FEDERAL AVIATION ADMINISTRATION

WILLIAM J. HUGHES TECHNICAL CENTER FOR ADVANCED AEROSPACE

GROUNDS MAINTENANCE AND SNOW REMOVAL CONTRACT

STATEMENT OF WORK

June 2026

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1. SCOPE

This statement of work is for ground maintenance and snow removal services at the Federal Aviation Administration (FAA), William J. Hughes Technical Center for Advanced Aerospace (WJHTC), and the tenant organizations within the Frank A. LoBiondo National Aerospace and Security Campus co-located at the Atlantic City International Airport, New Jersey. "FAA" and "Government" are interchangeable terms used throughout all attachments of this Contract and mean the same no matter how used. The term "Contractor" refers to the company to which this Contract is awarded, its personnel, and subcontractors.

The Contractor must provide all personnel, vehicles, transportation, communication devices, materials, consumables, equipment, fuel, tools, supervision, and management necessary to perform specified grounds maintenance and snow removal services. Requirements apply to all designated spaces and facilities listed throughout the Statement of Work (SOW) and in all Technical Exhibits. The Contractor must be aware that some facilities are located outside the boundaries of the Frank A. LoBiondo National Aerospace Safety and Security Campus. The grounds to be managed and maintained are identified in Technical Exhibit A, titled Grounds Maintenance Plan.

2. PERIOD OF PERFORMANCE

The period of performance of this Contract will be five years and two months (if all options are exercised) broken out as follows:

- Phase In Transition – 1 month Option
- Base Period – 12 months
- Option Period 1 – 12-month Option
- Option Period 2 – 12-month Option
- Option Period 3 – 12-month Option
- Option Period 4 – 12-month Option
- Phase Out Transition – 1 month Option

2.1. Transition Periods

The Contractor must recognize that the services performed are vital to the Government's overall mission and must be maintained without interruption. During the "Phase In" and "Phase Out" periods, the Contractor must cooperate with the predecessor, respectively, in order to affect an orderly and efficient transition. The transition periods will be one month each. The "Phase In" transition period will start upon contract award. The "Phase Out" transition period will coincide with the final month of contract performance.

3. If the predecessor receives Contract award the Phase In transition period will not be exercised since subsequent services will not be interrupted. PERSONNEL

The Contractor must provide an adequate staff of qualified management, administrative, and craft personnel to ensure the performance of all work following the requirements of this Contract.

The Contractor must be responsible for selecting personnel who are qualified to perform the required service. The FAA reserves the right to review all applications for any job or trade being considered for hire under this Contract.

3.1. Key Personnel

The positions listed below are identified as Key Personnel Positions that must be fulfilled, which the Government has determined to be critical for successful performance of contractual requirements. The Contractor must submit resumes and associated documentation for all Key Personnel for review and approval by the COR and CO.

Any new or replacement personnel must be approved by the Contracting Officer (CO) and COR in accordance

with AMS Clause 3.8.2-22, Substitution or Addition of Personnel' to ensure they meet the qualification of the labor category for which they are proposed. In addition, the Contractor is expected to supply fully qualified resumes for all positions needed, within 30 business days of the request from the Contracting Officer.

3.1.1. Project Manager

The Project Manager is responsible for the overall management and coordination of the Contract and must ensure all Contract requirements are fulfilled. The Project Manager is the central point of contact with the Government. The Project Manager must have a minimum of five years of experience in grounds/snow maintenance services for commercial or government customers, with at least five years at the supervisory level. The Project Manager must have good communication and computer skills including:

Microsoft Suite Proficiency

Microsoft Excel:

- **Data Management and Analysis:** Capability to organize and analyze data pertaining to project timelines, budgets, resources, and inventory.
- **Budget Tracking:** Competence in using formulas and functions to manage and track expenses, ensuring alignment with project budgets.
- **Scheduling:** Ability to create schedules for maintenance and snow removal activities, utilizing templates and conditional formatting to emphasize critical dates.
- **Reporting:** Skill in developing detailed reports and dashboards to provide insights into project progress and performance metrics.

Microsoft Word:

- **Documentation:** Proficiency in creating and formatting project documentation, including proposals, contracts, and reports.
- **Collaboration:** Experience in tracking changes and managing comments for collaborative document editing and review processes.

Microsoft PowerPoint:

- **Presentations:** Ability to develop clear and engaging presentations to communicate project plans, progress, and outcomes to stakeholders.
- **Visual Aids:** Incorporation of charts, graphs, and images to enhance presentations and effectively convey complex information.

Microsoft Outlook:

- **Email Management:** Efficient management of email communications and ensuring timely responses and follow-ups.
- **Calendar Management:** Skill in scheduling and coordinating meetings, site visits, and project milestones using the calendar feature.
- **Task Management:** Utilization of task lists to track project tasks and deadlines.

Microsoft Project:

- **Project Planning:** Competence in developing detailed project plans, including timelines, resource allocation, and task dependencies.
- **Gantt Charts:** Ability to use Gantt charts to visualize project schedules and monitor project progress.
- **Resource Management:** Skill in allocating and managing resources effectively to ensure project tasks are completed on time

3.1.2 Quality Control Manager

The Quality Control Manager is responsible for submitting, implementing, and following the Quality Control Plan as specified in Section 6 (Quality Control Program). The Quality Control Manager must demonstrate a minimum of five years of experience directly related to all aspects of quality control including inspections and reports with two of the five years' experience directly related to grounds/snow maintenance quality control. The Quality Control Manager must also demonstrate computer skills:

Microsoft Suite Proficiency

Microsoft Excel:

- **Data Collection and Analysis:** Use Excel to compile and analyze data related to quality metrics, inspections, and performance indicators.
- **Quality Tracking:** Develop spreadsheets to track issues, resolutions, and compliance with quality standards.
- **Reporting:** Create pivot tables and charts to visualize quality performance and trends over time.
- **Audit Logs:** Maintain detailed records of audits and inspections, using Excel for accurate documentation and easy retrieval.

Microsoft Word:

- **Documentation:** Prepare and format quality control, procedures, and inspection reports.
- **Template Utilization:** Utilize templates to ensure consistency in documentation and reporting.
- **Review and Revision:** Track changes and managing document versions for collaborative editing and updates.

Microsoft PowerPoint:

- **Visual Communication:** Use slides to communicate quality metrics.

Microsoft Outlook:

- **Communication Management:** Efficiently manage email communications regarding quality issues and updates.
- **Scheduling:** Coordinate and schedule inspections and meetings using the calendar feature.

3.1.3. Landscape Architect/Horticulturist

The Landscape Architect/Horticulturist is responsible for providing guidance on plant selection and design, overseeing maintenance activities, initiating action to prevent loss, and recommend actions for functional and/or aesthetic enhancements. Additionally, the Landscape Architect must be proactive in the health and appearance of plant life on the campus, i.e. patrolling the grounds to see if there are diseased or dying plants, making recommendations based on weather/season/environment. The Landscape Architect/Horticulturist must have a 4-year degree in Landscaping or Landscape Architecture/Horticulture from an accredited university. The Landscape Architect/Horticulturist must have the ability to produce conceptual drawings and/or images for potential redesigns of areas. The Landscape Architect/Horticulturist must also demonstrate computer skills including:

Microsoft Suite Proficiency:

Microsoft Excel:

- **Plant Inventory Management:** Create and maintain detailed inventories of plants, materials, and equipment used in landscape projects.
- **Budget Planning:** Use spreadsheets to plan and track budgets for landscape design and maintenance projects.
- **Data Analysis:** Analyze data related to plant growth, maintenance schedules, and environmental conditions.
- **Scheduling:** Develop and manage schedules for planting, maintenance, and snow removal activities.

Microsoft Word:

- **Design Documentation:** Prepare and format design proposals, project reports, and maintenance plans.
- **Research and Writing:** Document research findings and write detailed descriptions of landscape designs and horticultural practices.
- **Templates and Styles:** Use templates to ensure consistent formatting in professional documents and reports.

Microsoft PowerPoint:

- **Design Presentations:** Create engaging presentations to showcase design concepts, project plans, and horticultural practices.
- **Visual Aids:** Incorporate images, diagrams, and charts to effectively communicate design ideas and project progress.

Microsoft Outlook:

- **Communication Management:** Efficiently manage email communications regarding design projects and maintenance activities.
- **Calendar Management:** Schedule meetings and project milestones using the calendar feature.
- **Task Management:** Utilize task lists to prioritize design and maintenance activities.

3.1.4. Commercial Herbicide/Pesticide Operator

The Commercial Herbicide/Pesticide /Operator is responsible for the handling and application of herbicides and pesticides. Herbicide/Pesticide Operator. The Operator must have two to five years' experience The Commercial Herbicide/Pesticide Operator must hold a current New Jersey Pesticide Application License. The Commercial Herbicide/Pesticide Operator will directly supervise any and all

personnel who will be applying herbicides/pesticides.

3.2.Contract Employees

The Government will screen Contractor employees to determine their suitability to work under this contract. The Contractor must follow all established procedures to submit to a background investigation in order to determine contractor suitability. The Contractor must notify the COR in writing via email of all new hires, as well as seasonal snow removal subcontractors, prior to their start. The email must include all necessary information as determined by the Government to process the new hire.

In order to access and work on the WJHTC, all employees are required to have one of the following forms of identification:

State Issued Real ID

U.S. Passport

U.S. Passport Card

DHS Trusted Traveler Cards (Global Entry, NEXUS, SENTRI, FAST)

U.S. Department of Defense ID, including IDs issued to dependents

Permanent Residence Card

Border Crossing Card

An acceptable photo ID issued by a federally recognized Tribal Nation/Indian Tribe, Including Enhanced Tribal Cards (ETC's)

HSPD-12 PIV Card

Foreign Government Issued Passport

Canadian provincial driver's license or Indian and Northern Affairs Canada Card

Transportation Worker Identification Credential (TWIC)

U.S. Citizenship and Immigration Services Employment Authorization Card (I-766)

U.S. Merchant Mariner Credential

Veteran Health Identification Card (VHIC)

Any background checks that are returned unsuitable will cause the employee to be denied access to the WJHTC.

The Contractor must notify the COR immediately, via email, if any contractor employee is no longer working for the Contractor for whatever reason. The Contractor must ensure cancellation and surrender of keys and credentials (AOA Access and PIV Cards). The Contractor must ensure cancellation and removal of all access privileges to telecommunication and automated information systems. The Contractor must reclaim any Government property that might have been issued or in use by the contract employee. Payment of the invoice must be delayed for failure to return property.

3.3. Medical Screening

The Contractor is required to adhere to the State of New Jersey DMV regulations regarding medical requirements for Commercial Driver's License (CDL). Contractor must ensure that a Commercial Driver's License (CDL) holder has a completed electronic Medical Examiner Certificate filed with the Federal Motor Carrier Safety Administration (FMCSA) National Registry before operating a Commercial Motor Vehicle (CMV). Copies of the medical certificates for individuals operating vehicles and heavy equipment must be submitted to the COR within thirty (30) calendar days after the contract award date.

