

PERFORMANCE WORK STATEMENT (PWS)
WASHINGTON HEADQUARTERS SERVICES (WHS)
EXECUTIVE SERVICES DIRECTORATE (ESD),
PENTAGON SERVICES DIVISION (PSD)
PARKING MANAGEMENT SUPPORT SERVICES

February 28, 2022

Part 1

General Information

1. **GENERAL:** This is a non-personal services contract to provide Parking Management Support Services. The Government shall not exercise any supervision or control over the contract service providers performing the services herein. Such contract service providers shall be accountable solely to the Contractor who, in turn is responsible to the Government.

1.1 **Description of Services/Introduction:** The Contractor shall provide all personnel, equipment, supplies, facilities, transportation, tools, materials, supervision, and other items and non-personal services necessary to perform Parking Management Support Services as defined in this Performance Work Statement except for those items specified as Government furnished property and services. The Contractor shall perform to the standards in this contract.

1.2 **Background:** The Pentagon Services Division (PSD) is responsible for processing daily parking clearances for visitors to the Pentagon, Mark Center and Suffolk building; for managing the office of the Secretary of Defense (OSD). The Parking Permits Program includes the allocation of parking spaces, parking enforcement liaison, and issuance of parking permits to top-level officials, OSD Components, WHS Directorates and Defense Agencies and to provide overall project/program analytical support for monitoring program performance, report generation, and special projects. PSD has invested significant time and effort in complying with requirements outlined in the Administrative Instruction (AI) No. 88 to ensure that a fair and equitable distribution of parking spaces on the Pentagon Reservation and Mark Center.

1.3 **Objectives:** Program Management and Strategic Planning:

- A. Project, Operations and Requirement Analysis
- B. Parking Reporting, Metrics and Studies
- C. Parking Facility Support and Management
- D. Parking Map Development and Management
- E. Outreach, Communications, Education

1.4 **Scope:** This requirement will provide program management, analytical and technical support services to support the WHS/ESD/PSD/Parking Management Program (PMO) in attaining their mission to provide efficient and effective parking management support services to DoD customers. The Contractor shall monitor all aspects of the programs, document activities for proper succession, and recommend best practices for compliance and improvement.

1.5 **Period of Performance:** The period of performance shall be for one (1) Base Year of 12-months and two (2) 12-month option years. The Period of Performance reads as follows:

Base Year	12 months	April 1, 2022 through March 31, 2023
Option Year I	12 months	April 1, 2023 through March 31, 2024
Option Year II	12 months	April 1, 2024 through March 31, 2025

1.6 General Information

1.6.1 Quality Control: The Contractor shall develop and maintain an effective Program Management Plan (PMP) to ensure services are performed in accordance with this PWS. The Contractor shall develop and implement quality control (QC) procedures within the plan to identify, prevent, and ensure non-recurrence of defective services. The Contractor's quality control plan is the means by which the Contractor assures the work produced complies with the requirements of the contract. At a minimum, the Contractor shall develop quality control procedures within the PMP that address the areas identified in Technical Exhibit 2, "Deliverables Schedule." The PMP shall be delivered to the Program Office for Program Manager review/acceptance within 60 days after contract award. After acceptance, the Contractor shall obtain Contracting Officer approval for any proposed change to the PMP. After acceptance of the quality control plan the Contractor shall receive the contracting officer's acceptance in writing of any proposed change to his QC system.

1.6.2 Quality Assurance: The Government shall evaluate the Contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan. 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).

1.6.3 Recognized Holidays: The Contractor is not required to perform services on the following Holidays:

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

1.6.4 Hours of Operation: The Contractor is responsible for conducting business, between the hours of 0700 to 1630 Eastern at the Pentagon and between the hours of 0730 to 1600 Eastern at the Mark Center, Monday thru Friday except Federal holidays or when the Government facility is closed due to local or national emergencies, administrative closings, or similar Government directed facility closings. For other than firm fixed price contracts, the Contractor will not be reimbursed when the Government facility is closed for the above reasons. 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. When hiring personnel or providing back-up coverage, the Contractor shall keep in mind that the stability and continuity of the workforce are essential.

