken for all documented defects and will be calculated on a MONTHLY PAYMENT DEDUCTION FORM (see attached).

c. If the DR for a work requirement (Item E of the MONTHLY PAYMENT DEDUCTION FORM) is greater than its QB, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. CPAR form *Services, Information Technology, and Operations Support* shall be used for evaluation and reporting, and is completed/submitted electronically. Access instructions and logon procedures for the CPARS database can be obtained through the CPARS website at <http://cpars.navy.mil/>.

SAMPLE

**MONTHLY PAYMENT DEDUCTION FORM
FERTILIZATION, MAINTENANCE LEVELS I AND II**

CONTRACT NUMBER _____

MAINTENANCE LEVEL I

SUMMARY FOR THE PERIOD <u>1 APR 01 - 30 APR 01</u>	<u>TIMELINESS</u>	<u>QUALITY WORK</u>
A. Relative Value of Services (Weight from PRS)	<u>10%</u>	<u>90%</u>
B. Cost per Acre (Schedule of Deductions Item 1.e or 2.c)	\$ <u>5.00</u>	\$ <u>45.00</u>
C. Acres Scheduled for Completion	<u>50</u>	<u>50</u>
D. Number of Unsatisfactory Acres	<u>3</u>	<u>2</u>
E. Defect Rate (D ÷ C x 100)	<u>6.0%</u>	<u>4.0%</u>
F. Acres Reworked by Contractor	<u>N/A</u>	<u>1</u>
G. Acres Reworked by Government or Others	<u>N/A</u>	<u>0</u>
H. Net Acres Deducted at Schedule Price (D - F - G)	<u>3</u>	<u>1</u>
I. Net Amount to Deduct (B x H)	\$ <u>15.00</u>	\$ <u>45.00</u>
J. Deduct Government Rework Actual Cost or at Schedule Price (B x G)	\$ <u>0</u>	\$ <u>0</u>
K. LDs on Government Rework (20% x J)	\$ <u>0</u>	\$ <u>0</u>
L. LDs on All Other Defects [10% x B x (D - G)]	\$ <u>1.50</u>	\$ <u>9.00</u>
M. Other Adjustments (" - " indicates a deduction)	\$ <u>0</u>	\$ <u>0</u>
N. Total Deductions (I + J + K + L + M)	\$ <u>16.50</u>	\$ <u>54.00</u>

TOTAL PAYMENT DEDUCTIONS = \$ 70.50

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #6
TRASH AND LITTER COLLECTION AND DISPOSAL, MAINTENANCE LEVELS I AND II

1. Contract Requirement. Trash and Litter Collection and Disposal, Maintenance Levels I and II

Work Requirements

Standards of Performance

- | | |
|----------------------|--|
| a. Timely Completion | Work completed per Contractor's approved schedule and Attachment J-C8 (Paragraphs C.6.c, C.7.f, and C.8.d) |
| b. Quality Work | All trash and litter collected and disposed of off the activity the same day (Paragraphs C.7.f and C.8.d) |

2. Primary Method of Surveillance. Planned sampling supported by validated customer complaints and unscheduled inspections.

3. Quality Benchmark (QB)

	<u>MAINTENANCE LEVEL I</u>	<u>MAINTENANCE LEVEL II</u>
a. Timely Completion	3%	4%
b. Quality Work	3%	4%

4. Quantity of Work. The quantity of work in Maintenance Level I is 20 parcel pickups per month. The quantity of work in Maintenance Level II is 16 parcel pickups per month.

5. Level of Surveillance. The normal level of surveillance will be used initially for the contract. Go to or retain minimum surveillance if the DR for quality work is less than or equal to the QB. If at minimum surveillance the DR for quality work exceeds its QB, return to normal surveillance.

6. Sample Size

- Minimum - 10% of parcels
- Normal - 25% of parcels

7. Sampling Procedures. Prior to the beginning of the month, the QAE will select the appropriate number of samples based on the level of surveillance to be used. Samples should be chosen on a rotating basis so that selection will be consistent, and all parcels will periodically be included in the sample. The Contractor's approved schedule will be used to determine when work will be accomplished in selected parcels.

