PERFORMANCE WORK STATEMENT (PWS)
FOR
CIVILAN HR INSTALLATION DOCUMENT DESTRUCTON SERVICES
U.S. ARMY CIVILIAN HUMAN RESOURCES AGENCY, G-6
APG, VA

PART 1
GENERAL INFORMATION

1. GENERAL: This is a non-personal services contract to provide firm, recurring quarterly on-site document shredding services at Fort Riley, KS and on-site, on-demand document shredding services at various locations of Civilian Human Resource Agency. CHRA offices are located in multiple states and multiple installations. Please refer to Table 1.2 for listings of potential sites. The Government must not exercise any supervision or control over the contract service providers performing the services herein. Such contract service providers must be accountable solely to the Contractor who, in turn is responsible to the Government.

1.1. Description of Services/Introduction: The contractor must provide all personnel, equipment, supplies, facilities, transportation, tools, materials, supervision, and other items and non-personal services necessary to perform on-site document shredding services. Documents being destroyed often will contain Personally Identifiable Information (PII). The contractor must perform to the standards in this contract.

According to Army CUI 32 CFR 2002. 14(f)(2), documents containing PII should be destroyed "in a manner that makes it unreadable, indecipherable, and irrecoverable." Contractors will be required to disclose method of meeting this qualification prior to awarding contract (i.e. crosscut shredding and/or particular size of particles).

The Army Civilian Human Resources Agency (CHRA) has multiple installations that could require one-time, on-demand document shredding services and quarterly, recurring shredding at Fort Riley, KS. Please refer to Table 1.2.

1.2. Background: The purpose of this PWS is to obtain on-site document destruction services via on-site, cross-cut shredding in support of CHRA, CONUS-wide. CHRA is a Direct Reporting Unit (DRU) under the Department of Army, G-1, and is responsible for providing Hire-to-Retire Civilian Human Resource Management (CHRM) lifecycle operations i.e., pertaining to recruitment and management of civilian employees—across the Army.

CHRA CONUS consists of four geographically dispersed regions (West, Midwest, South Central and Northeast), where CHRM processing occurs at corresponding processing centers, and its headquarters (at Aberdeen Proving Ground and other locations, including but not limited to the G-6 at Fort Belvoir, VA).

Table 1.2 – Potential CHRA Installations Requiring Shredding Services

Installation	Location	Requirement
Anniston Army Depot	BLDG 7, Anniston Army Depot, Anniston, AL 36201	One time, on-demand document shredding based on contractor availability
Aberdeen Proving Ground	BLDG 3330, CHRA HQ, Aberdeen Proving Ground, MD 21005	One time, on-demand document shredding based on contractor availability
Army Military Academy	BLDG626 West Point, NY 10996	One time, on-demand document shredding based on contractor availability
Blue Grass Army Depot	BLG 52, Blue Grass Army Depot, Richmond, KY 4047	One time, on-demand document shredding based on contractor availability
Corpus Christi Army Depot	1727, Corpus Christi Army Depot, Corpus Christi, TX 78419	One time, on-demand document shredding based on contractor availability
Crane Army Ammunition Activity	BLDG 3373, Crane Army Ammunition Activity, Martin County, Indiana 47522	One time, on-demand document shredding based on contractor availability
Desert Mountain	BLDG 504-B, Fort Bliss, TX 79906	One time, on-demand document shredding based on contractor availability
Detroit Arsenal	BLDG 231, Detroit Arnenal, Detroit, MI 48397	One time, on-demand document shredding based on contractor availability
Fort Johnson (Polk)	BLDG 250, 2271 Louisiana Ave 3304, Fort Johnson, LA 71459	One time, on-demand document shredding based on contractor availability
Fort Belvoir	BLDG 1465, third floor, south side, Fort Belvoir, MD 22060	One time, on-demand document shredding based on contractor availability
Fort Bliss	BLDG 504-B, Fort Bliss, TX 79906	One time, on-demand document shredding