1.6.5 Place of Performance: The work to be performed under this contract will be performed at Government provided facilities located within the National Capital Region (NCR), specifically the Pentagon, Arlington, Virginia, (1155 Defense Pentagon, Room 2D1039, Washington DC, 20301); the Mark Center (4800 Mark Center Drive, Room 03F21, Alexandria VA, 22311); the Suffolk Building, Falls Church, Virginia. Contractor personnel may be requested to work at the Governments alternate locations during emergencies and emergency exercises.

1.6.5.1 Telework: The Government may permit telecommuting (telework) by Contractor employees when determined to be in the best interest of the Government in meeting work requirements (e.g., COOP). The Contractor must have an established program subject to review by the Government. All telecommuting agreements must be authorized and approved by the COR to include date, time, and description of the work to be performed.

The Contractor must identify to the COR any task/work requirements that may be performed at an alternate worksite. Telework will be at no additional cost to the Government. Upon approval:

The Government may provide as Government Furnished Equipment (GFE): Secure laptop with access to the required portals, networks, and business application. Internet connection will not be furnished, therefore, Internet access shall be provided by the Contractor.

The Individual Contractor Personnel shall provide services from their authorized telework worksite location IAW Department of Defense Instructions (DoDI) 1035.01, Telework Policy

<https://www.esd.whs.mil/Portals/54/Documents/DD/issuances/dodi/103501p.pdf>

1.6.5.2 Driver's License and Insurance Requirements: The Contractor personnel may be required to operate Government vehicles for tasks such as: 1) Drive around the parking lots of the Pentagon Reservation to provide accurate real-time space counts; and 2) Drive around the parking lots of the Pentagon Reservation to provide accurate parking lot utilization. Contractor personnel, who are in positions that involve driving (Project Manager, Program Analysts), must possess and maintain a valid and current state-issued driver's license. A professional or commercial driver's license is not required.

1.6.6 Type of Contract: The Government will award of a firm fixed price contract.

1.6.7 Security Requirements: Contractor personnel performing work under this contract must have National Agency Check with Inquiries (NACI) investigation. The security requirements are in accordance with the Form SF- 85P for public trust. Each individual on this contract must complete required DoD Annual Security Training.

1.6.7.1 Physical Security: The Contractor shall 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 shall be secured.

1.6.7.2 Key Control: The Contractor shall establish and implement methods of making sure all keys/key cards issued to the Contractor by the Government are not lost or misplaced and are not used by unauthorized persons. NOTE: All references to keys include key cards. No keys issued to the Contractor by the Government shall be duplicated. The Contractor shall develop procedures covering key control that shall be included in the Quality Control Plan. Such procedures shall include turn-in of any issued keys by personnel who no longer require access to locked areas. The Contractor shall immediately report any occurrences of lost or duplicate keys/key cards to the Contracting Officer.

1.6.7.2.1. In the event keys, other than master keys, are lost or duplicated, the Contractor shall, upon direction of the Contracting Officer, re-key or replace the affected lock or locks; however, the Government, at its option, may replace the affected lock or locks or perform re-keying. When the replacement of locks or re-keying is performed by the Government, the total cost of re-keying or the replacement of the lock or locks shall be deducted from the monthly payment due the Contractor. In the event a master key is lost or duplicated, all locks and keys for that system shall be replaced by the Government and the total cost deducted from the monthly payment due the Contractor.

1.6.7.2.2. The Contractor shall prohibit the use of Government issued keys/key cards by any persons other than the Contractor's employees. The Contractor shall prohibit the opening of locked areas by Contractor employees to permit entrance of persons other than Contractor employees engaged in the performance of assigned work in those areas, or personnel authorized entrance by the Contracting Officer.

1.6.7.3 Lock Combinations: The Contractor shall establish and implement methods of ensuring that all lock combinations are not revealed to unauthorized persons. The Contractor shall ensure that lock combinations are changed when personnel having access to the combinations no longer have a need to know such combinations. These procedures shall be included in the Contractor's Quality Control Plan.