8. Evaluation Procedures. The QAE will visit selected parcels as soon as possible after trash and litter collection and disposal services have been performed to insure evaluations aren't biased by changed conditions. Each work requirement listed above will be graded as either satisfactory (S) or unsatisfactory (U) on the attached EVALUATION WORK SHEET. A separate work sheet will be used for each maintenance level. The evaluation of quality work will be based on the concept of substantial completion. Generally, quality work will be judged substantially complete if there is no omission of critical work and essentially 95% or more of the total work has been completed with no rework

being required. In most all instances, when quality work is considered unsatisfactory, timely completion will also be considered unsatisfactory. A brief description of any noted defects will be provided and rework information recorded, if appropriate. Discuss questionable grades with the FSCM prior to providing the Contractor with a copy of the EVALUATION WORK SHEET.

a. Validate Customer Complaints. The QAE will document all complaints using the Customer Complaint Record (see page QA-10). On-site visits will be necessary to validate each complaint received.

b. Unscheduled Inspections. Unscheduled inspections may be conducted at any time, but should be limited to parcels of particular importance, or where performance problems have been noted in the past. Unscheduled inspections should be documented on a separate EVALUATION WORK SHEET from that used for planned sampling.

c. Rework. Rework, if required, should normally be completed by the Contractor within 24 hours of notification. Therefore, each inspection marked for rework must be reinspected by the QAE to see if the work was satisfactorily completed, and appropriate notations made on the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections; calculate DRs, compare to QBs, and recommend the level of surveillance be modified accordingly; calculate recommended payment deductions for each work requirement; and assess the Contractor's overall performance.

a. The defect rate will be calculated as follows:

$$DR = \frac{\text{Number of Sampled Unsatisfactory Services}}{\text{Number of Services in Sample}} \times 100$$

b. The QAE will compare DRs to QBs and take the following action:

(1) If the DR for quality work is less than or equal to its QB, the QAE should recommend minimum surveillance for the next evaluation period. If the DR for quality work exceeds its QB, normal surveillance should be used for the next evaluation period.

(2) If the DR for any work requirement (Item F of the MONTHLY PAYMENT DEDUCTION FORM) is greater than its QB, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

c. Recommended payment deductions will be taken for all documented defects and will be calculated on a MONTHLY PAYMENT DEDUCTION FORM (see attached).

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. CPAR form *Services, Information Technology, and Operations Support* shall be used for evaluation and reporting, and is completed/submitted electronically. Access instructions and logon procedures for the CPARS database can be obtained through the CPARS website at <http://cpars.navy.mil/>.

**MONTHLY PAYMENT DEDUCTION FORM
TRASH AND LITTER COLLECTION AND DISPOSAL, MAINTENANCE LEVELS I AND II**

CONTRACT NUMBER _____

MAINTENANCE LEVEL I

SUMMARY FOR THE PERIOD <u> 1 SEP 01 - 30 SEP 01 </u>	<u>TIMELINESS</u>	<u>QUALITY WORK</u>
A. Relative Value of Services (Weight from PRS)	<u> 10% </u>	<u> 90% </u>
B. Cost per Service (Schedule of Deductions Item 1.f or 2.d)	\$ <u> 2.50 </u>	\$ <u> 22.50 </u>
C. Services Scheduled for Completion	<u> 20 </u>	<u> 20 </u>
D. Number of Services in Sample	<u> 5 </u>	<u> 5 </u>
E. Number of Sampled Unsatisfactory Services	<u> 3 </u>	<u> 2 </u>
F. Defect Rate (E ÷ D x 100)	<u> 60.0% </u>	<u> 40.0% </u>
G. Defects Observed Outside Sample (Services Unsatisfactory)	<u> 0 </u>	<u> 0 </u>
H. Total Defects (E + G)	<u> 3 </u>	<u> 2 </u>
I. Services Reworked by Contractor	<u> N/A </u>	<u> 1 </u>
J. Services Reworked by Government or Others	<u> N/A </u>	<u> 0 </u>
K. Net Services Deducted at Schedule Price (H - I - J)	<u> 3 </u>	<u> 1 </u>
L. Net Amount to Deduct (B x K)	\$ <u> 7.50 </u>	\$ <u> 22.50 </u>
M. Deduct Government Rework Actual Cost or at Schedule Price (B x J)	\$ <u> 0 </u>	\$ <u> 0 </u>
N. LDs on Government Rework (20% x M)	\$ <u> 0 </u>	\$ <u> 0 </u>
O. LDs on All Other Defects [10% x B x (H - J)]	\$ <u> .75 </u>	\$ <u> 4.50 </u>
P. Other Adjustments (" - " indicates a deduction)	\$ <u> 0 </u>	\$ <u> 0 </u>
Q. Total Deductions (L + M + N + O + P)	\$ <u> 8.25 </u>	\$ <u> 27.00 </u>

