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Emergency Response Services for Collections Stabilization and Recovery

SECTION C: DESCRIPTION, SPECIFICATION, STATEMENT OF WORK

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1. **BACKGROUND**

The [Institution] (henceforth the [Institution]) is [description and mission]

In [year], the [Institution] collections were estimated to contain more than [xxx] items including: (list formats such as)

- ◇ books
- ◇ prints, photographs, drawings, and posters
- ◇ maps
- ◇ pieces of music
- ◇ sound recordings
- ◇ films and television and video recordings, manuscripts
- ◇ [Institution] receives some xxxxx items each day/week/month and adds approximately xxxxx items to the collections daily/weekly/monthly.

The [Institution] collections are stored in X different buildings in various locations. The main office and the largest part of the collection resides [location]:

The [Institution] has additional collections stored in [environmentally controlled] storage facilities at [location].

Add description of collections by locations

The [Institution staff] (who oversee the technical aspects of this contract) is tasked with assuring long-term, uninterrupted access to the intellectual content of the [Institution]'s collections, either in original or reformatted form. This task is accomplished [describe preservation and security process].

The [Institution] has a need for stabilization and recovery services (provided by the Contractor) of [Institution] collections when the [Institution] is confronted with a disaster that affects or has affected its collections and the magnitude of the disaster outstrips the resources and ability of the [Institution] to respond effectively. The majority of emergencies will be water-induced events with water affecting collections either from indoor (e.g. plumbing or sprinkler system) or outside (e.g. roof leak) sources but this contract covers all disaster scenarios including more catastrophic events such as earthquakes, fires, floods, major biological infestations due to disasters (e.g., mold, insect, vermin infestations), acts of terrorism, and similar catastrophes.

2. **SCOPE**

By definition, emergency stabilization and recovery services will be required on an irregular basis. Therefore, this Indefinite Delivery / Indefinite Quantity (IDIQ) contract defines the requirements and guidelines for the requested emergency response services

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but does not authorize the Contractor to provide nor commits the [Institution] to order such services until a Task Order - based on the agreed services and associated costs defined in this contract - is placed against the contract. As part of this contract, the [Institution] and the Contractor agree to a current rate schedule for standard items and the Contractor agrees to provide needed personnel, equipment, and supplies, possibly with little advance notice, on a cost plus price basis.

In this contract, the [Institution] refers to stabilization as those activities that remove damaged materials from the disaster site and stabilize them for subsequent recovery efforts. Stabilization activities may include removal from emergency area, drying of collections in place, transportation to off-site stabilization facility, or freezing of wet collection material. Recovery is defined as those activities that enable the material to be returned to its former condition or at a minimum be made fully accessible again on sanitized furniture in appropriate housing.

The services that the Contractor is expected to provide include, but are not limited to:

- Responding to a call for services 24/7 after one or more natural or man-made catastrophic events; Conducting on-site assessment of damage to collections resulting from this event within 24 hours of the event; Advising the [Institution] on a plan of action for the stabilization and recovery of the collections no later than 36 hours from the event (or as allowed by the nature of the incident);
- Undertaking the careful and secure stabilization of damaged library collections and research materials from the disaster site(s) no later than within 48 hours after access to the disaster area has been made possible;
- Establishing an inventory of all affected items removed from the affected space as they are removed from a collection area for stabilization and treatment; Consistent tracking of all collection material as it is repacked, transported, stabilized, treated and returned to the [Institution], ensuring the ability to locate an item at any point in time of stabilization and recovery activities;
- The Contractor may be required to use [Institution's] integrated library/management system to keep an inventory of damaged collections;
- Stabilizing the affected collections items for transportation including providing all boxing, bagging, and other supports and containers necessary; Providing environmentally controlled transportation to appropriate storage venues for the stabilization and/or subsequent recovery of the affected collections items;
- Providing recovery services including but not limited to freezing, air drying, vacuum freeze drying, or single-item cleaning, repair, or conservation treatment to agreed upon standards using agreed upon techniques;
- Providing services to treat materials with biological contamination (e.g., mold, insects, rodents, birds, viruses, raw sewage, contaminated water, or flood waters) or smoke or fire damage;
- Providing services to assess and clean storage furniture from mold growth, biological and chemical contamination; and rust stains;
- Rehousing the collection items in new and appropriate quality housing as needed, requested, and approved by the COTR;

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- Labeling the housing with all information from the original housing and any additional information requested by the [Institution];
- Work with [Institution] divisions' upon the return of treated materials for appropriate reshelving;
- Providing a detailed inventory with clear statements of all item treatments done by the contractor to the [Institution].

Planning and conducting these services will be done in constant and close consultation with [Institution] staff including [Institution] staff where much of the [Institution]'s stabilization and recovery skills and experience is available and curatorial staff where the most in-depth knowledge of the collections is maintained. Planning and conducting the emergency response services might also require close coordination with the [Institution]'s Facility Services and Office of [Security and Emergency Response].

Key representatives from the Contractor agree to meet with [Institution] representatives within one month after the contract award and complete one or more training sessions that introduce the Contractor to the [Institution]'s infrastructure, organizational structure, inventory system, such as the [Institution] integrated library system, and any other information that the [Institution] deems as critical knowledge for the Contractor to perform effectively. The Contractor agrees to undergo refresher training when this contract is renewed as part of exercising an option year or when there is a change in the Contractor's management.

These briefings, facilitated by the [Institution], are an essential part of establishing a productive relationship between the Contractor and the [Institution] and provide the most effective way for the Contractor to create the most efficient stabilization and recovery plan.

Disaster stabilization and recovery services may be required for any or all of the [Institution]'s facilities that house collections. Currently, collections are stored in the following locations:

- [location]:

The ordering period under this IDIQ contract shall become effective on the date of award and shall be applicable to all orders placed hereunder for a period of 12 months, unless terminated in accordance with provisions herein, or extended in accordance with the options provision. The period of performance for the Task Orders to be placed against this IDIQ shall be specified in each order placed. Each Task Order shall be a request for a minimum of \$xxxxx worth of services.

Additional notes:

- Recovery services can be requested separately from emergency response and stabilization services if [Institution] staff is able to perform the response and

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stabilization internally. In that case, the [Institution] may contact the vendor after collections materials have been stabilized.

- In addition to the stabilization, recovery, and cleaning of collection material, the cleaning of storage furniture (e.g., shelving, map cases, gasketed cabinets, etc.) and furniture (e.g. reading room tables, book carts, etc.) is within the scope of this contract.
- Information technology recovery and site restoration service is outside the scope of this contract, however, services rendered by the Contractor may include the recovery of affected tangible digital media (e.g., CDs, DVDs, digital videotape) from [Institution] collections.