Installation	Location	Requirement
		based on contractor availability
Fort Campbell	2577 Screaming Eagle, Fort Campbell, TN 42223	One time, on-demand document shredding based on contractor availability
Fort Cavazos	BLDG 4918, 130 Battalion Av, Fort Cavazos, TX 76544	One time, on-demand document shredding based on contractor availability
Fort Dix	BLDG 5429, Fort Dix, New Jersey 08640	One time, on-demand document shredding based on contractor availability
Fort Gregg-Adams (Lee)	BLDG 12400, Fort Gregg-Adams, VA 23801	One time, on-demand document shredding based on contractor availability
Fort Huachuca	2133 Cushing Street, BLDG 61801, Room 2214, Fort Huachuca, AZ 85613	One time, on-demand document shredding based on contractor availability
Fort Irwin	BLDG 312, Langford Lake, Fort Irwin, CA 92310	One time, on-demand document shredding based on contractor availability
Fort Jackson	BLDG 229. 5450 Strom Thurmond Blvd, Fort Jackson, SC 29207	One time, on-demand document shredding based on contractor availability
Fort Knox	BLDG 503, 459 9th Cavalry Regiment Ave, Fort Knox, KY 40121	One time, on-demand document shredding based on contractor availability
Fort Leavenworth	821 McClellan Ave, Fort Leavenworth KS 66027	One time, on-demand document shredding based on contractor availability
Fort Lewis (JBLM)	BLDG 2015, 2015 Pendleton and North 4 St, Fort Lewis, WA 98433	One time, on-demand document shredding based on contractor availability
Fort Liberty (Bragg)	BLDG 2843, 1105-D Macomb St, Fort Libert, NC 28307	One time, on-demand document shredding based on contractor availability
Fort McCoy	BLDG 2187 South J Street, Fort McCoy, WI 54656	One time, on-demand document shredding

Installation	Location	Requirement
		based on contractor availability
Fort Meade	CPAC Storage Room, BLDG 4332, 4432 Llewellyn Ave, Fort Meade, MD 20755	One time, on-demand document shredding based on contractor availability
Fort Moore (Benning)	BLDG 6650, 6650 Meloy Dr Suite 134, Fort Moore, GA 31905	One time, on-demand document shredding based on contractor availability
Fort Novosel (Rucker)	5700 Novosel Street, Fort Novosel, AL 36362	One time, on-demand document shredding based on contractor availability
Fort Riley	BLDG 301, 253 Cameron Ave, Fort Riley, KS66442	Recurring, Quarterly shredding services
Fort Sam Houston	BLDG 144, BLDG 686, 2438 Stanley Rd, Fort Sam Houston, TX 78234	One time, on-demand document shredding based on contractor availability
Fort Sill	4700 Mow Way Road, Fort Sill OK 73503	One time, on-demand document shredding based on contractor availability
Fort Stewart	55 Pony Soldier Avenue, BLDG 253 Ste2013A, Fort Stewart, GA 31314	One time, on-demand document shredding based on contractor availability
Hunter Liggett	238 California Avenue, Jolon, CA 93928	One time, on-demand document shredding based on contractor availability
Joint Base Langley-Eustis	705 Washington Bvld, Newport News, VA 23604	One time, on-demand document shredding based on contractor availability
Letterkenny Army Depot	1 Overcash Ave, BLDG 3, Chambersburg, PA 17201	One time, on-demand document shredding based on contractor availability
Memphis, TN	167 N. Main Street, Memphis, TN 38103	One time, on-demand document shredding based on contractor availability
Picatinny Arsenal	BLDG 93, Ramsey Avenue BLDG 1, Picatinny Arsenal, NJ 07806	One time, on-demand document shredding based on contractor availability

Installation	Location	Requirement
Presidio of Monterey	1388 Plummer St, BLDG 267Presidio of Monterey, CA 93944	One time, on-demand document shredding based on contractor availability
Red River Army Depot	BLDG 115 RRAD, Texarkana, TX 75507	One time, on-demand document shredding based on contractor availability
Redstone Arsenal	3458N, 3458 Aerobee Rd, Huntsville, AL 35805	One time, on-demand document shredding based on contractor availability.
Rock Island Arsenal	1 Rock Island Arsenal, BLDG 104 Rock Island, IL 61299	One time, on-demand document shredding based on contractor availability
Savannah, GA	100 W Oglethorpe Ave Savanah, GA 31401	One time, on-demand document shredding based on contractor availability
Sierra Army Depot	74 C St, Herlong, CA 96113	One time, on-demand document shredding based on contractor availability
St Paul, MN	332 Minnesota St. Suite E1500 St. Paul, MN 55101	One time, on-demand document shredding based on contractor availability
Tooele Army Depot	T-1, Tooele, UT 84074	One time, on-demand document shredding based on contractor availability
USACE Mobile, AL	109 St Joseph ST Mobile, AL 36602	One time, on-demand document shredding based on contractor availability
Walter Reed Medical Center	6900 Georgia Av, N.W BLDG 11, Washington DC, 20307	One time, on-demand document shredding based on contractor availability
White Sands Missile Range (WSMR)	24 Crozier St., Bldg. 124, Room 227 White Sands Missile Range, NM 88002	One time, on-demand document shredding based on contractor availability

