Performance Work Statement (PWS)
SHUTTLE DRIVER SERVICE
General Leonard Wood Community Hospital (GLWCH)

1 General:

This requirement is for non-personal services shuttle transportation driver support at GLWCH. The Contractor is responsible for the management, supervision, scheduling, and quality control of its workforce and for delivering the services and outcomes described in this PWS. Government direction will be limited to identifying requirements, coordinating access, and accepting services.

This requirement will be acquired as a Firm-Fixed-Price (FFP) service. The Contractor shall provide all personnel resources necessary to meet the performance requirements for the fixed price.

1.1 Description of Services:

The Contractor shall provide all labor, supervision, and management necessary to operate no more than four (4) Government-Owned, Contractor-Operated (GOCO) shuttle vehicles to transport ambulatory and non-ambulatory patients and staff between designated parking area pick up spots and GLWCH entrances, in accordance with this PWS and applicable installation/MTF policies.

Period of Performance (PoP):
Base: 01 Jun 2026 – 31 May 2027
Option 1: 01 Jun 2027 – 31 May 2028
Option 2: 01 Jun 2028 – 31 May 2029

1.2 Background:

Fort Leonard Wood is located in Pulaski County, Missouri. This is a new requirement. The newly constructed GLWCH is far from existing parking. To better serve the community, the Government is soliciting drivers for a shuttle service that helps patients and staff move between distant parking areas and GLWCH entrances. Additional information about GLWCH and the surrounding community can be found at https://leonard-wood.tricare.mil, https://home.army.mil/wood, and www.midmissouritourism.org

1.3 Scope:

Services include shuttle operations, passenger assistance (including wheelchair assistance), emergency communications with designated dispatch/security, and operator-level vehicle checks/documentation for safe operation.

1.4 Objectives (Performance Outcomes):

The Contractor must:

1. **Provide reliable shuttle coverage** during required hours.
2. **Operate safely** with zero tolerance for unsafe driving.
3. **Provide courteous customer service** appropriate for a medical facility environment.
4. **Maintain staffing stability** sufficient to meet performance requirements.

1.5 Operating Schedule / Required Coverage:

1.5.1 Required Coverage Window:

The Contractor shall provide shuttle services Monday through Friday, 0600–1700, excluding Federal holidays (see 1.6).

1.5.2 Contractor Staffing and Scheduling (FFP):

The Contractor shall perform the requirements in Attachments 1, 2 and 3 according to the Performance Requirements Summary (PRS) set forth in Technical Exhibit A and shall deliver contract deliverables in accordance with Technical Exhibit B.

Note: Any references to "FTE," "hours worked," or Government timekeeping/attendance controls are not applicable to this FFP requirement except as may be necessary to confirm invoices and/or Government surveillance of coverage and performance.

1.6 Federal Holidays:

Shuttle services shall **NOT** be performed on U.S. federally recognized holidays occurring during the normal work week, unless otherwise directed by the KO. When a U.S. federally recognized holiday occurs on a Saturday or a Sunday, the holiday is observed on the preceding Friday or following Monday, respectively. Any holidays that are declared by Presidential Executive Order shall be observed in the same manner as the holidays listed below. Closures of the installation due to inclement weather or other such acts of God shall be handled in the same manner, as well.

New Year's Day, January 1st
Martin Luther King, Jr.'s Birthday, 3rd Monday in January
President's Day, 3rd Monday in February
Memorial Day, Last Monday in May
Juneteenth, June 19th
Independence Day, July 4th
Labor Day, 1st Monday in September
Columbus Day, 2nd Monday in October
Veteran's Day, November 11th
Thanksgiving Day, 4th Thursday in November
Christmas Day, December 25th

Contractor is only allowed to invoice for hours worked.

1.7 Place of Performance:

The work to be performed under this contract will be performed at GLWCH, a government facility located at Ft. General Leonard Wood, Missouri. All services provided are at and in the vicinity of the Medical Treatment Facility (MTF) located at:
4234 Illinois Ave. (bldg. 351)
Fort Leonard Wood, Mo 65473.

1.8 Quality Control Plan (QCP):

Within **30 calendar days after award**, the Contractor shall submit a QCP to the KO (via COR) describing how the Contractor will ensure compliance with this PWS.

At a minimum, the QCP shall address:

- Contractor organizational structure and **lines of authority** for contract performance.
- Methods to ensure continuous coverage during required support hours.
- Methods to ensure personnel meet qualification requirements and remain current.
- Methods to control Government-furnished items (e.g., keys/badges) issued for performance.
- Methods to identify, correct, and prevent recurrence of performance deficiencies.

1.9 Government Quality Assurance:

The Government will evaluate performance in accordance with QASP.

1.10 Key Personnel:

The Contractor shall designate a **Program Manager (PM)** as the single point of contact for contract performance matters who has authority to act for the Contractor on day-to-day operational matters.