3. CONTRACTOR REQUIREMENTS

3.1. General Administrative Requirements:

- 3.1.1.** The Contractor shall manage the total work effort associated with the required services to meet all objectives. Such management includes but is not limited to planning, scheduling, cost projecting and accounting, establishing and maintaining documentation and records, report preparation, and quality control.
- 3.1.2.** The Contractor shall implement all necessary work control procedures to ensure timely accomplishment of work, as well as to permit tracking and reporting work in progress. The Contractor shall plan and schedule work to ensure material, labor, equipment, and supplies are available to meet the work requirements within the specified time limits and in conformance with the quality standards established.
- 3.1.3.** The Contractor shall establish and maintain an internal, comprehensive Quality Control (QC) program based on the Acceptance Requirements defined (3.6). The QC program shall provide an effective means of identifying and correcting problems throughout the entire scope of operations. The Contractor's failure to implement and maintain its QC program effectively through the duration of rendering services may result in other appropriate action by the Contracting Officer (CO) including deductions from invoices or a decision not to award the next option year. The QC program will apply to all services rendered:
 - 3.1.3.1.** Accurate documentation of work processes, procedures, and output measures.
 - 3.1.3.2.** A systematic procedure for assessing compliance with performance objectives and standards defined in the Task Order.

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- 3.1.3.3. Accurate documentation of quality inspections conducted throughout the execution of work.
- 3.1.3.4. Assessment-driven corrective action and process adjustments as appropriate.
- 3.1.4. The Contractor shall be responsible for assigning sufficient personnel to the performance of this contract to ensure timely completion of all requirements. Staff reductions shall not be used as a rationale for services not being performed. Contractor shall ensure adequate staffing levels at all times.
- 3.1.5. The Contractor shall obtain all required permits, licenses, certifications, and authorizations to perform work under this contract and comply with all applicable federal, state, and local laws and regulations. The Contractor shall provide evidence of such permits and licenses to the Contracting Officer (CO) or Contracting Officer's Technical Representative (COTR) at any time at the request of the CO or COTR.
- 3.1.6. The Contractor shall make all the necessary arrangements through the appropriate [Institution] office as necessary to obtain access to buildings, facilities, and other work areas, and when required, to arrange for them to be opened and closed by [Institution] staff.
- 3.1.7. The Contractor has developed and maintains a safety program to promote safety, ensure accident prevention, provide incentive to work safely, and reduce potential for personnel or property damage.
- 3.1.8. The Contractor will provide a copy of their safety plan and provisions for their staff's PPE (Personal Protective Equipment)

3.2. **General Capability Requirements:**

- 3.2.1. The Contractor can be reached 24 hours/7 days a week/365 days a year to respond to a call for services.
- 3.2.2. In case of an emergency event that affects the collections, the Contractor shall respond to a call for emergency response services by the [Institution] and send a trained and experienced representative to assess the affected collections and advise on a plan of action for the stabilization of the collections while a Task Order is processed within 36 hours of notification by the [Institution] (or 24 hours after the site is accessible).

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- 3.2.3.** The Contractor shall enact emergency stabilization and recovery services scaled to the size of the emergency no later than 48 hours of initial notification by the [Institution] (or within 48 hours after access has been enabled), assuming an approved Stabilization Plan and Task Order is in place.
- 3.2.4.** The Contractor has adequate numbers of trained staff with the skills and experience to assess stabilization and recover collections on different types of media of varying value, and suffering from different types of damage.
- 3.2.5.** The Contractor has scalable capability and resources (e.g., facilities, man power, management, equipment, supplies, transport, freezers, and logistics) to manage all types of emergencies that may affect the [Institution] collections regardless of size. In case of large scale disaster, the Contractor is expected to have the ability to manage the stabilization, and/or recovery of collection materials that could add up to [hundreds/thousands of items].
- 3.2.6.** The Contractor has the experience, qualifications, and expertise to provide professional and standard methods for mold remediation and other decontamination of collections and storage furniture.
- 3.2.7.** The Contractor has the experience, qualifications, and expertise to provide professional and standard methods for handling, stabilizing, packing, transporting, treating, and rehousing, labeling, and tracking (including the use of bar coding) the full range of library, archival, and museum materials in disaster situations.
- 3.2.8.** The Contractor has adequate numbers of trained staff with the skills and experience to rehouse [Institution] items in appropriate [Institution]-approved and tested preservation quality housing and to label (with [Institution]-approved and tested labels) the housing so that materials can be transported safely and securely. ([Institution] housing and label specification requirements can be found [at www.xxx.com].)
- 3.2.9.** The Contractor has adequate numbers of trained staff with the skills and experience to assess and sanitize (i.e., clean, disinfect, kill mold, and remove rust and other stains) designated storage furniture including shelving, map cases, and gasketed cabinets.
- 3.2.10.** The Contractor has adequate numbers of trained and qualified staff with the skills and expertise to manage emergency response and collection stabilization and recovery projects including management, supervision, training, administration, and facilitating communications.
- 3.2.11.** The Contractor shall use climate controlled, secure facilities. The Contractor is responsible for all aspects of security for [Institution]

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materials in storage. The security of the Contractor plant premises shall be ensured by either 24-hour guard or constantly monitored electronic surveillance.

- 3.2.12.** When specified by the [Institution], materials shall be packed, shipped, and stored in protective totes and pallets (or other containers subsequently specified by the [Institution]) that are clearly marked according to a numbering and tracking scheme approved by the [Institution].

3.3. Service Requirements

3.3.1. As part of emergency response, the Contractor shall:

- 3.3.1.1. Respond to a disaster scene as soon as possible but no later than within 24 hours of being contacted by the [Institution]'s designated representative.
- 3.3.1.2. Provide expert consultation on site to assess the condition of the collections and work with [Institution] preservation experts to determine the type and amount of stabilization effort required as soon as the affected site is accessible (safe and secure).
- 3.3.1.3. Provide all trained labor, experienced supervision, approved material and supplies, and agreed upon equipment needed for clean up in response to emergency calls at the [location].
- 3.3.1.4. Upon granted access, start immediately with the documentation of the condition of the emergency site and condition of the collections.
- 3.3.1.5. Working with the previously agreed upon preservation best practices and procedures and policies in place for the systematic, non-damaging removal of library materials from the [Institution] disaster site, provide specific recommendations for the appropriate removal techniques to be employed at the specific disaster site being worked upon.