1.3. Scope: The scope of this PWS includes providing on-site document destruction in accordance with all applicable government policies including Army Regulation 25-400-2 and Army CUI 32 CFR 2002 14(f)(2) for CHRA installations, CONUS-wide on an as-needed basis.

On-site destruction will include quarterly shredding services at Fort Riley, KS, and one time, on-demand shredding services at all other locations. On-site document shredding will be done

1.4. Access to Government Information Systems.

Access to systems containing Personal Identifiable Information (PII). The contractor must comply with the Privacy Act and all applicable agency regulations on individual privacy, to include DoD Directive 5400.11 "Department of Defense Privacy Program" and DoD 5400.11-R, Department of Defense Privacy Program.

1.5. General Information

1.5.1. Quality Control: The contractor must develop and maintain an effective quality control program to ensure services are performed in accordance with this PWS. The contractor must develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The contractor's quality control program is the means by which the contractor ensures that their work complies with the requirements of the contract. A comprehensive, written Quality Control Plan (QCP) must be delivered electronically within 30 days after contract award to KO and COR. After acceptance of the quality control plan the contractor must receive KO's acceptance in writing of any proposed change to the QC system and provide updated copies electronically to KO and COR within 5 working days of any change.

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

1.5.3. Recognized Holidays: The contractor is not normally required to perform services on recognized holidays, with the exception of incident response.

New Year's Day
Martin Luther King Jr.'s Birthday
President's Day
Memorial Day
Independence Day
Juneteenth
Labor Day
Columbus Day
Veteran's Day
Thanksgiving Day
Christmas Day

1.5.4. Hours of Operation:

The contractor must conduct normal operations between the hours of 7:30 AM to 5:00 PM Monday through Friday except Federal holidays or when the Government facility is closed due to local or national emergencies, administrative closings, or similar Government direct facility closings. The Contractor must at all times maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS when the Government facility is not closed for the above reasons.

1.5.5. Place of Performance: The work to be performed under this contract must be performed on-site at the installations mentioned in Table 1.2.

1.5.6. Type of Contract: The government intends this acquisition to result in a single award for a firm fixed price order.

1.5.7. Security Requirements: All contractor employees, including subcontractor employees, must comply with all installation and facility access and local security policies and procedures (provided by respective government representatives) and security/emergency management exercises. The contractor must also provide all information required for background checks to meet installation access requirements to be accomplished by the Installation Provost Marshal Office, Director of Emergency Services, or Security Office. Contractor workforce must comply with all personal identity verification requirements (Code of Federal Regulations (CFR) clause 52.204-9, Personal Identity Verification of Contract Personnel) as directed by DoD, CHRA and/or local policy. In addition to the changes otherwise authorized by the changes clause of this contract, should the Force Protection Condition (FPCON) at any individual facility or installation change, the government may require changes in contractor security matters of processes. During FPCONs Charlie and Delta, services/installation access may be discontinued/postponed due to higher threat. Services will resume when FPCON level and/or threat are reduced to an acceptable level as determined by the installation commander. Contactor personnel working on an installation are required to participate in the Installation Random Antiterrorism Measures Program as directed. Contractors may be subject to and must comply with vehicle searches, wearing of ID badges, etc.

1.5.7.1. Physical Security: The contractor must be responsible for safeguarding all government equipment, information and property provided for contractor use. At the close of each work period, government facilities, equipment, and materials must be secured.

