

# Performance Work Statement Los Bambues Gardening Services U.S. Embassy Santo Domingo

## 1. PERFORMANCE WORK STATEMENT

The purpose of this contract is to obtain gardening services for real property owned or managed by the U.S. Government in Santo Domingo, Dominican Republic. The Contractor shall perform the services in all designated spaces.

### 1.1. GENERAL REQUIREMENTS

The Contractor shall include all planning, administration, and management necessary to ensure that all services comply with the contract, schedules, and instructions of the COR and the GTM, and all applicable laws and regulations. The Contractor shall meet all the standards of performance identified in the contract. The Contractor shall perform all related support functions such as supply, quality control, financial oversight, and maintenance of complete records and files. The contractor must have at least 3 years of experience providing gardening services in the Dominican Republic as an established company according to all local laws and regulations.

#### 1.1.1. LOCATION FOR SERVICES

The sites include:

Facility	Location	Square Meters
Los Bambues	Calle Paseo Los Bambues, Residencial Los Bambues, Arroyo Hondo.	6247

### 1.2. MANAGEMENT AND SUPERVISION

1.2.1. PROJECT MANAGER. The Contractor shall designate a project manager who shall execute, through day-to-day operation, the management and overall supervision of the entire gardening services effort and shall act as liaison with the Contracting Officer's Representative (COR) as the focal point for the Contractor. The project manager must possess a bachelor's degree of landscaping, agriculture or forestry or first-class landscaping management specialist, have a minimum of 5 years' experience, and must have sufficient English language skill and knowledge, to be able to communicate with the COR and Contracting Officer.

1.2.2. WEEKLY MEETINGS. The Project Manager shall participate in weekly scheduled meetings with the COR at the location determined by the latter. The day before a meeting, the Contractor shall deliver a performance schedule covering the work that was performed during the previous week and what is planned for the upcoming week.

1.2.3. LEAD GARDENER AND SUPERVISION. The Contractor shall designate one lead gardener shall be stationed at Los Bambues. The lead gardener shall be responsible for on-site supervision of the work force (gardeners), at all times that services are being performed at work site under the contract. The lead gardener must have a minimum of 4 years' experience in the trade of landscaping, gardening, and/or grounds keeping and is preferred to possess landscaping technician training or like kind related to the trade. The supervisor shall have sufficient English language skill and knowledge, to be able to communicate with the COR and Contracting Officer.

1.2.4. SCHEDULES. The Contractor shall be responsible for coordinating all work to be performed under this project with the Contracting Officer and the Contracting Officer's Representative. The Contractor shall maintain work schedules. On a weekly basis, submit to the COR the daily report of attendance of the employees. If one employee is absent, the Contractor is responsible to provide a replacement staff.

1.2.5. QUALITY CONTROL. The Contractor shall be responsible for quality control. The Contractor shall perform inspection visits to the work site on a regular basis. The Contractor shall coordinate these visits with the COR and/or the GTM. The COR and/or the GTM will schedule surprise inspections of the Contractor's work.

1.2.6. WORKFORCE. The Contractor shall provide the proper number of employees per work location to properly and in a timely manner fulfill all work requirements. The minimum number of employees present will coincide with the approved gardening plan submitted at the start of each year.

1.2.7. TECHNICAL GUIDANCE. The Contractor shall have a minimum of five years of experience in gardening and landscaping and must have a trained horticulturalist with at least three years of experience in vegetation and lawn care on-staff. The horticulturalist will provide technical guidance to the Contractor's work force and will develop and guide the Contractor's programs for lawn, tree, and other plant care. Control Reports shall be made available to the COR at the end of every month.

1.2.8. GROUNDS MAINTENANCE PLAN. The Contractor shall submit an annual Grounds Maintenance Plan for each location that reflects the proposed frequency for meeting the requirements of this contract. The Grounds Maintenance Plan will be developed to fit the requirements of local conditions, types of vegetation, and climate factors. The Contractor shall submit a draft Grounds Maintenance plan (the requirements for the draft are the same as the requirements for the final plan) with its bid, and then the final Grounds Maintenance Plan for the base year to the COR for approval within 15 days after contract award.

MONTHLY GROUNDS MAINTENANCE PLAN. The Contractor shall be responsible for submitting a monthly grounds maintenance report in English on the first week following the end of that reporting month. The report will contain and reflect the following:

- The entire grounds maintenance and gardening services performed for that previous month. This report will provide a detailed description of what was performed by each of the contractor's employees for that month, what tasks were completed and where.
- The planned schedule for the upcoming month. The method, frequencies, dates of grass cutting, hedging, trimming, weeding, and turf repair for each property.
- Problems/damages found or anticipated of vegetation, ground soil, and manmade or nature-made installations, e.g., planters, ponds, stone lanterns, and corrective measures for those problems/damages, if any.
- Suggestions for improving aesthetics and values of landscapes at the locations listed in the attachment, if any.
- Matters concerning grounds maintenance and gardening services, if any.

