

## **PERFORMANCE WORK STATEMENT (PWS)**

### **LODGING SERVICES FOR**

#### **171<sup>st</sup> Air Refueling Wing ( 171 ARW), PA**

**1.0 DESCRIPTION OF SERVICES:** The contractor shall furnish lodging accommodations (single or double occupancy, non-smoking rooms) for 171 ARW Air National Guard personnel assigned to duty at 171 ARW, Air National Guard, Coraopolis, PA. The hotel shall be classified/certified as a 3-Star or higher. The lodging accommodations shall contain living and sleeping areas in accordance with Federal, State, Local, and commercial standards. No more than one person shall be assigned to a double occupancy room. The contractor shall make rooms available for 171 ARW members as requested by authorized government personnel not to exceed the maximum number of contracted room nights and in the following manner: Authorized government personnel include Contract Officer Representatives (CORs) or the Contracting Officer (CO) who may request room night accommodations throughout the period of performance for up to and not to exceed the maximum number of total contracted room nights as specified in the contract. CORs and/or COs may also cancel any accommodation request up to 12 hours before normal check-in time without incurring a cost to the government. To the maximum extent possible, CORs and/or COs will provide advanced notice when requesting accommodations. The contractor shall supply same-day requests for up to 10 simultaneous accommodations. For simultaneous accommodation requests greater than 10, the COR and/or CO will provide the contractor no less than then three (3) days' notice. If at any time the contractor is unable to supply accommodations at the established and contracted property location when requested, the contractor shall, with advanced authorization from COR and/or CO, supply accommodations in the same manner and at another similar property which meets the requirements of this PWS and without separate invoicing. Performance standards and requirements for the lodging facility include the following:

#### **1.1 LODGING FACILITY, FURNISHINGS, AND EQUIPMENT.**

**1.1.1 LOCATION.** The lodging facility shall be located within a 10-mile driving distance to 171 ARW, Air National Guard Station.

**1.1.2 FIRE AND SAFETY REQUIREMENTS.** Lodging accommodations shall meet fire and safety requirements per the National Fire Protection Association (NFPA) Code 10, Code 70, Code 101 and Code 96 and the Air Force Occupational Safety and Health (AFOSH) Standard 91-1.

**1.1.3 GUEST ROOMS.** Standard guest rooms shall contain at minimum:

**1.1.3.1.** Rooms shall be constructed and finished to provide good light illumination, reflection and sound attenuation. All piping and wiring shall be enclosed. Sufficient electrical outlets and light switches shall be provided. All electrical cords, bulbs, lights, outlets, and switches shall be in good, operational condition.

**1.1.3.2.** Rooms shall be free of damage and all floors, ceilings, and walls shall be clean and in good, serviceable condition.

**1.1.3.3.** Entrance doors to guest rooms shall be equipped with both a primary lock and a

secondary deadbolt lock (See Appendix A for definitions). If the guest room has sliding glass or French doors they shall be equipped with an effective locking device. Doors to connecting guest units or maintenance corridors shall be equipped with a deadbolt lock. The entrance door to the guest room shall be equipped with a view port or window convenient to the door. All doors, exterior and interior, shall be free from holes, dents, or other physical defects. Emergency procedures, exit diagram and location of fire extinguishers shall be posted on entrance doors (applies only to lodging facilities with interior rooms). The room number shall be posted on or near the entrance door. Room entrance doors shall not open directly to exterior of building. Lobby area shall be made available to increase security and direct guest flow to room. Other exterior entrances shall be limited and have secure accessibility.

1.1.3.4. Windows overlooking a common walkway or in a ground floor room shall be equipped with a functional lock. Windows shall be well maintained, with no cracks or other defects. Drapes with blackout lining, shades or blinds shall be provided. If only drapes are provided, they shall screen out light. All window coverings shall be in good serviceable condition, free from tears or excessive wear.

1.1.3.5. Individual room-controlled heating/air conditioning units with the necessary ventilation to maintain comfort for occupants. Air filters shall be free from damage, the proper size, and be replaced or cleaned in accordance with manufacturer's recommendations.

1.1.3.6. Adequate closet or hanger space and a dresser or drawer space. At least one luggage rack or equivalent bench space.