1.11 Professional Conduct:

The Contractor shall ensure personnel interact with patients and staff in a courteous and professional manner consistent with a medical facility environment.

1.12 Phase-In / Phase-Out:

The Contractor shall plan and execute a phase-in/phase-out approach to ensure uninterrupted service at PoP start and end. The Contractor will provide the plan to the KO and COR within 10 days of award. Phase-in activities shall not disrupt ongoing operations.

1.13 Removal / Replacement of Contractor Personnel:

The Government may, through the Contractor PM, direct removal of a Contractor personnel from the performance location for reasons including, but not limited to, safety, security, suitability, or misconduct. Removal does not relieve the Contractor of performance requirements.

1.14 Operations Security (OPSEC) Requirements:

1. Contract personnel shall adhere to MTF security policies and restrictions.

2. Contract personnel shall immediately report suspicious activities in accordance with MTF security policy.

3. Contractor Personnel shall not wear Government issued access badges such that they are visible to the public while outside of the MTF.

4. Contractor and its personnel shall be in compliance with the Installation's OPSEC Plan during contract performance. If required, the COR can liaise between the Contractor PM and the Installation OPSEC Officer who can provide a copy of the Garrison OPSEC Plan.

1.15 Required Training

1.15.1 Anti-Terrorism (AT) Level I Training:

At no additional expense to the government, all contractor and sub-contractor personnel requiring access to Army installations, facilities and controlled access areas shall complete AT Level I awareness training within 30 calendar days after contract start date or effective date of incorporation of this requirement into the contract, whichever applies, or within 30 calendar days after employment of new personnel. See the JKO non-CAC/public direct link: https://jko.jten.mil/courses/atl1/launch.html for training information.

Contractor shall provide a list of trained personnel to the COR within five (5) business days of completion of training. Contract personnel shall complete refresher training every 12 months except AOR specific AT Level I Training which shall be completed as required by local AT policies. Verification of the refresher training shall be provided to the COR within five (5) business days after completion of the training.

1.15.2 Operations Security (OPSEC) Training:

At no additional cost the government, all contract personnel, including subcontract personnel, shall complete Level I OPSEC training Per DHA-AI 5200.03 Operations Security (OPSEC) Program, within 30 calendar days of employment under this contract. Verification of the training shall be provided to the COR within seven (7) calendar days after completion of the training. OPSEC Level I Training is available at http://www.cdse.edu/catalog/elearning/GS130.html. Contract personnel must complete refresher training every 12 months. Verification of the refresher training shall be provided to the COR within seven (7) calendar days after completion of the training.

1.15.3 iWATCH Training:

Within 10 calendar days of contract award and within 10 calendar days of new Contractor employees commencing work on this contract, all Contractor and sub-contractor personnel shall review the FLW Directorate of Emergency Services (DES) web link for iWatch training located at https://home.army.mil/wood/Garrison/DES/iwatch. This locally developed training will inform employees of the types of behavior to watch for and how to report suspicious activity. Suspicious activity shall be reported in accordance to iwatch procedures.

1.15.4 Protected Health Information (PHI):

N/A

1.15.5 New Employee Orientation (NEO):

Newly in-processed contract personnel shall be required to complete New Employee Orientation (NEO) training provided by the MTF. This time will be allowed to be invoiced by the Contractor against the performance CLIN.

1.15.6 Access and General Protection/Security Policy Procedures:

FLW Automated Installation Entry (AIE) Pass Transition. An electronic copy of the spreadsheet will be sent via email from the COR. All information must be typed. Once completed, submit the form to the COR.

VCC personnel will notify the COR when background screenings are completed, and passes are ready for pickup. Contractor personnel will need to present a valid picture ID Compliant with Real ID Act of 2005 standards. Personnel requesting access with a non-compliant state DL or ID will need to present along with the non-compliant DL/ID one of the documents below to prove identity to be issued a pass or given access to Ft. Leonard Wood.

- US passport or passport card
- Certified birth certificate (not a photocopy)
- Social Security Card (not a photocopy)
- School identification card with photograph (high school and college age students)
- US military or draft record (DD Form 214)
- US Coast Guard Merchant Mariner Card
- Transportation Worker Identification Card (TWIC)

- US Native American tribal document
- NEW VA health card

2 DEFINITIONS & ACRONYMS:

Definitions and acronyms may be included in the solicitation/contract as needed. (Retain only terms used in the final PWS/QASP.)

2.1 Definitions:

Although not inclusive of every term used within this PWS, the following provides a list of definitions used throughout this PWS and commonly used in the acquisition field.

Ambulatory - able to walk or move independently

Backup Personnel – Pre-approved contract personnel designated to move into the position of the primary contract personnel to perform required services for the duration of his/her absence.

Beneficiaries of the Military Healthcare System – Those individuals entitled to care at the MTF in accordance with AR 40-3.

Contracting Officer (KO) – A person with the authority to enter, 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.