1.2.9 HAZARDOUS AND TOXIC SUBSTANCES. It is the Contractor's responsibility to ensure the safe handling, application, removal, and environmentally sound disposal of all hazardous or potentially hazardous fertilizers, weed killers, and pest control products utilized under this contract. The Contractor assumes all liability for damage and/or injury for use of chemical products or equipment. All chemicals shall be applied by properly licensed personnel.

1.2.9.1. The Contractor shall notify the COR prior to applications and advise of any danger associated with the use of these products. The Contractor shall obtain approval of the COR for all chemicals used for this contract.

1.2.9.2. The Contractor shall supply all Material Safety Data Sheets (MSDS) for products proposed to be used to the COR as a part of the Grounds Maintenance Plan.

1.2.9.3. The Contractor shall use herbicide spray to prevent growth in paved areas or areas where vegetated growth is not permitted.

1.2.9.4. The Contractor shall strictly adhere to chemical manufacturer's application, usage, and clean-up directions. The Contractor shall take all precautions necessary to eliminate chemical misuse, personal property damage, and/or damage to wildlife.

1.2.9.5. The Contractor shall satisfy and comply with all local and OSHA regulations in the handling, application, disposal, and storage of all chemicals and/or hazardous chemicals.

1.2.9.6. The Contractor shall notify the COR in the event of any unusual circumstances regarding plant determination, wildlife death (mammal, fowl, or fish) or other abnormal occurrences.

1.2.9.7. The Contractor shall be responsible for any damages incurred by the improper use, storage, or application of all chemicals or substances used on the premises.

1.2.10. CODES AND STANDARDS. The Contractor, as a minimum, shall meet or exceed the applicable requirements of the latest revision of the following codes and specifications published by the following organizations:

- (DOS) Department of State
- (EPA) Environmental Protection Agency
- (OSHA) Occupational Safety and Health Act
- (Local Laws) Knowledge of local laws and regulations pertaining to environmental matters.

It is not the intent of this specification to restrict the Contractor's work. These specifications are the minimal requirements acceptable to the U.S. Embassy in Santo Domingo.

1.2.11. SAFETY. The Contractor shall protect the property from all potential hazards. The Contractor will adhere to and enforce all applicable local safety regulations. The Contractor shall provide safety barriers, as required, to clearly identify the working area and to prevent others from accessing the work area. The safety zone shall be sufficiently sized to prevent damage to others or to existing facilities and structures. Upon completion of the work, the Contractor shall remove the safety barriers from the work area. The Contractor shall report any accidents, injuries, fires or other incidents of a serious nature or incidents requiring emergency response to the guards at the location and the COR, immediately. Contractor personnel shall wear appropriate personal protective equipment for the task being performed.

1.2.12. ENVIRONMENTAL PROTECTION. The Contractor shall protect rivers and drainage ditches from chemical contamination, sediment run-off, construction debris, and other damage. Soil erosion and sediment control provisions and maintenance in accordance with local requirements are required. In the case of a spill or release of any sort, the Contractor shall immediately notify the COR.

1.2.13. USE OF SITE. The properties will be in daily use and will remain so during the work. The Contractor shall not interfere with the occupants' use of the existing facilities. The Contractor shall not enter any residential property without authorization from the USG.

The Contractor shall confine activities to the immediate work site. The Contractor shall not unreasonably encumber the work area with materials or equipment. The Contractor shall always keep the work area clean and shall promptly remove waste materials or rubbish.

1.2.14. UNDERGROUND UTILITIES. The Contractor shall consult with the COR before digging in any location. In any case, if the Contractor breaks any underground tube or wire while digging the Contractor will be responsible for repairing it to the USG's satisfaction.

### 1.3. SPECIFIC REQUIREMENTS

The quality of maintenance and appearance of the grass, shrubbery, garden areas, trees, walkways, and related landscape elements is important to the U.S. Mission. The Government will measure the Contractor's work by the health and appearance of the landscape covered by this contract.

The requirements include providing all labor, materials, equipment, tools, and services required to provide professional gardening, landscape maintenance. In general, consists of cleaning all exterior green areas of the Residential, front area, (contour of swimming pool, tennis court, tennis court, golf, dog park, football, children's park, etc.) as well as surroundings within the project (Vetiver area). The work includes but is not limited to:

- Lawn Care
- Pruning
- Watering
- Fertilization
- Pest Control
- Weed Control
- Roadway, walkways, sidewalks, curbs Cleaning
- Debris, trash Removal
- Roof weed removal and gutter cleaning

#### 1.3.1.1 LAWN CARE

**GRASS CUTTING.** The Contractor shall maintain the height of grass between 4 and 6 centimeters with at least 7 days grass cutting, or as instructed by the COR. The Contractor is responsible for all equipment and fuels needed to complete this task.

