PERFORMANCE WORK STATEMENT (PWS)

FOR

Airman Lodging Services

1.0 General:

1.1 Scope: The contractor shall provide all personnel, equipment, tools, materials, supervision, and quality control necessary, except as specified in Paragraph 3.0 as Government Furnished, to provide and perform Lodging Services**,** as defined in this PWS. This is a non-personal services contract. The Government shall neither supervise contractor employees nor control the method by which the contractor performs the required tasks. The contractor shall manage its employees and guard against any actions that are of the nature of personal services or give the perception of personal services. The contractor shall notify the Contracting Officer (CO) immediately if they perceive any actions that constitute personal services. These services shall not be used to perform any Inherently Governmental Functions. Non-personal services to include all management, supervision, labor, equipment, tools and other items and services necessary to ensure guaranteed rooms are available with possible overflow requirements for the authorized personnel. The contractor shall comply with applicable federal, regional, state, and local laws as well as industry and commercial standards.

1.2 Background: Providing lodging to our members is a requirement as outlined in AFMAN 34-135, Air Force Lodging and Air Force Laundry and Linen Exchange Programs. The Vermont Air National Guard does not have the requisite lodging capabilities on base and relies on local lodging establishments to support its requirements.

1.3 Period of Performance (PoP): The Period of Performance shall be a base period of 3 months and an option period of two months. See technical exhibit three workload table.

1.4 General Information:

1.4.1 Place and Performance of Services: The lodging facility shall be within a 10-mile radius of the Vermont Air National Guard, 10 Falcon St. South Burlington, VT 05403. The use of ferry service is not allowed as it is not a viable mode of transportation. The contractor shall provide lodging and emergency services 24 hours a day including on recognized US holidays. The contractor shall provide daily services (cleaning, preventative maintenance and non-emergency services on Monday through Friday, excluding on recognized US holidays. The contractor shall always maintain an adequate work force for the uninterrupted performance of all tasks defined within this PWS. When hiring personnel, the contractor shall keep in mind that the stability and continuity of the work force are essential.

1.4.2 Recognized Holidays: The following are recognized United States (US) holidays.

1.4.2.1 New Year's Day: January 1st
1.4.2.2 Martin Luther King, Jr.'s Birthday
1.4.2.3 President's Day
1.4.2.4 Memorial Day
1.4.2.5 Juneteenth National Independence Day: June 19th
1.4.2.6 Independence Day: July 4th
1.4.2.7 Labor Day
1.4.2.8 Columbus Day
1.4.2.9 Veteran's Day: November 11th
1.4.2.10 Thanksgiving Day

1.4.2.11 Christmas Day: December 25th

1.4.3 Quality Control (QC): The contractor shall develop and maintain an effective QC Plan (QCP) to ensure services are performed in accordance with this PWS. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The contractor's QCP is the means by which it assures itself that its work complies with the requirements of the contract. At a minimum, the contractor shall develop QC procedures that address the areas identified in Technical Exhibit 1, Performance Requirements Summary (PRS).

1.4.4 Quality Assurance (QA): The Government will evaluate the contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan (QASP). This plan is primarily focused on what the Government will do to ensure that the contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and acceptable quality level(s) or defect rate(s).

1.4.5 Reserved

1.4.5.1 Reserved

1.4.5.2 Reserved

1.4.5.3 Reserved

1.4.5.4 Reserved

1.4.5.5 Communications Security/Information Technology (COMSEC/IT) Security. All communications with DoD organizations are subject to COMSEC review. All telephone communications networks are continually subject to intercept by unfriendly intelligence organizations. DoD has authorized the military departments to conduct COMSEC monitoring and recording of telephone calls originating from, or terminating at, DoD organizations. Therefore, the contractor is advised that any time contractor personnel place or receive a call they are subject to COMSEC procedures. The contractor shall ensure wide and frequent dissemination of the above information to all employees dealing with DoD information. The contractor shall abide by all Government regulations concerning the authorized use of the Government's computer network, including the restriction against using the network to recruit Government personnel or advertise job openings.

1.4.5.6 Operations Security (OPSEC). Contractor employees will neither confirm nor deny the current presence of DOD personnel if queried, nor otherwise reveal the past, present, or future extent of DOD contracted services to include room reservations, cancellations, or occupancy, without the explicit permission of a command representative.

