

PERFORMANCE WORK STATEMENT (PWS) FOR AIRPORT OPERATIONS AT U.S. COAST GUARD AS CLEARWATER, FLORIDA

1.0. INTRODUCTION

The U.S. Coast Guard is procuring airport operations services, to with Pinellas County as described in the following paragraphs for USCG Air Station Clearwater, FL, where the work will be performed. This Performance Work Statement (PWS) is in compliance with the direction in which the USCG is procuring contracts to ensure consistent performance and be results-oriented.

2.0. BACKGROUND

2.1. Mission. One of four air stations (AS) located in the Seventh District, the mission of AS Clearwater is to provide Search & Rescue, Law Enforcement, Environmental Response, Maritime Homeland Security, and Air Interdiction using fixed wing aircraft and rotary wing aircraft. The purpose of this PWS is to provide support to AS Clearwater in order to accomplish its mission.

2.2. Hours of Operation. AS Clearwater's regular (normal) working hours are from 0700 (7:00 am) to 1500 (3:00 pm), Monday through Friday, except Federal Holidays. AS Clearwater Maintenance Personnel, Duty and Aviation crews, however, work 24 hours a day and training is frequently continued late into the evening. Pinellas County (Contractor) shall be available to 24 hours a day including Federal Holidays.

2.3. Estimated Workload Data:

- a. In its current state, AS Clearwater has 10 rotary wing aircraft and 4 fixed wing aircraft. 3 of the rotary wing aircraft are continuously deployed out of the country and 1 fixed wing aircraft is deployed away from the airport at least six months out of the year. As a result of this busy schedule, the AS has 7 rotary wing aircraft and approximately three-and-a-half fixed wing aircraft that operate out of the airport throughout the year.
- b. The currently assigned aircraft at AS Clearwater includes the MH-60T with an average gross landing weight of 18,000 lbs and the C-130H with an average gross landing weight of 130,000 lbs. Based on historical data and trends, USCG missions are typically 60% MH-60T and 40% C-130H. See the attached 31 day mission cycle (Enclosure 1) for estimated annual operations. This estimate does not discount any test flights, instrument/visual pattern work or helicopter heavy load training that count as a FAA operation but do not consequently impact the airfield. Also not discounted is the reduced impact on the airfield of "Touch and Go" procedures and helicopter operations in general (lighter weight).

3.0. SCOPE

3.1. The objective of this effort is to acquire continuous, safe and efficient operation of Airport Operations Services as described herein. This work includes supervision, labor, tools, materials, transportation, equipment, and all other items or services. The services shall be performed in accordance with (IAW) all terms and conditions of the contract, to include but not limited to:

- a. Airfield Operations
- b. Airport Administration
- c. Aircraft Rescue and Fire Fighting (ARFF)

d. Fuel Services

3.2. The service requirements and performance objectives relate directly to mission essential items as identified in the PWS, the Performance Requirements Summary (PRS), and the Government Quality Assurance Plan (QASP) providing for the highest level of service delivery performance critical to mission success. In the event of contingency, the Contractor shall perform all required tasks to ensure continued service. The Contractor shall use the PWS, as well as the approved PRS to accomplish the functions/tasks discussed in section 5 of this document.

3.3 The Contractor shall propose a labor mix that will best accomplish the tasks set forth in this PWS; utilize the information provided within this PWS to determine the number of personnel believed are required to successfully perform the requirements listed herein. The numbers proposed by the Contractor shall be incorporated into the award. This procurement will be Firm Fixed Price (FFP); the Contractor may choose to add additional people at a later date, at no additional cost to the Government, to accomplish the required tasking.

3.4 Technical Exhibits (TEs): TEs can be found as attachment to this PWS.

4.0. APPLICABLE DOCUMENTS

4.1 Pinellas County shall comply with all applicable federal, state, local and municipal laws, regulations and requirements. The Contractor shall obtain and submit, in accordance with the PWS, all necessary licenses and permits required for the prosecution of the work and shall maintain such licensing throughout the term of this contract.