**EDGING.** The Contractor shall edge all sidewalks, driveways, and curbs each time the adjacent grass is cut.

**TRIMMING.** The Contractor shall trim grass around trees, shrubs, cultivated areas, sprinkler heads, valves, fences, buildings, poles, and structures, so that grass height does not exceed the height of the adjacent grass. The branch leaves, trees and shrubs must be trimmed in a way that it will not affect the sidewalks, especially in the parking lot and main sidewalks inside the compound.

**WEEDING.** The Contractor shall weed the grounds and gardens on a continuous basis to prevent the growth of weeds into lawn, planters, and landscapes. The weeding will include bushes and flowerbeds where weeds will tend to penetrate within the interior of the plant groupings. To prevent the growth of weeds, weed-killing chemicals shall be applied as required to eliminate

grass and weeds in the cracks and joints within or along sidewalks and curbs every two weeks. All applications of weed killers shall be approved by the COR.

Herbicides to be used in the accomplishment of work shall be clearly specified and submitted in writing to the COR for approval prior to commencement of work. The submittal shall include the following information as a minimum:

target weeds treated for.

- common name and the registration number by the U.S. Environmental Protection Agency (EPA), for each herbicide product.
- rate and method of application and formulation for each job (e.g., water soluble spray, gram/square meter); and,
- any special precautions not on label that will be taken to prevent environmental damage or herbicide injury.
- Remove and dispose of all excess herbicide and empty containers at approved facilities for such disposal off the U.S. Government controlled premises in accordance with U.S. and Dominican laws and regulation.
- The Contractor shall prepare, maintain, and submit daily records of all weed control operations for safety and effect. The Contractor shall furnish the reports to the COR with other monthly reports, showing the results of herbicide application plan.

**TURF REPAIR AND RE-ESTABLISHMENT.** The Contractor shall, whenever necessary, repair areas damaged by vehicular traffic, oil, and gas, building repairs, and normal foot traffic. The damaged area shall be filled in and leveled and then seeded or sodded and maintained to conform to adjacent areas. The method, frequencies, and dates of grass cutting, hedging, trimming, weeding, and turf repair shall be part of the Contractor's Grounds Maintenance Plan.

- The Contractor shall take any precautions necessary to protect newly sodded areas such as providing and erecting temporary fences and posting signs. All materials for such precautions shall be provided by the contractor.
- The method, frequencies, and dates of grass cutting, hedging, trimming, weeding, and turf repair shall be part of the Contractor's Grounds Maintenance Plan.
- The Contractor shall invite a Certified Turf grass inspector and have the expert check the grass condition. The Contractor shall get a professional advice with step-by-step procedures if the grass problems are found. The inspector shall visit the sites monthly and incorporate it in the monthly report.

**1.3.1.2. PRUNING.** The Contractor shall maintain trees, shrubs, hedges, bushes, vines, ground cover and flowers. Grass, tree & vetiver pruning on a scheduled basis.

The Contractor shall prepare a written schedule, as part of the Grounds Maintenance Plan, showing the method, frequencies, and dates of pruning.

The Contractor shall prune all shrubs, vines, bushes, ground cover, and trees to:

- Direct and encourage plant growth in directions desired,
- Remove dead and unsightly growth, and
- Maintain a neat and attractive appearance.
- Remove certain parts of the tree that cause excessive falling of leaves, and
- Remove certain branches or part of trees that obstruct the adjacent building structure

The Contractor must take special care to prune trees in pedestrian areas on a regular basis. All major pruning shall be done only under the direction of the horticulturalist. The Contractor shall remove all dead branches and diseased foliage immediately and shall remove insect or disease infested plant material from site and dispose of it appropriately. The Contractor shall use the proper tools for pruning at all times.

The Contractor shall prune according to the schedule in the Grounds Maintenance Plan to ensure that all heavy pruning is accomplished during the proper season according to the best horticultural practice. The Contractor is responsible for removing tree leaves, straw, branches, and debris from the pruning work to the garbage area on a daily basis. The Contractor shall prune all hedges and shaped shrubs to always maintain proper shape. The Grounds Maintenance Plan must include pruning all large and tall trees.

At no additional cost to the Government, the Contractor shall replace any tree, bush or shrub that is killed or rendered unusable for its intended purpose through negligent or irresponsible practices that are attributable to the Contractor. The Contractor is responsible for submittal and approval of the procedure as well as official permits from the city authorities for trimming and/or cutting any trees, bushes, etc., and all crane and/or other related equipment cost for trimming or cutting the trees, bushes, etc. will be Contractor's responsibility.