1.1.3.7. Means for occupants to indicate when they are not to be disturbed, for example, a "Do Not Disturb" sign. The lodging facility employees shall respect the signs when displayed.

1.1.3.8. Double occupancy rooms shall contain at least 2 beds. Each bed shall have a firm mattress with box springs, mattress pad or cover, two pillows, and sufficient bed linens.

1.1.3.9. A mirror

1.1.3.10. A telephone in good, operational condition with emergency numbers posted on or near it

1.1.3.11. At least one television with remote control (TV directory)

1.1.3.12. Alarm clock

1.1.3.13. Private bathroom. The bathroom shall have a fully functioning tub and/or shower, toilet and sink in good, operational condition. The tub and/or shower shall have a door or curtain. The tub and/or shower shall have a non-slip surface or a rubber mat shall be provided for use on any non-skid resistant surface. Hooks or racks shall be provided for robes or clothing. Adequate shelf space shall be provided for toiletries on or near the sink. A large mirror (minimum 18" x 30") with ample light for shaving/make-up shall be provided over the sink. There shall be a GFI electrical outlet convenient to the mirror. All fixtures shall be in good repair. Fixtures that control the flow of water shall not be cracked or leaking and shall operate properly to maintain a constant and adequate flow of water without sudden surges or temperature changes. The quantity of hot water provided by the facility shall be adequate for the maximum number of guests. The bathroom shall have proper ventilation by an exhaust fan, a window or a vent. The window shall be of frosted glass or a curtain shall be provided for privacy. The

bathroom floor shall be in good condition. Grout, tile, and linoleum shall be in good condition, maintained properly, and be free of major tears or excessive staining. Toiletries such as bath soap, toilet tissue, facial tissue, bath towels, hand towels, washcloths, shall be provided.

1.1.4. **PARKING FACILITY.** Parking facilities shall be paved, marked and adequately lighted. Each parking space shall receive at least indirect light. Adequate parking spaces shall be available for all guests. A loading/unloading zone shall be available for individual guests or for Air Force buses to deliver and pick up large groups of people.

1.1.5. **SIGNAGE.** All property signage shall be legible and visible as appropriate. The lodging facility shall have directional signs on each floor depicting room number locations. It shall have directional signs for common use areas such as the dining, lobby, laundry, etc.

1.1.6. **INDOOR COMMON USE AREAS (LOBBY AND PUBLIC RESTROOM).** Indoor common use areas shall be well maintained and free from damage. All furnishings shall be comfortable and well maintained. Available seating should be appropriate for size of property and typical number of guests.

1.1.7. **PROPERTY EXTERIOR.** The exterior of the facility shall be clean, no peeling paint, broken windows or shutters, excessively dirty areas, or wood/brick/masonry deterioration. The grounds and gardens shall be well maintained. The exterior shall be well illuminated.

1.2 **LODGING FACILITY SERVICES.** The following services shall be offered:

1.2.1. The lodging facility shall provide check in/out service on a 24 hour basis, 7 days a week. The desk area shall be clean, efficiently designed to process multiple check-in/outs simultaneously, and sufficiently staffed with trained personnel. The lodging facility shall inform all government guests' assigned accommodations under this contract, of the required check out time. Government guests, who incur another day's charge because of failing to meet the required check out time, do so at their own expense. The Government incurs no liability in this instance.

1.2.2. The lodging facility shall provide wake-up and message service on a 24 hour basis, 7 days a week.

1.2.3. The lodging facility shall provide a means of storing and safeguarding guest valuables. Safety deposit boxes may be provided at the front desk or in each guest room. If safety deposit boxes are in the front desk, a receipt for the stored items shall be furnished to the guest.

1.2.4. The lodging facility shall be equipped to provide a means of storing and securing luggage for guests when ready rooms are not available or at checkout. A receipt for the stored items shall be furnished to the guest.

1.2.5. The lodging facility shall provide upon request an ironing board and iron if not available in the guest room. They shall have a first aid kit at the front desk in case of emergencies.