3.3.2. As part of stabilizing collection material, the Contractor shall:

- 3.3.2.1. Provide professional advice on the most practical and efficient options for the stabilization and recovery of the collections and storage systems within 36 hours of being contacted (or within 24 hours after the site is accessible). After consultation with, and prior approval by the COTR, commence the services needed to accomplish the stabilization and recovery of collection materials and restore affected collections storage systems to a safe, sanitary, and

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functional condition following a disaster within 36 hours of being contacted.

- 3.3.2.2. Collaborate with [Institution] staff to create a Stabilization Plan documenting stabilization priorities based on a variety of factors including type and extent of damage, type of material, rarity and/or importance of material, and outlining the methods to be used for retrieving, stabilizing, packing, and transporting designated damaged materials. Written at the time of an emergency event, the Stabilization Plan contains the summarized condition assessment of damaged collections, proposal for the safe and secure stabilization (including stabilization, documentation, tracking, and transportation) of the collections, proposed stabilization schedule, and a detailed associated cost estimate. The plan must also include details of proposed procedures, equipment, tools and supplies to be used and the qualification(s) of the supervisor and staff who will complete the work along with labor and materials costs. The plan should also outline the available facilities to subcontract, transportation vehicles and transportation conveyances such as carts. Upon approval, this document will form the basis for work conducted as part of the Task Order funding the stabilization activities.
- 3.3.2.3. Remove and stabilize materials in a timely manner to eliminate or at least minimize the risk of further damage to the collections.
- 3.3.2.4. To the extent possible, identify and inventory all affected materials and keep materials organized. In order to assist with this effort, (and if possible) the Contractor will be provided with shelf lists (paper and electronic records) such as access to the [Institution] integrated library system.
- 3.3.2.5. Provide all labor, material, and equipment for the safe and secure stabilization and transportation including dry cargo transport trucks or freezer trucks as needed and packing supplies, pallets, and materials needed to secure palletized containers.
- 3.3.2.6. Provide secure freezer storage for the damaged materials in the event all available appropriate drying equipment is in use, or if the amount of material exceeds the Contractor's drying capacity.

3.3.3. As part of recovering collection material, the Contractor shall:

- 3.3.3.1. Collaborate with [Institution] staff to create a Recovery Plan before the recovery operations begin. This document should contain a description of the estimated quantity, value category, and type of affected collection items, the comprehensive condition assessment of

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damaged collections, proposal for the safe and secure recovery of the collections, treatment proposals and documentation, rehousing and labeling plans, proposed recovery schedule, tracking system, proposed return schedule, and a detailed associated cost estimate. The plan must also include details of proposed procedures, equipment, tools and supplies to be used and the qualification(s) of the supervisor and staff who will complete the work along with labor and materials costs. This document will provide the basis for SOW of Task Orders funding the recovery services provided by the Contractor.

- 3.3.3.2. Be equipped to provide specialized cleaning services as required to manage mold remediation, smoke and soot removal, and deodorization.
- 3.3.3.3. Be equipped to dry, in a controlled and closely monitored manner, varying quantities of material exposed to varying amounts of moisture through the use of drying methods such as desiccant, air-drying or vacuum freeze-drying, to determine when materials have reached normal equilibrium, and to ensure that all items are completely dry without exposure to the risk of over-drying.
- 3.3.3.4. Monitor and separate materials during the drying process to ensure that they dry completely without sticking together.
- 3.3.3.5. Be equipped to repair physical damage to materials.
- 3.3.3.6. Be able to provide services including, but not limited to:
 - 3.3.3.6.1. Sanitization and/or decontamination of records and cleaning of records including the cleaning of mold, mildew, soot, or sewage.
 - 3.3.3.6.2. Be equipped to recover a range of materials including but not limited to:
 - Bound volumes (including rare volumes on parchment, pith, vellum)
 - Books and other publications incorporating plastics and modern materials
 - Digital recordings (including CDs, DVDs, Optical Discs)
 - Flat photographic prints, negatives, and direct positives on paper, film glass, and/or other supports (including metal, leather, ceramics, etc.)
 - Microfilm rolls and fiche
 - Motion picture film

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- Magnetic media (including audio, data, and sound recordings)
- Oversized records (including architectural drawings and plans, cartographic records including maps, and posters)
- Papers (including manuscripts, musical notations, unbound pages, etc.)
- Video recordings (including DVDs, digital recordings, and magnetic media)
- Artifacts (including ceramics, musical instruments, paintings, sculpture, and textile memorabilia, etc)
- Audio recordings (including CDs, phonograph discs, digital sound, magnetic media, and wax cylinders)

3.3.3.7. Be able to systematically document all stages of the stabilization and recovery activities with a particular focus on treatment activities using both paper-based and or, upon request, film based and dynamic media.

3.3.3.8. Use only chemicals, storage supplies, and treatment methods that have been reviewed and approved (and, if necessary, tested) in advance by the [Institution].

3.3.3.9. Replace damaged housing (folders, boxes, mats, and other containers) with new [Institution] approved and tested housing including the transfer of all label information from the old container to the new container word-for-word.

3.3.3.10. Ability to stabilize, clean and restore shelving, cabinetry and other furniture used for collection storage to a usable condition. Promptly inform the COTR of the [Institution] if any shelving or cabinetry cannot be adequately restored and should be replaced.

3.3.4. As part of return of collection material to the [Institution], the Contractor shall:

3.3.4.1. Be able to, when treatment is completed, carefully pack dried materials in order, in appropriate secure, non-damaging containers and ship/deliver them back to the [Institution].

3.3.4.2. Use bar coding to manage the inventory, tracking, shipping, and shelving process to facilitate tracking and reporting.

Work with curatorial staff to restore collection materials to their proper locations for staff and patron use when the storage area and all shelving, cabinetry, and other storage furniture have been returned to working order and the site has been declared safe.

3.4. Priority of the tasks and associated time frames

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3.4.1. Pre-event activities:

- 3.4.1.1. Upon the award of the contract, the Contractor shall meet with the COTR and [Institution] representatives within one month to discuss the [Institution]'s infrastructure and collections organization, the existing emergency response capabilities, and review disaster scenarios and planned response plans.
- 3.4.1.2. The Contractor and [Institution] shall agree on a communications plan, agree on stabilization and recovery approaches, inventory procedures, supplies and equipment to be used, the various sizes of staff needed for various sizes of disasters, stabilization techniques for different types of materials, and agree on the cost of time and materials as outlined in Section 8.
- 3.4.1.3. The Contractor and COTR will review quality expectations and determine in advance what remedies are available for any aspect of the recovery work and stabilization and recovery protocols, equipment, and materials the [Institution] considers unsatisfactory.