Contracting Officer's Representative (COR) – As defined in DFARS 202.101, means an individual designated and authorized in writing by the Contracting Officer to perform specific technical or administrative functions. DoD Instruction (DoDI) 5000.72, Part II Definitions states the following when defining a COR: “Defined in subpart 202.101 of Reference (f). Any individual delegated responsibilities pursuant to subpart 1.602-2 of Reference (e), regardless of local terminology, must be certified in accordance with this instruction. For example, local terminology can be COR, Contracting Officer’s Technical Representative (COTR), technical point of contact, technical representative, alternate COR, administrative COR, assistant COR, line-item manager, task order manager, quality assurance personnel, quality assurance evaluator, or COR management.” In addition, Army Regulation 70-13, Chapter 2, paragraph 2-2g, states, in part, the following when providing other surveillance support personnel to assist the COR when needed, “…These other surveillance support personnel may serve as on-site representatives of the COR in performance of actual contract surveillance if they meet all COR requirements and have been appointed by the KO as alternate CORs.”

Contractor – 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.

Contract Personnel – Individuals employed by the Contractor to perform services.

Contractor-acquired Property – Property acquired, fabricated, or otherwise provided by the Contractor for performing a contract and to which the Government has title.

Day – Unless otherwise specified, refers to a calendar day.

Defective Service – Service output that does not meet the standard of performance associated with the PWS.

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

Facilities – Building, equipment and supplies necessary for the implementation of service by personnel.

Full-Time Equivalent (FTE) – A planning term used for internal Government estimating only. FTE references, if any, are informational and do not direct contractor staffing, shift structure, or hours worked. The following FTE determination can be used as a general reference:

1.00 FTE = Averages 40 Regular Hours per Work Week
0.75 FTE = Averages 30 Regular Hours per Work Week
0.50 FTE = Averages 20 Regular Hours per Work Week
0.25 FTE = Averages 10 Regular Hours per Work Week

Government-Furnished Property – As reflected in FAR 52.245-1, Government-furnished Property "means property in the possession of, or directly acquired by, the Government and subsequently furnished to contract personnel for performance of a contract. Government-furnished property includes, but is not limited to, spares and property furnished for repair, maintenance, overhaul, or modification. Government-furnished property also includes Contractor-acquired property if the Contractor-acquired property is deliverable under a cost contract when accepted by the Government for continued use under the contract.

Government Property – All property owned or leased by the Government. Government property includes both Government-furnished and Contractor-acquired property. Government property includes material, equipment, special tooling, special test equipment, and real property. Government property does not include intellectual property and software.

Holiday Hours – Hours of service provided during Federal Holidays by contract personnel.

License: A grant of permission by an official agency of a State, the District of Columbia, or a Commonwealth, territory, or possession of the United States to drive a motor vehicle

Military Time – On a 24-hour clock, will read as follows:

8:00 am = 0800
9:10 am = 0910

Noon = 1200
9:10 pm = 2110
Midnight = 2400
12:01 am = 0001

Non-Ambulatory - unable to walk or move independently, often requiring wheelchairs, walkers, or assistance for mobility due to injury, illness, or disability.

Overtime (OT) – Hours of service provided in excess of 40 Regular Hours within a Work Week by contract personnel.

Physical Security – Part of security that is concerned with physical measures designed to safeguard personnel; to prevent unauthorized access to equipment, installations, material, and documents; and to safeguard against espionage, sabotage, damage, and theft.

Preventative Maintenance Checks and Services (PMCS) - It is a systematic, required process where operators check, service, and maintain equipment before, during, and after operation. These checks are outlined in the service manual and are operator level checks. These checks include but are not limited to; is there enough oil in the engine, is there enough fuel, do the lights work, does the horn work, etc.

Property Administrator – An authorized representative of the KO appointed in accordance with agency procedures, responsible for administering the contract requirements and obligations relating to Government property in the possession of contract personnel.

Quality Assessment & Improvement – Those actions taken by the Government to check services to determine if they meet the requirements of The Joint Commission (TJC), U.S. Army Medical Command, quality assurance and risk management program, and ensure that the contract personnel comply with the terms and conditions of the contract.

Quality Assurance – The various functions, including inspection, performed by the Government to determine whether a Contractor has fulfilled the contract obligations pertaining to quality and quantity.

Quality Assurance Surveillance Plan (QASP) – The key Government-developed surveillance process document and is applied to Performance-Based Service Contracting (PBSC). The QASP is used for managing Contractor performance assessment by ensuring that systematic quality assurance methods validate that Contractor quality control efforts are timely, effective, and are delivering the results specified in the contract or task order. The QASP directly corresponds to the performance objectives and standards (i.e., quality, quantity, timeliness) specified in the PWS. It provides specific details on how the Government will survey, observe, test, sample, evaluate, and document Contractor performance results to determine if the Contractor has met the required standards for each objective in the PWS. The QASP, with very few if any exceptions, is an internal Government document.

Quality Control – All necessary measures taken by the Contractor to assure that the quality of a product or service shall meet contract requirements.