1.6.8 Special Qualifications: The Contractor shall be responsible for providing Project Analysts that possess the following skills/Experience:

- One (1) year of experience in the professional field of parking or equivalent. working with parking Permits and Clearance Program's Policies and procedures of the Pentagon, Mark Center and Suffolk Building or equivalent.
- Ability to obtain and maintain a CAPP Certification in Parking. The CAPP credential is a program of the International Parking Institute.

All personnel shall sign a Non-Disclosure Agreement (NDA). within five (5) days after contract award.

1.6.9 Post Award Conference/Periodic Progress Meetings: The Contractor agrees to attend any post award conference convened by the contracting activity or contract administration office in accordance with Federal Acquisition Regulation Subpart 42.5. The contracting officer, Contracting Officers Representative (COR), and other Government personnel, as appropriate, may meet periodically with the Contractor to review the Contractor's performance. At these meetings the contracting officer will apprise the Contractor of how the Government views the Contractor's performance and the Contractor will apprise the Government of problems, if any, being experienced. Appropriate action shall be taken to resolve outstanding issues. These meetings shall be at no additional cost to the Government.

1.6.10 Contracting Officer Representative (COR): Refer to DFARS Clause 252.201-7000 "Contracting Officer's Representative".

1.6.11 Key Personnel: The personnel listed below are considered essential to the work being performed under this contract. Before removing, replacing, or diverting any of the listed or specified personnel or facilitates, the Contractor shall (1) notify the Contracting Officer reasonably in advance and (2) submit justification (including proposed substitutions) in sufficient detail to permit evaluation of the impact on this contract. The Contractor shall make no diversion without the Contracting Officer's written consent. When providing back-up coverage, the Contractor shall have equivalent level of support service as the Key Personnel Project Manager for Parking Management Support. Please see the chart below for the key personnel qualifications that must be demonstrated in the resume.

PWS Task	Position	Qualifications
5.1 – 5.11	Project Manager (1FTE)	<ul style="list-style-type: none"> • Bachelor's degree in Business. • 4 years of experience in managing daily operations to include: assistance in policy development and implementation and coordination program requirements as necessary with affected organizations within DoD and other entities associated with the Parking Office. • 3 years of experience researching policies; assist in determining implications by developing and implementing procedures for the program. • 3 years of experience analyzing initiatives for program communications and operations. • Ability to obtain and maintain a CAPP Certification in Parking. The CAPP credential is a program of the International Parking Institute.

1.6.12 Identification of Contractor Employees: All contract personnel attending meetings, answering Government telephones, and working in other situations where their Contractor status is not obvious to third parties are required to identify themselves as such to avoid creating an impression in the minds of members of the public that they are Government officials. They must also ensure that all documents or reports produced by Contractors are suitably marked as Contractor products or that Contractor participation is appropriately disclosed. All Contractors will be required to obtain, use, and display a Common Access Card (CAC) throughout the performance of this requirement.

All Contractor personnel must meet and maintain investigative and adjudicative requirements specified in DoDI 5200.46, and immediately report to the Government Contracting Activity (GCA) any issues affecting CAC eligibility. Government issued credentials are the property of the United States Government and must be returned when no longer required for performance on this contract. Return CACs to: Washington Headquarters (WHS) Security Office, 4800 Mark Center Drive, Suite 10G07, Alexandria, VA 22350.

CACs will not be used to access information systems, facilities, or installations that are outside the performance requirements of this contract. CACs will be used only by the individual to whom it was issued and will not be used for or by any other person.

The Contractor will immediately notify the GCA if a CAC is lost, stolen, or otherwise missing. The Contractor will write memorandum of record for the PSD Director. Replacement CACs will require the Contractor employee to obtain a signed memo from the WHS Security Office, requesting a new CAC be issued.

1.6.13 Contractor Travel: Contractor may be required to travel within the NCR during the performance of this contract to attend meetings, conferences, and training at no additional costs to the Government.