3.4.2. Event activities:

- 3.4.2.1. When disaster strikes, time is of the essence and the Contractor shall respond to the [Institution]'s request for services and a Contractor representative shall be on-site as soon as possible but no later than within 24 hours after first contact.
- 3.4.2.2. The [Institution] shall immediately initiate the process of creating a Task Order that will provide the funds needed for the services provided by the Contractor.
- 3.4.2.3. Depending on the extent of the disaster, the Contractor shall provide professional advice on the most practical and efficient options for the stabilization and, in consultation with [Institution] staff, make a comprehensive damage assessment and draft a Stabilization Plan document within 36 hours of being contacted (assuming safe access to the site can be attained for the start of the effort). The Contractor shall be able to provide a Stabilization Plan on very short notice, striking a balance between the need for urgently removing affected collection material and doing so in a coordinated and well-thought out manner.
- 3.4.2.4. After approval by the COTR of the Stabilization Plan, the Contractor will start pulling together the resources needed to accomplish the stabilization of collection materials by providing

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- 3.4.2.5. Stabilization activities will be conducted in collaboration with [Institution] preservation and curatorial staff and result in proper packing and transportation of all materials being moved to temporary Contractor facilitated off-site storage location for stabilization or treatment.
- 3.4.2.6. To the extent possible, the Contractor will – in consultation with collections staff - identify and inventory all materials and keep materials organized during stabilization, transportation, and off-site storage by tracking collection material and containers. All materials shall be stored and labeled to insure that the identity and the original order of each item is maintained, both before and after processing. (After safety and response time, the tracking of collection materials during stabilization and recovery is the highest priority.)
- 3.4.2.7. The Contractor will provide all supplies (including packing supplies, pallets, and other materials) and equipment (dry cargo transport trucks, freezer trucks, book carts, book trucks, and other equipment) to safely and securely transport the damaged artifacts to a an off site location for stabilization or treatment.
- 3.4.2.8. The Contractor will provide secure and environmentally controlled working space that facilitates the stabilization and treatment of damaged artifacts and should include secure freezer storage for library/archive materials in the event all available appropriate drying equipment is in use, or if the amount of material exceeds the Contractor’s drying capacity.
- 3.4.2.9. The Contractor will remove and stabilize materials in a timely manner to eliminate the risk of further damage to the collections. To the extent possible, the stabilization of materials should begin within 48 hours of the emergency and should be completed per the schedule outlined in the Stabilization Plan.
- 3.4.2.10. To the extent possible, treatment and stabilization activities will be documented thoroughly by both text and images.
- 3.4.2.11. The Contractor, the COTR, and other [Institution] stakeholders including curatorial and preservation staff will meet regularly at the recovery site, at the [Institution], or at the Contractor’s stabilization facility.

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3.4.3. Post-event activities:

- 3.4.3.1. After all designated materials have been stabilized and securely stored, the Contractor will work with the [Institution] staff to draft a Recovery Plan for the damaged materials and provide professional advice on the most practical and efficient options for the recovery and of the collections. The [Institution] may also, at its discretion, train contractor personnel to perform certain specified corrective preservation treatments.
- 3.4.3.2. Depending on the extent of the disaster, the Contractor shall draft a final Recovery Plan no later than one month after all materials have been stabilized. The plan will include a time schedule and a detailed cost estimate for the complete recovery, rehousing, labeling, and reshelving of the damaged material.
- 3.4.3.3. The [Institution] shall respond to the draft within one month.
- 3.4.3.4. After approval by the COTR of the Recovery Plan, the Contractor will start pulling together the resources needed to accomplish the recovery of collection materials by providing sufficient staff, materials, and equipment to start the recovery of stabilized collection material. Treatment activities will be specifically agreed to by the [Institution] in the Task Order.

3.4.4. Summary Time table:

- 3.4.4.1. As soon as possible but no later than within 24 hours of event: Contractor responds to emergency call from the [Institution].
- 3.4.4.2. As soon as possible but no later than within 36 hours of event (if access to emergency site is possible): Contractor reviews the emergency site, evaluates condition of affected collections, evaluates (further) risk to the collections, and consults with [Institution] staff to determine approach for stabilization of collections.
- 3.4.4.3. As soon as possible but no later than within 48 hours: Contractor drafts Stabilization Plan and upon [Institution] approval, commences with stabilization activities
- 3.4.4.4. Within one month after completion of stabilization of collections: Contractor will draft Recovery Plan.

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3.5. Technical Requirements concerning Emergency Response, Stabilization and Recovery Actions

3.5.1. Requirements for Re-housing Materials into New Containers

Wet, frozen or dry collection materials may be transferred to a new, dry box if approved by the [Institution]. If there is significant damage to the original container, the Contractor must provide the [Institution] with a proposed procedure to transfer materials to new containers maintaining original order. The new containers must be approved by the COTR. The Contractor may be required to provide folders, boxes and containers approved by the [Institution] or the [Institution] may choose to provide containers.

The Contractor must retain all original documentation and accompanying materials and any label or information written directly on the container. The original should be placed inside the new container, where possible. The COTR will provide guidance for transfer of original label and/or identifying information to the new container. Text, type and placement of the labels are to be approved by the COTR in advance of application. If Contractor is unable to remove original labeling from the container, a photocopy may be approved by COTR. The Contractor must not place any labels on [Institution] collection materials, boxes or containers without explicit approval of the COTR. The COTR may request that the Contractor attach a label in a specified location to each treated container to indicate recovery action taken.

3.5.2. Requirements for Transporting Damaged Materials

The Contractor must provide transportation that meets all [Institution] requirements for transporting damaged collection material removed from the facility. The Contractor must ensure that collection material is not tampered with during transport. Transportation must comply with all local, state and federal rules and regulations. The Contractor must provide documentation including a signed manifest documenting all materials leaving any [Institution] facility. The contents of each shipping container will be listed on a manifest. The method of shipping must ensure that safety and security is maintained. The Contractor must provide prompt notification upon receipt of shipment and inventory tracking while in the Contractor's facility.

[Institution]-furnished shipping containers may be utilized, at the [Institution]'s option, when the COTR determines that the utilization of such containers shall provide for improved efficiency of operations and adequate protection of [Institution] materials, such as those of unusual

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dimensions. Use of such containers requires written approval by the Contractor, who shall accept liability for books and other materials packed into, stored in, or returned to the [Institution] in such containers.

Contractor-furnished transportation containers must be approved by the [Institution]. At a minimum, the outer and any interior containers must be designed to deter pilferage in transit and to minimize physical damage to books and other materials due to accidents, rough container handling, or exposure to water.