1.5.8 Contracting Officer Representative (COR): The (COR) will be identified by separate letter. The COR monitors all technical aspects of the contract and assists in contract administration. The COR is authorized to perform the following functions: assure that the Contractor performs the technical requirements of the contract: perform inspections necessary in connection with contract performance: maintain written and oral communications with the Contractor concerning technical aspects of the contract: issue written interpretations of technical requirements, including Government drawings, designs, specifications: monitor Contractor's performance and notifies both the Contracting Officer and Contractor of any deficiencies; coordinate availability of government furnished property, and provide site entry of Contractor personnel. A letter of designation issued to the COR, a copy of which is sent to the Contractor, states the responsibilities and limitations of the COR, especially with regard to changes in cost or price, estimates or changes in delivery dates. The COR is not authorized to change any of the terms and conditions of the resulting order.

1.5.9. Key Personnel: The following personnel are considered key personnel by the government: Program Manager (PM). The contractor must provide a Program Manager who must be responsible for the performance of the work. The name of this PM must be designated in writing to the KO and the COR. The PM must have full authority to act for the contractor on all contract matters relating to daily operation of this contract. The PM must be available during normal operating hours. When the PM is not available due to leave or other requirements, the contractor must designate an alternate contact with the authority to act on behalf of the PM, so work is not delayed due to the absence of the PM.

1.5.10. Identification of Contractor Employees: Contractor employees or representatives will, at all times, be clearly identified as such and must be distinct from Government personnel. Contractor employees must not act, advertise, or willfully appear to be Government employees,

agents, or representatives. Contractor employees are required to appropriately identify themselves as contractor employees.

1.5.11. Organizational Conflict of Interest: Contractor and subcontractor personnel performing work under this contract may receive, have access to or participate in the development of proprietary or source selection information (e.g., cost or pricing information, budget information or analyses, specifications or work statements, etc.) or perform evaluation services which may create a current or subsequent Organizational Conflict of Interests (OCI) as defined in FAR Subpart 9.5. The Contractor must notify the Contracting Officer immediately whenever it becomes aware that such access or participation may result in any actual or potential OCI and must promptly submit a plan to the Contracting Officer to avoid or mitigate any such OCI. The Contractor's mitigation plan will be determined to be acceptable solely at the discretion of the Contracting Officer and in the event the Contracting Officer unilaterally determines that any such OCI cannot be satisfactorily avoided or mitigated, the Contracting Officer may affect other remedies as he or she deems necessary, including prohibiting the Contractor from participation in subsequent contracted requirements which may be affected by the OCI.

PART 2
DEFINITIONS & ACRONYMS

2. DEFINITIONS AND ACRONYMS:

2.1. DEFINITIONS:

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

2.1.2. CONTRACTING OFFICER. A person with authority to enter into, administer, and/or terminate contracts, and make related determinations and findings on behalf of the government. Note: The only individual who can legally bind the government.

2.1.3. CONTRACTING OFFICER'S REPRESENTATIVE (COR). An employee of the U.S. Government appointed by the contracting officer to assist in the administration of the contract. Such appointment must be in writing and must state the scope of authority and limitations. This individual has authority to provide technical direction to the Contractor as long as that direction is within the scope of the contract, does not constitute a change, and has no funding implications. This individual does NOT have authority to change the terms and conditions of the contract.

2.1.4. DEFECTIVE SERVICE. A service output that does not meet the standard of performance associated with the Performance Work Statement.

2.1.5. DELIVERABLE. Anything that can be physically delivered but may include non-manufactured things such as meeting minutes or reports.

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

2.1.7. PHYSICAL SECURITY. Actions that prevent the loss or damage of Government property.

2.1.8. QUALITY ASSURANCE. The government procedures to verify that services being performed by the Contractor are performed according to acceptable standards.

2.1.9. QUALITY ASSURANCE Surveillance Plan (QASP). An organized written document specifying the surveillance methodology to be used for surveillance of contractor performance.

2.1.10. QUALITY CONTROL. All necessary measures taken by the Contractor to assure that the quality of an end product or service must meet contract requirements.

2.1.11. SUBCONTRACTOR. One that enters into a contract with a prime contractor. The Government does not have privity of contract with the subcontractor.