Regular Hours – Up to 40 hours of service provided within a Work Week by contract personnel. Regular Hours do not include Federal Holidays worked.

Scheduled Absence – A prearranged absence from performance of contractual services by contract personnel. These absences are scheduled/arranged in advance.

Shuttle- Any Government Owned Contractor Operated Vehicle for the purpose of moving patients and staff from the parking area to the hospital or the hospital to the parking area. This vehicle could be as small as a golf cart or as large as a 15 passenger vehicle.

Subcontractor – One that enters a contract with a prime Contractor. The Government does not have a contract with the subcontractor.

Subcontract Personnel – Individuals employed by the Subcontractor to perform services.

Unscheduled Absence – Absences from performance of contractual services by contract personnel that are not scheduled/arrange in advance, regardless of whether the absences are caused by illness or for other reasons.

Workday – Hours of service provided in a single day by contract personnel.

Work Week – Sunday through Saturday, unless otherwise specified.

2.2 <u>Acronyms:</u>

Although not inclusive of every term used within this PWS, or that may be included in an acquisition, the following provides a list of acronyms commonly used in the acquisition field.

AFARS	Army Federal Acquisition Regulation Supplement
AHA	American Heart Association
AQL	Acceptable Quality Level
AOR	Area of Responsibility
AR	Army Regulation
AT	Anti-Terrorism
BI	Background Investigation
BLS	Basic Life Support
CAC	Common Access Card
CFR	Code of Federal Regulations
CLIN	Contract Line-Item Number
COR	Contracting Officer’s Representative
COTR	Contracting Officer’s Technical Representative
DA	Department of the Army
DFARS	Defense Federal Acquisition Regulation Supplement

DHA	Defense Health Agency
DOCPER	Department of Defense Contractor Personnel Office
DOD	Department of Defense
DODD	Department of Defense Directive
DODI	Department of Defense Instruction
EFT	Electronic Funds Transfer
FAR	Federal Acquisition Regulation
FBI	Federal Bureau of Investigation
FM	Fleet Manager
FOIA	Freedom of Information Act
FOUO	For Official Use Only
FPCON	Force Protection Condition
FTE	Full-Time Equivalent
GLWCH	General Leonard Wood Community Hospital
GP	Government Property
GOKO	Government Owned Contractor Operated
HB	Hepatitis Type B
HCP	Health Care Provider
HHS	Health and Human Services
HIPAA	Health Insurance Portability & Accountability Act of 1996
HIV	Human Immunodeficiency Virus
HLO	High Level Objective
IACO	Installation Access Control Office
IACS	Installation Access Control System
IAW	In Accordance With
ID	Identification
IGCE	Independent Government Cost Estimate
IMD	Information Management Division
JPAS	Joint Personnel Adjudication System
KO	Contracting Officer
LEIE	List of Excluded Individuals and Entities
LOSS	Lines of Sight Supervision
MEDCOM	Medical Command
MHS	Military Health System
MMR	Measles, Mumps and Rubella
MTF	Medical Treatment Facility
NACI	National Agency Check with Inquiries
NACLC	National Agency Credit and Law Check
NCOIC	Noncommissioned Officer in Charge
NEO	New Employee Orientation
OCI	Organizational Conflict of Interest
OIG	Office of Inspector General
OPSEC	Operations Security
OSHA	Occupational Safety & Health Administration
OT	Overtime
PA	Property Administrator

PBSC	Performance-Based Service Contracting
PHI	Protected Health Information
PII	Personally Identifiable Information
PIPO	Phase-In/Phase-Out
PL	Public Law
PMCS	Preventative Maintenance Checks and Services
PMO	Provost Marshals Office
POC	Point of Contact
POP	Period of Performance
PPE	Personal Protective Equipment
PRS	Performance Requirements Summary
PWS	Performance Work Statement
QA	Quality Assurance
QA&I	Quality Assurance & Improvement
QAP	Quality Assurance Program
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Program
RA	Requiring Activity
RFP	Request for Proposal
SAPR	Sexual Assault and Response Program
SAM	System for Award Management
SF	Standard Form
SOP	Standard Operating Procedure
SORN	System of Records Notice
SOW	Statement of Work
T1	Tier 1 Investigation
TA	Trusted Agent
TASS	Trusted Associate Sponsorship System
TFMC	Tobacco Free Medical Campus
TE	Technical Exhibit
TJC	The Joint Commission
TTP's	Tactics, Techniques & Procedures
OUM	Unit of Measure
USC	United States Code
WAWF	Wide Area Workflow

3 GOVERNMENT-FURNISHED PROPERTY (GFP) & GOVERNMENT SUPPORT:

3.1 <u>Government-Furnished Property / Support:</u>

The Government will provide, as available and applicable:

3.1.1. GOCO shuttle vehicles (ranging from small electric shuttles to passenger vans as authorized) and associated dispatch/logbook processes.