The Contractor must transport shipments by road; rail transport is not permissible. Unless specifically approved otherwise, transportation will be point-to-point with no overnight stays or layovers. A second driver will be required so that the collection materials are continuously accompanied throughout transit. One driver is to remain with the materials at all times. Climate-controlled trucks may be required to move materials, with conditions specified by the [Institution] in the Task Order. Trucks with the capacity for freezing materials during transport are preferred unless freezing is not specified.

Trucks should be air-ride rigid-side trailers (no soft-sided trucks). Trucks must be clean of mold, foodstuffs, chemicals, stains from previous use and hazardous materials. Trucks must not leak and there must be no possibility that water can get inside the truck. Trucks must be dedicated to [Institution] material shipment only. The COTR may require staff to be present during loading or unloading of containers.

Collection materials must be physically secured to the truck interior to ensure that the containers and pallets do not shift during transit. Pallets loaded with materials may not be left unattended, except in a [Institution] approved secure area. Pallets loaded with collection material may not be left outdoors, or on a loading dock, or be exposed to rain, heat, or other deleterious elements. Containers must be stacked for optimum stability as specified by COTR, no higher than specified by the COTR onto pallets and secured with stretch wrap or similar material. The COTR may specify need for corner supports and/or inter-layers of corrugated board between each level of containers.

3.5.3. Requirements for Retrieval and Packing of Water-Damaged Paper-based Materials

All collection materials must be kept within original boxes or enclosures, unless the COTR approves transfer to new boxes or enclosures (e.g. removal of shrink-wrapping from bound volumes, polyester enclosures on maps, etc.). Materials must be retained in the same order as received and

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must not be commingled with any other materials at any time. The Contractor must keep discrete groups of materials separate.

If the original box is significantly damaged and unable to safely contain/support the materials, the COTR may approve re-boxing materials. The Contractor must ensure that the boxes can hold the appropriate weights of wet materials and boxes are not packed too heavily and can be easily moved. [Institution] labeling requirements will apply. The Contractor may be required to provide rolling carts or similar wheeled conveyances to transport materials within the facility. Carts and/or conveyances must be clean of foodstuffs, chemicals, oil or grease, mold or other hazardous materials.

Containers must be stacked for optimum stability, no higher than specified by the COTR, onto pallets and secured with stretch wrap or similar materials. The COTR may specify need for corner supports and/or inter-layers of corrugated board between each level of containers. The Contractor may be required to provide pallets. Pallets must be in good condition; e.g. structurally sound, clean and dry with no evidence of mold, oil/grease, previous stains or insect infestation. The Contractor may be required to provide fork lifts or similar vehicles to transport pallets loaded with materials within the facility directly into the trucks.

3.5.4. Requirements for Recovery of Bound Volumes (not already stored in boxes)

Volumes not already boxed must be packed for transport. Individual volumes must be wrapped in freezer paper prior to boxing to keep individual books from sticking to one another.

If distorted, books may be gently re-shaped while wrapping and packing. If packing in boxes, pack volumes spine down or flat into boxes. Avoid packing very small volumes next to large volumes. If deemed necessary, volumes that have been shrink-wrapped may have shrink-wrap plastic removed to expedite drying. Volumes to be transported that are too large for boxing in standard 1.2 cubic foot containers may be stacked flat on pallets, supported by thick cardboard sheets inserted between layers. [Institution] personnel will determine how many books may be stacked on top of each other within each layer, depending on the weight, size, and condition of the binding. The goal is to minimize distortion and ensure that the weight does not damage the bindings while the bindings are wet. All identifying information for the volumes must be retained.

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3.5.5. Requirements for Oversized Materials (e.g. Maps/Cartographic Materials)

Flat oversized paper-based or photographic print materials housed in flat file drawers must be supported for transport and treatment. Flat oversized materials may be left in the drawer to transport for freezing and/or vacuum freeze-drying. Excess standing water must be removed from the drawers prior to transport. A top cover must be used to protect the contents of the drawers if materials are transported inside the drawers; cardboard wrapped in polyethylene sheeting may be used. Rolled oversized materials must be supported to keep the rolls from bending. Slings made of polyethylene between wooden rods must be used to transport rolled items. Do not stack the rolled materials or apply pressure to the roll. All identifying information must be maintained.

3.5.6. Requirements for Freezing Water-Damaged Materials

[Institution] collection materials may be frozen in transit or at the Contractor's facility. When materials are to be frozen, the Contractor must provide assurance to the COTR that the materials in the interior of the pallet have been frozen within the specified timeframe. Documentation of temperature in the interior is sufficient. The temperature of the freezing facility must be monitored and documented. Cycling of the temperature within the freezing facility is unacceptable. The COTR may require that materials/holdings not share drying chamber space with materials belonging to any other customer.

3.5.7. Requirements for Vacuum Freeze-Drying Water-Damaged Materials

Using freeze-drying equipment, the Contractor must dry the materials using a 24-hour computer-monitored vacuum freeze-drying process to return the moisture content of water-damaged materials/holdings to single digits (5-8% preferred). During vacuum freeze-drying, materials will be frozen to a temperature of at least -25° F. The Contractor must provide data to the [Institution] documenting the conditions to which materials have been exposed, and the duration of these conditions. At no time may the drying chamber exceed 120° F. The COTR may require that collections may not share drying chamber space with materials belonging to any other customer.

3.5.8. Requirements for Desiccant or Air-Drying Materials

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Desiccant drying may be ordered by the COTR for drying out the facility, furnishings, or selected materials (e.g. photographic materials). If air- or desiccant-drying is determined by the COTR to be the necessary method for drying the materials, the Contractor must give careful attention to maintaining the original order. Plastic enclosures (such as polyester sleeves) that impede drying must be removed from all materials with the approval of the COTR. Coated paper and photographic materials may be interleaved during the drying process if materials are in contact with other materials. Appropriate conditions and safeguards as determined by the COTR must be in place to eliminate the possibility of mold growth during the drying process.

3.5.9. Requirements for Sanitization and/or Decontamination of Materials

If biological growth and/or residues exist that are potentially harmful to users of collection materials or collection storage systems (furniture, shelving, etc), the Contractor must outline methods and materials and/or storage systems for sanitization. With COTR approval and/or inspection, the Contractor must sanitize the damaged materials and/or storage systems using the methodology and technology approved by the COTR.

The COTR may request that collection materials be placed in [Institution]-specified containers/boxes, sealed with tape, and the method of sanitization or decontamination identified on the container exterior.