- a. Environmental Control. The Contractor shall comply with all applicable environmental protection directives and follow manufacturers' guidelines and professional recommendations for control of humidity, temperature, cleanliness, and materials handling. Upon occurrence of any spills that could enter the storm sewer system or could cause any harmful environmental effects, the Contractor shall immediately report the incident to A/S Clearwater's Operations Duty Officer at 727-535-1437, Extension 1210. A/S Clearwater shall be held to the same standards as noted above.
- b. Safety Requirements. The Contractor shall conform to the safety activities related to the requirements contained in the contract for all accomplishment of the work; shall take such additional immediate precautions as the KO may reasonably require for safety and mishap prevention purposes; and, shall provide protection to USCG AS Clearwater property to prevent damage during the period of time the property is under the control or in possession of Pinellas County.

4.2. The Contractor shall keep all issued publications up-to-date. Supplements or amendments to listed publications may be issued during the life of the contract. The Contractor shall immediately implement only those changes which result in a decrease or no change in the contract price. Before implementing any such revision, supplement, or amendment that will result in an increase in contract price, the Contractor shall submit to the KO a price proposal for approval. Price proposals shall be submitted within 30 calendar days from the date the Contractor receives notice of the revision, supplement, or amendment giving rise to the increase in cost of

performance. Upon completion of the contract, the contractor shall return to the Government all issued publications and unused forms.

5.0. TECHNICAL REQUIREMENTS

5.1 Airfield Operations. The Contractor shall provide, operate and maintain runways, taxiways, taxi lanes, roads and ramp space and reliable navigation equipment for the use of Coast Guard aircraft and vehicles in accordance with the FAA Airport Compliance Manual, and all other applicable FAA requirements, except those owned by the Coast Guard.

5.2 Aircraft Rescue and Fire Fighting (ARFF). The Contractor shall provide personnel to operate and maintain ARFF resources, respond to all events within the Airport boundaries, and respond to all events associated with Coast Guard aircraft and buildings on the Coast Guard Air Station Clearwater property

5.3 Fuel Farm Access. The Contractor shall provide unlimited vehicular and truck access to Coast Guard owned fuel storage tanks and associated above-ground fuel pumping, transfer, piping and delivery systems located on Contractor owned fuel farm land.

6.0. DELIVERABLES

The Contractor shall submit the following Deliverables IAW the table below. Two (2) copies of each Deliverable shall be provided as follows: one (1) for the KO and one (1) for the COR, unless otherwise noted. It is the responsibility of the Contractor in meeting the deliverable format, content and schedule IAW the table below. Electronic submissions are acceptable provided the format is compatible with MS Word 2010.

Deliverables	Frequency	To Whom	Date Required
Certificate of Insurance as required by FAR 52.228-5	Annually	KO	Upon Request
Quality Control Plan	As revised		Upon Request
Post Award Conference			Upon Request
Status Meetings	As Necessary	COR	Upon Request
Electronic Subcontracting Reporting System (eSRS) at www.esrs.gov	Semi-Annual	KO	Upon Request
Contract Discrepancy Report	As needed	KO	Upon Request
Emergency Contact (after hours)	As needed	COR	Upon Request

7.0. PERSONNEL REQUIREMENTS/QUALIFICATIONS

Management: The Contractor shall manage the total work effort associated with the services required to assure adequate and timely completion of all requirements. Such Management includes, but is not limited to: planning, scheduling, report preparation, establishing and maintaining records, and quality control. The Contractor shall also provide trained staff with the necessary management expertise to assure the performance of the required work; and, trained and

experienced personnel who meet established standards to effectively perform the requirements and who exhibit capability to perform with minimum supervision. The Contractor shall submit the necessary personnel documentation; staffing lists and schedules (see PWS Section 5.2 Deliverables).

7.1.1 Contractor's management responsibilities include, but are not limited to the following:

- a. Ensure employees understand the work to be performed on orders to which they are assigned
- b. Ensure employees know their management chain and exhibit professional conduct to perform in the best interest of the Government
- c. Ensure employees adhere to applicable laws and regulations governing Contractor performance and relationships with the Government.
- d. Ensure contract employees do not create actual or apparent personal service relationships.
- e. Ensure high quality results are achieved through task performance.

7.2.2 Contractor Employees: The Contractor personnel are employees of the Contractor and under the administrative control and supervision of the Contractor. The Contractor, through its personnel, shall perform the tasks prescribed herein. The Contractor shall select, supervise and exercise control and direction over its employees during the life of this contract. The Contractor shall maintain records that support the personnel hired meet the minimum qualifications of the position at the time they were hired.