3.4. Driver's Licensing

All Contractor personnel operating any motor vehicle in the performance of work under this Contract must have a valid State driver's license. Confirmation must be available to the COR upon request.

3.5. Training

The Contractor will be responsible for providing all necessary training for performance of this contract at no cost to the Government. The Contractor must ensure that training requirements do not impact the services required under this Contract and the absence of Contractor personnel attending training functions does not relieve the Contractor from providing the required services in the period specified.

All employees (full-time and part-time) must have completed all training requirements within 30 calendar days of their start.

Employees must be trained in the proper use of required equipment, handling and use of chemicals, and specific requirements for sensitive spaces (see Section 8.8.3 – Access Control), and infrastructure located on the WJHTC.

3.5.1. Government-Provided Training

The following Sections detail training courses that are administered by the FAA.

3.5.1.1. Electronic Learning Management System (eLMS)

The Government requires all Contractor Key Personnel to take certain training courses throughout the year. These courses will be offered online via the FAA's Electronic Learning Management System (eLMS) and must be completed within 30 days of the start of the contract and then annually after. Below is a list of examples of such required training:

- (30201371) ASH Security Awareness Virtual Initiative (SAVI)
- (64000046) FAA Technical Center Spill Prevention Control and Countermeasure (SPCC) Training
- (30201110) Technical Center Environmental Management System General Awareness

3.5.1.2. Archibus Training

Within seven (7) calendar days after the award of the Contract, the Contractor must schedule Archibus training with WJHTC personnel, since the system is custom to the facility. Archibus is the Integrated Workplace Management System (IWMS) designed to help organizations manage facilities, real estate, and infrastructure. It enables users to track assets, optimize space utilization, manage maintenance, and reduce operating costs through a centralized platform. All Key Personnel are required to attend training, and this must be completed by the end of the Phase-In Transition Period (Section 2.1). Archibus training must be coordinated with the FAA COR for any new Key Personnel during the Contract period of performance.

3.5.1.3. Airport Operations Area (AOA) Access Security Training

Certain facilities are located within the Airport Operations Area (AOA) and require special training in order to gain access. The FAA provides AOA Access Security Training for all Contractor personnel requiring access to the airfield. The Contractor must provide a list of all personnel that require AOA Access Security Training to the COR within seven (7) calendar days after the award of the contract.

The training is conducted at the Technical Center and is roughly two hours in duration. Training must be complete for all required personnel by the end of the Phase-in Transition Period.

3.5.2. Training Records

The Contractor must maintain an up-to-date record of all required trainings, including those required under the Contractor's Health and Safety Plan (Section 4.1) for each employee. A training record for each contract employee must be sent to the COR by the 5th of each month, for any training completed during the preceding month.

3.6. Appearance and Attire

Contractor personnel must present a neat appearance, wear uniforms, Technical Center access badges, and must be easily recognized as Contractor employees. Contractor personnel must wear long pants covering legs to the shoes. At all times, the outermost-garment must be a contractor-identified uniform or jacket. Closed-toe shoes are required. Contractor personnel attending meetings, answering phones, and working in other situations where their status is not obvious, are required to identify themselves as such to avoid creating the impression that they are Government officials.

3.7. Conduct

Contractor personnel are expected to perform their duties with minimal impact to the Technical Center personnel and operations.

During the performance of work, Contractor personnel must ensure picnic tables, grills, cigarette butt's disposals, trash cans, or any other items which need to be moved to perform work are returned to their original location. If during the performance of work, any items in a work area are accidentally disturbed or damaged, the Contractor must attempt to restore the area/items to their original condition. If this is not possible, notification must be sent to the COR by email before the end of the work shift.

Contractor personnel must not eat or smoke while performing their duties. Smoking is only permitted in designated smoking areas during designated break. Contractor personnel must not use Government office spaces or conference rooms as lunchrooms or for any other purpose. Contractor personnel may use the Technical Center cafeteria or official break rooms for breaks and lunch.

The Contractor must ensure that all personnel take proper care of Government facilities and/or equipment.

Contractor personnel are not permitted to use the Technical Center's Fitness Center.

4. HEALTH AND SAFETY

4.1. Health and Safety Plan

In the planning and performance of all work, the Contractor must comply with all applicable federal, state, and local health and safety regulations. The Contractor must develop and submit for Government acceptance to the WJHTC Safety Manager a Health and Safety Plan (HASP). The HASP must address, at a minimum, the following

- Communication of safety concepts and procedures to their employees
- Job hazard analysis
- Hazard prevention and control
- Hazard Communication / Safety Data Sheets
- Emergency response (general)
- Employee safety training
- Safety meetings
- Accident investigation
- Recordkeeping
- Personal Protective Equipment (PPE)
- Medical Surveillance

- Fall protection
- Occupational exposure to blood borne pathogens
- Asbestos General Awareness Training (Annual Refresher) 2 hours Program and Certificates

4.2.Safety Data Sheets (SDS)

The Contractor must obtain written approval from the Government prior to using any chemical in the performance of duties under this contract. An initial list of chemicals, with SDS for each, must be submitted for approval within seven (7) calendar days of Contract award. After the initial list is approved, changes or new requests for approval must be submitted to the Government Safety Team as work requests in the Archibus system. The Contractor must maintain a current, complete set of SDS throughout the life of the contract and provide this SDS set to the COR and Safety Office electronically upon request.

The Contractor must maintain a complete set of all SDS documents on-site for all material and chemicals used. A complete set of all SDS documents must be readily accessible, at the work site, to all Contractor employees for hazardous chemicals being used. Employees must have immediate access to the SDS documents without having to leave the site.

4.3.Safety Hazards

The Contractor must utilize safety signs, cones, caution tape, or other safety barriers, as needed, to restrict access to work areas where safety hazards exist. Contractor employees must not place equipment in traffic lanes or other locations which may create safety hazards. The Contractor must immediately remove all safety barriers when the job is complete and/or the area is safe.

4.4.Mishap Reporting

Within 24 hours, the Contractor is responsible for reporting work-related incidents (accidents that result in personal injury, or damage to property; i.e., someone falls and gets hurt, or vehicle accident etc.) by filing an OSHA Form 301 in Employees' Compensation Operations & Management Portal (ECOMP) at http://www.ecomp.dol.gov. Contractors will follow their company's policy for filing workers' compensation claims.

In addition, the Contractor must submit to the COR, with concurrent notice to the FAA Safety Office, an incident report completed by a supervisor who was onsite at the time of the mishap. This notice must be provided within two (2) hours of the incident. The Contractor must allow Safety Office personnel to interview their employees directly as part of the Safety Office's mishap investigation.

4.5.Asbestos Work Controls

Asbestos is present at the WJHTC. Locations are listed on our website at https://my.faa.gov/org/staffoffices/ang/resources/tc_resources/health_safety/asb.html. Job specific practices are identified in WJHTC's Asbestos Control Program Operations and Maintenance Plan, also located on the same website above.

4.6.Superfund Site

The FAA, William J. Hughes Technical Center was listed on the National Priorities List (Superfund) in October 1990. As a Superfund site, the WJHTC was required to sign a Federal Facilities Agreement (FFA). In accordance with Article II of the FFA, the WJHTC must notify all contractors interfacing with areas of concern regarding the existence of the FFA. The Superfund Sites can be located on Technical Exhibit A, highlighted in red, and Identified in the legend as the Environmental Task Order Contract.

5. PROPERTY

5.1. Contractor-Furnished Property (CFP)

5.1.1. Equipment & Vehicles

The Contractor must provide at their own expense all equipment, tools, or gear that may be required to properly perform the requirements of this Contract. Contractor-furnished equipment (CFE) must be in good operating condition as designed by the equipment manufacturer and is subject to inspection for compliance with all existing safety standards.

All tanks, hoses, pumps, control valves and gauges must be free of visible deterioration, must not leak and must operate at the manufacturer's recommended rates and pressures.

The Contractor is required to provide all vehicles required for the performance of this Contract. All vehicles must have identifying markings on them to easily identify them as Contractor vehicles. All Contractor vehicle markings must be of a professional, commercial standard. Contractor vehicle problems will not relieve the Contractor from the obligations in this contract. All vehicles used in the performance of duties on this Contract must be insured and inspected as per New Jersey law.

All vehicle operators demonstrating reckless or careless operations in the opinion of the Government will not be allowed to operate vehicles on Government property for the duration of the contract. All vehicle operators who fail to park in proper parking spaces will lose their parking privileges on Government property.

Snow/ice removal equipment and vehicle operators must be reached via portable handheld radio or cell phone to provide constant communication with the Contractor management team during snow/ice removal activities. The installation and operation of all mobile communication equipment is the responsibility of the Contractor at no additional cost to the FAA. Hearing Protection Devices (HPDs) used during snow/ice removal equipment operation must be of the type that will not impede communications.

5.1.2. Minimum Required Equipment

QUANTITY	DESCRIPTION
	MOWERS
2	60 IN. Z-RIDER
1	60 INCH Z-RIDER
1	72 INCH Z-RIDER
1	72 INCH Z-RIDER
2	CLOSED CAB TRACTORS W/ MOWING DECK, PLOW BLADE, SNOW BLOWER, POWER BROOM ATTACHMENTS

1	TRACTOR WITH BUCKET LOADER AND 72 INCH BRUSH CUTTER
1	15FT BATWING BRUSH CUTTER
1	21 INCH PUSH MOWER
1	48 INCH WALK BEHIND
	WEED EATERS
6	STRAIGHT SHAFT
1	RECIPRICATOR CUTTING TOOL
2	POWER BROOMS
2	EDGERS
	BLOWERS
6	BACK PACKS
3	PUSH BLOWERS
2	POWER VACUUMS
	HEDGE TRIMMERS
5	STANDARD
2	EXTENDED REACH
2	POLE PRUNNERS MANUAL
2	LOPPERS
	MISC.
1	AIR COMPRESSOR
1	POWER WASHER
1	GRINDING WHEEL
1	SKID STEER WITH BUCKET AND FORKS

	TRUCKS AND TRAILERS
1	HEAVY DUTY TRUCK
1	MEDIUM DUTY TRUCK
1	LIGHT DUTY TRUCK
1	OPEN DUAL AXLED TRUCK
1	OPEN DUAL AXLED TRUCK
	SNOW EQUIPMENT
3	LARGE FRONT END LOADERS EQUIPPED WITH 1-20' SNOW BOX PUSHER & 2-14' SNOW BOX PUSHER
4	SKID TEER LOADERS EACH EQUIPPED WITH 10' SNOW PLOWS
1	20 YARD SAND TRUCK WITH 10' PLOW
1	TRUCK EQUIPPED WITH A 23 YARD SALT SPREADER
1	DUMP TRUCK WITH 10 YARD SALT SPREADER & 10' PLOW
12	SNOW PLOW TRUCKS
2	3 YARD SALT SPREADERS WITH PLOWS
1	STREET SWEEPER TRUCK
2	BACKHOE LOADERS FOR LOADING SALT INTO SPREADER TRUCKS
2	TRACTORS EQUIPPED WITH SIDEWALK PLOWS (HEATED)
3	POWER BROOMS AND SNOW BLOWERS
3	TAILGATE SPREADERS

3	LIQUID SPRAYERS (1 @ 200 GALLONS, 2 @ 300 GALLONS)
7	ALL TERRAIN VEHICLES EQUIPPED WITH PLOWS AND TAILGATE SPREADERS
12	PUSH SPREADERS
75	SNOW SHOVELS

5.1.3. Radio

The Contractor must supply portable two-way radios (Motorola CP 185 or similar product) and chargers for use in the performance of this contract and in accordance with Section 889 of the National Defense Authorization Act. The Contractor is responsible for the purchase, repair, and maintenance of all required two-way radios. Within 7 calendar days of Contract award, the Contractor must obtain approval from the COR on the make and model of the equipment. At the Contractor's expense, the Contractor must ensure that the radios are programmed on frequencies specified by the Government. The Contractor must make radios available to the Government or designated contractor for inspection to ensure compliance with frequency assignment and performance in accordance with manufacturer's specifications.