1.2.6. The lodging facility shall provide upon request an information packet that contains information about local restaurants, shopping areas, and entertainment. They shall provide upon request a commercial telephone directory. Desk clerks shall be able to explain to guests miscellaneous charges not covered by the PWS, for example, long distance personal phone charges.

1.2.7. The lodging facility shall provide management and staff personnel that present a neat appearance and operate ethically and professionally. They shall provide attentive, conscientious attention to guest service.

#### 1.2.8. HOUSEKEEPING SERVICES.

1.2.8.1. Guest Room. All surfaces shall be clean and stain, dust and mildew free, including but not limited to floors, walls, ceiling, doors, windows, window sills, baseboards, chair rails, heating/air conditioning systems, vents, blinds, ceiling fans, light fixtures, switch plates, furniture, upholstery, knick-knacks, decorative items, silk and real plants, etc. Rooms shall be fresh smelling, free of odors from dirt, mildew, mold, poor sanitation, or heavy deodorizers. Rooms and furniture shall be free from insects, rodents and other pests. Daily services include, but are not limited to: room cleaning, bed making, linen change if required, and replenishment of amenities, toiletries, and supplies.

1.2.8.2. Bathrooms shall be clean with no mildew, dust, rust, soap scum, stains, or grimy film on fixtures, ceiling, walls, or floors. The wastebasket shall be lined and emptied daily. Bathroom shall be fresh smelling, free of odors from dirt, mildew, mold, poor sanitation, faulty plumbing, or heavy deodorizers.

1.2.8.3. INDOOR COMMON USE AREAS (LOBBY AND PUBLIC RESTROOMS). All surfaces shall be clean and stain free, dust and mildew free, including but not limited to floors, walls, ceiling, doors, windows, window sills, baseboards, chair rails, heating/air conditioning systems, vents, blinds, ceiling fans, light fixtures, switch plates, furniture, upholstery, appliances, knick-knacks, decorative items, silk and real plants, etc. The rooms and furniture shall be free from insects, rodents and other pests.

1.2.8.4. OTHER AREAS (RESTAURANT, DINING AREA, SWIMMING POOL, SPAS, FITNESS CENTER, LAUNDRY ROOM, ICE MACHINES, VENDING MACHINES, ETC). These areas are not a requirement; however, if on premises, they must be well maintained and meet general standards of safety, quality, and cleanliness. Complimentary amenities and services shall be provided to guests under this contract in the same manner and to the same extent as those provided to customers from the general public.

1.2.9. LINEN SERVICE. Bed sheets and pillow cases shall be washed at least once per week or when occupancy changes, whichever occurs first, and whenever necessary due to guest personal requirements. They shall be in good repair, free from tears, rips, holes and extensive wear. All blankets, mattress covers, and bedspreads shall be clean, without any objectionable odors, and in good repair, free from tears, rips, holes, stains, and extensive wear. Additional blankets shall be provided if requested by guest. Freshly laundered bath and hand towels and wash cloths shall be provided daily. Dirty linen must not contaminate the facility or clean linen when it's handled, stored, and transported. The lodging facility shall follow the following procedures:

1.2.9.1. Clean and dirty linen shall be kept separate on housekeeper carts.

1.2.9.2. Clean and dirty linen shall be kept separate within linen room.

1.2.9.3. Hand washing facilities shall be available in the linen room.

1.2.9.4. Linen handling is located as to prevent steam, odors, lint and objectionable noises from reaching personal living and guest rooms.

1.2.10. ADDITIONAL SERVICES. All additional services not specified in this PWS, or not included in the standard commercial room rate, shall be paid by the guest requesting and receiving the extra service.