7.2.3 Administrative and Management: The Contractor's representative, the Airport Director and/or designee, shall represent the Contractor on all matters pertaining to St. Petersburg-Clearwater International Airport. The Airport Director, and/or designee, shall meet as necessary with government personnel designated by the KO to discuss potential problems or discrepancies. An airport representative shall be on site during normal airport operational hours and contingencies requiring work beyond normal hours.

7.2.4 Contractor Personnel Qualifications: Contractor employees shall hold and maintain any licenses/permits required by law throughout the life of this contract. The Contractor shall also maintain records for all employees hired.

7.2.4.1 Contractor personnel shall have the minimum capability:

- a. Ability to read, write, and clearly speak, and understand English. They shall be able to accurately fulfill the reporting requirements of this contract.
- b. Shall be U.S. citizens or legal residents who have been lawfully admitted for permanent residence in the U.S. The Contractor shall obtain signed statements from all and potential employees to be assigned work under this contract, attesting they have been informed of these restrictions.

7.2.5 Work Control. The Contractor shall implement all necessary scheduling and personnel/equipment control procedures to ensure timely accomplishment of all Fire Fighters and Airfield operations maintenance.

7.2.6 Training Requirements. If, in the COR's opinion that Contractor's employees do not possess required training, the USCG KO reserves the right to suggest that the employee be removed by contacting Airport Director.

7.2.6.1 Additional Basic Training Requirements. In addition, the Contractor shall, if requested, submit to the COR the certification of satisfactory completion of the following additional basic training:

- (A) General orientation regarding on-the-job related requirements, e.g., attitude, conduct, etc.
- (B) Elementary fire protection, including location and operation of emergency equipment, such as hand held fire extinguishers, fire alarms, and sprinkler control valves.
- (C) Traffic control
- (D) Policy and procedures for responding to emergency alarms, bomb threats, and suspected incendiary devices in or on AS Clearwater property.

7.2.7 Removal of Contractor Employees: All employees or subcontractors of the Contractor in the performance of this contract or any representative of the Contractor entering this installation, shall abide by all applicable regulations and shall be subject to security checks as necessary. The Government reserves the right to suggest that the Contractor to remove any employee for misconduct or security reasons. This suggestion shall not relieve or constitute an excuse from contract performance. Upon dismissal, the employee shall render all Coast Guard issued identification for entry back to the Coast Guard.

7.3 MEETINGS AND REPORTS

7.3.1 Post Award Conference: The Contractor shall attend a Post Award Conference with the KO and COR no later than 15 business days after the date of award. The purpose of the Post Award Conference, which will be chaired by the KO, is to discuss technical and contracting objectives of this anticipated contract and review the Contractor's QCP. The Post Award Conference will be held at the Government's facility or via teleconference.

7.3.2 Status Meetings: The Contractor On-Site Supervisor shall be required to meet on a weekly basis with the COR during the first month of the contract. As determined by the COR, meetings may be as often as necessary but, no less than quarterly. Time and location will be mutually agreed upon. The minutes of the meetings shall be prepared by the Contractor, and signed by the Contractor's Representative and the COR.

7.3.3 General Reports Requirements: The Contractor shall provide all reports in electronic format with read/write capability using applications that are compatible with DHS workstations (Microsoft Office 2016). The reports shall be signed electronically or by hand.

7.4 CONTRACTOR-FURNISHED ITEMS, PROPERTY AND SERVICES.

Except as specified herein, the Contractor's subcontractor shall furnish all necessary supplies, labor, and equipment.

7.5. GOVERNMENT-FURNISHED PROPERTY (GFP) AND ACCESS TO GOVERNMENT-OWNED FACILITIES AND SERVICES

The Government does not plan to provide items, property, equipment or services to the contractor.

However, during this contract, should this change the following will apply. The Contractor shall be responsible and accountable for Government-owned property and services made available for use in performing this contract and shall take adequate precautions to prevent fire hazards, odors and vermin. The use of Government-owned property for other purposes is prohibited. All such facilities, equipment and materials will be provided in an “as is” condition. The Contractor shall not modify or alter Government-owned property without the written approval from the COR. Any approved modification or alteration shall be at no cost to the Government. The Contractor shall restore the Government-owned property to the condition in which received, at no cost to the Government, except for reasonable wear and tear, at the completion of this contract performance or termination, except as otherwise approved by the COR. The government will have the authority to use any of the Government-owned property for appropriate functions with 24-hour notice.