TOTAL PAYMENT DEDUCTIONS = \$ 35.25

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #7
GRASS CUTTING, MAINTENANCE LEVEL III

1. Contract Requirement. Grass Cutting, Maintenance Level III

Work Requirements

Standards of Performance

- | | |
|----------------------|---|
| a. Timely Completion | Work completed per Contractor's approved schedule and Attachment J-C8 (Paragraphs C.6.c and C.9) |
| b. Debris Removal | Debris collected prior to cutting and clippings/trimmings removed from paved areas, disposed of off the activity the same day collected or removed (Paragraph C.9) |
| c. Grass Cutting | Cut to uniform height between !INSERT! and !INSERT! inches for magazines, !INSERT! and !INSERT! inches for airfields, and !INSERT! and !INSERT! inches for other areas; clippings distributed uniformly (Paragraph C.9) |
| d. Trimming | Area trimmed matches height and appearance of surrounding mowed grass (Paragraph C.9) |

2. Primary Method of Surveillance. One hundred percent inspection

3. Quality Benchmark (QB)

- | | |
|----------------------|----|
| a. Timely Completion | 5% |
| b. Debris Removal | 5% |
| c. Grass Cutting | 5% |
| d. Trimming | 5% |

4. Quantity of Work. There are 15 parcels to be cut once a month between 1 March and 30 November.

5. Level of Surveillance. Not Applicable

6. Sample Size. Not Applicable

7. Sampling Procedures. Not Applicable

8. Evaluation Procedures. Within 24 hours after the scheduled completion of each parcel, the QAE will make an on-site visit and grade each of the work requirements listed above as either satisfactory (S) or unsatisfactory (U) on the attached EVALUATION WORK SHEET. Evaluations (excluding timely completion) will be based on the concept of substantial completion. Generally, work will be judged substantially complete if there is no omission of critical work and essentially 95% or more of the total work has been completed with no rework being required. In most all instances, when grass cutting or trimming is considered unsatisfactory, timely completion will also be considered unsatisfactory. A brief description of any noted defects will be provided and rework information recorded, if appropriate. The Contractor must complete rework within 24 hours of notification when practical. Therefore, each

inspection marked for rework must be reinspected by the QAE to see if the work was satisfactorily completed, and appropriate notations made on the EVALUATION WORK SHEET. Discuss questionable grades with the FSCM prior to providing the Contractor with a copy of the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections, calculate DRs and recommended payment deductions for each work requirement, compare DRs to QBs, and assess the Contractor's overall performance.

a. The defect rate will be calculated as follows:

$$\text{DR} = \frac{\text{Number of Unsatisfactory Acres}}{\text{Number of Acres Scheduled for Completion}} \times 100$$

b. Recommended payment deductions will be taken for documented defects and will be calculated on a MONTHLY PAYMENT DEDUCTION FORM (see attached).

c. If the DR for a work requirement (Item E of the MONTHLY PAYMENT DEDUCTION FORM) is greater than its QB, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. CPAR form *Services, Information Technology, and Operations Support* shall be used for evaluation and reporting, and is completed/submitted electronically. Access instructions and logon procedures for the CPARS database can be obtained through the CPARS website at <http://cpars.navy.mil>.