1.6.14 Data Rights: Refer to the solicitation/contract for applicable clause(s).

1.6.15 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 shall notify the Contracting Officer immediately whenever it becomes aware that such access or participation may result in any actual or potential OCI and shall promptly submit a plan to the 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 effect other remedies as he or she deems necessary, including prohibiting the Contractor from participation in subsequent contracted requirements which may be affected by the OCI.

1.6.16 Phase in Period To minimize any decreases in productivity and to prevent possible negative impacts on additional services, the Contractor shall have personnel on board, during the two (2) week phase in periods. During the phase in period, the Contractor shall become familiar with performance requirements in order to commence full performance of services on the contract start date.

1.6.17 Contractor Training: The Contractor is generally expected to maintain the professional qualifications and certifications of its personnel through on-going training. Since Contractors are selected for their expertise in a subject area, Contractors may only be trained in skills they are not required to bring to the job. If the Government and Contractor supervisor agree that Contractor employee attendance at training is appropriate, and it does not otherwise create a conflict or give the appearance of favoring a Contractor, then the Government must determine whether the training is a necessary and reasonable expense under their appropriations.

The Government may provide training to Contractor employees if not required by the contract. Contractors may be trained in rules, practices, procedures and/or systems that are unique to ESD/PSD and essential to the performance of the Contractor's assigned duties such as security briefings, organizational orientations, equal opportunity/sensitivity training, annual program objective training, business system training, organizational engagement training and other related activities provided by the Government for areas not outlined in the contract.

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 administer the contract. Such appointment shall be in writing and shall 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 persons 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 shall 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. **WORK DAY.** 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.

2.1.14 **PENTAGON SERVICES DIVISION (PSD):** PSD is charged with providing a wide range of programs and services that enable DoD components to accomplish our shared mission of supporting Defense. The mission of the Integrated Services Division is to provide the highest level of management

support for the Director, Washington Headquarters Services, National Capital Region (NCR), and DoD communities through program initiatives, OSD WHS services, and quality of work-life programs.

2.1.15 WASHINGTON HEADQUARTERS SERVICES (WHS): WHS was established as a Department of Defense (DoD) Field Activity on October 1, 1977 as part of a DoD headquarters streamlining initiative. Approximately 1,200 civilian and military employees and thousands of contract staff are organized into 11 directorates and offices. WHS personnel contribute to the mission of our Defense customers by managing DoD-wide programs and operations for the Pentagon Reservation and DoD leased facilities in the National Capital Region. WHS is organizationally aligned under the Director of Administration and Management (DA&M) for the Office of the Secretary of Defense (OSD).

2.2. ACRONYMS:

AI	Administrative Instruction
CAC	Common Access Card
CFR	Code of Federal Regulations
CONUS	Continental United States (excludes Alaska and Hawaii)
COR	Contracting Officer Representative
COTR	Contracting Officer's Technical Representative
COTS	Commercial-Off-the-Shelf
DFARS	Defense Federal Acquisition Regulation Supplement
DOD	Department of Defense
ESD	Executive Services Directorate
FAR	Federal Acquisition Regulation
GCA	Government Contracting Activity
GFE	Government Furnished Equipment
KO	Contracting Officer
NACI	National Agency Check with Inquiries
NCR	National Capital Region
NDA	Non-Disclosure Agreement
OCI	Organizational Conflict of Interest
OCONUS	Outside Continental United States (includes Alaska and Hawaii)
ODC	Other Direct Costs
OSD	Office of the Secretary of Defense
PMO	Parking Management Program
PSD	Pentagon Services Division
PI	Phase In
PMO	Parking Management Office
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
TE	Technical Exhibit
WHS	Washington Headquarters Services

PART 3
GOVERNMENT FURNISHED PROPERTY, EQUIPMENT, AND SERVICES

3. GOVERNMENT FURNISHED ITEMS AND SERVICES:

3.1. Services: The Government will assist in issuing CAC and parking passes to qualified contract personnel. All documents created by the Contractor, or used by the Contractor, belong to the Government.