3.1.2. Vehicle fuel card access and fueling procedures as required.

3.1.3. Required vehicle operator authorization training and issuance of OF 346 (or local equivalent).

3.1.4. Communication device(s) for emergency/security communications.

3.1.5. Facility access processing support (badges/passes) consistent with installation policy.

3.2 Contractor Responsibilities for GFP:

The Contractor shall ensure GFP is safeguarded, used only for contract performance, and returned/turned in per local procedures at the end of a shift, contract completion or when contractor personnel no longer require access to the installation and/or MTF.

3.3 Background Checks:

Contractor shall not submit background checks for more than eight (8) contractor personnel at a time.

4 CONTRACTOR-FURNISHED ITEMS & SERVICES:

4.1 General:

The Contractor shall provide all labor, supervision, scheduling, and management necessary to perform the services described in this PWS.

4.2 Insurance:

4.2.1. The Contractor agrees to maintain Hired and Non-Owned Automobile liability with limits of liability for-

4.2.1.1. Bodily injury of not less than $200,000 for each person and $500,000 for each occurrence; and

4.2.1.2. Property damage of not less than $20,000 per occurrence.

4.2.2. The Contractor agrees to maintain general public liability insurance with limits of liability for $1,000,000 per incident and $3,000,000 aggregate,

4.2.3. The Contractor agrees to maintain workers' compensation and other legally required insurance with respect to the Contractor's own employees and agents.

4.3 Training (Contractor Responsibility):

The Contractor shall ensure personnel complete required Government-directed training applicable to installation access and performance (e.g., AT Level I, OPSEC, HIPAA/Privacy if applicable to duties), consistent with local policy and contract requirements.

4.4 Uniforms / Identification:

The Contractor shall provide distinctive attire that clearly identifies Contractor personnel as non-Government personnel. At a minimum, personnel shall wear a **reflective vest** displaying the Contractor name while operating shuttles.

4.7 Reporting:

4.7.1 Monthly Staffing Status Report:

Within the first **seven (7) calendar days** of each month, the Contractor shall provide a staffing status report to the COR including: - Contract number and reporting month - Coverage performance summary (identify any coverage gaps by date/time block and corrective actions taken) - Shuttle availability summary (number of shuttles operational by required coverage blocks; identify any vehicle downtime impacting coverage) - Incident/complaint summary (if any) and corrective actions - Onboarding status for pending personnel (if applicable) – Total hours services were provided for previous month. Reporting is intended to document performance and coverage outcomes and does not require contractor timekeeping or Government approval of contractor staffing decisions

4.7.2 Quarterly Compliance Status Report:

Within the first **seven (7) calendar days** following each fiscal quarter, the Contractor shall provide a compliance status report identifying completion status and upcoming expirations for required training and credentials.

4.8 Invoicing (FFP):

The Contractor shall submit invoices in accordance with contract invoicing instructions (e.g., WAWF/IPP as applicable). Invoices shall reflect the applicable **FFP CLIN(s)** for the billing period.

4.9 Health & Immunization Requirements:

4.9.1 All contract personnel performing services under this contract shall receive a general physical examination prior to commencement of services at no additional expense to the government. The Contractor shall provide the COR, 10 calendar days before beginning services under this contract, a physical examination certificate for all contract personnel who will provide services. The certification shall state the date on which the physical examination was completed and the name of the physician who performed the examination. The physician performing the examination shall sign this certification. For the purposes of this paragraph, a

physical examination administered more than 45 days prior to performance of the contract will not be considered adequate. The physical examination shall include the following:

(b) A history to show that contract personnel have completed a primary series of immunization with tetanus and diphtheria toxoids and that a booster dose is current (within the past 10 years). A test for immunity to the hepatitis (Type B) virus with documentation of the results. A profile shall be established to show immune status to hepatitis. Non-immune Healthcare Workers (lacking anti-HB(c) or anti-HB(s)) shall be required to complete an immunization series with a Hepatitis-B vaccine (e.g., Recombivax, Engerix).

(c) Serologic evidence of immunity to measles and rubella or documentation of immunization with measles, mumps, and rubella (MMR) vaccine using the following guidelines:

(i) Employees born before 1957 without documentation of previous vaccination with MMR should receive one (1) dose.

(ii) Employees born in or after 1957 who have received one (1) dose of MMR previously shall receive one (1) booster dose.

(iii) Employees born in or after 1957 without documentation of any previous vaccination with MMR should receive two (2) doses of vaccine, separated by no less than one (1) month.

(iv) Serologic evidence of immunity to varicella or documented history of illness or immunization.

(v) For personnel who do not have proof of having completed a primary series, completion with enhanced potency inactivated poliovirus vaccine (eIPV) is recommended. Reliable history of spending early childhood and attending elementary schools in the United States since may suffice as clinical history of polio immunization but requires physician documentation in the record of the history and examination.