SAMPLE

**MONTHLY PAYMENT DEDUCTION FORM
GRASS CUTTING, MAINTENANCE LEVEL III**

CONTRACT NUMBER _____

SUMMARY FOR THE PERIOD <u>1 SEP 01 - 30 SEP 01</u>	<u>TIMELY COMPLETION</u>	<u>DEBRIS REMOVAL</u>	<u>GRASS CUTTING</u>	<u>TRIMMING</u>
A. Relative Value of Services (Weight from PRS)	<u>10%</u>	<u>10%</u>	<u>65%</u>	<u>15%</u>
B. Cost per Acre (Schedule of Deductions Item 3)	<u>\$ 6.00</u>	<u>\$ 6.00</u>	<u>\$ 39.00</u>	<u>\$ 9.00</u>
C. Acres Scheduled for Completion	<u>222</u>	<u>222</u>	<u>222</u>	<u>222</u>
D. Number of Unsatisfactory Acres	<u>13</u>	<u>13</u>	<u>13</u>	<u>13</u>
E. Defect Rate (D ÷ C x 100)	<u>5.9%</u>	<u>5.9%</u>	<u>5.9%</u>	<u>5.9%</u>
F. Acres Reworked by Contractor	<u>N/A</u>	<u>1</u>	<u>2</u>	<u>2</u>
G. Acres Reworked by Government or Others	<u>N/A</u>	<u>0</u>	<u>0</u>	<u>0</u>
H. Net Acres Deducted at Schedule Price (D - F - G)	<u>13</u>	<u>12</u>	<u>11</u>	<u>11</u>
I. Net Amount to Deduct (B x H)	<u>\$ 78.00</u>	<u>\$ 72.00</u>	<u>\$ 429.00</u>	<u>\$ 99.00</u>
J. Deduct Government Rework Actual Cost or at Schedule Price (B x G)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
K. LDs on Government Rework (20% x J)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
L. LDs on All Other Defects [10% x B x (D - G)]	<u>\$ 7.80</u>	<u>\$ 7.80</u>	<u>\$ 50.70</u>	<u>\$ 11.70</u>
M. Other Adjustments ("-" Indicates a Deduction)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
N. Total Payment Deductions (I + J + K + L + M)	<u>\$ 85.80</u>	<u>\$ 79.80</u>	<u>\$ 479.70</u>	<u>\$ 110.70</u>
TOTAL PAYMENT DEDUCTIONS			=	<u>\$ 756.00</u>

QAE SIGNATURE/DATE

QUALITY ASSURANCE PLAN #8
VEGETATION CUTTING, MAINTENANCE LEVEL IV

1. Contract Requirement. Vegetation Cutting, Maintenance Level IV

Work Requirements

Standards of Performance

- | | |
|----------------------|---|
| a. Timely Completion | Work completed per Contractor's approved schedule and Attachment J-C8 (Paragraphs C.6.c and C.10) |
| b. Quality work | All brush, weeds, grasses, and small trees in right-of-ways cut to within 4 inches of ground level (Paragraph C.10) |

2. Primary Method of Surveillance. One hundred percent inspection

3. Quality Benchmark (QB)

- | | |
|----------------------|----|
| a. Timely Completion | 5% |
| b. Quality Work | 5% |

4. Quantity of Work. There are eight parcels to be cut once in June and once in September.

5. Level of Surveillance. Not Applicable

6. Sample Size. Not Applicable

7. Sampling Procedures. Not Applicable

8. Evaluation Procedures. Within 24 hours after scheduled work completion (time will be extended in the case of herbiciding), the QAE will make an on-site visit and grade each of the work requirements listed above as either satisfactory (S) or unsatisfactory (U) on the attached EVALUATION WORK SHEET. The evaluation of quality work will be based on the concept of substantial completion. Generally, quality work will be judged substantially complete if there is no omission of critical work and essentially 95% or more of the total work has been completed with no rework being required. In most all instances, when quality work is considered unsatisfactory, timely completion will also be considered unsatisfactory. A brief description of any noted defects will be provided and rework information recorded, if appropriate. The Contractor must complete rework within 24 hours of notification when practical. Therefore, each inspection marked for rework must be reinspected by the QAE to see if the work was satisfactorily completed, and appropriate notations made on the EVALUATION WORK SHEET. Discuss questionable grades with the FSCM prior to providing the Contractor with a copy of the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections, calculate DRs and recommended payment deductions for each work requirement, compare DRs to QBs, and assess the Contractor's overall performance.

- a. The defect rate will be calculated as follows:

$$DR = \frac{\text{Number of Unsatisfactory Acres}}{\text{Number of Acres Scheduled for Completion}} \times 100$$

b. Recommended payment deductions will be taken for documented defects and will be calculated on a MONTHLY PAYMENT DEDUCTION FORM (see attached).

c. If the DR for a work requirement (Item E of the MONTHLY PAYMENT DEDUCTION FORM) is greater than its QB, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. CPAR form *Services, Information Technology, and Operations Support* shall be used for evaluation and reporting, and is completed/submitted electronically. Access instructions and logon procedures for the CPARS database can be obtained through the CPARS website at <http://cpars.navy.mil>.