1.4.6 Physical Security. The front desk staff must not give a guest's room number, or personal information to others nor should the front desk staff confirm that a guest is in residence except to command representative. The contractor shall safeguard all Government property provided for contractor use.

1.4.6.1 Key Control. Key control procedures are implemented to ensure security. Room numbers should not be printed on the key, key chain, or electronic door openers. If room numbers are already placed on keys or key chains, place the key in a small envelope to conceal the room number until replaced.

1.4.6.1.1 Front desk personnel will not issue keys to guests without positive identification confirming the guest is assigned to the room. The contractor shall immediately report any occurrences of lost or duplicated keys/key cards to the COR.

1.4.6.1.2 Members aged 18 and older may check in by presenting their Common Access Card (CAC).

1.4.7 Special Qualifications: The Contractor shall ensure all hotels utilized in the performance of this contract possess and maintain all required federal, state, and local licenses, permits, and certifications necessary for the legal operation.

1.4.7.1 Security Compliance and Cooperation: The Contractor shall ensure all hotels and their surrounding locations meet and maintain all applicable security requirements as determined by the Vermont Air National Guard (VTANG) Military Squadron. The Contractor shall fully cooperate with and facilitate all security inspections conducted by the VTANG Military Squadron, providing access to all necessary areas and documentation upon request.

1.4.7.2 Health, Safety, and Sanitation Compliance and Cooperation: The Contractor shall ensure all hotels are maintained and operated in a safe and sanitary manner, in full compliance with all applicable public health laws, regulations, and standards. The Contractor shall fully cooperate with and facilitate all public health inspections, providing access to all necessary areas and documentation to verify compliance.

1.4.8 Post Award Conference/Periodic Progress Meetings: The contractor agrees to attend any post award conference convened by the KO in accordance with FAR 42.5. The KO, COR and other Government personnel, as appropriate, may meet periodically with the contractor to review the contactor's performance. At these meetings, the KO will appraise the contractor of how the Government views the contractor's performance and the contractor shall apprise the Government of problems, if any, being experienced. The contractor shall resolve outstanding issues raised by the Government. Contractor attendance at these meetings shall be at no additional cost to the Government.

1.4.9 Contract Manager (CM): The contactor shall designate a CM who shall ensure performance under this contract. The name of this person, and an alternate who shall act for the contractor when the CM is absent, shall be designated in writing to the KO. The CM or alternate shall have full authority to act for the contractor on all contract matters relating to daily operation of this contract. The CM shall work through the COR to resolve issues, receive technical instructions, and ensure adequate performance of services. The CM shall ensure that contractor employees do not perform any services outside the scope of the contract without an official modification issued by the KO. The CM shall ensure contractor employees understand that services performed outside the scope of the contract are performed wholly at the expense of the contractor.

1.4.10 Reserved

1.4.11. Combating Trafficking in Persons: The United States Government has adopted a zero-tolerance policy regarding trafficking in persons. Contractors and contractor employees shall not engage in severe forms of trafficking in persons during the period of performance of the contract; procure commercial sex acts during the period of performance of the contract; or use forced labor in the performance of the contract. The Contractor shall notify its employees of the United States Government's zero tolerance policy, the actions that will be taken against employees for violations of this policy. The contractor shall take appropriate action, up to and including termination, against employees or subcontractors that violate the US Government policy as described at FAR 22.17.

1.4.12 Reserved

1.4.13 Reserved

1.4.14 Organizational Conflicts of Interest (OCI): The contractor and subcontractor personnel performing services under this contract may receive, have access to or participate in the development of proprietary or source selection information (e.g., cost or pricing information, budget information or analyses, specifications, or work statements, etc.) or perform evaluation services which may create a current or subsequent OCIs, as defined in FAR Subpart 9.5. The contractor shall notify the KO immediately whenever it becomes aware that such access or participation may result in any actual or potential OCI and shall promptly submit a plan to the

KO to avoid or mitigate any such OCI. The contractor's mitigation plan will be determined to be acceptable solely at the discretion of the KO. In the event the KO unilaterally determines that any such OCI cannot be satisfactorily avoided or mitigated, the KO may impose other remedies as he or she deems necessary, including prohibiting the contractor from participation in subsequent contracted requirements which may be affected by the OCI.

1.4.15 Reserved

2.0 Definitions and Acronyms:

2.1 Definitions:

2.1.1 Contractor: A supplier or vendor awarded a contract to provide specific supplies or service to the Government. The term used in this contract refers to the prime.