(vi) Contract personnel shall be screened before employment and annually for tuberculosis by a tuberculin skin test using the Mantoux technique (TINE test is disallowed as a substitute). A skin test result of 10 mm of indurations or more shall be required to have a chest roentgenogram and an evaluation performed. A tuberculin skin test of 10 mm of indurations or more will require documentation providing an assessment of the patient (status of infection-active, inactive; need for preventive treatment or not as determined by age, history of BCG (Bacillus Calmette-Guerin) vaccination; duration of skin test positivity, etc.).

(vii) If all the immunizations, medical clearance, fit testing, and tests set forth in the preceding paragraphs have not been completed, the Contractor shall issue a certificate providing evidence of immunizations and tests that have been completed or started and shall provide a schedule for the completion of unfinished immunizations and lab tests. After the schedule is completed, the Contractor must provide an updated and complete certificate. Failure to complete the immunizations as scheduled may be grounds for the KO to determine that such contract personnel is not an acceptable individual to perform services under this contract.

4.9.2 Contract personnel shall receive the current influenza immunization annually at no additional cost the government. Contract personnel shall provide proof of vaccination to the COR no later than December 1st of each year. The proof of vaccine must include name of vaccine, lot number and expiration date. Medical or religious exemptions to the influenza mandate must be submitted to the COR in accordance with local procedures and policies no later that November 1st of each year.

4.9.3 Failure to meet the requirements stated herein, or when test results determine that contract personnel have a contagious disease, the KO may determine that such contract personnel is not an acceptable individual to perform services under this contract.

4.9.4 Contract personnel performing services under this contract shall comply with the health and immunization requirements as stated herein at the beginning of employment and annually thereafter. The expense for all physical examinations to comply with the health requirements shall be borne by the Contractor at no additional cost to the Government.

4.9.5 Compliance with health and immunization requirements contained herein are a condition of employment and not suitable for exemption to policy without commander and KO approval.

5 PERFORMANCE REQUIREMENTS (SERVICE TASKS):

5.1 Personnel Qualifications (Minimum):

Shuttle drivers shall meet the following minimum qualifications:

- High school diploma (or equivalent).
- Minimum **six (6) months'** driving experience.
- Current **Missouri Class E (For Hire)** driver's license (or successor state requirement applicable to the vehicle class).
- Ability to communicate effectively in English with passengers
- Contractor personnel shall meet installation/MTF suitability and access requirements (e.g., Tier 1 investigation and child background check if applicable) prior to being granted unescorted access, in accordance with applicable installation policy.

5.2 Shuttle Operations (Core Service):

Shuttle transportation drivers shall provide the following services:

- **Operate GOCO shuttle vehicles** along designated routes/stops.

- **Assist passengers** with boarding and exiting, including wheelchair assistance as needed.
- **Maintain communications** using Government-furnished communication devices to report emergencies or security concerns to designated dispatch/security points of contact.
- **Maintain required operational logs** (e.g., dispatch/logbook entries) in accordance with local fleet/MTF procedures.
- **Perform operator-level safety checks** prior to operation and report deficiencies per local fleet procedures.
- **Secure vehicles and communication devices** at end of shift per local procedures (e.g., park in designated area, remove keys, ensure cleanliness, return comm equipment to designated area).

5.3 Safety and Incident Reporting:

The Contractor shall immediately report vehicle accidents, injuries, or safety incidents to the appropriate Government points of contact in accordance with local policy.

5.4 Performance Standards:

Performance will be assessed against the PRS/QASP. At a minimum:

- Coverage is provided during required support hours.
- Safe operation is maintained.
- Customer service complaints remain below the AQL threshold.

6 APPLICABLE REFERENCES:

Applicable references will be listed in the solicitation/contract and include only those necessary for performance (e.g., DHA/DoD/installation policies governing access, safety, and privacy).

6.1 Applicable Publications (Current Editions):

The following publications, manuals, regulations, etc. are mentioned in this PWS and are listed below.

Public Law:

- Public Law 91-596 Occupational Safety and Health Act of 1970
- Public Law 104-191 Health Insurance Portability and Accountability Act of 1996

Accreditation Manuals:

- The Joint Commission (TJC) Manual (Current Edition)

Defense Health Agency:

- DHA-AI 5200.05 Child Background Check Program
- DHA-AI 5210.01 Physical Security Program
- DHA-AI 5200.03 Operations Security (OPSEC) Program
- DHA-AI 5200.04 Personnel Security Program
- DHAPI 6025.29 Provision of Human Immunodeficiency Virus (HIV) Pre-Exposure Prophylaxis (PrEP) for Persons at High Risk of Acquiring HIV Infection
- DHA-PI 6025.34 Guidance for the DoD Influenza Vaccination Program (IVP)
- DHAPM 23-005, Defense Health Agency Sexual Assault Prevention and Response Policy Manual

Department of Defense (DoD):