3.5.10. Requirements for Cleaning of Materials

Conditions that require collection material recovery services may include the presence of semi-solid materials, including grease, oils, patches of mold or fungus, semi-solid deposits, and other liquids that can permanently stain materials. The Contractor must outline the methods and materials for hand-cleaning individual collection materials when necessary due to the presence of one or more of the following types of debris: mold, insect or animal waste, soot or other particulates. The COTR must approve, in advance, any proposed techniques and materials for removal of these residues.

Standards for cleaning will be specified at the time of Task Order issuance depending on the nature of the materials damaged and requirements for use. The Contractor must hand-clean damaged materials using the methodology and technology approved by the COTR. The COTR may observe/approve techniques and treatment results.

The Contractor may be required to use [Institution] approved equipment to perform recovery of damaged materials. The Contractor must use variable-

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speed vacuums with attachments and HEPA-filtration, used by trained operators, to clean damaged and delicate materials. Cleaned materials must be transferred to a [Institution]-approved container/box following guidelines outlined by the COTR. The COTR may specify replacement of filing materials such as folders, dividers, and spacer boards when filing accessories are too damaged to clean.

3.5.11. Requirements for Recovery of Flat Photographic materials (printed on paper, film and/or other supports e.g. metal, glass, etc.)

Photographic flat print and film materials will be handled as paper-based materials, unless a separate task description is prepared by the COTR based on identification of particular types of vulnerable photographic media or supports. The Contractor may not apply pressure to wet or damp photographic materials and the Contractor will be required to ensure that photographic materials are not sticking together. Noticeably deteriorated nitrate and acetate film is to be kept cold and segregated for examination and consultation with the COTR.

At no time will the Contractor use heat for drying photographic materials without prior COTR approval and the explicit knowledge and consent of the COTR. If the quantity of photographic materials dictates that materials be frozen, cycling of freezing and thawing is not allowed for photographic materials.

The Contractor will remove photographs from the housing/folder/sleeve if approved by the COTR. The Contractor must retain all identifying or associated information using a system to correctly return identifying information after drying. The Contractor will follow guidelines for enclosure replacement in consultation with the COTR. If photographic items on non-paper or film supports are broken, the Contractor will keep the photographs flat, retain orientation of all parts, and repackage in accordance with COTR instructions.

3.5.12. Requirements for Recovery of Special Collections Material

The Contractor must consult with the COTR before recovering Special Collections. Special Collections are those collections that contain unique, rare, or otherwise valuable collection material. These collections can also include materials that are normally not found in libraries and can include musical instruments, ceramics, paintings, and others.

The COTR will direct the Contractor in procedures for wet cleaning and air-drying. The Contractor will ensure that the Special Collection materials

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remain at the same level of wetness as found until appropriate procedures have been determined and can be followed; many materials require controlled drying. The Contractor must avoid moving or applying pressure to wet or damp Special Collections materials; wet Special Collections materials must not come into contact with any other materials until the COTR provides direction. The COTR will determine the stability of these materials before handling and transport; the Contractor must avoid, to the extent possible, shocks and jolts during handling and transport. At no time will the Contractor subject these materials to freezing or thermal treatment without consultation and the written consent of the COTR. Air-drying is generally recommended, but may require techniques to slow air-drying process. The Contractor must retain all identifying or associated information with each Special Collection item and provide association tracking (i.e. ability to reunite disparate elements after drying).

The Contractor may be required to provide storage boxes or other containers appropriate to these materials and may be required to move and transport large and heavy holdings such as sculpture and paintings. If storage boxes or containers are damaged, the Contractor, in consultation with the COTR, must develop a plan to transfer these collections to dry and clean boxes following guidelines for enclosure replacement.

3.5.13. Requirements for Recovery of Microfilm Rolls

The Contractor must provide the COTR with a description of procedures and equipment to be used for recovery of microfilm rolls. The Contractor will recover microfilm rolls using appropriate industry methods and written procedures approved by the COTR.

3.5.14. Requirements for Recovery of Motion Picture Film

The Contractor must provide the [Institution] with a description of procedures and equipment to be used for recovery of motion picture film. The Contractor will recover motion picture film using appropriate industry methods and written procedures approved by the CO/COTR. The Contractor must return all motion picture reels in original cans. The Contractor must preserve all accompanying documentation with the original cans. The Contractor will place wet motion picture reels in plastic bags and in the original cans for freezing if rewashing is not possible within 48 hours.

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3.5.15. Requirements for Recovery of tangible digital media (videotape, audio tape, etc) and digital recordings (CD, DVD, Optical Disc, etc.) from [Institution] collections.

Data from electronic media and digital recording are to be recovered using appropriate industry methods and procedures. The Contractor must describe procedures for recovering and copying electronic and digital data. The Contractor must transfer the recovered data to the COTR in the customer-specified format. The Contractor must provide the COTR with a description of security procedures and equipment. The Contractor must label the recovered data clearly on individual housing indicating source.

The Contractor must not freeze, vacuum freeze-dry, or expose digital recordings on discs to heat. The Contractor must support the discs fully during drying to ensure they remain flat. The Contractor must not use materials or techniques that scratch the playing surface of the discs. The Contractor must remove the discs from their sleeves and jackets and preserve all accompanying identification and documentation.

3.6. Acceptance Criteria

Successful performance by the Contractor shall be measured by successfully providing and completing the full range of disaster response, collections stabilization, and collections recovery activities, and the ability to return recovered collections all to the satisfaction of the [Institution].

Success in these activities can be summarized as the following:

3.6.1. Response

3.6.1.1. Success is measured by timeliness, adequacy, and effectiveness of the response

3.6.2. Assessment and stabilization planning

3.6.2.1. Success is measured by the creation of a comprehensive, implementable, and adequately detailed Stabilization Plan that covers all necessary areas and affected materials in a timely manner

3.6.3. Stabilization and transportation

3.6.3.1. Success is measured by the documented, safe, and secure stabilization and transportation of damaged [Institution] material

3.6.4. Recovery (including biological contamination)

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3.6.4.1. Success is measured by the:

- 3.6.4.1.1. Completeness and adequacy of documentation so the [Institution] can understand what has been affected and to what degree
- 3.6.4.1.2. Ability of the vendor to indicate the status and location of removed items at any one time, ability to track items throughout the recovery process, ability to return items to a high degree of, and the ability to retain the original order in items when stabilized (if circumstances allow)
- 3.6.4.1.3. Stabilization work and treatment work being done by trained and experienced contractors and being documented following the [Institution]'s guidelines on techniques and materials to be used so that work is reversible and non-damaging
- 3.6.4.1.4. Complete recovery of [Institution] material to the satisfaction of preservation and curatorial staff
- 3.6.4.1.5. Complete return of all [Institution] materials safely back to their original storage locations in appropriate and clearly labeled housing

3.6.5. Return of collections

3.6.5.1. Success is measured by the safe return transportation and if requested reshelving of recovered material.

3.7. Specific qualifications and skills for key personnel

The contractor shall have all staff with the necessary qualifications and skills or shall have a network of vendors in place for additional resources. However, while some parts of the stabilization operations may be sub-contracted (for instance, to provide for increased freezer storage space), the coordination and majority of stabilization operations are expected to be conducted by the Contractor. All sub-contractors for treatment or stabilization or housing must be agreed upon by the [Institution].