2.1.2 Defective Service: A service output that does not meet the standard of performance associated with the PWS.

2.1.3 Deliverable: Anything that can be physically delivered and includes non-manufactured things such as meeting minutes or reports.

2.1.4 Key Personnel: Contractor personnel that are evaluated in a source selection process and that may be required to be used in the performance of a contract by the PWS. When key personnel are used as an evaluation factor in best value procurement, an offer can be rejected if it does not have a firm commitment from the persons that are listed in the proposal.

2.1.5 Occupant: A person who resides or is present in each location at a given time.

2.1.6 Physical Security: Actions that prevent the loss or damage of Government property.

2.1.7 Quality Assurance: The Government procedures to verify that services being performed by the Contractor are performed according to acceptable standards.

2.1.8 Quality Assurance Surveillance Plan (QASP): An organized written document specifying the surveillance methodology to be used for surveillance of contractor performance.

2.1.9 Quality Control: All necessary measures taken by the Contractor to ensure that the quality of an end product or service shall meet contract requirements.

2.1.10 Subcontractor: One that enters into a contract with a prime contractor. The Government does not have privity of contract with the subcontractor.

2.1.11 Unit: A self-contained section of accommodations in a larger building or group of buildings.

2.2 Acronyms:

AEI	Army Enterprise Infostructure
AFI	Air Force Instruction
AR	Army Regulation
AFMAN	Air Force Manual
AT/OPSEC	Antiterrorism/Operational Security
BI	Background Investigation
CM	Contract Manager

COR	Contracting Officer Representative
DA	Department of the Army
DD254	Department of Defense Contract Security Classification Specification
DFARS	Defense Federal Acquisition Regulation Supplement
DoD	Department of Defense
DoDM	Department of Defense Manual
FAR	Federal Acquisition Regulation
GFP/M/E/S	Government Furnished Property/Material/Equipment/Services
HQDA	Headquarters, Department of the Army
HSPD	Homeland Security Presidential Directive
IA	Information Assurance
IS	Information System(s)
KO	Contracting Officer
NGB	National Guard Bureau
OCI	Organizational Conflict of Interest
PII	Personally Identifiable Information
PIPO	Phase In/Phase Out
POC	Point of Contact
PRS	Performance Requirements Summary
PWS	Performance Work Statement
QA	Quality Assurance
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Program
SCR	Service Contract Reporting
SSN	Social Security Number
TE	Technical Exhibit
USD(I)	Under Secretary of Defense for Intelligence
VTANG	Vermont Air National Guard
VTARNG	Vermont Army National Guard

3.0 Government will provide:

3.1 Government will provide a roster of occupants to the contractor to include check in and check out dates no later than 7 days prior to arrival.

3.2 Inspections:

3.2.1 Public Facility Sanitation and Safety Inspection covers: lodging quarters, restrooms, laundry facilities, indoor and outdoor grounds, eating areas, fitness centers, food service facilities, and pools.

3.2.2 Hotel Integrated Vulnerability Assessment Inspection covers: Assessing physical, operational, personnel and facilities security.

4.0 Contractor Furnished Property, Materials, and Equipment (CFP/M/E):

4.1 Property: The Contractor shall provide:

4.1.1 Each unit must be non-smoking, fully furnished, and equipped with a minimum of two full-size standalone beds and one full private bathroom. Pull-out sofa beds are not a permissible substitute. Furthermore, all lodging must adhere to the codes set forth by the Vermont Department of Health for Licensed Lodging Establishments Codes.

4.1.2 The walls, floors, ceilings, doors, and windows shall be constructed of materials intended for that purpose, maintained in good repair, and cleaned, painted, or replaced as necessary in accordance with Vermont Department of Health Licensed Lodging Establishment Codes paragraph 11.1.1 - 11.1.4.

4.1.3 Each unit shall be provided with the means for locking each entrance both from the inside and from

the outside, in accordance Vermont Department of Health Licensed Lodging Establishment Codes paragraph 11.19.1 – 11.19.3 and 11.20.

4.1.4 Bathrooms must be constructed to provide convenient sanitary facilities. Bathrooms must have a working exhaust fan or an exterior window that can be opened which must be of frosted glass or curtained to provide privacy. The shower or shower/tub combination shall have shower doors or curtains.

4.1.5 Lodging Facility shall provide one parking spot per member on site at no additional cost. Parking areas must be well marked, free of debris, and adequately lit at night. Underground parking acceptable if there is adequate lighting and exits are clearly marked.