1.3.1.3. LEAF REMOVAL. The Contractor shall daily remove fallen leaves and palm fronds from the grounds. General cleaning of green areas corresponding to the project from the beginning.

1.3.1.4. RECYCLED MATERIALS. The Contractor shall promote recycled uses for lawn and tree debris in meeting other gardening needs, such as mulch and compost.

1.3.1.5. REMOVAL OF DEBRIS, WEEEDING AND GARBAGE. The Contractor shall remove foreign material, cuttings, grass, leaves, bark, limbs, dead vegetation, paper, and trash from the maintained areas including walkways, sidewalks, stairways, and curbs within or adjacent to the area. The Contractor shall remove all debris and equipment from the work site before the end

of each workday. Debris removal shall prevent unsightly accumulation. The Contractor shall promptly remove collected debris to an authorized disposal site. The Contractor shall cut up any large branches or dead vegetation so that the debris fits in the garbage container and the garbage truck used by the Embassy. The Contractor is responsible for all expenses incurred in the collection and disposal of debris. The Contractor will empty waste bins/trashcans from all outdoor areas daily and take them to the appropriate location as instructed by the COR. Any plant element born spontaneously that has not been sown or voluntarily planted or not part of the design original shall not be considered as part of the green area and shall be removed systematically if the property does not previously state the opposite of mechanically. Regarding chemical weeding, it is used in the pertinent areas so regulated and that does not affect any person or pet.

1.3.1.6. WATERING. The Contractor shall water lawns, flowers, shrubs, and trees to provide for moisture penetration to a depth of seven (7) centimeters. The contractor shall manually water the plants and lawns. It is our responsibility to apply the amount of water to the various areas necessary for optimal development of plants through any means even if the contractor must use external means to do the work. The property shall supply the water.

The Contractor shall present the method, frequencies, and dates of watering in a written schedule in the Grounds Maintenance Plan. The schedule shall consider typical weather patterns, the kinds of vegetation, local soil conditions, and the seasonal variations in plant moisture requirements. The Contractor must be prepared to respond accordingly to any change in local weather patterns.

The Contractor shall provide all hoses, portable sprinklers, and other similar irrigation equipment. At Los Bambues Residential Compound.

1.3.1.7. FERTILIZER. The Contractor shall fertilize and lime the soil to promote proper health, growth, color, and appearance of cultivated vegetation, following proper horticultural practice for the types of vegetation, soil, weather conditions, and seasons of the year.

The Contractor shall present the method of application, fertilizer type, frequencies, and dates of fertilizing and liming in the Grounds Maintenance Plan.

The Contractor shall fertilize the lawn areas a minimum of two times per year (or as instructed by the COR), with a fertilizer which is available in the local market and approved by the Post Occupational, Safety & Health Officer (POSHO)

The Contractor shall apply weed killer once a year. If at any point during the year between annual treatments the Contractor believes that weed killer should be applied, the Contractor should inform the COR in writing. All use of weed killer must have the written approval of the POSHO. If weed killer is not required, the Contractor shall request a waiver in writing from the COR. Usage of weed killer may be waived by the COR, if weeds will be eliminated manually to maintain the appearance of the sites.



The Contractor shall fertilize trees, shrubs, bushes, hedges, and plants a minimum of two times a year. If at any point during the year between treatments the Contractor believes that fertilizer should be applied, the Contractor should inform the COR in writing.

1.3.1.8. PEST AND DISEASE CONTROL. The Contractor shall maintain a program according to SDEM rules for controlling pests, including mosquitos, bugs, ants, and plant disease to maintain flowers, shrubs, vines, trees, grass and other planted areas in a healthy and vigorous condition. The Contractor shall obtain approval of the COR for all pesticides to be used. The Contractor shall provide Material Safety Data Sheets (see Hazard Assessment) to the COR for any chemical or hazardous material used. All pesticide usage shall be in strict conformance with label directions. Pesticide spraying or other treatment shall be performed in such a manner as to prevent accidental spray drift.