3.2 Facilities: The Government will furnish the necessary workspace for the Contractor staff to provide the support outlined in this PWS to include desk space, telephones, computers and other items necessary to maintain an office environment.

3.3 Utilities: The Government will provide access to utilities. All utilities in the facility will be available for the Contractor's use in performance of tasks outlined in this PWS. The Contractor shall instruct employees in utilities conservation practices. The Contractor shall be responsible for operating under conditions that preclude the waste of utilities, which include turning off the water faucets or valves after using the required amount to accomplish cleaning vehicles and equipment.

3.4 Equipment: The Government will provide: Telephones, desks, chairs, bookshelves, reference material, Computers, LAN lines, printers, copiers, fax, and scanners as well as all administrative supplies.

3.5 Software: All software will be initially furnished by the Government to ensure security protocols. This will include an already established parking system. No other software can be used until it has been approved WHS/ESD/PSD Management and the WHS IT Team.

PART 4
CONTRACTOR FURNISHED ITEMS AND SERVICES

4. CONTRACTOR FURNISHED ITEMS AND RESPONSIBILITIES:

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

4.2 This contract is designated as unclassified, however all personnel will be issued a CAC to access the Pentagon, Mark Center or Suffolk building.

PART 5
SPECIFIC TASKS

5. Specific Tasks:

5.0. Basic Services - Daily Parking Operations. The Contractor shall assist PSD's Management of the WHS Parking Management Office by managing daily activities associated with the various aspects of the parking office.

5.1 Project Manager:

5.1.1 The Contractor shall ensure that the program maintains compliance with DoD, PFPA or other regularity compliance requirements. The Contractor shall ensure that the Division's customer service goals are achieved and continuous improvement efforts are identified by participating in on-going automation efforts and policy formulation activities. The Contractor shall provide technical advice and recommendations regarding this task. The Contractor shall assist PSD in executing program management objectives as they evolve as may be further tasked and defined under this contract.

5.2 Communication Strategies

The Contractor shall assist in developing and facilitating the rollout of parking communications. The parking communication activities and strategies must address all OSD/WHS and agency constituent communications on parking updates and status. As part of the Program Management Plan, a detailed communications plan must outline the required forms used for communicating self-clearance for parking. The Contractor shall provide guidance and recommendations to PSD in the delivery of the communication efforts through all recommended channels.

5.3 Program Management/Analysis

The Contractor shall prepare and follow a Program Management Plan (PMP). The PMP shall outline how the Contractor will assist the Division in accomplishing its management and improvement needs related to the overall parking program. This plan will identify how the daily tasks and program will be accomplished, upon assignment. The PMP shall describe the extended activities and any deliverables, and record the sequence of activities necessary to support the program objectives/goals.

The plan shall include:

- A program support description, support approach, and responsibility matrix
- Analysis template and plan for assessment of improvement opportunities
- Checklists, agendas and/or templates for recording the completion of tasks/assessments
- Deliverable templates, which include the business flow maps and other documentation The Contractor shall provide planning and coordination expertise directed at the Division's effort
- A communications plan detailing outlining the required forms used for communicating self-clearance for parking.

A quality control plan detailing quality control procedures within the plan to identify, prevent, and ensure non-recurrence of defective services. Streamline the process to increase performance and efficiency. The Contractor will work with the PSD personnel to determine how to eliminate non-value added steps and to integrate efficient and value added steps in the parking management processes.

5.3.1 The Contractor shall provide staff augmentation, project planning, and execution with a broad area of responsibility, allowing for maximum flexibility to support a dynamic and evolving transportation mission within WHS.

5.4 The Contractor shall, in coordination with the Division's lead person, assist the Division in the preparation, development and presentation of a Quarterly Brief to WHS/ESD management. This assistance must consist of monthly roll-ups regarding organization initiatives, current status, issues and concerns, and mitigation strategies.

5.5. The Contractor shall create a plan of action and milestones for strategic planning initiatives and once approved by the Program Manager, track progress to completion.