At the end of the Contract, all radios must be disabled from the Government frequency band used during this Contract. The Contractor must provide a letter and an invoice from the company that disabled the radios as evidence. The Government will withhold invoice payments at the end of the Contract until such evidence is provided.

Specifications for Communication Equipment:

a) Radios must be FCC Type accepted and Government-approved prior to purchase.

b) Operation on analog FM within the 162 MHz to 174 MHz range

c) Minimum of 6 RF channels

d) All equipment must have MDC1200 or equivalent signaling capabilities with remote radio disable.

e) Operation within the current federal VHF frequency spacing of 12.5 KHz and with a maximum analog FM transmitter deviation of 2.5 KHz and adhere fully to the narrow banding directive of 2004.

f) Equipment must transmit a unique MDC1200 identifier prior to every voice transmission. Within 30 days of contract award the Contractor must provide to the COR a list with the identifier number and respective serial number and person or vehicle the radio is assigned to.

g) No radios will be permitted to operate using APCO P25 FDMA modulation. All voice transmissions must be made in clear analog, non-encrypted modulation.

h) Portable radios and batteries must have an IP67, Factory Mutual, or Intrinsically Safe certification.

i) Portable radios must operate at a minimum transmitted output power of 5 watts.

j) Mobile units must have a maximum transmitter power output of 40 watts.

k) All equipment must have a display to clearly designate the current operating channel of the

radio.

l) All equipment must meet the DMR open modulation standard of TDMA but cannot be enabled until approved by the Government. This technology will, when implemented, allow the Government one hundred percent control of all communications frequencies and allow for rapid mitigation of abuse and interference issues should arise.

m) All equipment must be capable of Digital Private Line squelch

n) The Government will supply the authorized operating frequency list for the equipment. No other frequencies will be added to the radio without prior written approval from the Government. Prior to deployment the contractor shall make the radios available with the appropriate programming software and associated cables to the Government to verify frequencies and that the operating modes meet these specifications.

o) The contractor will be responsible for training each individual who may be operating any communications equipment in proper technical operation, appropriate channel usage, and Government accepted radio operating protocols.

p) All equipment must be allowed to be inspected and technically evaluated by an FCC or Government technician once per year to ensure all equipment meets manufacturer's specifications and creates no interference with Government aircraft and ground-based communications facilities.

The Government will issue the range of unit identification numbers to be used. The Government will supply the operating frequencies and DPL codes within 10 business days after verifying radios meet the specifications listed above. No other operating frequencies will be installed without prior authorization by the Government. The Government maintains the final operating authority for the issued frequencies. All operations on the respective frequencies are to be professional and within National Telecommunications and Information Administration (NTIA) regulations. It is the Contractor's responsibility to familiarize themselves with those regulations and assure compliance with all conditions.

5.2. Government-Furnished Property

The Government will provide computer equipment and software for use to the Contractor in accordance with the terms and conditions of this Contract, and exclusively for the performance of this Contract. The use of Government Furnished computer equipment for other purposes is prohibited. The service, maintenance, repair, connections, and upgrading of all computer equipment will be the responsibility of the Government. All GFP must be returned to the Government in the same condition as received, except for normal wear and tears. During the period of performance of this contract, if any Government-furnished property is determined beyond repair, the Contractor must document via email to the COR. The Contractor will be responsible for the cost of any repairs or replacement caused by loss, negligence, or abuse by the Contractor or their employees or sub-contractors.

5.2.1. Government-Furnished Facilities (GFF)

The FAA will make available to Contractor Three (3) building in performance of this contract on the WJHTC campus. The facilities consist of:

1. Building 306T (814 square foot construction trailer, used as a 200 Square foot administrative office, and a 614 square foot work center)
2. Building 307 (5,290 Square foot equipment & vehicle covered storage)
3. Building 313 (13,000-ton bulk sand/salt shed).

The Contractor will be responsible and accountable for such facilities accepted for use. The Contractor must ensure facilities remain suitable for their intended use and take all precautions to prevent safety hazards, odors, and vermin. Janitorial services for GFF must be provided by the Contractor at no additional cost to the FAA. At times, certain GFF may need to be utilized by FAA or other contractor

personnel in support of the FAA's mission, which will be coordinated with the contractor. The Contractor must obtain written approval from the CO prior to making any modifications or alterations to the facilities. Any such modifications or alterations approved by the FAA will be made at the expense of the Contractor. At the completion of the Contract all facilities must be returned to the FAA in the same condition as received, except for approved modifications and reasonable wear and tear.

5.2.2. Keys

The Government will issue keys for access to required areas. The Contractor must implement a key control program to maintain an inventory and provide for the control and security of all keys. The Contractor must ensure that only authorized personnel have access to the appropriate keys and ensure that keys will not be misused. Contract employees must not open locked rooms or areas to permit entrance by persons other than Grounds Contract employees performing assigned duties.

The Contractor must submit an updated key inventory to the COR upon request. The Contractor must report a lost key immediately, via email, to the COR and Security personnel, including while in the process of looking for the keys. The Contractor must reimburse the Government for all lost keys and replacement of cores at the Contractor's cost.

6. QUALITY CONTROL (QC) PROGRAM

A properly established QC Program will alert the Contractor to quality problems prior to Government notification. The performance criteria are timeliness of response and completion, quality of materials and workmanship, and proper documentation. The burden of proof of contract compliance is placed on the Contractor and not assumed by the Government. The Contractor is responsible for providing all documentation to support Contract compliance.

If the recurring deficiencies indicate that the QC Program is not adequate or does not produce the desired results, the Contractor must take corrective actions in both the QC Program and the work. If the above does not obtain effective improvement in the Contractor's QC Program, the CO may direct changes to be made in the Quality Control system, including but not limited to the removal of unsatisfactory Quality Control representatives at any level.

The Contractor must keep continuous records showing inspection and oversight as part of their QC Program. The QC Program must include all categories of work performed as part of this Contract (see Section 8.11. – Work Categories). The QC Program must include protocols to follow-up on all deficiencies, that all reporting and request for information are timely and completed, and that all contract requirements are documented and fulfilled including all Archibus requirements.

6.1. Quality Control Plan

The Contractor must establish a Quality Control (QC) Program, which is guided by a Quality Control Plan. This QC Plan must be submitted to COR for approval that documents the Contractor's approach and procedures for ensuring the delivery of quality services to meet the contract performance requirements. The plan must include, but not be limited to the following:

a) Work procedures and timeframe to accomplish each task

b) Organizational structure to accomplish work

c) Inspection plan to include method and proposed frequency of inspections, and corrective actions

d) Procedures for responding to service calls, Contract Discrepancy Reports (CDRs), customer complaints, and negative survey responses (including work performance and documentation)

e) Quality control personnel assignment (by duty title)

f) Subcontracting procedures

g) Recurring contract compliance review procedures

h) Trend analysis program

i) Corrective actions

j) Risk management

6.2. Quality Control Inspections

Each week, a Recurring Services Work Request (see Section 8.11.2) will be generated for the purpose of documenting Contractor's quality control inspections. The work requests will be due on Monday of each week, documenting QC inspections from the prior week. The Contractor must populate all tabs of the Quality Control Inspection Report Template (Technical Exhibit G each week and attach to the appropriate work request.

6.3. Quality Control Reports

The Contractor must submit quarterly Quality Control Reports summarizing the Contractor's QC efforts, including but not limited to trend analysis, corrective actions taken, and recommendations for improvement. Reports must include the following items at a minimum:

- Inspector's Name
- Location
- Date
- Weather conditions
- Items inspected
- Defects encountered
- Corrective actions taken
- Safety violations

7. PERFORMANCE EVALUATION

7.1. Government Inspections

The Government reserves the right to choose the inspection methods and forms to be used in implementation of its Quality Assurance program, including witnessing of work in progress. The Contractor, if requested, must coordinate work scheduling with FAA personnel to facilitate inspection. The Government reserves the right to vary the inspection methods and forms utilized during the work without notice to the Contractor. In addition, the Contractor is responsible for providing personnel, upon request, to accompany the Government inspection personnel. The Contractor personnel must be knowledgeable of the work being inspected and must be able to respond to all requests for information by Government inspection personnel. The Contractor cannot substitute the Government's inspections for the Contractor's Quality Control.

7.2. Contract Discrepancy Reports / Rework

Contract Discrepancy Reports (CDRs) will be created in Archibus when the Contractor has failed to fulfill any contractual requirement in whole or in part. The CDR will be routed to the Contractor for their review. The Contractor must update the CDR to either dispute the alleged deficiencies, or document corrective actions taken. A disputed CDR will be elevated to the CO for a final decision if no agreement is made between the Contractor and COR. If there is no dispute, the Contractor must perform corrective actions and schedule a joint inspection with Government-designated personnel. These inspections must be annotated by the Contractor on each corresponding CDR.

Rework for urgent or emergency work requests must be corrected immediately upon notification. Rework for routine work requests must be corrected within one (1) business day of notification. Disputes must be documented in Archibus within one (1) business day of creation.

7.3. Acceptable Quality Levels

Acceptable quality levels (AQLs) will be utilized in the FAA's administration of this Contract to ensure fair and reasonable conformance to the Contract requirements.

7.3.1. Monthly Metrics

On a monthly basis, the FAA will run end-of-month reports to analyze metrics of Contractor performance. The end-of-month reports will be run on the last Monday of each month and will analyze all work requests which were due by the preceding Friday. The reports will be provided to the Contractor no later than close of business the Friday of the same week the Monday report was run. For example, the end-of-month report for July 2025 will be run on Monday, July 28, 2025, and will analyze all work requests due by Friday, July 25, 2025. The report will be provided to the Contractor no later than close of business Friday, August 1, 2025.