4.1.6 Evacuation procedures with maps that lead to the closest exit must be posted on the backside of all room entry doors in all interior corridor rooms.

4.2 Materials/Equipment provided IAW AFMAN 34-135

4.2.1 Bedroom(s) must include at a minimum:

4.2.1.1 At least two standalone beds (full or queen) with bedding and pillows included and bed frame. Pull out sofas are not acceptable.

4.2.1.2 Nightstand with lamp and alarm clock/radio

4.2.1.3 Dresser

4.2.1.4 Desk and Chair

4.2.1.5 Closet

4.2.1.6 Iron and Ironing Board

4.2.2 Bathroom(s) must include at a minimum:

4.2.2.1 Vanity with mirror

4.2.2.2 Toilet

4.2.2.3 Tub Shower Combo or Stand-up Shower

4.2.2.4 Towels

4.2.3 Kitchen must include at a minimum:

4.2.3.1 Microwave in room or hotel common area.

4.2.4 Living/Common area must include at a minimum:

4.2.4.1 Television to include a stand or TV may be wall mounted.

4.2.4.2 Reading Lamp

4.3 The facility will provide free or coin-operated washers and dryers located within the facility.

4.4 Utilities:

4.4.1 Contractor shall supply all utilities including heat, air conditioning, electricity, water and sewer, local telephone service (no deposit required) basic television cable service, and internet service.

5.0 Requirements: The contractor shall:

5.1 Provide rooms with individual room-controlled heating and air conditioning (in season) and otherwise provided ventilation necessary to maintain comfort for occupants.

5.1.1 Relocate any occupant to another room or other commercial facility, at no expense of the government or occupant, if utilities fail, other than an area-wide failure, for more than eight hours.

5.2 Cleaning

5.2.1 Service and clean each unit before each new occupant in accordance with the Vermont Department of Health Licensed Lodging Establishment Codes paragraph 11.6.1 – 11.6.10.

5.2.2 Provide fresh linens to include sheets, pillowcases, blankets, mattress covers, fresh towels and face cloths.

5.3 Security (measures and plans):

5.3.1 Maintain 24/7 security measures/crisis management in the form of physical security and/or security cameras at all building entry points. All traffic should pass through areas that can be easily controlled and monitored.

5.3.2 Have a responsible representative to be available 24/7 to address guest needs or requests.

5.3.3 Ensure the Regulation of entrances and controlled monitoring of personnel entering.

5.3.4 Lodging staff will not enter a guest room displaying a “Do Not Disturb” sign unless the sign has been displayed for three consecutive days. On the third day, lodging staff can enter the room to ensure the safety of the guest and condition of the room.

5.3.5 The lodging facility must be situated in a low-risk environment that meets all force protection and safety standards for military personnel.

5.4. Lighting

5.4.1 Maintain good illumination of all public areas around the premises for guest safety (i.e. entry, corridors, walkways, stairways, landings) Make sure isolated spaces are well lit and regularly monitored and maintained.

5.5 Contractor Issued Reports:

5.5.1 Immediate Reporting: Develop an immediate report to submit to the COR if the CM witnesses or receives reports regarding airmen engaging in public/domestic disturbances, excessive loud noise, damage/vandalism to unit or property and/or illegal activities. Report format shall include at a minimum the name of the parties involved in the occurrence, date and time of the occurrence, location of the occurrence and any action taken by the contractor to address the occurrence.

5.5.1.1 An immediate report shall be submitted to the COR if utilities fail, other than an area-wide failure, for more than eight hours as stated in paragraph 5.1. Report format should include the failed utility, date and time of failure, length of time the failed utility lasted, action taken to fix the issue and actions that resulted in the relocation of any or all occupants.