8.0. PINELLAS COUNTY QUALITY CONTROL (QC) REQUIREMENTS

8.1. The QC is the driver for product quality. The Contractor is required to develop a comprehensive program of inspections and monitoring actions. The first major step in ensuring a “self-correcting” contract is to ensure that the Government approved QC program provides the measure needed to lead the Contractor to success. Careful application of the process and standards presented in the remainder of this document will ensure a robust, quality assurance program.

8.2. Contractor Quality Control Plan (QCP): The Contractor shall develop, maintain, and submit within 10 business days after Post Award Conference, a complete QCP delineating Pinellas County’s QC program/inspection system to monitor and control their performance of services. The QC program/inspection system shall establish and explain in detail how Pinellas County shall maintain quality processes of providing Airport Operations Services required. The COR will approve any changes to the QCP prior to implementation. If the COR perceives such changes to be other than minor, approval by the KO is necessary

8.3. QC Program/QCP Inspection System: The QC system shall encompass all functions of the contract. It shall specify areas to be inspected on either a scheduled or unscheduled basis; and, list the title(s) of the individual(s) conducting the inspection. The Contractor shall develop and implement quality control procedures addressing the areas identified in the PWS and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The QC system shall be designed to keep the Contractor’s Management and the USCG informed of all issues affecting quality to include timely and effective corrective actions. The QC records shall, in part, consist of checklists of inspections and shall indicate the nature, frequency and number of observations made, the number and type of deficiencies found, and the nature of corrective action taken as appropriate. The Contractor shall ensure that QC includes timely and effective corrective actions for all deficiencies identified by the Government.

8.4. The contents of the QC Program/Inspection System shall include, but are not limited to, the following:

- a. Introduction to the Quality Control System:
 1. Background and Rationale for the System

2. Objectives in using Quality Control
3. Successes with and updates for the System

b. Airport Operating Services Quality Control Process for the Various Tasks identified herein:

1. Steps and Flow Diagram (includes a checklist used in inspecting contract performance during regularly scheduled/unscheduled inspections/testing; method of documenting and enforcing quality control operations)
2. Inspection Procedure (to include checklists used by the contractor, identifying the items, frequency, conformance indicators and actions taken if nonconformance found covering all the service requirements of this contract)
3. Means of Identifying and Resolving Problems
4. Roles and Responsibilities

c. Specific Quality Control Functions:

1. Supervision of Services covering all the service requirements of this contract (to include schedules for all necessary assignments; submissions and completion reports; and, availability of project manager/supervisor/shift-leader and any substitutes/alternates with the flexibility to realign staff for certain events)
2. Airfield Operations
3. Crash Fire and Rescue
4. Compliance with Security, Safety and Health and Sanitary requirements; including training for all applicable employees
5. Contractor Identified Service Work procedures

d. Contingencies:

1. Emergency Situations - procedures to be used; obtaining additional employees.

8.5. Performance Evaluation Meetings. Based on COR determination, meetings between the Contractor and COR will be as often as necessary. If written minutes are required, the COR shall assign A/S Clearwater staff to provide the written minutes of these meetings. Should the Contractor and/or COR disagree with the minutes, both parties shall so state any areas of non-concurrence in writing to the KO within a reasonable timeframe. The Contractor may request a meeting whenever a Contract Discrepancy Report (CDR) is issued against the Contractor.

9.0. GOVERNMENT QUALITY ASSURANCE (QA) REQUIREMENTS

9.1. Fundamental Government Responsibilities: The COR is responsible for representing the KO in all facets of quality for the services required. The COR will carry out inspections, reviews, approvals, and handle deficiencies; and ultimately accept on behalf of the KO. The functions of the COR are identified below. Government personnel, other than the KO and the COR from time to time, may observe the Contractor's operations. However, these personnel may not interfere with Contractor performance.

9.2. General Quality Assurance Functions: To facilitate the surveillance of the Contractor QC program by the Government, the COR will verify Contractor compliance with designated contract performance requirements. In addition, for noncompliance and/or untimely corrective action to deficiencies of specific tasks, the Contractor is subject to re-performance. With this intent, the surveillance approach may not be one that stays the same throughout the duration of the contract.

The COR will periodically update the surveillance approach when the need arises and will inspect the Contractor QCP regularly for compliance with the requirements herein.