- DODI 1402.05 Background Check on Individuals in Department of Defense Child Care Services
- DoD 6010.13-M Medical Expense and Performance reporting System for Fixed Military Medical And Dental Treatment Facilities Manual
- DoD 6010.15-M Military Treatment Facility Uniform Business Office (UBO) Manual
- DoD 6025.18-R DoD Health Information Privacy Regulation
- DoD 6055.5-M Occupational Medical Examinations and Surveillance Manual
- DoD 8580.02-R HIPAA Security Rule
- DoDD 5205.2 DoD Operations Security (OPSEC) Program
- DoDD 6205.02E Policy and Program for Immunizations to Protect the Health of Service Members and Military Beneficiaries
- DoDI 1402.5 Criminal History Background Checks on Individuals in Child Care Services
- DoDI 5495.02, Sexual Assault Prevention and Response (SAPR) Program Procedures:
- DoDI 6025.18 Privacy of Individual Identifiable Health Information in DoD Health Care Programs
- DoDI 6205.02 DoD Immunization Program
- AR 40-562 Immunizations and Chemoprophylaxis for the Prevention of Infectious Diseases

7 ATTACHMENTS / TECHNICAL EXHIBITS LIST:

- Technical Exhibit A: Performance Requirements Summary (PRS)
- Technical Exhibit B: Deliverables Schedule
- Attachment 1: Estimated Workload Data (if retained, ensure it is informational only and not used for timekeeping)
- Attachment 2: Required Shuttle Coverage Schedule
- Attachment 3: Shuttle Routes

TECHNICAL EXHIBIT A
PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Performance Objective	Reference	Acceptable Quality Levels (AQLs)	Method Of Surveillance
Maintain Licenses and Certifications	PWS Para 5.1	100% - Zero Deviation from Standard	100% Inspection
Comply with Health and Immunization Requirements	PWS Para 4.9	100% - Zero Deviation from Standard	100% Inspection
Comply with AT/OPSEC Requirements	PWS Para 1.14, 1.15.2	100% - Zero Deviation from Standard	100% Inspection
Maintain Performance Standards	PWS Para 5.4	100% - Zero Deviation from Standard	100% Inspection
Contract Reporting	PWS Para 4.7	100% - Zero Deviation from Standard	100% Inspection
Maintain Coverage during required coverage hours	Attachment 2	>95 % coverage	100% Inspection
Customer Service Complaints	PWS Para 5.4	No more than 1 substantiated complaint per month	100% Investigation of complaints

TECHNICAL EXHIBIT B
DELIVERABLES SCHEDULE

Deliverable	Frequency	# Of Copies	Medium/Format	Submit To
Quality Control Plan (Paragraph 1.8)	Within 30 calendar days after award	One (1) copy to the COR	Electronic delivery via email	To the KO through the COR
AT Level 1 Training Certificates (Paragraph 1.15.1)	Both Initial & refresher within seven (5) business days after completion of training	One (1) copy of each to the COR	Electronic delivery via email	To the COR
OPSEC Training Certificates (Paragraph 1.15.2)	Both Initial & refresher within seven (7) calendar days after completion of training	One (1) copy of each to the COR	Electronic delivery via email	To the COR
iWATCH Training Completion (Paragraph 1.15.3)	Within 30 calendar days after award, and when new personnel are recruited	One (1) copy to the COR	Electronic delivery via email	To the COR
Physical Examination Certificate (Paragraph 4.9.1)	10 calendar days before commencement of services	One (1) copy to the COR	Electronic delivery via email	To the COR
Contractor Monthly Reports (Paragraph4.7.1)	Within the first seven (7) calendar days of each month.	One (1) copy to both the KO and COR	Electronic delivery via email	To the KO and to the COR
Contractor Quarterly Reports (Paragraph 4.7.2)	Within the first seven (7) calendar days of each month that immediately follows each quarter (Jan, Apr, Jun, Oct).	One (1) copy to both the KO and COR	Electronic delivery via email	To the KO and to the COR

ATTACHMENT 1
ESTIMATED WORKLOAD DATA

Note: Attachment 1 is provided for informational purposes only (historical/estimated workload). It does not establish or imply a requirement for a specific number of contractor personnel, FTEs, or hours worked. The Contractor is responsible for determining staffing, scheduling, and hours necessary to meet the performance and coverage requirements of this PWS.