The Contractor will have an opportunity to provide a justification for each work request on the end-of-month reports. For justifications to be considered valid, all of the following conditions must be met:

a) Justifications must indicate the Contractor utilized sound management practices to ensure completion of work in accordance with the Contract requirements.

b) Justifications must identify circumstances which are beyond the Contractor's control. (Note: material delay will not be considered a valid justification.)

c) The Contractor must provide any documentation needed to support the justification. Documentation must be clearly labeled, including identification of the corresponding work request number from the end-of-month report(s).

d) End-of-month reports with justifications and supporting documentation must be submitted electronically by the Contractor to the CO and COR no later than seven (7) calendar days from receipt of the end-of-month report.

7.4. Progress Meetings

The Contractor must send appropriate personnel to attend weekly meetings to discuss the Contractor's progress and address any issues raised by either the FAA or the Contractor. At each meeting, the Contractor will be required to discuss schedules for completion of all overdue and on-hold work. In addition, the Contractor must report on quality control efforts and discuss any open CDRs.

In addition, the CO will require the Contractor's representative(s) to meet with the CO, COR, and/or other Government representative(s) as necessary.

8. GENERAL REQUIREMENTS

The following Sections apply to all services provided and work performed under this contract.

8.1. Rules and Regulations

The Contractor must adhere to all State and Federal regulations as well as Government Orders in effect at the Technical Center. This list includes, but is not limited to the following:

- Federal Environmental Protection Agency (EPA)
- New Jersey Department of Environmental Protection (NJDEP)
- Occupational Safety and Health Administration (OSHA)
- WJHTC Environmental Management System (EMS)
- Contractor Personnel Suitability Requirements, GOVERNMENT Order 1600.1F and AMS Clause 3.14-2 Security Requirements
- Personnel Security Program, GOVERNMENT Order 1600.1F, Chapter 8.10
- Technical Center Security & Identification System, Order CT 1600.30B
- Contract Employee Clearance Procedures, Order CT 3370.6C

- Motor Vehicle & Pedestrian Traffic Regulations and Control, Order CT 3900.23D
- GOVERNMENT WJHTC Facility Security Management plan, Order CT 1600.30B
- Key and Lock Requirements and Control, Order CT 1600.69, Sections 4-3-13, 4-3-14
- Facility Photography GOVERNMENT Order 1600.69, 4-6-9
- Center-Wide Recycling, Order CT 1050.2C
- Electronic Mail Policy, GOVERNMENT Order 1360.16A
- Internet Use Policy, GOVERNMENT Order 1370.121B
- Modem Policy, Order CT 1370.121B
- Emergency Operations Plan, GOVERNMENT Order 1900.1G
- Drug and Alcohol-Free Departmental Workplace, DOT Order 3910.1CD
- Exposure Control Plan, OSHA Standard 29 CFR 1910.
- Human Resource Policy Manual (HRPM) Volume 12 Policy Chapter WLB-12.10:
  Smoke Free Work Policy in the FAA, in conjunction with the Departmental Personnel Manual (DPM) Chapter 792-4 Executive Order 13058 Protecting Federal Employees and the Public from Exposure to Smoke in the Federal Workplace.

Regulations are updated periodically or changed as needed. The Contractor is responsible to ensure that all contract personnel abide by the rules and regulations and all changes that occur during the execution of this Contract. Failure to know the rules and regulations is not an acceptable reason for failure to comply.

8.1.1. Wetlands

There must be no chemical application, mowing, cutting, clearing, trimming or any other activity adjacent to any stream or within the 150-foot buffer surrounding wetland areas anywhere on the WJHTC grounds. Any work proposed to occur within wetlands and their buffer zone, that is not already identified in the Grounds Maintenance Plan (Technical Exhibit A), must be submitted to the COR for review and approval. A two-week review period is recommended for all project reviews. Any work within 150 feet of a wetland may require extensive state and federal permit applications and/or other lengthy environmental compliance actions.

8.1.2. Soil and Solid Waste

The COR must review and approve removal, transportation, and/or disposal of any excess soil or solid waste generated because of work performed under this Contract. Waste material, including soils, may require waste characterization and/or analytical testing before the material is removed, transported, and/or disposed. The Contractor is responsible for proper handling of soil waste material generated from work performed under this Contract in accordance with applicable regulatory guidance. The Contractor is responsible for payment of any penalties or remedial actions that may result from non-compliance with this requirement. Quantities of non-hazardous municipal solid waste (MSW) generated from work performed under this Contract shall be tracked by the Contractor and reported to the Environmental POC. Specifically, quantities of non-hazardous MSW that are recycled, composted, or sent to a landfill for disposal by the Contractor shall be reported in units of tons for each month of the fiscal year. In the event waste material handled by the Contractor is determined to be hazardous, disposal manifests for such waste shall be signed only by the COMS Hazardous Waste Specialist on behalf of the FAA. Copies of hazardous waste manifests shall be provided to the Environmental POC.

8.1.3. Herbicides/Pesticides

The Contractor must use only herbicides registered by the Environmental Protection Agency and the New

Jersey Department of Environmental Protection agency for the use intended. Usage must comply with label/SDS directions. Extreme care must be exercised to avoid entry of herbicides/pesticides into drainage structures, streams, ditches, air intakes, etc.

The Contractor must maintain daily records of all herbicide/pesticide use; refer to Technical Exhibit E. This form must be filled out daily when herbicide/pesticide applications are performed, and all entries must be completed within 24 hours of chemical use. Completed forms must be made available upon request for inspection and must be forwarded to the COR each month following the month of operations. Forms which are rejected by the COR due to improper preparation must be corrected and resubmitted by the Contractor at no added cost to the FAA.

8.2. Normal Hours of Operation

The William J. Hughes Technical Center's normal hours of operation (NHO) are 6:00 A.M. through 6:00 P.M., Monday through Friday, except Federal holidays. The Technical Center's mission includes active 24/7/365 support of the National Airspace System (NAS), as well as time sensitive research and development efforts.

A certain amount of work will need to be performed outside of NHO due to weather, potential impacts and/or interruptions to occupants, building and/or schedule restrictions, emergency or urgent needs, and Technical Center closures, including Federal holidays. This work must be managed with the same standards of efficiency, professionalism, and effectiveness as work performed during normal hours of operation.

8.2.1. Management Team Presence

At a minimum, the Project Manager and Quality Control Manager are required to be on-site for an eight-hour shift each day, during normal hours of operation. The Contractor must provide onsite management during NHO, regardless of vacation or any other absence by any individual employee or group of employees.

8.2.2. Substitutions for Project Manager or Quality Control Manager

The Contractor must notify the COR at least 24 hours prior to all planned time off for the Project Manager and Quality Control Manager. In addition, the Contractor must immediately notify the COR when the Project Manager and Quality Control Manager needs to take unplanned time off. The Contractor must designate, via email, another individual with authority to act on their behalf; and that person must be present during their absence.

8.3. Continuity of Operations

The Contractor must recognize that services covered by this Contract are vital to the successful accomplishment of the Government's mission. The Contractor must maintain continuity of services, without interruption, throughout the entire term of the Contract according to the terms set forth herein.

The Contractor must provide services to the Technical Center unless notified otherwise by the Contracting Officer.

For information regarding the Technical Center's operating status during inclement weather events, emergencies, etc., the Contractor is required to call the WJHTC call center at 609-485-6100. Management team members may opt in to receive alerts from the Emergency Notification System (ENS). Log in to: https://my.faa.gov/employee_services/safety/emergency_notification_system.html for detailed instructions

8.4. Communications

The Contractor must be available to the Government 24 hours a day, 7 days a week in the event of inclement weather for snow removal services. The Contractor must provide the Contracting Officer, (CO) and Contracting Officer Representative (COR) with the contractor's cell phone number and one alternative number. The Contractor must respond to the call within thirty (30) minutes.

All reports, paperwork, proposals, written communication, and other deliverables should be submitted via email whenever possible.

8.5. Damage to Property

The Contractor must correct deficiencies due to Contractor workmanship, use of unauthorized materials or supplies, or neglect in maintaining, operating, or repairing Government property.

8.5.1. Damage Caused by Snow/Ice Removal Operations

In the event any property is damaged during snow or ice removal operations, the Contractor must submit an Incident Report to the COR using exhibit K. Any property damaged during snow/ice removal operations by the Contractor must be repaired or replaced at no additional cost to the FAA.

8.6. Dispute Resolution

All Contractor personnel must raise concerns, complaints, problems, and/or discrepancies related to this Contract through their own company's proper chain of management as deemed necessary to resolve the issue at the lowest level possible. Formal concerns from the Contractor to the Government must be addressed to the CO and COR in writing, from a member of the on-site management team or corporate management team.

8.7. Coordination with Other Contractors

Occasionally it is necessary for the Contractor to coordinate and cooperate with other contractors working throughout the facilities, including the Technical Center's security guards and maintenance workers. The Contractor can expect work requests requesting assistance for items such as emergency tree removal, clearing storm drains, grading, etc.

8.8. Work Control

The Contractor's management team must follow all necessary work control procedures to ensure promptness and quality of work requirements, and to permit and support Government inspection of work requirements, including work in progress. The Contractor must plan and schedule work to assure material, labor, and equipment are available to complete work requirements within the specified time limits and in conformance with industry standards as well as quality standards identified in this Contract. The Contractor must control and perform all work so as not to cause interference with the Government work or business or work being performed by other contractors.

Contractor personnel problems, shortage of personnel, emergencies, access to an area, etc. does not relieve the Contractor from the obligations in this Contract. Any problems that arise regarding gaining access to any area as well as anything that prevents the proper performance of duties must be brought to the COR's attention via email notification prior to the end of each day.

8.8.1. Daily Work Plan

The Contractor must provide a daily plan for work activities. This daily plan must be submitted to the COR no later than 8:00am and must include locations and types of work.

8.8.2. Scheduling

Any task that requires scheduling with the customers must be annotated on the corresponding work request. In addition, a list of work requests that require scheduling with the customers must be sent to the COR with a requested adjustment to the due date. The COR will review the list and make appropriate adjustments to due dates in Archibus.

8.8.3. Access Control

The Government reserves the right to restrict access to our facilities, sensitive information, and resources.

Below is a list of areas which may require special escorting and/or advance notice to gain access. This list does not necessarily include all sensitive areas, and additional areas may also require similar protocol.

a) TSL complex (buildings 315, 318, 319, 374)

b) DHS facilities (buildings 157, 158)

c) USCG (building 350)

d) Air Traffic Control Tower (building 284)

e) Federal Air Marshals shooting ranges (building 291 complex)

f) Day Care Center Playground

8.8.4. Safe Equipment Operation

Contractor personnel must exercise caution when operating equipment near pedestrians, vehicles, equipment, buildings, and infrastructure.