The Contractor shall present a plan for pest and disease control as a part of its monthly Grounds Maintenance Report. Pesticides to be used in the accomplishment of work shall be clearly specified and submitted in writing to the COR for approval prior to commencement of work.

a. The plan submittal shall include the following points as a minimum:

- (1) Target pests treated for;
- (2) Rate of application and formulation for each job (e.g., gram/square meter);
- (3) Schedule of application; and,
- (4) Any special precautions not on label that will be taken to prevent environmental damage or pesticide injury.

b. Target pest and plant diseases to be controlled are as follows:

- (1) Pest: mosquitoes, ants, tent caterpillars, pine caterpillars, scale insects, fall webworms, aphids, gypsy moths, spider mites, and other common pests.
- (2) Plant Disease: scab, rots, mildew, etc.

c. Pesticide Application. During preparation and application, the Contractor shall;

- (1) Keep safety equipment and spill kit available;
- (2) Never leave equipment unattended while filling to prevent overflow;
- (3) Use back flow preventers on hoses when connected to water outlets when filling spray tank; and,
- (4) Inspect equipment and the area during application to insure proper and safe treatment.

d. Pesticide Spills and Decontamination. The Contractor shall be responsible for properly cleaning, decontaminating, and reporting pesticide spills.

e. The Contractor shall remove and dispose of all excess pesticides, debris, and empty containers off the U.S. Government.

f. Rinse water may be developed in a spray operation. The Contractor shall either empty the tanks by spraying on the treatment site, collect the rinsing for future use, or save for disposal.

g. Records and Reports. The Contractor shall prepare, maintain, and submit daily records of all pest control operations for safety and effect. The Contractor shall furnish the reports to the COR within five working days of pesticide application, showing the results of pesticide application plan.

During the maintenance period, any decline in the condition of plantings requires the Contractor to take immediate action to identify potential problems and to undertake corrective measures. If the Contractor does not have sufficient expertise or if the problems persist, engage professional arborists and/or horticulturalists at no cost to the Government to inspect plant materials and to identify problems and recommend corrective procedures. Resetting plants to proper grades or upright position and restore its health in case of plant diseases.

The Contractor shall present a plan for pest and disease control as a part of its Grounds Maintenance Plan. Pesticides to be used in the accomplishment of work shall be clearly specified and submitted in writing to the COR for approval prior to commencement of work.

All plant elements, which are dead or have a state of visible disease, that they look poor or that affect negatively to the aesthetics of the garden shall be removed and shall be replaced for another specimen of the same species. If the number of plants is excessive and / or the decrease occurred due to causes beyond our care, such as example: diseased plants introduced by a tenant, disease introduced by the wind, application of a chemical not authorized by our agronomist, chemicals dumped for cleanings, etc. I know shall proceed to be accounted for and must be paid by the customer at his cost. These new plants shall be given more special care in their development to avoid a second change.

1.3.1.9. **CLEANING OF ROADWAYS AND WALKWAYS.** The main roadways and walkways on each compound shall be swept and blown clean daily. The Contractor shall also remove stone flakes or chips that result from the wearing of stone walkways. The Contractor shall accomplish this work with minimum interference to pedestrian and vehicular traffic. After the garbage is collected by the garbage truck, the floor must be pressured water cleaned daily. The contractor shall designate 2 of its staff members to clean the areas as its sole function and have a total of no less than 12 employees for the services rendered.

#### **POWER WASHING**

The contractor shall clean the hardscape floor with water pressure equipment and make sure oil, mud, chewing gum or any other material on the floor is cleaned every two weeks. The garbage area shall accomplish this work with minimum interference to pedestrian and vehicular traffic. The contractor shall pressure wash all exterior horizontal and vertical surfaces (walls) up to 14 feet and in the compounds, including stone walls, windows, and metal walls once a month.

#### **1.4. ROOF WEED REMOVAL AND GUTTER CLEANING**

Gutter cleaning is to be accomplished at least bi-weekly during regular weather and weekly, during hurricane season and windy weather. The roof weed removal shall be done monthly. The weed removal of the roof should be treated the same as the garden weed removal. The pesticide used shall be approved by the POSHO and COR.

1.4.1 The Contractor shall gain access to the roof with a ladder and/or scaffolding provided by the Contractor and will not lean the ladder against a downspout or gutter, to avoid damage to the downspouts.

1.4.2 The Contractor shall remove leaves and twigs from gutters by hand or with a large spoon, a gutter scoop, or a small garden trowel.

1.4.3 The Contractor shall wet down caked-on dirt, which can be difficult to remove without damaging the gutter itself, and then remove it with a gutter scoop or trowel.

1.4.4 The Contractor shall place debris in a bucket or plastic trash bag which can be placed on the roof or ladder and dispose of it appropriately once full.

1.4.5 The Contractor shall check that the downspouts are not clogged. The Contractor shall use water to unclog the downspouts by placing a garden hose in the opening, but should initially use minimal pressure as downspouts are not designed to withstand the same pressure as a house drain. If a plugged downspout cannot be cleared with a hose, the Contractor shall use a small plumber's snake or other appropriate equipment/tool.

1.4.6 Alternatively, the Contractor shall use a leaf blower to clean the gutters, taking all necessary safety precautions in accordance with SHEM standards.

1.4.7 The Contractor shall use a hose to flush the gutters with water after cleaning. (This will also determine if there are any leaks in the system).