5.5.1 The Contractor shall perform studies using a combination of on site and back end corporate support capabilities as needed to ensure daily operations are not negatively impacted by studies.

5.6 Project Analyst:

Analysis and Assessments

The Contractor shall conduct surveys, analysis and assessments. The Contractor shall assist the parking office in the development and facilitation of climate and customer service assessments within OSD/WHS and PSD in support of the Directorate's overall improvement effort. The Contractor shall develop the survey strategy and instruments, the plan for administering each and the timeframe for providing documented analyses. The Contractor shall prepare a parking management plan for all parking lots managed by WHS.

5.7 Mark Center Satellite Office Support

The Contractor shall provide administrative support for parking as well as general customer service support for all PSD functions in the Mark Center satellite office as needed. PSD functions in this office include customer support for parking, commuting and transportation assistance, shuttle bus information, fleet vehicle issuing and receiving, as well as nursing mother room applications. If a Mark Center customer requires specific expertise on an PSD function beyond simple customer service outlined in the PSD Mark Center Standard Operating Procedure, the Contractor will refer the customer to the appropriate PSD team member for that function. Customer service for services outside of parking will not exceed 15% of the contract employee's daily work. This will be measured by periodic site visits, conversations with the Office Manager and Project Manager.

5.8 Studies, Strategic Planning and Execution.

The Contractor shall provide detailed studies as needed related to parking operations. Studies will be initiated by the Contractor or requested by the Parking Program Manager. Studies will include detailed data gathering, analysis and recommendations for strategic and operational improvement. Completed studies will conclude with a written document submitted to the program manager and the COR. Completed studies may be added to the Parking Management Plan as directed by the Program Manager or COR.

5.9 Daily Operations

The Contractor shall:

- Assist PSD's management with clearing high-ranking Government officials, diplomats, dignitary's VIP's, federal employees, Contractors, and visitors to park on the reservation.
- Provide service to component parking reps, Parking Management Office, outside callers and/or visitors via e-mail, phone or, as needed, in person.
- Review and Facilitate the Parking Database System to ensure individuals with parking permits are not receiving metro subsidies.
- Coordinate information with the Pentagon Force Protection Agency (PFPA) for parking enforcement, such as violations and adjudication.

5.10 Performance and Change Management

- The Contractor shall promote effective process improvement within the program. The Contractor shall emphasize quality and efficiency of customer-focus service and service delivery.
- The Contractor shall assist in ensuring a holistic technical and analytical mission assurance and strategic planning for the WHS/ESD Community is achieved.
- Manage and submit parking access requests in coordination with PFFA for parking garage access and secure parking areas, supporting the security posture of facilities.
- Manage all communication with parking supervisor and identify all visitors and tenants violating rules and provide warnings to same.

5.11 Reports and Briefings

The Contractor shall provide periodic progress reports and briefings. The Contractor shall provide a Monthly Progress Report addressing all duties or tasks during the performance period. Each performance period will yield Deliverables as enumerated in the Deliverables Schedule. The Contractor shall perform studies and provide reports in support of the parking office as directed by the program manager and COR over the course of the contract. The Monthly Progress Report content must demonstrate deliverable progress and must be consistent with the Quarterly Progress Report format, to include a detailed status of each Task.

PART 6
APPLICABLE PUBLICATIONS

6. APPLICABLE PUBLICATIONS (CURRENT EDITIONS)

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

6.1.1 Administrative Instructions (AI): The publications directly applicable to the performance of this effort are as follows:

6.1.2 Administrative Instruction No. 88 – Pentagon Reservation Vehicle Parking Program

6.1.3 Standard Operation Procedures (SOP's) for Parking Management Program.

6.1.4 DoD Instruction 1000.27 Mass Transportation Benefit Program – Defines rules for parking in relation to the transportation commuter fringe.