8.8.5. Reporting Problems

If any Contractor personnel observe a need for grounds/snow removal service or other facilities repair (e.g. dead plants, creeper vines, hanging limbs, tree trimming, overgrowth, debris, weeds in flower beds, and unsafe conditions), a Service Call (see Section 8.11.3),must be created as soon as possible, but not later than the end of the day.

8.9. Escorts

The Contractor must provide badged personnel to act as escorts as needed to fulfill all contract requirements. Escorting requirements only apply to personnel such as subcontractors, project work, management, vendors, etc. for short-term work/access not otherwise requiring full background investigation.

8.10. Archibus

Archibus is a web-based, integrated facilities management system, and serves as the primary management tool for this contract. It provides the interface for submitting and processing work requests, as well as reporting and trend analysis. Archibus will be utilized by the Government for tracking purposes to ensure contractual compliance. The Government reserves the right to change from Archibus to another similar product during the term of this contract.

The Contractor must utilize Archibus for documenting work performed on this contract. The Contractor is responsible to retrieve, issue, and complete all Work Requests (WR) in the system, including on-demand service calls and scheduled recurring services tasks. The Contractor must update and keep current the Archibus system on a daily basis. This information includes all craftsperson(s) who completed the task, the time spent on the task, date completed, and any other notations of partial work, work in progress, and/or problems encountered, etc. (see Sections 8.11.2 and 8.11.3).

8.11. Work Categories

Work performed under this Contract will be split into four categories, Service Calls (SC), Recurring Services (RS), Continuous Duties (CD).

- **Service Calls** are work requests generated as needed for grounds/snow removal services or other services covered under this contract.
- **Recurring Services** tasks are scheduled tasks with a frequency less than once per day (weekly, monthly, annually, etc.).
- **Continuous Duties** are performed on a regular basis (see Technical Exhibit 8 for specific frequencies)

and do not have associated work requests.

All service calls and recurring services tasks will have associated work requests generated in the Archibus system, while Continuous Duties will not.

8.11.1. Continuous Duties (CD)

Continuous Duties are not documented via work requests (see Section 8.11.1.1).

8.11.1.1. Continuous Duties – Categories

Continuous Duties are defined in categories. Individual buildings may require some, all, or none of the categories of Continuous Duties (see Technical Exhibit A).

8.11.2. Recurring Services (RS)

All RS work must be performed following the procedures and frequencies specified in this contract (see Section 8.13.4), lists the RS procedures as well as the individual RS requirements. The FAA may add, delete, or change RS requirements. Accordingly, RS and/or location data contained in Archibus is subject to change. It is the Contractors' responsibility during the transition period and throughout the contract period of performance to recommend modifications to the procedures and/or frequency in accordance with the Contractor's recommendations and/or industry standards. The FAA reserves the right to accept or reject any proposed changes based on potential impact to budget, equipment, systems, and/or customers.

If, during the performance of a RS task, a craftsperson finds a need for further service beyond what is specified in the RS steps, that work will be handled via service call. Whenever practical, the Contractor must perform the service call work at the time of RS performance. The Contractor is responsible for submitting the necessary service call work request to the Center Operations Service Desk in order to document the deficiency and corrective action.

8.11.2.1. RS Schedules

The Contractor must prepare and continuously manage the schedules for all RS work. Initial RS schedule dates must be provided to the COR no later than the third week of the Transition Period. It is the Contractor's responsibility to ensure the schedules are efficient and balanced so as to allow timely and satisfactory completion of all work, especially seasonal work. If at any time during the performance of the Contract, the Contractor believes that any portion of the RS schedule requires modification, the Contractor must submit a request to the FAA including location, RS procedure code, existing RS schedule date, and proposed RS schedule date. The FAA reserves the right to accept or reject any proposed schedule changes based on potential impact to equipment, systems, and/or customers.

8.11.2.2. Issuance of RS Work Requests

RS work requests will be generated in Archibus on a weekly basis with a Problem Type of "Preventive Maintenance". Upon completion of the automated generation process, each week's RS WRs will be issued with targeted dates to perform based on the Contractor provided schedule dates. Scheduled dates to perform which fall on weekends or federal holidays will automatically be shifted to the next business day.

8.11.2.3. RS Frequencies and Completion Times

The due date for each RS work request is calculated and populated in Archibus based on the frequency of the RS schedule and the date to perform. Due dates will be calculated as follows:

- Weekly: Due date = Date to perform + 2 business days
- Bi-Monthly: Due Date = Date to perform + 3 business days
- Monthly: Due date = Date to perform + 5 business days

- Quarterly: Due date = Date to perform + 10 business days
- Semi-annual: Due date = Date to perform + 15 business days
- Annual: Due date = Date to perform + 20 business days
- Less frequent tasks: Due date = Date to perform + 25 business days

8.11.2.4. RS Documentation

All RS work requests must be documented in accordance with Section 8.11.2. Specific requirements for RS work requests are listed below.

- Craftsperson(s) – Any worker who performed work on the service call.
- Labor Hours – For each craftsperson, including date and duration of work.
- Craftsperson's Notes – Must include an accurate description of the following, if applicable: conditions found, action(s) taken, and any necessary additional work to be performed. Craftsperson's notes must be written in a clear and concise manner. Each entry in Craftsperson's notes must be formatted as follows: date of entry - notes, initials of employee performing data entry.

8.11.3. Service Calls (SC)

The Contractor will receive Service Call work requests for grounds/snow removal services via the Archibus system. The Contractor must contact the customer and annotate the contact time, date, and any relevant agreements discussed. The Contractor must make all notations for all work, in whole or part, accomplished and/or completed to each affected WR. These updates must be made daily.

The Contractor must complete the WRs in accordance with the standards and time limits established (see Section 8.11.3.2). All notations for partially completed work must be updated on each WR daily. All inspection and follow-up work must be noted on each WR. The Contractor can expect approximately 150 requests of this type per year. Any additional work requests above this estimate are to be considered a normal part of contract performance and are to be handled at no additional cost to the government. Proposals for work over $2500 must be submitted to the COR within two (2) business days of determining the cost will exceed the service call threshold.

Below is a list of examples of Service Calls including, but not limited to:

- Tree removal (standing or fallen)
- Severe pruning
- Leaf/tumbleweed cleanup
- Debris cleanup
- Sprinkler system maintenance
- On-demand mowing

8.11.3.1. Issuing Service Calls

During normal hours of operation, the Contractor must monitor Archibus for new service calls and issue the work request within two (2) hours of the creation of the request. "Emergency" or "Urgent" work requests (see Section 8.11.3.2) will be created in Archibus, then dispatched via phone to the Contractor by the Center Operations Service Desk. Issuing work requests is a contract management function performed within the Archibus and must not delay the response time requirements stated in Section 8.12.3.2.

8.11.3.2. Priorities and Response/Completion Times

Service Call Work Request priorities and corresponding response times are listed below and relate to the normal hours of operation as defined by this SOW.

- Emergency - Service calls will be classified as emergency priority when correcting failures

which may degrade mission capability, harm natural resources, or constitute an immediate danger to personnel or property, or as directed by the COR. Emergency service calls will also be requested when time is of the essence, or to correct failures concerning workplace environmental conditions that affect the safety, morale, or performance of Technical Center personnel.

The Contractor must respond to the site of emergency to begin work within 15 minutes.

The Contractor must work continuously without interruption to correct the emergency condition before departing the job site and contact the COR to discuss a plan if any further work is necessary. The COR will make the final decision on the schedule for completion of any additional work required. By default, emergency work requests will be due on the following business day after the request is submitted. The due date may be extended based on the approved schedule for completion.

- Urgent – Service calls will be classified as urgent priority when repairing failures or restoring services which do not immediately endanger personnel, property, or natural resources, but which would soon lead to property damage, degradation of mission capability, or affect the health or well-being of personnel. Urgent service calls may also be requested when time is of the essence, or to correct failures concerning workplace environmental conditions that affect the safety, morale, or performance of Technical Center personnel.

  The Contractor must respond to the site to begin work within 2 hours.

  The Contractor must work continuously without interruption to correct the urgent condition before departing the job site and contact the COR to discuss a plan if any additional work is necessary. The COR will make the final decision on the schedule for completion of any additional work required. By default, urgent work requests will be due on the following business day after the request is submitted. The due date may be extended based on the approved schedule for completion.

- Routine – Service calls will be classified as routine when they do not qualify as emergency, or urgent.

  Routine work requests must be completed within 5 business days of work being requested or as scheduled with the customer.

- Customer – Service calls will be classified in this category when a customer requests a specific date for their work to be completed. The Contractor will have the ability to review and either approve or reject the request. If approved, the Contractor must respond in accordance with timeframe established with the customer. Rejected requests are subject to review by the COR and may be resubmitted after discussion.

8.11.3.3. Service Call Documentation

All service call work requests must be documented in accordance with Section 8.11.3. Specific requirements for service call work requests are listed below.

- Problem Type – Must be selected by the Contractor upon initial review of the work request.
- Craftsperson(s) – Any worker who performed work on the service call.
- Labor Hours – For each craftsperson, including date and duration of work.
- Craftsperson's Notes – Must include an accurate description of the following, if applicable: conditions found, action(s) taken, and any necessary additional work to be performed. Craftsperson's notes must be written in a clear and concise manner. Each entry in Craftsperson's notes must be formatted as follows: date of entry - notes, initials of employee performing data entry.

- Cause Code – Select from a pre-determined list of codes, indicating the cause of the issue.

8.12. Global Grounds Requirements

The grounds to be managed and maintained are identified in Technical Exhibit A, titled Grounds Maintenance Plan.

The grounds maintenance services provided must continually maintain all areas noted in the Grounds Maintenance Plan (GMP) in a manner that will produce healthy, pest and disease-free grass, trees, shrubs and plants and present a clean, neat, freshly manicured appearance.

8.12.1. General Mowing Requirements

Prior to performance of mowing and brush cutting, the Contractor must remove and properly dispose of trash, paper, or debris from the area to be mowed. This includes any debris lodged in shrubs, hedges, fences, and along foundation and other walls.

Grass areas close or adjacent to buildings, hydrants, sprinklers, parking lots, manholes, fences, landscaping structures, trees, hedges, and shrubs are included in the mowing requirements and may require hand mowing. No mowing will be performed using dull blades. The Contractor is also responsible to maintain any bare ground, within the boundaries of the Grounds Maintenance Plan, that becomes vegetated with grass, weeds, or other similar growths though natural spread, i.e., not artificially planted. The Contractor is responsible for repairing turf areas disturbed or damaged by grass cutting operations, by seeding or sodding as required, without any added cost to the FAA.