**ROOF CLEANING.** The Contractor shall be responsible for cleaning and removing all weeds for all roof of the Common Areas. This includes all the CAC, the Common building Areas, among others. The roof weed removal shall be done monthly and the process should be treated the same as the garden weed removal. The pesticide used shall be approved by the POSHO and COR.

**PLANTING BEDS.** Provide planting beds with minimum of 50 mm (2 in.) of gravel or local mulch. It is the responsibility of the Contractor to re-mulch as needed.

**OUTDOOR FURNITURE AND FIXTURES.** The Contractor is responsible for cleaning all outdoor furniture including but not limited to the exterior trash bins, the seating benches, light poles and fixtures and water fountains. All exterior furniture and fixtures shall be cleaned daily.

**CHILDREN'S PLAYGROUND.** The Contractor shall maintain the children's playground at Los Bambues free of leaves and debris. The Contractor shall water the plants surrounding the playground and apply pest control. The Contractor shall clean the playground equipment two times per week, will power wash twice a month and after rainy days and shall remove any weeds that may grow inside the area. The Contractor shall supply and refill the mulch and bark chips from the playground annually. The children's playground cleaning will be part of the monthly Grounds Maintenance Report.

## 2. WORKING HOURS

All work shall be performed during the following hours:

Facility	Hours
<b>Los Bambues</b>	Working hours are from Monday to Friday, from 8:00 am to 5:00 pm; Saturdays from 8:00 am to 12:00 pm. No work on Sundays or holidays. The workers shall attend punctually and duly uniformed wearing the company's logo. The staff and machinery shall remain in non-influx areas of owners or visitors during their rest period. Out of sight and of areas that affect them. <b>The holidays identified in the Addendum in Section 2.</b>  <b>Other hours may be approved by the COR. The Contractor must provide at least 24-hour advance notice to the COR who will consider any deviation from the hours identified above</b>

### MAINTENANCE WORK

Cleaning in general, all green areas shall remain clean of debris and residues of any kind whether of plant origin (tree litter) or not. Pruning waste of any kind shall be collected from anywhere where they have fallen once the task is finished and if they could not finish homework during the day, then they shall be completely removed at less before the end of the working day. Said waste shall be directed to the final deposit point. General pruning, vetiver pruning and grass cutting the personnel in charge of carrying out this work shall use the utensils necessary at the right time depending on the type of plant.

The branches that are not beneficial for the development of the tree or shrub always bearing in mind that this pruning must be very soft and in a doubtful situation, the contractor shall choose not to prune.

Pruning shall be done only when necessary and to help the tree or shrub to acquire or retain its natural shape or promote flowering.

Temporary Additional Services are services that are defined as Standard Services but are required at times other than the normal workday. These services shall support special events. The Contractor shall provide these services in addition to the scheduled services specified in this contract. The Contracting Officer shall order these services on an as needed basis. The COR may require the Contractor to provide Temporary Additional Services with 24-hour advance notice. This work shall be performed by trained employees of the Contractor and shall not be subcontracted.

## 3. DELIVERABLES

The following items shall be delivered under this contract:

<u>DESCRIPTION</u>	<u>QUANTITY</u>	<u>DELIVERY DATE</u>	<u>DELIVER</u>	<u>TO</u>
Draft Grounds Maintenance Plan	1	With proposal		Contracting Officer
Grounds Maintenance Plan	1	15 days after award	COR	
Insurance	1	10 days after award	Contracting	Officer
List of Personnel for Security Clearance	1	10 days after award	COR	
Payment Request	1	Monthly	COR	

#### **4. PERSONNEL REQUIREMENTS**

**4.1. GENERAL.** The Contractor shall maintain discipline at the site and shall take all reasonable precautions to prevent any unlawful, riotous, or disorderly conduct by Contractor employees at the site. The Contractor shall preserve peace and protect persons and property on site. The Government reserves the right to direct the Contractor to remove an employee from the worksite for failure to comply with the standards of conduct. The Contractor shall immediately replace such an employee to maintain continuity of services at no additional costs to the Government.

#### **4.2. STANDARD OF CONDUCT**

**4.2.1 Uniforms and Personal Equipment.** The Contractor's employees shall wear clean, neat, and complete uniforms when on duty. All employees shall wear uniforms approved by the COR. The Contractor shall provide, to each employee and supervisor, uniforms, and personal equipment. The Contractor shall be responsible for the cost of purchasing, cleaning, pressing, and repair of the uniforms. The Contractor shall also provide personal protective equipment to all its employees, including but not limited to boots, gloves, mask, and eye protection.