PART 7
ATTACHMENT/TECHNICAL EXHIBIT LISTING

7. Attachment/Technical Exhibit List:

- 7.1. Attachment 1/Technical Exhibit 1 – Performance Requirements Summary
- 7.2. Attachment 2/Technical Exhibit 2 – Deliverables Schedule
- 7.3 Attachment 3/Technical Exhibit 3 – Estimated Workload Data

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS <i>OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, AND 30</i>				1. REQUISITION NUMBER HQ0642266158		PAGE 1 OF 23				
2. CONTRACT NO. HQ003422C0042		3. AWARD/EFFECTIVE DATE 01-Apr-2022		4. ORDER NUMBER		5. SOLICITATION NUMBER HQ003422R0073		6. SOLICITATION ISSUE DATE 02-Mar-2022		
7. FOR SOLICITATION INFORMATION CALL:		a. NAME AUBREY J. MCKINNEY				b. TELEPHONE NUMBER (No Collect Calls) (b)(6)		8. OFFER DUE DATE/LOCAL TIME 10:00 AM 10 Mar 2022		
9. ISSUED BY WHS - ACQUISITION DIRECTORATE 4800 MARK CENTER DRIVE, SUITE 09F09 ALEXANDRIA VA 22350 TEL: FAX:			CODE HQ0034		10. THIS ACQUISITION IS <input type="checkbox"/> UNRESTRICTED OR <input checked="" type="checkbox"/> SET ASIDE: 100% FOR: <input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM <input type="checkbox"/> HUBZONE SMALL BUSINESS <input type="checkbox"/> EDWOSB <input type="checkbox"/> SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS <input checked="" type="checkbox"/> 8(A) NAICS: 541611 SIZE STANDARD: \$16,500,000					
11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input type="checkbox"/> SEE SCHEDULE			12. DISCOUNT TERMS			13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700) <input type="checkbox"/>		13b. RATING		
15. DELIVER TO WHS EXECUTIVE SERVICES DIRECTORATE (b)(6) 1155 DEFENSE PENTAGON 3C842 WASHINGTON DC 20301-1155			CODE HQ0165		16. ADMINISTERED BY SEE ITEM 9					
17a. CONTRACTOR/OFFEROR JASINT CONSULTING AND TECHNOLOGIES, LLC (b)(6) 9730 PATUXENT WOODS DR STE 500 COLUMBIA MD 21046-1632 TELEPHONE NO. (b)(6)			CODE 394K8		FACILITY CODE		18a. PAYMENT WILL BE MADE BY WHS FINANCIAL MANAGEMENT DIRECTORATE 1155 DEFENSE PENTAGON WASHINGTON DC 20301-1155			
<input type="checkbox"/> 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER			18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a. UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM							
19. ITEM NO.		20. SCHEDULE OF SUPPLIES/ SERVICES				21. QUANTITY		22. UNIT	23. UNIT PRICE	24. AMOUNT
		SEE SCHEDULE								
25. ACCOUNTING AND APPROPRIATION DATA See Schedule							26. TOTAL AWARD AMOUNT (For Govt. Use Only) \$1,273,371.84			
<input type="checkbox"/> 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1. 52.212-4. FAR 52.212-3. 52.212-5 ARE ATTACHED. ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED										
<input checked="" type="checkbox"/> 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED. ADDENDA <input checked="" type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED										
<input checked="" type="checkbox"/> 28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 1 COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED.						<input type="checkbox"/> 29. AWARD OF CONTRACT: REF. OFFER DATED . YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:				
30a. SIGNATURE OF OFFEROR/CONTRACTOR					31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER) (b)(6)					
30b. NAME AND TITLE OF SIGNER (TYPE OR PRINT)			30c. DATE SIGNED		31b. NAME OF CONTRACTING OFFICER (TYPE OR PRINT) KAREN A. SMITH / CONTRACTING OFFICER TEL: (b)(6) EMAIL: (b)(6)			31c. DATE SIGNED 22-Mar-2022		

Point of Contact: HQ003422C0042

Contracting Officer

Name: Smith, Karen

Email: (b)(6)

Contract Specialist

Name: Smith, Karen

Email: (b)(6)

Program Manager

(b)(6)

COR

(b)(6)