Grass clippings must be removed and properly disposed of when clippings are not mulched during initial mowing and are in piles more than 1/8 inch thick. No grass clippings should be left on sidewalks, curbs or streets. Grass catchers must be utilized in areas that are of high visibility to ensure maximum neatness.

8.12.2. Continuous Duties

8.12.2.1. Brush Cutting

Brush cutting is required in areas indicated as yellow on the Grounds Maintenance Plan. These parcels are to be mowed as necessary year-round to maintain a brush height of less than 10 inches.

8.12.2.1.1. North Branch of Absecon Creek

The North Branch of the Absecon Creek on the Grounds Maintenance Plan must be cut to the crown of the hill to avoid entering the creek bed with any type of mechanical equipment. The creek bed is denoted on the plan as blue (also labeled as North Branch Absecon Creek). Any mowing below the crown of the hill must be done by hand, i.e. push mower, weed whacker, etc. due to environmental restrictions.

8.12.2.2. Vegetation Mowing

Vegetation mowing is required in areas indicated as purple on the Grounds Maintenance Plan. These parcels are to be mowed as necessary year-round to maintain a vegetation height of less than 16 inches. Steep slopes and approximately 3 acres of area outside of the security fence will require hand trimming because the area is inaccessible by, or unsuitable for mechanical equipment.

8.12.2.3. Intermediate Mowing

Intermediate mowing is required in areas indicated as brown on the Grounds Maintenance Plan. These parcels are to be mowed as necessary year-round to maintain a height of less than 10 inches.

8.12.2.4. Lawn Mowing

Lawn mowing is required in areas indicated as forest green on the Grounds Maintenance Plan. These parcels are to be mowed at approximately four inches as necessary to maintain aesthetic and safety values.

8.12.2.5. Landscape Maintenance

Landscape maintenance is required in areas indicated as yellow on the Grounds Maintenance Plan. All extraneous vegetation, such as grass, weeds, and tree sprouts must be removed from these areas during every lawn mowing cycle. See Section 8.12.2.4 for Lawn Mowing information.

8.12.2.6. Grass Trimming

Grass trimming must be done concurrently with Lawn and Intermediate Mowing and must include areas around buildings, walkways, steps, trees, shrubs, flower/shrub beds, cultivated areas, poles, walls, hydrants, bumper blocks, street signs, transformers, fence lines, valves, and other similar objects or structures. Grass trimming must be done to match the height and appearance of the surrounding mowed grass. Trimming may be accomplished by hand clipping or by use of portable string trimmer equipment. Trees and shrubs must not be damaged by trimming operations. Areas of grass, trees, or shrubs which are killed or damaged as a result of the Contractor's work must be repaired or replaced by the Contractor at no added cost to the FAA. Lawn and Intermediate Mowing will not be considered complete until all trimming operations are accomplished.

8.12.2.7. Edging and Vegetation Control

All sidewalks, driveways, curbs, and other paved areas located within the Grounds Maintenance Plan boundaries must be edged. The Contractor must also provide vegetation control services within the Grounds Maintenance Plan boundaries, which includes all internal and external barbed wire and chain link fences, loading docks, building entrances, plant beds, parking lots, sidewalks, and streets. Grass and weeds must not extend over the edge of sidewalks, drives or curbs more than 1 ½ inches. Edging must create a ½ inch wide and 1-inch-deep clear zone immediately adjacent to the paved surface. Edged lines must be neat and clean, and must be free of scalping, rutting, bruising and uneven or rough cutting. Vegetation which has encroached onto paved areas must be removed and disposed of properly.

In conjunction with the performance of edging all vegetation must be removed from expansion joints and cracks in all paved surfaces in the parcel being edged. The Contractor is responsible for removing all vegetation from road and pavement cracks in addition to all unwanted weeds and vegetation from any ground water recharge islands located in parking lots. Herbicides can be utilized to reduce the amount of mechanical work.

Debris generated by edging operations which falls or is thrown on sidewalks, curbs, gutters, lawns, or streets must be removed from the site the same day the edging is accomplished and properly disposed of.

8.12.2.8. Pad-Mounted Equipment

The Contractor must maintain grass and vegetation in a 10-foot radius surrounding all pad-mounted equipment shown on Technical Exhibit B. Grass and vegetation height must not exceed the height of the pad.

8.12.2.9. Prevention of Scalping

The Contractor must take precautions to prevent scalping, uneven mowing, rutting by equipment, and damage to trees and shrubs. The Contractor must repair all damaged turf and replace shrubs and trees which have been damaged during the performance of this Contract at no additional cost to the FAA.

8.12.2.10. Tree and Shrubbery Maintenance

The Contractor is responsible for the maintenance of all landscape plantings and trees within the boundaries of the Grounds Maintenance Plan. This includes broken limbs or pruning as necessary or for any reason as determined by the COR. All plants and trees must be maintained following the requirements of the particular species.

Existing shrubs, hedges and cultivated plants surrounding all buildings and within the Grounds Maintenance Plan must be maintained. Winter creeper must be contained behind curbs and retaining wall faces by pruning and be prevented from climbing up into trees and/or other shrubbery by cutting it back. All clippings and debris must be removed from the site the same day and disposed of properly. Plants, trees and shrubs must be pruned to selectively remove unwanted growth and encourage plants to grow or respond in a desired manner. Trees must 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.

8.12.2.11. Leaf and Tumbleweed Removal

The Contractor must rake, and/or vacuum and remove all fallen leaves from the areas within the Grounds Maintenance Plan Map boundaries as required in the fall season. Those areas are, but are not limited to building exteriors, entryways, sidewalks, loading docks, main entrance vehicle gate, personnel turnstile, and storm drains. Accumulation may require the Contractor to remove all leaves several times. Leaf removal will be necessary whenever a deposit of leaves near a building or facility constitutes either a fire or safety hazard or creates an unsightly appearance as directed by the COR.

The Contractor must remove and properly dispose of all tumbleweeds and weeds that have broken loose from the foot and accumulated in loading docks and all building entrance areas.

8.12.2.12. Maintenance of Flowers, Shrubs, and Trees

The Contractor must maintain all flowers, shrubs, and trees in landscape beds and ornamental areas. This includes replacement of flowers, shrubs, and trees that are partially or fully dead, diseased, or dying for any reason. Replacement must be in-kind unless otherwise approved by the COR. The Contractor must utilize their expertise to determine appropriate actions to maintain health and appearance of flowers, shrubs, and trees to mitigate the need for replacement.

8.12.2.13. Irrigation

The Contractor is responsible for irrigation of new plantings and freshly seeded areas as needed to ensure successful establishment of new plants and grass. Anytime the Contractor applies new grass seed to an area, the Contractor is required to re-seed areas that have failed due to insufficient irrigation.

Care must be exercised by regulating time and equipment to prevent wasting water, erosion, run-off, or ponding due to excessive quantities or rate of application.

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

Water will be furnished by the FAA from the most convenient existing source of water. If a fire hydrant must be used for watering, clearance must be obtained from the COR and the FAA Fire Inspectors before use. All other required supplies must be furnished by the Contractor, except that FAA-owned and permanently installed sprinkler systems may be used where available. Technical Exhibit C lists the FAA-owned sprinkler systems. Where such installed sprinkler system equipment does not cover the area adequately, the Contractor must provide hoses and sprinklers to irrigate the entire area uniformly. After new grass and/or plantings are fully established and healthy, the Contractor may cease manually irrigating the area, unless the area is equipped with a permanently installed sprinkler system. The Contractor is not responsible for manually irrigating grass areas that are already established and do not have a sprinkler system installed.

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

8.12.3. Service Calls

8.12.3.1. Experimental Mowing

Experimental mowing may be required in areas indicated as light green on the Grounds Maintenance Plan. These parcels are to be mowed upon request to maintain their significant natural resource value or meet the needs of experimental designs. The mowing height will be indicated at the time of the request. These areas may be requested up to 5 times per calendar year.

8.12.3.2. Tree Removal

The Contractor is responsible for the removal of trees, regardless of size, if the tree has fallen or is partially fallen with imminent threat of falling completely. The Contractor is responsible for the removal of trees equal to or less than 5" diameter at breast height (4.5 ft. from ground) whether alive or dead, standing, leaning, or fallen. Trees, stumps, and above ground roots must be removed to a depth of 6 inches below normal ground elevation. Removal operations must avoid unnecessary soil excavation and growth disruption. All debris must be disposed of properly the day of removal. If located in a lawn area, the stump hole and any other surface damage caused by removal must be filled with topsoil, fertilized, raked, seeded, and grass established. If the hole is not in the lawn area, it must be filled with topsoil and the surface prepared to match the surrounding area. Standing trees larger than 5" diameter at breast height will be initiated via service call but will utilize unit pricing by tree diameter range. T&M Unit pricing for tree removals by breast height diameter range must include all costs required to fully execute the removal and restoration of area based on the requirements in Section 8.13.3.2.

8.12.3.3. Sprinkler System Repair

The Contractor must provide all required maintenance and repair to FAA-owned sprinkler systems, including but not limited to time clocks, valve systems, underground piping, risers, and sprinkler heads as necessary to eliminate obstructions, leaks and other defects which would prevent proper operation.

Any damage to such systems caused by the Contractor must be repaired or replaced by the Contractor at no expense to the FAA.

8.12.3.4. Day Care Center Playground

The Contractor is required to perform sand/rubber mulch replacement, weed removal, grading on an as-needed basis.

8.12.3.5. Unscheduled Mowing

The Contractor is required to perform lawn mowing on an as-needed basis for specific areas in support of special events, VIP visits, or other needs determined by the COR.

8.12.4. Recurring Services

8.12.4.1. Landscape Bed – Cultivation and Mulching

Trees in areas where the lawn is maintained, as well as landscape beds must be cultivated and mulched two times per year, in the first weeks of April and September. Cultivation must be extended a sufficient distance from bases of shrubs to ensure their protection from damage by lawn mowers and trimmer/edger and to provide proper care for the plants, but in no case, less than 18 inches. Cultivation must be extended to a depth of two inches, care being taken that the roots of the plants are not damaged. All edges must be worked to a neat and true line. All timber, brick, concrete, aluminum, or plastic bed edging must be realigned as needed. Debris encountered during cultivation must be removed and disposed of properly. Mulch in bed areas, such as wood bark chips, pine straw, must be well groomed after cultivation. When adding mulch, the Contractor must use the same type as existing unless otherwise directed by the COR, and must be placed around all shrubs and flowerbeds to maintain a minimum depth of 4 inches, but not to exceed 12 inches.

8.12.4.2. Seasonal Planting

The Contractor must provide seasonal (fall, spring, and summer) plantings in the areas in the Grounds Maintenance Plan indicated as Landscaping (Pink). The Contractor must propose species to be planted and receive approval from the COR prior to planting.

8.12.4.3. Sprinkler System Maintenance

The Contractor must charge sprinkler lines no later than May 1st of each year and winterize by removal of all water in all sprinkler lines by October 1st of each year.