**4.2.2. Neglect of duties shall not be condoned.** The Contractor shall enforce no sleeping while on duty, unreasonable delays, or failures to carry out assigned tasks, conducting personal affairs during duty hours and refusing to render assistance or cooperate in upholding the integrity of the worksite security.

**4.2.3. Disorderly conduct, use of abusive or offensive language, quarreling, intimidation by words, actions, or fighting shall not be condoned.** Also included is participation in disruptive activities, which interfere with normal and efficient Government operations.

4.2.4. Intoxicants and Narcotics. The Contractor shall not allow its employees while on duty to possess, sell, consume, or be under the influence of intoxicants, drugs or substances that produce similar effects.

4.2.5. Firearms. The Contractor shall not allow its employees while on duty to possess any firearm.

4.2.6. Criminal Actions. Contractor employees may be subject to criminal actions as allowed by law in certain circumstances including but not limited to the following infractions:

- Falsification or unlawful concealment, removal, mutilation, or destruction of any official documents or records or concealment of material facts by willful omission from official documents or records;
- Unauthorized use of Government property, theft, vandalism, or immoral conduct;
- Unethical or improper use of official authority or credentials;
- Security violations; or,
- Organizing or participating in gambling in any form.

4.2.7. KEY CONTROL. The Contractor shall receive, secure, issue and account for any keys issued for access to buildings, offices, equipment, gates, electrical vehicles, etc., for the purposes of this contract. The Contractor shall not duplicate keys without the COR's approval. Where it is determined that the Contractor or its agents have duplicated a key without permission of the COR, the Contractor shall remove the individual(s) responsible from this contract. If the Contractor has lost any such keys, the Contractor shall immediately notify the COR. In either event, the Contractor shall reimburse the Government for the cost of rekeying that portion of the system.

**4.3. NOTICE TO THE GOVERNMENT OF LABOR DISPUTES.** The Contractor shall inform the COR of any actual or potential labor dispute that is delaying or threatening to delay the timely performance of this contract.

#### **4.4. PERSONNEL SECURITY**

4.4.1. Ten days after contract award, the Contractor shall provide the following list of data on each employee who will be working under the contract. The Contractor shall include a list of workers and supervisors assigned to this project, including planned back-up personnel. The Government will run background checks on these individuals. For each individual the list shall include:

- Full Name
- Place and Date of Birth
- Current Address
- Cedula number

4.4.2. The Government shall issue identity cards to Contractor personnel, after they are approved. Contractor personnel shall display identity card(s) on the uniform at all times while providing services under this contract. These identity cards are the property of the USG. The Contractor is responsible for their return at the end of the contract, when an employee leaves Contractor service, or at the request of the Government. The Government reserves the right to deny access to U.S.-owned and U.S.-operated facilities to any individual.

## 5. MATERIALS AND EQUIPMENT

The Contractor shall provide all necessary gardening supplies and equipment to perform the work identified in this contract. Refer to Attachment 2 for a list of the minimum materials, equipment, supplies and work clothing to be supplied.

## 6. INSURANCE

**6.1. AMOUNT OF INSURANCE.** The Contractor is required to provide all insurance that is legally necessary. The Contractor shall, at its own expense, provide and maintain during the entire performance period the following insurance amounts:

**6.2. GENERAL LIABILITY** (includes premises/operations, collapse hazard, products, completed operations, contractual, independent contractors, broad form property damage, personal injury)

1.	Bodily		Injury
	Per Occurrence	As required by Dominican Republic law	
	Cumulative	As required by Dominican Republic law	
2.	Property		Damage
	Per Occurrence	As required by Dominican Republic law	
	Cumulative	As required by Dominican Republic law	

**6.3. The types and amounts of insurance are the minimums required.** The Contractor shall obtain any other types of insurance required by local law or that are ordinarily or customarily obtained in the location of the work. The limit of such insurance shall be as provided by law or sufficient to meet normal and customary claims.

**6.4.** For those Contractor employees assigned to this contract who are either United States citizens or direct hire in the United States or its possessions, the Contractor shall provide workers' compensation insurance in accordance with FAR 52.228-3.

**6.5.** The Contractor agrees that the Government shall not be responsible for personal injuries or for damages to:

- any property of the Contractor,
- its officers,
- agents,
- servants,
- employees, or
- any other person

arising from an incident to the Contractor's performance of this contract. The Contractor shall hold harmless and indemnify the Government from all claims arising, except in the instance of gross negligence on the part of the Government.

**6.6.** The Contractor shall obtain adequate insurance for damage to, or theft of, materials and equipment in insurance coverage for loose transit to the site or in storage on or off the site.

**6.7.** Government as Additional Insured. The general liability policy required of the Contractor shall name "the United States of America, acting by and through the Department of State," as an additional insured with respect to operations performed under this contract.