4. DELIVERABLES

4.1. Services

4.1.1. Response as soon as possible but no later than within 24 hours after request for services

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- 4.1.2. Stabilization plan that documents site and collections condition and proposes safe and secure stabilization of affected collections
- 4.1.3. Inventory of affected materials and stabilization of designated damaged collection material to the satisfaction of the [Institution]
- 4.1.4. Recovery of designated damaged collection material to the satisfaction of the [Institution]
- 4.1.5. Housing materials in new protective containers such as boxes, folders, mats, made out of [INSTITUTION] approved materials with label information transferred from old damaged housing to new housing.
- 4.1.6. Cleaning, disinfecting and decontaminating shelving, cabinetry and other furniture used for collection storage to the [Institution]'s standards.
- 4.1.7. Return of the treated materials on a schedule agreed on in advance by the Contractor and the [Institution].

4.2. Products and documentation

- 4.2.1. Stabilization Plan: Written document containing the summarized condition assessment of damaged collections, proposal for the safe and secure stabilization (including stabilization, documentation, tracking, and transportation) of the collections, proposed stabilization schedule, and a detailed associated cost estimate. (This document is drafted by the Contractor in consultation with the [Institution] staff) Upon approval, this document will be the basis for work conducted as part of the Task Order funding the stabilization activities.
- 4.2.2. To the extent possible, an inventory of damaged materials being stabilized to agreed upon [INSTITUTION] requirements. This is a tracking system agreed to by the Contractor and the [Institution], enabling the Contractor to track at any point, any artifact in the process of stabilization and recovery. This tracking system will hold information concerning artifact location and condition.
- 4.2.3. Recovery Plan: Written document containing a description (i.e., estimated quantity, department, value category, and type) of affected collection items, the comprehensive condition assessment of damaged collections, proposal for the safe and secure recovery of the collections, stabilization and treatment documentation, rehousing and labeling plans, proposed recovery schedule, tracking system, proposed return schedule, and a detailed associated cost estimate. (This document is drafted by the Contractor in consultation with the [Institution] staff)

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- 4.2.4. Emergency event written and photographic documentation: Description and photographic documentation of the emergency event, during all phases of the operation, from “as found” through the stabilization and recovery process. This report outlines the extent of the damage, the types of materials affected, the types of storage systems affected, and the condition of the collection materials.
- 4.2.5. Documentation of the stabilization and recovery operations including a weekly log (system of written documentation agreed to by the Contractor and the [Institution], logging stabilization and recovery activities related to a [Institution] emergency event) of stabilization and recovery activities.
- 4.2.6. Written and photographic documentation of recovery activities of collection material before, during, and after treatment to [Institution] requirements.
- 4.2.7. A written close-out report, summarizing all actions taken by the Contractor as part of a Task Order. This report may summarize the emergency event and all associated activities, based on documentation produced through the previous documents, or may summarize recovery activities conducted under a separate Task Order.

5. TESTING AND QUALITY ASSURANCE

5.1. Level of quality and quality standards that must be achieved

The Contractor agrees to provide services with the highest level of expertise, quality, and care within the collections stabilization and recovery industry. The [Institution] reserves the right to discontinue or not to accept the Contractor’s work for any of the following reasons:

- 5.1.1. Hazardous conditions or activities or activities endangering safety, security, collections, or operational risk to the [Institution]
- 5.1.2. Work deemed superfluous, unnecessary, or outside the scope of work
- 5.1.3. Use of materials which do not meet [Institution] approval or acceptance, and/or which requires work to be redone
- 5.1.4. Determine new directives due to events or conditions arising during the execution of work
- 5.1.5. Direct the Contractor’s on-site supervisor to conditions needing attention

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5.2. Inspection process plus where and when it will take place

- 5.2.1. The [Institution] reserves the right to conduct inspections of the Contractor's work at any time at any of the [Institution]'s or Contractor working locations. Contractor shall provide [Institution] staff access to the Contractor's working location for access to any owned or leased storage space, subject to normal safety and security procedures, during collections processing and while any modifications to the physical plant, equipment, or storage space (s) are being planned or made, to enable [Institution] staff to assess current operations and any anticipated changes.
- 5.2.2. Stages that might be inspected by the [Institution] include, but are not limited to, completeness of documentation of site and collection condition, thoroughness of tracking of items to be stabilized and recovered, quality of stabilization activities, quality of recovery activities, quality of activities associated with transportation, and quality and completeness of the returned collections.
- 5.2.3. The Contractor must verify the number of volumes delivered to its owned or leased facilities and redelivered to the [Institution] in each shipment and shall be responsible for the safekeeping of the Government materials under the terms and conditions of this contract while in the contractor's plant, in contractor-owned-or-leased storage space, or during transit from that facility or storage space back to the [Institution], and shall be responsible for replacing any items lost. Contractor staff shall employ approved methods to verify, account for, and safeguard all [Institution] materials selected for stabilization or treatment either onsite at the [Institution] or at the Contractor's plant.

6. **CONTRACT ADMINISTRATION**

6.1. Contractor Responsibility

The Contractor is responsible for the day-to-day inspection and monitoring of the Contractor's work performed to ensure compliance with Task Order requirements. The results of all Contractor quality control inspections conducted must be documented on inspection checklists and be made available to the [Institution] during the term of the Task Order.

6.2. [Institution] Contract Administration

6.2.1. Contracting Officer (CO) Responsibilities

Contracting Officer: [Name] (xxx) xxx-xxxx

The Contracting Officer (CO) has the overall responsibility for the administration of this contract. Written communication to the CO must make

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reference to the Task order number or Task Order number and must be mailed, postage prepaid, to the above address.

The CO alone, without delegation, is authorized to take actions on behalf of the [Institution] to amend, modify, or deviate from the Task Order or Task Order terms, conditions, requirements, specifications, details and/or delivery schedules; make final decisions on disputed deductions from Task Order payments for non-performance or unsatisfactory performance; terminate the Task Order for convenience or default; and issue final decisions regarding Task Order questions or matters under dispute. However, the CO may delegate certain other responsibilities to authorized representatives.