## 2.0. SERVICES SUMMARY:

| Performance Objective   | PWS Paragraph     | Performance Threshold  |
|---|-------------------|--|
| 1. Provide Quality Lodging Facility, Furnishings, and Equipment | Sections 1.1, 1.2 | E: No discrepancies noted during any records or equipment inspections per month.<br>VG: No more than one (1) discrepancy noted during any records or equipment inspections per month.<br>S: No more than two (2) discrepancies noted during any records or equipment inspections per month.<br>M: No more than three (3) discrepancies noted during any records or equipment inspections per month.<br><del>U: &gt; Three (3) discrepancies noted during any</del> |
| 2. Provide Quality Lodging Facility Services                    | Section 1.2       | E: No discrepancies noted during any records or equipment inspections per month.<br>VG: No more than one (1) discrepancy noted during any records or equipment inspections per month.<br>S: No more than two (2) discrepancies noted during any records or equipment inspections per month.<br>M: No more than three (3) discrepancies noted during any records or equipment inspections per month.  |
| 3. Provide a Safe Environment                                   | 1.1.2, 4.1.       | E: No discrepancies noted during any records or equipment inspections per month.<br>VG: No more than one (1) discrepancy noted during any records or equipment inspections per month.<br>S: No more than two (2) discrepancies noted during any records or equipment inspections per month.<br>M: No more than three (3) discrepancies noted during any records or equipment inspections per month.<br><del>U: &gt; Three (3) discrepancies noted during any</del> |
| 4. Provide Quality Lodging Guest Rooms                          | Section 1.1.3     | E: No discrepancies noted during any records or equipment inspections per month.<br>VG: No more than one (1) discrepancy noted during any records or equipment inspections per month.<br>S: No more than two (2) discrepancies noted during any records or equipment inspections per month.<br>M: No more than three (3) discrepancies noted during any records or equipment inspections per month.<br><del>U: &gt; Three (3) discrepancies noted during any</del> |

## 3.0. GOVERNMENT FURNISHED PROPERTY AND SERVICES:

### 3.1. NONE

## 4.0. GENERAL INFORMATION:

4.1. The Contractor shall comply with all applicable federal, state, and local statutes, ordinances, laws and regulations.

4.2. Contractor Employees. The contractor shall not employ any person who is an employee of the US Government if employing that person would create a conflict of interest. Additionally, the contractor shall not employ any person who is an employee of the Department of the Air Force, either military or civilian, unless such person seeks and receives approval according to Department of Defense (DoD) 5500-7-R (for military) or AFI 36-703 (for civilians). The contractor shall not employ any person who is an employee of the Department of the Air Force if such employment would be contrary to the policies in AFI 64-106, Air Force Industrial Labor Relations Activities.

4.2.1. The contractor is cautioned that off-duty active military personnel hired under this contract may be subject to permanent change of station, change in duty hours, or deployment. Military Reservists and National Guard members may be subject to recall to active duty. The abrupt absence of these personnel could adversely affect the contractor's ability to perform; however, their absence at any time shall not constitute an excuse for nonperformance under this contract.

4.2.3. Reservations may be cancelled by the Contracting Officer, the Government Designated Representative or the individual for which the reservation is made. All reservations may be cancelled by giving the lodging facility notice not later than 12 hours before the time the reservation would begin. Reservations cancelled within this specified time will not be charged to the Government.

4.2.4. In case of overbooking, guests shall be accommodated in another lodging facility of equal or better quality at no additional expense to the guests or the Government. If guest has no personal vehicle, they shall be transported to the other lodging facility at no additional expense to the guests or the Government. If guests are moved to another lodging facility, the contractor must notify the Contracting Officer or the Government Designated Representative.

4.2.5. Criminal activity in the locale that constitutes danger to any person, whether or not within the contractor's ability to control, shall be considered cause for the Government to unilaterally cancel rooms on a monthly basis until the condition in question is resolved or to terminate the contract. Any temporary cancellation of rooms or termination of the contract shall be at no cost to the government.

4.2.6. In case of an unforeseen circumstances (See Appendix A, paragraph 1.8 for definition), the lodging facility shall take action to relocate all guests affected by the unforeseen circumstance to another lodging facility of equal or better quality at no expense to the Government or the guests. If guests are moved to another lodging facility, the lodging facility must notify the Contracting Officer or the Government Designated Representative.

4.2.7. To the maximum extent possible, CORs and/or COs will provide advanced notice when requesting accommodations. The contractor shall supply same-day requests for up to 10 simultaneous accommodations. For simultaneous accommodation requests greater than 10,

the COR and/or CO will provide the contractor no less than then three (3) days' notice. If at any time the contractor is unable to supply accommodations at the established and contracted property location when requested, the contractor shall, with advanced authorization from COR and/or CO, supply accommodations in the same manner and at another similar property which meets the requirements of this PWS and without separate invoicing. The Government will not by liable for any rooms supplied beyond the specified contracted amount and quantity.