SAMPLE

MONTHLY PAYMENT DEDUCTION FORM
VEGETATION CUTTING, MAINTENANCE LEVEL IV

CONTRACT NUMBER _____

MAINTENANCE LEVEL I

SUMMARY FOR THE PERIOD <u>1 SEP 01 - 30 SEP 01</u>	<u>TIMELINESS</u>	<u>QUALITY WORK</u>
A. Relative Value of Services (Weight from PRS)	<u>10%</u>	<u>90%</u>
B. Cost per Acre (Schedule of Deductions Item 4)	\$ <u>2.50</u>	\$ <u>22.50</u>
C. Acres Scheduled for Completion	<u>250</u>	<u>250</u>
D. Number of Unsatisfactory Acres	<u>12</u>	<u>10</u>
E. Defect Rate (D ÷ C x 100)	<u>4.8%</u>	<u>4.0%</u>
F. Acres Reworked by Contractor	<u>N/A</u>	<u>4</u>
G. Acres Reworked by Government or Others	<u>N/A</u>	<u>0</u>
H. Net Acres Deducted at Schedule Price (D - F - G)	<u>12</u>	<u>6</u>
I. Net Amount to Deduct (B x H)	\$ <u>30.00</u>	\$ <u>135.00</u>
J. Deduct Government Rework Actual Cost or at Schedule Price (B x G)	\$ <u>0</u>	\$ <u>0</u>
K. LDs on Government Rework (20% x J)	\$ <u>0</u>	\$ <u>0</u>
L. LDs on All Other Defects [10% x B x (D - G)]	\$ <u>3.00</u>	\$ <u>22.50</u>
M. Other Adjustments (" - " indicates a deduction)	\$ <u>0</u>	\$ <u>0</u>
N. Total Deductions (I + J + K + L + M)	\$ <u>33.00</u>	\$ <u>157.50</u>

TOTAL PAYMENT DEDUCTIONS = \$ 190.50

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #9
MISCELLANEOUS FIRM FIXED-PRICE SERVICES

1. Contract Requirement. Miscellaneous Firm Fixed-Price Services (Ditch Cleaning and Fence Line Maintenance)

Work Requirements

Standards of Performance

- | | |
|----------------------|---|
| a. Timely Completion | Work completed per Contractor's approved schedule and Attachment J-C8 (Paragraphs C.6.c and C.11) |
| b. Quality Work | Work performed in compliance with specified quality standards (Paragraph C.11) |

2. Primary Method of Surveillance. One hundred percent inspection

3. Quality Benchmark (QB)

- | | |
|----------------------|----|
| a. Timely Completion | 5% |
| b. Quality Work | 5% |

4. Quantity of Work. There are 1300 linear feet of ditches to be cleaned once in October. There are 2920 linear feet of fence line to be maintained once during May and once during November.

5. Level of Surveillance. Not Applicable

6. Sample Size. Not Applicable

7. Sampling Procedures. Not Applicable

8. Evaluation Procedures. Within 24 hours after the completion of scheduled work (time should be extended when herbicides are used), the QAE will make an on-site visit and grade each of the work requirements listed above as either satisfactory (S) or unsatisfactory (U) on the attached EVALUATION WORK SHEET. The evaluation of quality work will be based on the concept of substantial completion. Generally, quality work will be judged substantially complete if there is no omission of critical work and essentially 95% or more of the total work has been completed with no rework being required. In most all instances, when quality work is considered unsatisfactory, timely completion will also be considered unsatisfactory. A brief description of any noted defects will be provided and rework information recorded, if appropriate. The Contractor must complete rework within 24 hours of notification when practical. Therefore, each inspection marked for rework must be reinspected by the QAE to see if the work was satisfactorily completed, and appropriate notations made on the EVALUATION WORK SHEET. Discuss questionable grades with the FSCM prior to providing the Contractor with a copy of the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections, calculate DRs and recommended payment deductions for each work requirement, compare DRs to QBs, and assess the Contractor's overall performance.