6.0 Applicable Publications: Publications applicable to this PWS are listed below:

Publication (Chapter/Page)	Date of Publication	Mandatory or Advisory	Website

Federal Acquisition Regulation		Mandatory where applicable	https://www.acquisition.gov/?q=browsefar
Defense Federal Acquisition Regulation Supplement		Mandatory where applicable	http://www.acq.osd.mil/dpap/dars/dfarspgi/current/index.html or https://www.acquisition.gov/dfars
AFMAN 34-135 Air Force Lodging and Air Force Laundry and Linen Exchange Programs	07/01/2019	Mandatory	https://static.e-publishing.af.mil/production/1/af_a1/publication/afman34-135/afman34-135.pdf
Licensed Lodging Establishment Rule; Vermont Department of Health Chapter 6, Environmental Health	01/01/2018	Mandatory	https://www.healthvermont.gov/sites/default/files/documents/pdf/ADM_Final_Lodging_Rule_Clean_Text.pdf
DAFI 10-145 Antiterrorism	11/14/2022 (Certified current 06/30/2023)	Advisory	https://www.e-publishing.af.mil/Product-Index/#/?view=pubs&orgID=10141&catID=1&series=-1&modID=449&tabID=131
AFI 31-118_ANGSUP Security Forces Standards and Procedures	09/21/2022 (Certified current 06/30/2023)	Advisory	https://www.e-publishing.af.mil/Product-Index/#/?view=pubs&orgID=10141&catID=1&series=-1&modID=449&tabID=131
AFMAN 31-118 Security Forces Standards and Procedures	03/05/2013	Advisory	https://www.e-publishing.af.mil/Product-Index/#/?view=pubs&orgID=10141&catID=1&series=-1&modID=449&tabID=131
AFPD 17-1 Information Dominance Governance and Management	04/12/2016	Advisory	https://www.e-publishing.af.mil/Product-Index/#/?view=pubs&orgID=10141&catID=1&series=-1&modID=449&tabID=131
AFI 10-701 Operations Security	7/24/2019 (Change 1: 06/09/2020)	Advisory	https://www.e-publishing.af.mil/Product-Index/#/?view=pubs&orgID=10141&catID=1&series=-1&modID=449&tabID=131
Executive Order on Combating Race and Sex Stereotyping	09/22/2020	Mandatory	https://www.whitehouse.gov/presidential-actions/executive-order-combating-race-sex-stereotyping/
Department of Defense Lodging Adequacy Standards	12/18/2020	Mandatory	ILP_LODGING_ADEQUACY_STANDARDS.PDF (defense.gov)

TECHNICAL EXHIBIT 1

Performance Requirements Summary (PRS)

This PRS includes performance objectives the Government will use to determine contractor performance and will compare contractor performance to the Acceptable Quality Level (AQL).

Performance Objective	Performance Standard	Acceptable Quality Levels (AQL)	Surveillance Method / By Whom
5.2 Maintain clean rooms across the lodging facility to avoid code violations.	Rooms and linens provided at check-in are clean and maintained in accordance with VDH Licensed Lodging Establishment Codes	Zero Deviation. All units must have clean linens and towels prior to check in.	Periodic Inspection / COR
5.3.1 Maintain a secure environment across the lodging facility to deter theft, vandalism, and unauthorized access.	Conduct physical security checks or maintain working cameras of all lodging perimeters, common areas, and parking lots. Ensure all exterior doors (excluding the main lobby) are secure after hours.	0% Deviation. Strict compliance with security measures to maintain safety and welfare of members.	Periodic Inspection / COR, Installation Security Forces and Public Health.
5.4.1 Maintain lighting throughout the lodging facility and perimeter to minimize safety concerns.	Good illumination in all public areas around premises, with defective lighting replaced within 24 hours of outage.	No more than one missed instance per rental period	Random Monitoring / Base Security Forces

TECHNICAL EXHIBIT 2

Deliverables Schedule

PWS Reference / Deliverable Title	Frequency	Number of Copies	Medium/Format	Submit To
3.1 Occupant roster and number of days	Within 7 days prior to arrival	1	Electronic	Contractor / Hotel
5.5 Immediate Reports	Within 24 hours of witnessed or reported concerning performance regarding the airmen or facility emergencies	1	Electronic	COR

TECHNICAL EXHIBIT 3
WORKLOAD TABLE

Lodging Dates	Double Rooms						Single Rooms				
	Wednesday Double	Thursday Double	Friday Double	Saturday Double	Sunday Double		Wednesday Single	Thursday Single	Friday Single	Saturday Single	Sunday Single
September 11th			20						15		
September 12th				40						15	
September 13th					10						5
November 4th	25						15				
November 5th		40						15			
November 6th			40						15		
November 7th				40						15	
November 8th					10						5
December 4th			20						15		
December 5th				40						15	
December 6th					10						5
February 3th	25						15				
February 4th		40						15			
February 5th			40						15		
February 6th				40						15	
February 7th					10						5
March 5th			20						15		
March 6th				40						15	
March 7th					10						5