4.2.8. The Government will not incur costs for any rooms not used during the specified period of performance.

4.2.9. **QUALITY ASSURANCE.** The Government will evaluate the contractor's performance under this contract using periodic inspections and customer complaints. Inspection records will be maintained in the contract file as past performance information to be used in future acquisitions.

## Performance Requirements Summary (PRS)

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

The Government has the right to inspect all tasks within the PWS, not just the Performance Objectives (POs) listed below. Performance Ratings: E – Exceptional, VG – Very Good, S – Satisfactory, M - Marginal, U – Unsatisfactory

| <b>Performance Objective</b> | <b>Performance Standard</b>                                  | <b>Acceptable Quality Levels (AQL)</b>  | <b>Surveillance Method / By Whom</b>            |
|------------------------------|--|---|---|
| Sections 1.1, 1.2            | Provide Quality Lodging Facility, Furnishings, and Equipment | E: No discrepancies noted during any records or equipment inspections per month.<br>VG: No more than one (1) discrepancy noted during any records or equipment inspections per month. | Periodic Inspection / Government Representative |
| Section 1.2                  | Provide Quality Lodging Facility Services                    | S: No more than two (2) discrepancies noted during any records or equipment inspections per month.  |   |
| 1.1.2, 4.1                   | Provide a Safe Environment                                   | M: No more than three (3) discrepancies noted during any records or equipment inspections per month.  |   |
| Section 1.1.3                | Provide Quality Lodging Guest Rooms                          | U: > Three (3) discrepancies noted during any records or equipment inspections per month.   |   |



### **Workload Estimate – September 2022-September 2023 Lodging Contract**

Estimate approximately 65 room nights (single and double occupancy) per month with the majority of the room nights occurring on Friday and Saturday nights once a month, along with periodic reservation requests at any other time throughout the month. Majority of reservations will occur on the following nights:

16-17 September 2022  
14-15 October 2022  
2-5 November 2022  
TBD December 2022  
6-7 January 2023  
3-4 February 2023  
3-4 / 8-11 March 2023  
31 March – 1 April 2023  
5-6 May 2023  
9-10 June 2023  
TBD July 2023  
4-5 August 2023  
8-9 September 2023

## Definitions

**1. CONTRACTING OFFICER:** Is the only person with the authority to enter into, administer, and/or terminate contracts and make related determinations and findings.

**1.2. CONTRACT ADMINISTRATOR:** The individual within the contracting office who performs the day-to-day administration of the contract. The contract administrator may also be a contracting officer.

**1.3. GOVERNMENT DESIGNATED REPRESENTATIVE:** The Quality Assurance Personnel (QAP).

**1.4. LODGING FACILITY:** A hotel, motel or inn that provides accommodations to the travelers.

**1.5. QUALITY ASSURANCE PERSONEL (QAP):** Is the individual(s) who will evaluate, document and accept contract performance on behalf of the Government and assist the Contracting Officer in technical matters. At contract award, a letter will be sent to the lodging facility with the name of the individual(s).

**1.6. PRIMARY LOCK:** Is defined as a device that permits a guest to enter a unit using some form of key and allowing the door to be locked while unit is occupied and when guest leaves the unit. Passkeys assigned to appropriate staff members will function to operate only these locks.

**1.7. SECONDARY LOCK:** Is defined as a mortised, deadbolt-locking device with a throw that extends at least one-inch from the edge of the door. This permits a guest an extra measure of security against any unwanted intrusions. Unlike the primary lock, deadbolt passkeys will not be provided to guests or to staff. If a passkey is available, procedures must be in place to allow for restricted use by management staff only. This may be a single lock with dual functions.

**1.8. UNFORESEEN CIRCUMSTANCE:** Is defined as a circumstance unknown beforehand by the lodging facility (excludes acts of God). Some unforeseen circumstances include, but are not limited to: fire, flooding related to maintenance issues, utilities failure, other than an area-wide failure, etc.