- a. The defect rate will be calculated as follows:

$$\text{DR} = \frac{\text{Number of Unsatisfactory Linear Feet}}{\text{Number of Linear Feet Scheduled for Completion}} \times 100$$

b. Recommended payment deductions will be taken for documented defects and will be calculated on a MONTHLY PAYMENT DEDUCTION FORM (see attached).

c. If the DR for a work requirement (Item E of the MONTHLY PAYMENT DEDUCTION FORM) is greater than its QB, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. CPAR form *Services, Information Technology, and Operations Support* shall be used for evaluation and reporting, and is completed/submitted electronically. Access instructions and logon procedures for the CPARS database can be obtained through the CPARS website at <http://cpars.navy.mil>.

SAMPLE

**MONTHLY PAYMENT DEDUCTION FORM
MISCELLANEOUS FIRM FIXED-PRICE SERVICES**

CONTRACT NUMBER _____	SERVICE <u>Fence Line Maintenance</u>	
SUMMARY FOR THE PERIOD <u>1 MAY 01 - 30 MAY 01</u>	TIMELY <u>COMPLETION</u>	QUALITY <u>WORK</u>
A. Relative Value of Services (Weight from PRS)	_____ 10%	_____ 90%
B. Cost per Linear Foot (Schedule of Deductions Item 5.a or 5.b)	\$ _____ .10	\$ _____ .90
C. Linear Feet Scheduled for Completion	_____ 2920	_____ 2920
D. Number of Unsatisfactory Linear Feet	_____ 260	_____ 260
E. Defect Rate (D ÷ C x 100)	_____ 8.9%	_____ 8.9%
F. Linear Feet Reworked by Contractor	_____ N/A	_____ 100
G. Linear Feet Reworked by Government or Others	_____ N/A	_____ 0
H. Net Linear Feet Deducted at Schedule Price (D - F - G)	_____ 260	_____ 160
I. Net Amount to Deduct (B x H)	\$ _____ 26.00	\$ _____ 144.00
J. Deduct Government Rework Actual Cost or at Schedule Price (B x G)	\$ _____ 0	\$ _____ 0
K. LDs on Government Rework (20% x J)	\$ _____ 0	\$ _____ 0
L. LDs on All Other Defects [10% x B x (D - G)]	\$ _____ 2.60	\$ _____ 23.40
M. Other Adjustments (" - " indicates a deduction)	\$ _____ 0	\$ _____ 0
N. Total Deductions (I + J + K + L + M)	\$ _____ 28.60	\$ _____ 167.40

TOTAL PAYMENT DEDUCTIONS = \$ 196.00

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #10
INDEFINITE QUANTITY WORK

1. Contract Requirement. Indefinite Quantity Work

Work Requirements

Standards of Performance

- | | |
|----------------------|--|
| a. Timely Completion | Work completed within time period specified (Attachment J-C9) |
| b. Quality Work | Work performed in compliance with specified quality standards (Paragraph C.12) |

2. Primary Method of Surveillance. One hundred percent inspection

3. Quality Benchmark (QB)

- | | |
|----------------------|----|
| a. Timely Completion | 5% |
| b. Quality Work | 5% |

4. Quantity of Work. The quantity of work will be equal to the number of task orders issued during the monthly evaluation period.

5. Level of Surveillance. Not Applicable

6. Sample Size. Not Applicable

7. Sampling Procedures. Not Applicable

8. Evaluation Procedures. The QAE will inspect irrigation, sodding, and sprigging while work is in progress. Other contract line items will be inspected as soon as possible after notification by the Contractor that work is complete, and not later than the workday following scheduled work completion. During on-site visits, the QAE will evaluate timely completion and quality work as either satisfactory (S) or unsatisfactory (U) on the attached EVALUATION WORK SHEET. A brief but complete description of any noted defects will also be recorded.

a. Rework will often be required. Annotate all appropriate rework information on the EVALUATION WORK SHEET.

b. When determining the grade for quality work to be assigned to each contract line item, the QAE must carefully consider the total scope of work required and subjectively judge whether it has been substantially completed by the Contractor. Generally, the QAE should grade quality work as satisfactory if there has been no willful departure from the contract, there is no omission of essential work, and essentially 95% or more of the total work has been completed. In most instances, when quality work is considered unsatisfactory, timely completion must also be considered unsatisfactory. The QAE should discuss questionable grades with the FSCM prior to providing the Contractor with a copy of the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections, calculate DRs and recommended payment deductions, compare DRs to QBs, and assess the Contractor's overall performance.