**6.8.** Time for Submission of Evidence of Insurance. The Contractor shall provide evidence of the insurance required under this contract within ten (10) days after contract award. The Government may rescind or terminate the contract if the Contractor fails to timely submit insurance certificates identified above.

## **6.9 ACCIDENTS AND INJURY**

- A. The Contractor and his employees shall comply with all OSHA regulations and the Dominican Republic's local safety regulations.
- B. At those United States Embassy locations that have a medical department, the medical department can be contacted for initial assistance in a medical emergency (during the medical department's normally scheduled hours.)
- C. All OSHA recordable injuries sustained on United States Embassy premises must be reported, in writing, to the Contracting Officer.

## **7. LAWS AND REGULATIONS**



**7.1.** Without additional expense to the Government, the Contractor shall comply with all laws, codes, ordinances, and regulations required to perform this work. If there is a conflict between the contract and requirements of local law, the Contractor shall promptly advise the Contracting Officer of the conflict and of the Contractor's proposed course of action for resolution by the Contracting Officer.

**7.2.** The Contractor shall comply with all local labor laws, regulations, customs and practices pertaining to labor, safety, and similar matters, unless they are inconsistent with the requirements of this contract.

**8. QUALITY ASSURANCE AND SURVEILLANCE PLAN (QASP)**

This plan is designed to provide an effective surveillance method to promote effective contractor performance. The QASP provides a method for the Contracting Officer's Representative (COR) to monitor contractor performance, advise the contractor of unsatisfactory performance, and notify the Contracting Officer of continued unsatisfactory performance. The Contractor, not the Government, is responsible for management and quality control to meet the terms of the contract. The role of the Government is to conduct quality assurance to ensure that contract standards are achieved.

<b>Performance Objective</b>	<b>PWS Para</b>	<b>Performance Threshold</b>
<u>Services.</u> Performs all gardening services set forth in the performance work statement (PWS)	1 thru 7.	All required services are performed and no more than one (1) customer complaint is received per month.

(a) **SURVEILLANCE.** The COR will receive and document all complaints from Government personnel regarding the services provided. If appropriate, the COR will send the complaints to the Contractor for corrective action.

(b) **STANDARD.** The performance standard is that the Government receives no more than one (1) customer complaint per month. The COR shall notify the Contracting Officer of the complaints so that the Contracting Officer may take appropriate action to enforce the inspection clause (FAR 52.212-4, Contract Terms and Conditions-Commercial Items), if any of the services exceed the standard.

(c) **PROCEDURES.**

(1) If any Government personnel observe unacceptable services, either incomplete work or required services not being performed they should immediately contact the COR.

- (2) The COR will complete appropriate documentation to record the complaint.
- (3) If the COR determines the complaint is invalid, the COR will advise the complainant. The COR will retain the annotated copy of the written complaint for his/her files.
- (4) If the COR determines the complaint is valid, the COR will inform the Contractor and give the Contractor additional time to correct the defect, if additional time is available. The COR shall determine how much time is reasonable.
- (5) The COR shall, at a minimum, orally notify the Contractor of any valid complaints.
- (6) If the Contractor disagrees with the complaint after investigation of the site and challenges the validity of the complaint, the Contractor will notify the COR. The COR will review the matter to determine the validity of the complaint.
- (7) The COR will consider complaints as resolved unless notified otherwise by the complainant.
- (8) Repeat customer complaints are not permitted for any services. If a repeat customer complaint is received for the same deficiency during the service period, the COR will contact the Contracting Officer for appropriate action under the Inspection clause.

## **ATTACHMENT 1 – GOVERNMENT FURNISHED PROPERTY**

The U.S. Government will provide basic utilities for the performance of this contract as follows:

Electricity

Water for Irrigation and water pressure cleaning

## **ATTACHMENT 2 – CONTRACTOR FURNISHED PROPERTY**

The Contractor shall furnish sufficient quantities the following materials, equipment, supplies and work clothing to perform the work set forth in this contract, including but not limited to:

Trucks

Water pressure equipment

Hoes keys and adaptors

Hoes

Forks

Spades

Shovels

Digging Tools

Weeding Tools

Hand Tools

Cultivators

Rakes

Pruning Tools

Cutting Tools

Tool Sharpeners

Edgers

Chain Saws

Fuel

Mattocks

Trowels

Riddles

Aerators

Hoses

Sprinklers and Other Irrigation Equipment

Garden Carts

Wheelbarrows

Ladders

Lawnmowers

Trimmers

Blowers

Pesticides

Fertilizers

Lime  
Weed killers  
Uniforms  
Footwear  
Rain Gear  
Personal Protective Equipment  
Bags for Disposal of Debris and/or Trash  
Machetes  
Hedge Trimmers  
Thread  
Cutting Blade