8.12.5. Subcontractor Work

The Contractor must maintain a list of any subcontractor utilized to perform work under this Contract. The report must be kept in a spreadsheet format, and must include the following information:

- Date
- Name of subcontractor
- Number and trade of workers on site
- Location(s) of work
- Time period that work was performed in each separate location
- Description of work performed
- Problem(s) encountered

If the subcontract work continues for more than one day, the subsequent days will be added to the original report, so there is only one completed document for all work completed by any individual subcontractor. This report must be readily available upon request from the COR or CO.

8.13. Global Snow Removal Requirements

The Contractor must have the capability and experience to perform, or provide, a wide range of services related to snow removal services in accordance with the Snow Maintenance Plan (Exhibit D).

Areas requiring snow/ice removal include, but are not limited to streets, roads, driveways, security access gates, parking lots, sidewalks, pedestrian walkways, building entrances, landings, steps, fire exits, ramps, loading docks, AOA surfaces, awnings, gutters, fire hydrants, and storm drains.

Ice control must be accomplished by the use of sand, calcium chloride and /or liquid calcium chloride, sodium chloride and sand abrasive mixture depending upon the temperature, weather and road conditions at the time of application.

8.13.1. Continuous Duties

8.13.1.1. Weather Monitoring

The Contractor must monitor the weather throughout the winter season to ensure operational readiness in the event of anticipated adverse weather. The Contractor must closely monitor the weather during snow/adverse weather events to ensure adequate response and coverage throughout the weather event, including post-storm requirements.

8.13.1.2. Equipment Fueling

When snow/ice is predicted, each piece of equipment must be completely fueled before the normal personnel complement leaves for the day or weekend. Refueling services must be available 24 hours per day during snow/ice removal operations in order to maintain continuous operations without delays

It is the contractor's responsibility to ensure that there is a sufficient quantity of treated and untreated sand in Building 313 Sand Storage Building. The Contractor must also ensure that there is sufficient quantity of calcium chloride available. This includes replenishing de-icing materials promptly during and after each snow/ice operation as required. The Contractor is responsible for the

inventory of de-icing materials and the administration duties involved in replenishing the de-icing materials inventory. Storage of all liquid deicer materials on Technical Center grounds must have a New Jersey Department of Environmental Protection approved secondary containment system, and COR approval.

Applications of sand and/or calcium chloride, sodium chloride (rock salt) and sand abrasive mixture are dependent upon the temperature, weather and road conditions at the time of application. Additional factors to be considered will be existing and predicted snow and ice conditions, time of day, traffic, shady spots, curves, and passing lanes. The Contractor must monitor weather conditions and take appropriate action via application in the event temperatures may drop to freezing or below within a short period of time. Spreading of material must not be done at speeds higher than 25 MPH, on dry blowing snow clear pavements, temperatures below 0 degrees, and snow deeper than two (2) inches. Caution must be taken in all areas where application of de-icing materials may enter a waterway system and be avoided. The Atlantic City Reservoir and streams feeding the reservoir are located throughout the Technical Center. The contractor must follow the Snow Maintenance Plan in Technical Exhibit D for proper De-icing Method and Materials:

- Sodium chloride
- Calcium chloride
- Treated sand (calcium mix)
- Liquid calcium
- Liquid brine mixture
- Potassium acetate

Sand and calcium must be clearly marked to prevent inadvertent use for purposes other than snow/ice control. Calcium must be stored in a dry covered area such as the Sand Storage Building 313 and must be type II, granular form, with a minimum purity of 94%. Unless otherwise authorized by the FAA, calcium chloride must be thoroughly mixed with snow/ice abrasive sand at a rate of 100 pounds per cubic yard of sand to a maximum of 400 pounds per cubic yard of sand based upon existing conditions. Sodium chloride (rock salt) must also be stored in Bldg. 313 in ample Enou supply to elevate or treat the center at the request of the COR.

8.13.1.3. Policing

Anytime there is potential for icy conditions, the Contractor must perform due diligence to monitor walkways and building entrances to mitigate hazards due to ice.

8.13.2. Service Calls

8.13.2.1. Snow/Ice Removal

The Contractor must respond to service calls in accordance with Section 8.11.3 submitted for snow drifts and ice control on, but not limited to pedestrian walkways, steps, facility and vehicle entry points, loading docks, roads, and parking lots, after thawing/refreeze cycle(s), etc.

8.13.2.2. Snow/Ice Committee Meetings

The Contractor must attend Snow and Ice Control Committee meetings (approximately twice per year) or as required by COR.

8.13.3. Recurring Services

8.13.3.1. Snow/Ice Removal Plan

The Contractor is responsible for maintaining and updating their Snow/Ice Removal Plan. This plan must be submitted to the COR by September 1 annually. The plan must establish basic guidelines and define the overall concept and responsibilities pertaining to snow/ice removal. The instructions and priorities established in this plan are expected to provide the best guidance for snow/ice emergency situations. Specific procedures necessary to accomplish the tasks established in this plan are the

responsibility of the Contractor. The basic guidelines for the plan are as follows:

- Mission Support: Set priorities
- Snow and Ice Committee: Appoint members, set responsibilities
- Personnel: Establish training, set responsibilities
- Equipment: Inventory, usage
- Materials & Parts: Availability
- Snow Control Center: Establish procedures, appoint supervisor
- Work Hours: Shift schedules, alerting procedures, how and where to report
- Ground Safety: Traffic regulations on base roads, identifying known hazards, safety precautions, vehicles and equipment
- Communication Procedures: Use of radios
- Environmental: Cooperate with the FAA's Environmental department for the proper use of abrasives and ice removal chemicals
- Inspections: Set methods and coordination of inspections

8.13.3.2. Snow/Ice Removal Plan Exercise

The Contractor must exercise the Snow/Ice Removal Plan by performing a scheduled "dry-run", no later than November 15th, with the COR present. A written report of the exercise must be uploaded to the completed work request in Archibus.

8.13.3.3. Snow Fence Installation/Removal

The Contractor must provide and erect, prior to November 1, approximately 3000 linear yards of snow fence 3/8 inch thick x 1 ½ inch spacing along roads, and other traffic areas to control drifting snow at locations where drifts might seriously hinder aircraft, vehicular traffic or snow/ice removal operations. The snow fence must be placed so as to act as obstacles that deflect the wind, thereby causing drifting snow to fall to the ground. Generally, snow fences are located to produce a drift to the windward side of the area to be protected or placed on the side from which the worst snow drifting occurs. The Contractor must maintain the snow fences from the time they are installed to the time they are removed. The snow fence must be removed and stored for use in the next winter season no later than April 30.

8.13.3.4. Snow Marker Installation/Removal

The Contractor must install, prior to November 1, snow marker/stakes at entry and exit points on Technical Center roads and streets including parking lots, storm drains, and uncurbed streets. All storm drain locations must be marked by placing a 2" x 2" x 4' stake with blue plastic flagging on it within 3' of the drain center. Fire hydrants must also be marked in order to maintain access to all fire hydrants. The Contractor must maintain the markers/stakes/flags from the time they are installed to the time they are removed. According to Technical Exhibit D, there are 108 fire hydrants and 125 storm drains that required stakes/flagging. No later than April 30, the snow markers must be removed and stored for use in the next winter season.

8.13.3.5. Equipment Preparation

During the summer and fall months and prior to November 1, the Contractor must ensure that all of the specialized snow/ice removal equipment and all of the standard equipment used for snow/ice removal operations (including Government Furnished Facilities) are in operating condition. Equipment preparation must include:

- Mounting of snowplow frames and ensuring parts are available for mounting plows.
- Training operators to make proper adjustments to plows.
- Equipping snow plows with two (2) cables, shovels and ballasts as needed.

- Equipping trucks assigned to snow/ice removal operations and mobile communications equipment (radios), snow tires and chains.
- Calibrating spread density on spreaders and posting spreader settings and vehicle speeds for particular application rates in each dispensing vehicle.
- All mobile communication equipment must be inspected and in proper working condition.

By December 1, the Contractor must ensure that all snow/ice removal equipment is parked each night in a specified assembly area (Snow Removal Equipment Control Point Bldg. 307).

8.13.4. Snow / Ice Events

8.13.4.1. Potassium Acetate

The Contractor is required to apply potassium acetate to surfaces within the AOA. Surfaces within the AOA must not be treated with any other material to prevent damage to aircraft. When applying potassium acetate, the Contractor must prevent contamination of AOA surfaces with any other de-icing material.

8.13.4.2. Event Preparation

The Contractor must ensure all snow/ice removal personnel are placed on standby when snow is forecasted or advised by the COR.

8.13.4.3. Snow/Ice Removal Operations

The COR will determine when snow/ice removal operations (also referred to throughout the Contract as "operations") will be activated and will notify the Contractor immediately. During operations, the Contractor must remove snow and ice using the most efficient and safe methodology depending on weather conditions, accessibility, location, etc.

8.13.4.3.1. Response Time

The Contractor must be on site within one hour of snow operation activation, including pre-treatment, and response to post storm service calls.

8.13.4.3.2. Snow Control Center

The Contractor must direct and set-up the Snow Control Center in Building 306T Trailer upon arrival to the WJHTC. The Snow Control Supervisor or Dispatcher must be in constant contact with the COR, and snow and Ice removal personnel, once the Snow Control Center has been set-up. The Snow Supervisor, while patrolling in the field, or static at the Snow Control Center, must maintain contact with key personnel. A copy of the Snow/Ice Removal Plan and any other operating instructions must be maintained in the Snow Control Center.

A log will be properly maintained by the Snow Control Center Dispatcher during all snow/ice removal operations as per Technical Exhibit D. All incidents, weather directions, directions given and actions taken must be recorded.

8.13.4.3.3. Traffic Control

The Contractor must also provide patrols to control traffic as required, clearing dangerous locations in coordination with the Snow Control Center and Technical Center Security. If additional temporary traffic control assistance is required, the Contractor can contact Security for assistance.

8.13.4.3.4. Priority Areas

During the initial phase, the major effort must be focused on priority areas designated in Technical Exhibit D, such as the primary and emergency access roads.

8.13.4.3.5. Streets, Roads, Driveways

Removal of snow from streets, roads, and driveways must be accomplished using a straight blade snowplow, dump truck(s) with snowplow attachments, and/or farm tractor(s) with snowplow attachments. Ice control must be accomplished by the use of sand and/or calcium chloride rock salt and sand abrasive mixture, depending upon the temperature, weather, and roadway conditions at the time of application. Also refer to Section 8.13.1.2 for de-icing materials.

8.13.4.3.6. Security Access Gates

All Security Gates (electrically or manually operated) must be completely clear of snow or ice at all times. Gates must be opened and then plowed through. Manual Snow shoveling methods must be then used to avoid any damage to the gate mechanisms. All gates must be able to operate at all times and that accumulated snow or ice must not interfere with gate operation at any time.