a. The defect rate will be calculated as follows:

$$\text{DR} = \frac{\text{Number of unsatisfactory grades}}{\text{Total number of CLINs inspected}} \times 100$$

For example:

$$\begin{aligned} \text{Number of unsatisfactory quality work grades} &= 1 \\ \text{Number of contract line items completed} &= 12 \end{aligned}$$

$$\text{DR for quality work} = 1 \div 12 \times 100 = 8.3\%$$

b. If the DR for a work requirement is greater than the QB, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

c. Recommended payment deductions, if any, will be subtracted from each indefinite quantity task order invoiced by the Contractor, and will be calculated on the attached EVALUATION WORK SHEET.

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. CPAR form *Services, Information Technology, and Operations Support* shall be used for evaluation and reporting, and is completed/submitted electronically. Access instructions and logon procedures for the CPARS database can be obtained through the CPARS website at <http://cpars.navy.mil/>.

IV. CONTRACTOR'S OVERALL PERFORMANCE EVALUATION. NAVFAC MO-327 provides guidance in determining the Contractor's overall monthly performance for each service; how to use the PRS Table and the QAE's inspection results to calculate the total payment due for each service; and how to go about correcting problem areas of performance. This paragraph provides additional information on the completion of the MONTHLY PAYMENT DEDUCTION FORMS included in each sample QA Plan, and includes a sample monthly summary report.

A. Monthly Payment Deduction Forms. These forms are very useful for summarizing the results of each month's inspections, and illustrate how the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" and "ESTIMATING THE PRICE OF NONPERFORMED OR UNSATISFACTORY WORK" clauses, the PRS Table, and completed EVALUATION WORK SHEETS are used in calculating the total payment due for each contract requirement. The user should tailor the format of these forms; other sample formats may be found in NAVFAC MO-327. As mentioned previously, AQAS will perform and document basically the same calculations.

B. Analysis of Results. The monthly inspection process results in the overall evaluation of the Contractor's performance for the services inspected. Such an evaluation provides a summary for the Contracting Officer, FSCM, QAE, customer representatives, and the Contractor. Overall performance is important in determining whether to increase, decrease, or maintain surveillance at the same level; whether to issue one or more CDRs to the Contractor or take stronger administrative actions; and service areas which require greater QAE and Contractor QC emphasis during the coming evaluation period. Therefore, the QAE should complete and provide a MONTHLY PERFORMANCE SUMMARY REPORT, Table 1 (see attached sample) for FSCM approval at the end of each month. Almost all of the information required to complete the attached sample report can be taken directly from the MONTHLY PAYMENT DEDUCTION FORM included with each sample QA Plan.

C. Contract Discrepancy Report (CDR). When the Contractor's overall performance for any given work requirement is unsatisfactory, the QAE will recommend to the FSCM that a CDR be issued. Instructions on the use of CDRs, along with a typical format, are included in Chapter 4 of NAVFAC MO-327.

D. Recommend Deductions. The QAE will recommend to the FSCM those payment deductions that should be made. All work documented as not in compliance with the contract requirements (nonperformed or unsatisfactorily performed) is subject to payment deductions, including liquidated damages, in accordance with the provisions of the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" clause, Section E. Since Government forces are normally not available to reperform work, the Contractor will usually be required to accomplish rework.

V. CONTRACTOR SUBMISSIONS. The QAE should prepare a list of Contractor submissions, including due dates, using the completed solicitation package. The list should contain the documents, reports, checklists, forms, etc. necessary to accomplish the evaluations and inspections described in the QA Plans.