9.3. Specific Quality Assurance Functions: The COR will establish an Inspection Schedule using the Quality Checklists from the Contractor QCP. The COR will perform the following qualitative and evaluative functions, which comprise the Government Quality Assurance Surveillance Plan (QASP):

- a. Carry out periodic inspections using the Quality Checklists.
- b. Report any findings resulting from these inspections to the Contractor/KO.
- c. If discrepancies are discovered as a result of the periodic inspections, or any other means, use a CDR to communicate them to the Contractor and follow up to ensure nonconformance are corrected.
- d. Meet with the Contractor as agreed to or as often as necessary. If written minutes are required, the COR shall assign A/S Clearwater staff to provide the written minutes of these meetings. Should the Contractor and/or COR disagree with the minutes, both parties shall so state any areas of non-concurrence in writing to the KO within a reasonable timeframe.
- e. Conduct periodic customer surveys. The validated surveys will be compared to the requirements stated herein. Any discrepancies found will be handled as described herein.
- f. Review and approve changes for initial, annual and final equipment inventories and inventory reports.
- g. Take appropriate actions based on Health/Safety/Environmental/any other inspection results.
- h. Perform annual and final Performance Evaluations.

9.4 Performance Requirements Summary (PRS): The Contractor service requirements are summarized into performance objectives that related directly to mission essential items identified in the PWS. These requirements are critical to mission success and are identified in the table below:

Required Services/Tasks	Performance Standards	Acceptable Quality	Method of Surveillance
Airfield Services	Adheres and performs all tasks efficiently IAW PWS	98%	Periodic Inspections and customer complaints
ARFF	Adheres and performs all tasks efficiently IAW PWS	98%	Periodic Inspections and customer complaints

Fuel Services	Adheres and performs all tasks efficiently IAW PWS	98%	Periodic Inspections and customer complaints
Airport Administration	Adheres and performs all tasks efficiently IAW PWS	98%	Periodic Inspections and customer complaints

9.5. Quality Assurance Surveillance Plan (QASP): This QASP is pursuant to the requirements listed in this PWS. This plan sets forth the procedures and guidelines Pinellas County and AS Clearwater will use in ensuring the required performance standards and Acceptable Quality Levels are achieved by the Contractor.

9.5.1 Purpose: The purpose of the QASP is to describe the systematic methods used to monitor performance and to identify the required documentation and the resources to be employed. The QASP provides a means for evaluating whether the Contractor is meeting the performance standards/quality levels identified in the PWS and the Contractor’s QCP, and to ensure that the Government pays only for the services received.

9.5.2 This QASP defines the roles and responsibilities of all members, identifies the performance objectives, defines the methodologies used to monitor and evaluate the Contractor’s performance, describes QA documentation requirements, and describes the analysis of QA monitoring results.

9.5.3 Surveillance Approach: The PWS is structured around “what” service or quality level is required, as opposed to “how” the contractor should perform the work (i.e., results, not compliance). This QASP will define the surveillance method approach taken by Pinellas County and AS Clearwater to monitor the Contractor’s performance to ensure the expected outcomes or performance objectives communicated in the PWS are achieved. Performance management rests on the Contractor to develop a capability to review and analyze information generated through performance assessments.

9.5.4 The Contractor is responsible for the quality of all work performed. The Contractor measures the quality through the Contractor’s own QC program. QC is work output, not workers, and therefore includes all work performed under this anticipated contract regardless of whether the work is performed by Contractor employees or by subcontractors. The Contractor’s QCP will set forth the staffing and procedures for self-inspecting the quality, timeliness, responsiveness, customer satisfaction, and other performance requirements in the PWS.

9.5.5 The COR will monitor and review performance by the Contractor to determine how the Contractor is performing against communicated performance objectives. The Contractor will be responsible for making required changes in processes and practices to ensure performance is managed effectively.

10.0 LIST OF ATTACHMENTS

The following Attachments are applicable to this contract. Adjustments to these attachments are anticipated; however no changes, additions or deletions will be effective until a contract modification is completed. Any change, addition or deletion, to any of the attachments

during the duration of this contract (including options, if exercised) may be initiated by either the KO or the Contractor, with the final decision resting with the KO.

Attachment 1	Technical Exhibit
Attachment 2	QASP
Attachment 3	WD
Attachment 4	CDR