2.1.12. WORKDAY. The number of hours per day the Contractor provides services in accordance with the contract.

2.1.13. WORK WEEK. Monday through Friday, unless specified otherwise.

2.2. ACRONYMS:

AAR	After Action Report
ABC-C	Army Benefits Center, Civilian
ACA	Agent of Certifying Authority
ACOR	Alternate Contracting Officer's Representative
AG-1(CP)	Assistant G1, Civilian Personnel
AO	Authorizing Official
AR	Army Regulation
CAC	Common Access Card
CCE	Contracting Center of Excellence
CHRA	Civilian Human Resources Agency
CHRM	Civilian Human Resources Management
CONUS	Continental United States (excludes Alaska and Hawaii)
COR	Contracting Officer Representative
CPM	Contract Project Manager
CPOC	Civilian Personnel Operations Center
DA	Department of the Army
DEERS	Defense Enrollment Eligibility Reporting System
DISA	Defense Information Systems Agency
DLA	Defense Logistics Agency
DMS	Data Management System
DOD	Department of Defense
FAR	Federal Acquisition Regulation
FRD	Functional Requirements Document
GFE	Government Furnished Equipment
HQDA	Headquarters, Department of the Army
HRC	Human Resources Command
IAW	In Accordance With
IPR	In-Process Review
IPR	In-Progress Review
KO	Contracting Officer
NAC	National Agency Check
NACIC	National Agency Check with Written Inquiries and Credit Check
NACLC	National Agency Check Local Agency Checks and Credit Check
O&M	Operation and Maintenance
OCI	Organizational Conflict of Interest
OCONUS	Outside Continental United States (includes Alaska and Hawaii) OS Operating System
OU	Organization Unit
POC	Point of Contact
PRS	Performance Requirements Summary
PWS	Performance Work Statement
QA	Quality Assurance
QAP	Quality Assurance Program
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Program

WAN	Wide Area Network

3. CONTRACTOR FURNISHED ITEMS AND RESPONSIBILITIES:

3.1. General. The Contractor must furnish all supplies, equipment, facilities and services required to perform work under this contract that are not listed under Section 3 of this PWS.

PART 4
APPLICABLE PUBLICATIONS

4. APPLICABLE PUBLICATIONS (CURRENT EDITIONS)

4.1. The Contractor must abide by all applicable regulations, publications, manuals, and local policies and procedures. The contractor must abide by all applicable regulations, publications, manuals, and local policies and procedures.

	Clinger-Cohen Act of 1996, Title 40
	Connected Government Act
	Office of the Secretary of Defense Memorandum, Subject: Safeguarding Against and Responding to the Breach of Personally Identifiable Information (PII), June 5, 2009
25-400-2	Destruction of Documents
	Section 508 of the Rehabilitation Act of 1973 as amended
ALARACT 050/2009	Personally Identifiable Information (PII) Incident Reporting and Notification Procedures
ALARACT 1740 dated 04 March 2002	CAC Issuance
NIST SP 800-122	Guide to Protecting the Confidentiality of Personally Identifiable Information (PII)
NIST SP 800-145	The NIST Definition of Cloud Computing
NIST SP 800-37	Guide for Applying the Risk Management Framework to Federal Information Systems: a Security Life Cycle Approach
NIST SP 800-53	Security and Privacy Controls for Federal Information Systems and Organizations

Technical Exhibit 1
Points of Contact for this Contract

Integrated Product Team: (All Deliverables)

Program Manager:
Name: Charles Luckenbach
Title: Chief Information Officer / G-6
Organization: HQDA, CHRA G-6
Address: 1 Rock Island Arsenal, Bldg 131, Rock Island, IL 61299
Phone/Email: (571) 644-8183/ charles.e.luckenbach.civ@army.mil

Contracting Officer Representative (COR):
Name: Jolynn Kelsey
Title: Contracting Officer Representative (COR):
Organization: HQDA, CHRA G-6
Address: 1 Rock Island Arsenal, Bldg 131, Rock Island, IL 61299
Phone/Email: (571) 644-6482/Jolynn.m.kelsey.civ@army.mil

Proponent Point of Contact:
Name: Corey R Stradt
Title: Chief, Business Operations Office
Organization: HQDA, CHRA G-6
Address: 1 Rock Island Arsenal BLDG 131, Rock Island IL 61299
Phone/Email: (309) 782-6065/ corey.r.stradt.civ@army.mil