TABLE 1
MONTHLY PERFORMANCE SUMMARY REPORT
GROUNDS MAINTENANCE SERVICES
SEPTEMBER 2001

Contract Number _____

Contractor _____

SERVICE	QB	PREVIOUS DR	CURRENT DR	VCC/UI *	CDR (YES/NO)	PAYMENT DEDUCTIONS
QA Plan #1 - Grass Cutting, Maintenance Level I						
a. Timely Completion	2%	5.7%	10.0%	3.5	Yes	\$ 181.50
b. Debris Removal	2%	6.2%	1.3%	0.0	No	\$.50
c. Grass Cutting	2%	5.7%	7.3%	1.5	Yes	\$ 222.00
d. Trimming	2%	3.4%	6.7%	4.0	Yes	\$ 58.00
QA Plan #1 - Grass Cutting, Maintenance Level II						
a. Timely Completion	3%	6.8%	5.8%	0.0	Yes	\$ 5.72
b. Debris Removal	3%	3.7%	2.5%	1.5	No	\$ 4.16
c. Grass Cutting	3%	4.1%	5.8%	1.5	Yes	\$ 32.07
d. Trimming	3%	6.9%	7.3%	2.5	Yes	\$ 65.52
QA Plan #2 - Edging, Maintenance Level I						
a. Timely Completion	2%	7.7%	7.8%	150	Yes	\$.48
b. Paved Areas Edged	2%	7.2%	6.1%	150	Yes	\$ 3.01
c. Debris/Vegetation Removal	2%	7.2%	6.7%	150	Yes	\$.54
QA Plan #2 - Edging, Maintenance Level II						
a. Timely Completion	3%	6.9%	5.3%	0	Yes	\$.69
b. Paved Areas Edged	3%	3.5%	4.5%	0	Yes	\$ 3.13
c. Debris/Vegetation Removal	3%	7.4%	4.8%	100	Yes	\$ 1.16
QA Plan #3 - Plant and Shrub Pruning, Maintenance Level I						
a. Timely Completion	3%	10.0%	NONE PERFORMED THIS MONTH			
b. Proper Pruning	3%	10.0%				
c. Debris Removal	3%	20.0%				
QA Plan #4 - Cultivation and Mulching, Maintenance Level I						
a. Timely Completion	3%	24.3%	NONE PERFORMED THIS MONTH			
b. Quality Cultivation	3%	24.3%				
c. Quality Mulching	3%	8.1%				
QA Plan #5 - Fertilization, Maintenance Level I						
a. Timely Completion	3%	4.0%	NONE PERFORMED THIS MONTH			
b. Quality Work	3%	2.0%				
QA Plan #5 - Fertilization, Maintenance Level II						
a. Timely Completion	4%	3.5%	NONE PERFORMED THIS MONTH			
b. Quality Work	4%	3.9%				
QA Plan #6 - Trash and Litter Collection and Disposal, Maintenance Level I						
a. Timely Completion	3%	40.0%	60.0%	0	Yes	\$ 8.25
b. Quality Work	3%	40.0%	40.0%	0	Yes	\$ 27.00
QA Plan #6 - Trash and Litter Collection and Disposal, Maintenance Level II						
a. Timely Completion	4%	12.4%	17.3%	0	Yes	\$ 6.79
b. Quality Work	4%	15.7%	11.3%	0	Yes	\$ 28.42
QA Plan #7 - Grass Cutting, Maintenance Level III						
a. Timely Completion	5%	12.2%	5.9%	N/A	Yes	\$ 85.80
b. Debris Removal	5%	7.7%	5.9%	N/A	Yes	\$ 79.80
c. Grass Cutting	5%	11.3%	5.9%	N/A	Yes	\$ 479.70
d. Trimming	5%	5.4%	5.9%	N/A	Yes	\$ 110.70

* Validated Customer Complaints/Unscheduled Inspections

SERVICE	QB	PREVIOUS DR	CURRENT DR	VCC/UI *	CDR (YES/NO)	PAYMENT DEDUCTIONS
QA Plan #8 - Vegetation Cutting, Maintenance Level IV						
a. Timely Completion	5%	7.6%	4.8%	N/A	No	\$ 33.00
b. Quality Work	5%	5.6%	4.0%	N/A	No	\$ 157.50
QA Plan #9 - Miscellaneous Firm Fixed-Price Services						
a. Timely Completion	5%	8.9%	NONE PERFORMED THIS MONTH			
b. Quality Work	5%	8.9%	NONE PERFORMED THIS MONTH			
QA Plan #10 - Indefinite Quantity Work						
a. Timely Completion	5%	6.5%	7.3%	N/A	Yes	\$ 8.22
b. Quality Work	5%	8.7%	9.4%	N/A	Yes	\$ 34.50

* Validated Customer Complaints/Unscheduled Inspections

Contractor's Invoice Amount \$ 114,388.00

Total Deductions \$ 1,638.16

Recommended Payment \$ 112,749.84

Contractor's Overall Performance for the Month: Sat _____ Unsat ✓

QAE's Signature/Date

END OF QUALITY ASSURANCE GUIDE