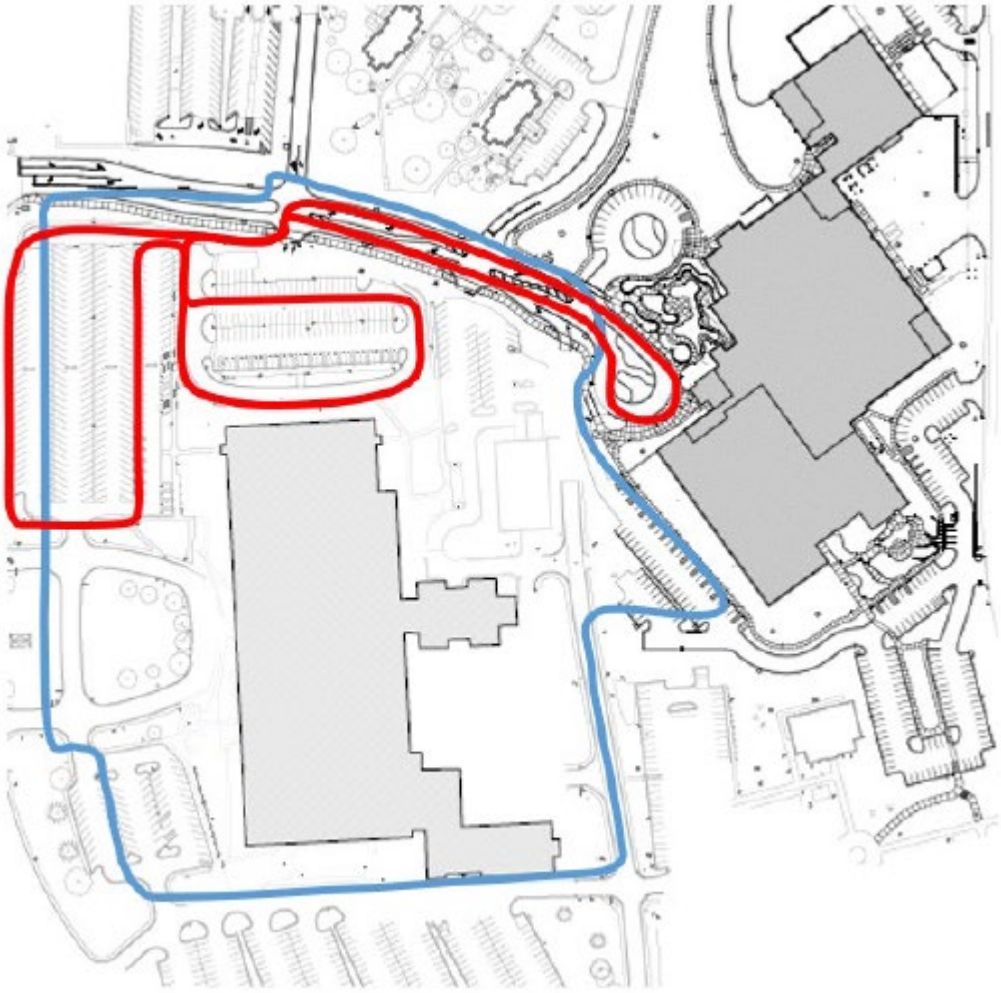
ITEM	Service	Coverage
1	Shuttle Driver Services	See attachments 2 for required shuttle coverage

ATTACHMENT 2
REQUIRED SHUTTLE COVERAGE SCHEDULE

TIME	Shuttle 1	Shuttle 2	Shuttle 3	Shuttle 4
0600-0700	START 0600			
0700-0800		START 0700	START 0730	
0800-0900				START 0830
0900-1000				
1000-1100	Suggested Lunch Break			
1100-1200		Suggested Lunch Break		
1200-1300			Suggested Lunch Break	
1300-1400				Suggested Lunch Break
1400-1500	END 1430			
1500-1600		END 1530		
1600-1700			END 1600	END 1700

Note: No less than 3 shuttles will be operational between the hours of 0730 and 1530

ATTACHMENT 3
PROPOSED GLWCH SHUTTLE ROUTES



TOBACCO FREE MEDICAL CAMPUS (TFMC)

In accordance with Army Regulation 600-63, paragraph 7-3, 14 April 2015; Operations Order 15-48 (Army Medical Command (MEDCOM) Tobacco Free Living – USAMEDCOM), 8 May 2015; and any Operations Order, regulation or other instruction implementing, defining or otherwise addressing the Tobacco Free Medical Campus (TFMC) on any military installation or DoD-controlled location, contract personnel are prohibited from using any tobacco product on or within any TFMC while performing under this contract.

TFMCs are established at each installation or DoD-controlled location and include: (1) any property or nonresidential building that is operated, maintained or assigned to support medical activities, including but not limited to, hospitals, medical laboratories, outpatient clinics (including medical, dental, and veterinary facilities), or aid stations operating for the primary purpose of delivering medical care and services for DOD eligible beneficiaries and /or meeting the mission of the Army Medical Command; (2) all other facilities in which medical activities or administration take place, to include HQ MEDCOM and Defense Health Headquarters; (3) all internal roadways, sidewalks and parking lots; and (4) all sidewalks, parking lots and grounds external but adjacent to the building or related to the migratory corridors surrounding the medical facility. The Contractor shall obtain from the COR any orders, regulations, instructions, or other documents implementing, defining, or otherwise addressing the TFMC for any given installation or DoD controlled location where contract personnel may perform under this contract and shall instruct contract personnel on the TFMC limitations for installations or DoD-controlled locations where they may perform under this contract.

(END OF PWS)