8.13.4.3.7. Sidewalks and Pedestrian Walkways

Removal of snow from sidewalks and pedestrian walkways must be accomplished using straight blade snowplows mounted on small vehicles, snow blowers, and snow shovels. Ice control must be accomplished by the use of sand and/or calcium chloride rock salt and sand abrasive mixture depending upon the temperature. Application must be provided through the use of vehicle-mounted and hand spreaders. Also refer to Section 8.13.1.2 for de-icing Material.

8.13.4.3.8. Parking Lots

Removal of snow from selected parking lots is accomplished using a straight blade snowplow, dump trucks with snowplow attachments and farm tractors with snowplow attachments. Ice control must be done by the use of sand and/or calcium chloride rock salt and sand abrasive mixture depending upon the temperature, weather and parking lot conditions at the time of application. Also refer to Section 8.13.1.2 for de-icing materials.

All Handicapped parking spaces must receive priority removal of snow and ice in all parking lots. Snow and ice must be removed, area broomed, and de-icing/abrasive materials properly spread. A path of 48” wide must be maintained from all handicapped parking areas to any entrance.

8.13.4.3.9. Fire Hydrants and Storm Water Inlets

The Contractor must also remove snow from all open area fire hydrants and storm water inlets (to allow for drainage of melting snow).

8.13.4.3.10. Entrances, Landings, Steps, Outside Fire Exits, Ramps, Loading Docks

Removal of snow from entrances, landings, steps, outside fire exits, ramps and loading docks must be done using snow blowers and snow shovels. Ice control must be done by the use of sand and/or calcium chloride and sand abrasive mixture depending upon the temperature, weather and ice conditions at the time of application. Also refer to Section 8.13.1.2 for de-icing Material.

8.13.4.3.11. Miscellaneous Services

The Contractor must also provide miscellaneous snow and ice control services such spot shoveling, spot plowing, application of ice melting agents such as calcium chloride, sodium chloride, liquid brine or sand treatment on walks, steps, pedestrian walkways, roads, driving surfaces, parking lots at the request of the COR.

8.13.4.3.12. Suspension of Operations

If required, the COR may call for a temporary suspension of operations due to blizzard or unsafe conditions. The Contractor must be prepared to resume operations after conditions have improved or at the direction of the COR.

8.13.4.4. Post-Event

When snow/ice operations have been terminated, the Snow Control Center dispatcher position must be maintained for a minimum of four (4) hours after the storm to receive snow/ice removal calls. The dispatcher must list the date, time, location and callers named, etc. The Snow Control Center Supervisor must then assign personnel to perform the requested snow/ice removal tasks tracked by Web Central Archibus. The cost for this requirement must be included in the unit pricing for each event. Work performed during this time is at no additional cost to the FAA.

At the end of any snow/ice operation, the logbook must be reviewed by the Snow Control Center Supervisor(s) and a copy of the logbook entries must be given to the COR via scanned email no later than 24 hours of snow/ice operations commencing.

9. DELIVERABLES

DELIVERABLES				
SOW Section	**Form #/ Exhibit**	**Title**	**Date(s) of Submission (calendar days)**	**Frequency**
3.3		Employee Medical Certificates	Within 30 days after contract award	As required
3.5		Employee Training Records	Within 30 days after their start date	As required
3.5.1		ELMS Training Certificates	Within 30 days after contract award	Annually
4.2		Safety Data Sheets (SDS)	7 days after contract award	As required
5.1.3		2-way Radio Submission	7 days after contract award	As specified
6.1		Quality Control Plan	10 days after contract award	As specified
6.2		Quality Control Inspection	Every Monday	Weekly
6.3	Exhibit G	Quality Control Reports		Quarterly

10.– Task Order REQUIREMENTS

The following Sections contain requirements specific to each Contract Line Item (CLIN). A separate task order (TO) will be issued for each CLIN. Technical Exhibit A indicates which building(s) are associated with each TO. Technical Exhibit A provides clarification on RS requirements per TO.

10.1. CLIN X001 - William J. Hughes Technical Center (WJHTC)

The following Sections contain requirements specific to the WJHTC TO and buildings, as specified. The WJHTC TO represents a large majority of services required on this contract, including most FAA-owned and operated facilities.

10.1.1. Fence-Line Maintenance

The Contractor must remove all vegetation from the fence line and all conditions as found to conform to FAA Security Order 1600.69D (See Technical Exhibit J). This land class is maintained to meet regulatory needs of the FAA and tenants. See Technical Exhibit I (Gates, Fences, and Barriers Maintenance Responsibility Map) for fence-line within scope of this Contract.

10.1.2. Fertilization and Plug Aeration

The Contractor must aerate prior to fertilizer application to maintain grass in a healthy state in all islands in the vicinity of the main entrance to the Technical Center. Individual holes must be at least ½ -3/4 inch in diameter, 2 to 3 inches deep and no more than 3 inches apart. Plugs may be left to deteriorate in rainfall. This needs to be done four times per growing season. Fertilizer must be delivered to the site in the original unopened containers bearing the manufacturer's chemical analysis, name, trade name, trademark and indication of conformance to state and federal laws. In lieu of containers, fertilizer may be furnished in bulk if accompanied by a certificate indicating the above information with each delivery. Fertilizer must be applied only when grass blades are free of moisture. Ground cover plants and shrubbery beds must be fertilized concurrently with lawn application and at the same rates. A weed-and-feed needs to be applied in the Spring and a weed control program scheduled yearly.

10.2. CLIN X002 - Federal Air Marshals (FAM)

10.2.1. Fertilization and Plug Aeration

The Contractor must aerate prior to fertilizer application to maintain grass in a healthy state in all areas in the vicinity of Buildings 291E and 291M. Individual holes must be at least ½ -3/4 inch in diameter, 2 to 3 inches deep and no more than 3 inches apart. Plugs may be left to deteriorate in rainfall. This needs to be done four times per growing season. Fertilizer must be delivered to the site in the original unopened containers bearing the manufacturer's chemical analysis, name, trade name, trademark and indication of conformance to state and federal laws. In lieu of containers, fertilizer may be furnished in bulk if accompanied by a certificate indicating the above information with each delivery. Fertilizer must be applied only when grass blades are free of moisture. Ground cover plants and shrubbery beds must be fertilized concurrently with lawn application and at the same rates. A weed-and-feed needs to be applied in the Spring and a weed control program scheduled yearly. Fertilization in these areas must be performed four times per calendar year.

10.2.2. Landscape Maintenance

The Contractor must maintain areas indicated as yellow on the Fertilize and Landscape Plan – Federal Air Marshals Facilities. Landscape maintenance in these areas must include fungus and grub control, in addition to vegetation control as described in Section 8.12.2.5. Landscape maintenance in these areas must be performed during lawn mowing activities.

10.3. CLIN X003 - Eastern Service Area (ESA)

The Contractor is responsible for the ground maintenance of approximately 1.8 acres of “Lawn Mowing”, 0.08 acres of “Landscape”, and 461 linear feet of general fence surrounding Building 177

10.4. CLIN X004 - Transportation Security Labs (TSL)

The Contractor is responsible for ground maintenance of land approximately 1 acre cut as “Brush Cutting Only 11/1-3/31”, 1.8 acres cut as “Vegetation Mowing”, 7.6 acres cut as “Lawn Mowing”, 0.04 acres maintained as “Landscape”, 5,982 linear feet of security fence and 745 linear feet of general fence.

10.5. CLIN X005 - DHS/TSA Explosives Branch (K-9)

The Contractor is Responsible for ground maintenance of approximately 3.4 acres of “Vegetation Mowing”, in association with bunker berms. Berms, magazines and areas around building need to be hand cut twice a year (late May/early June and again in September). Additionally, 1.5 acres of Lawn Mowing” to include one mower width inside the 2,218 linear feet of security fence, all around card readers, and the area around the facility sign

10.5.1. Access Control

Contractor personnel must sign in upon entering the facility. Access will be granted only for those areas needed to perform the work described. When the red beacon is flashing, no admittance will be permitted. The Contractor must schedule work for the K-9 facility on Mondays <u>only</u>. For all other days, access must be proposed by the Contractor and approved by the COR and/or K-9 facility Point of Contact (POC) prior to performing any work.

10.6. CLIN X006 - United States Coast Guard (USCG)

The Contractor is responsible for ground maintenance of approximately 3.1 acres of “Lawn Mowing "and 3.2 acres of “Weeding” on the USC R Ramp.

10.7. CLIN X007 – New Jersey Air National Guard (NJANG)

Services for NJANG TO will be ordered on an as-needed basis.

11. ACRONYMS AND DEFINITIONS

11.1. Acronyms

- AQL = Acceptable Quality Levels
- CD = Continuous Duties
- CDR = Contract Discrepancy Report
- CO = Contracting Officer
- COR = Contracting Officer’s Representative
- GFF = Government Furnished Facility
- GFP = Government Furnished Property
- RS = Recurring Services
- QC = Quality Control
- QCP = Quality Control Plan
- SC = Service Call
- TO = Task Order

11.2. Definitions

Irrigation: The artificial application of water to promote proper health, growth, color and appearance of cultivated vegetation.

Landscape Bed: A landscape bed showcases a variety of ornamental plants, grasses, and aesthetically pleasing landscaping to distinctly draw attention from the expansive turf or concrete which surrounds it.

Ornamental Areas: Ornamental landscape means shrubs, bushes, flowers, ground cover, turf, lawns, and grass planted for the purpose of improving the aesthetic appearance of property but does not include crops or other agricultural products or special landscape areas. For example: B300/Parking Lot A WJHTC sign, security planters at main gate, etc.

Archibus: A web-based, integrated facilities management system that provides an interface for submitting and processing work requests, as well as reporting and trend analysis.

Center Operations Service Desk: Contact for entering a work request at ext. 54122 or 9-ACT-ServiceDesk@faa.gov

Continuous Duties: Work performed continuously, not driven by an issued work request. These duties are categorized with the individual requirements for each building.

Global Work Requirements: Work requirements that apply to all facilities within the scope of this Contract.

Normal Hours of Operation: 06:00 to 18:00, Monday - Friday

Spot Shoveling: Shoveling of an area using a hand shovel to remove all snow or ice buildup such as a walkway, steps, handicap parking spots, pedestrian walkways, entrances to buildings, gate openings or doorway openings.

Spot plowing: Plowing of an area using a piece of mechanical plowing equipment of all snow or ice buildup on roads, driving surface, parking lots.

Snow Control Center: Central location for control of crews responding to the snow/ice situation, the Snow Control Center is currently located in Building 306T.

Snow/Ice Removal Equipment Control Point: An area where snow/ice removal equipment is marshaled and held in a state of readiness for immediate deployment during the period between 1 November and 30 April. This area will be identified as Bldg. 302 and Bldg. 307 on the Snow maintenance map.