6.2.2. Contracting Officer Technical Representative (COTR) Responsibilities Contracting Officer Technical Representative: [Name and (xxx) xxx-xxxx].

The individual named above is designated as the COTR to assist the CO in the discharge of the CO's responsibilities. The COTR is responsible for monitoring, giving progress reports to the CO, and overall technical surveillance of services to be performed under the Task Order and should be contacted regarding questions or problems of a technical nature. In no event will any understanding or agreement, modification, change order, or other matter deviating from the terms of the basic Task Order between the Contractor and any person other than the CO be effective or binding upon the [Institution].

When, in the opinion of the Contractor, the COTR requests effort outside the existing scope of the Task Order, the Contractor must promptly notify the CO in writing. No action will be taken by the Contractor under such technical instruction unless the CO has issued a contractual change.

The responsibilities of the COTR include, but are not limited to, the following:

- Serve as the point-of-contact through which the Contractor can relay questions or problems of a technical nature to the CO;
- Be responsible for the inspection and acceptance of the services performed and determining the adequacy of performance by the Contractor in accordance with the terms and conditions of this Task Order;
- Confer with representatives of the Contractor regarding any non-performance or unsatisfactory performance; following through to assure that all non-performance or unsatisfactory performance is performed or corrected or payment adjustment is recommended to the CO;
- Review and certify invoices in accordance with invoicing instructions of the Task Order. Maintain a file with copies of these documents;
- Review and evaluate Contractor's cost estimates, furnish comments, and recommendations to the CO;

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- Advise the CO of any performance problems and make recommendations for corrective action to correct performance issues;
- Furnish the CO with any requests for change, deviation, or waiver (whether generated by [Institution] personnel or Contractor personnel), including all supporting paperwork in connection with such change, deviation, or waiver; and
- Submit a written evaluation to the CO within 60 days of Task Order completion. The evaluation must include:
 - the quality and timeliness of the Contractor's performance; and
 - a statement as to the uses made of any deliverables furnished by the Contractor.

7. PERIOD OF PERFORMANCE & DELIVERY SCHEDULE

7.1. Period of performance:

The [Institution] may extend the term of this contract by written notice to the Contractor within thirty (30) days of the expiration of the term; provided that the [Institution] gives the Contractor a preliminary written notice of its intent to extend at least 60 days before the contract expires. The preliminary notice does not commit the [Institution] to an extension. If the [Institution] exercises this option, the extended contract shall be considered to include this option clause.

The total duration of this contract, including the exercise of any options under this clause, shall not exceed 60 months/5 years. (Base Year and four Option Years)

7.2. Duration of the IDIQ Award:

The ordering period under this IDIQ shall become effective on (the date of award) and shall be applicable to all orders placed hereunder for a period of 12 months, unless terminated in accordance with provisions herein, or extended in accordance with the options provision.

The period of performance for the Task Orders to be furnished under this IDIQ shall be specified in each order placed.

7.3. Limitation of Cost for Task Orders

The Contractor must notify the CO in writing whenever it has reason to believe that the costs (including fixed rate items and items reimbursed at cost) that the Contractor expects to incur under a Task Order in the next 30 calendar days, when added to all costs previously incurred under the Task Order, will exceed 85% of the ceiling amount specified in the Task Order (for the purposes of this clause, the term "ceiling amount" shall include the ceiling amount of the Task Order inclusive of all modifications made to the Task Order ceiling amount

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Except as required by other provisions of this IDIQ, specifically citing and stated to be an exception to this clause, the [Institution] is not obligated to reimburse the Contractor for costs incurred in excess of the ceiling amount specified in the Task Order; and

The Contractor is not obligated to continue performance under a Task Order (including actions under the Terminations clause of this contract) or otherwise incur costs in excess of the Task Order ceiling amount, until the CO notifies the Contractor that the Task Order ceiling amount has been increased. This may be done verbally, but will be followed up in writing within 5 days.

No notice, communication, or representation in any form other than that specified above or from any person other than the CO, shall affect a Task Order ceiling amount. In the absence of the specified notice, the [Institution] is not obligated to reimburse the Contractor for any costs in excess of the Task Order ceiling amount, whether those excess costs were incurred during the course of the Task Order or as a result of termination.

7.4. Payment schedule:

The payment schedule - largely determined by the nature and size of the disaster - will be defined in the Task Order. In the Task Order, the [Institution] and the Contractor will agree to either invoice the [Institution] upon completion of all the work or invoice the [Institution] once per month based on specific quantities of work completed.

7.5. Acceptance of Work Performance

Upon return of materials or a portion of the materials to the [Institution], the Contractor must submit a Certificate for Acceptance of Work Performance (format to be provided by the CO) to the COTR for testing and appropriate review. The Certificate for Acceptance of Work Performance will not be accepted until the COTR has completed the review of the work. The Certificate for Acceptance Work Performance must follow the [Institution]-specified format. Upon approval of the review of the work, the Contractor may invoice for work completed. If the COTR rejects the work, the materials or a portion of the materials will be returned to the Contractor to satisfactorily complete the work.

7.6. Invoice Submission Requirements

[FEDLINK and other federal agencies will have other invoice requirements.]

Invoices should be submitted electronically to: www.xxx.gov. [Protected Microsoft Excel files are the preferred format. However, Adobe Acrobat Portable Document Format (PDF) and Microsoft word are also acceptable.]

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The invoice must include the following information and/or attached documentation:

- Name of the business concern and invoice date;
- The complete contract number and/or Task Order number;
- Description, price, and quantity of services actually delivered or rendered and segregated by task number(s) including dates

7.7. Invoice Certification

The COTR will review a copy of each invoice for correctness, services performed, etc.

- If the COTR agrees with the invoice the COTR will approve the invoice and submit the invoice to the Accounting Office for payment
If the COTR disagrees with the invoice, the COTR will immediately: Notify the Contracting Officer and Accounting Office and contact the Contractor to resolve any discrepancies, obtain a corrected invoice, and approve the corrected invoice for payment and submit the invoice to the Accounting Office for payment
- [If only a portion of the invoice costs are in dispute, the CO or COTR, if assigned, will certify only the undisputed costs and, as appropriate, submit the invoice to the Accounting Office for payment. The COTR will work with the Contractor to resolve any remaining disputed costs.]
- If the COTR cannot resolve the invoice discrepancy with the Contractor, or if a problem has been noted with the Contractor's performance, the COTR must notify the Contracting Officer, in writing, with details of the problem.

7.8. Payment

[FEDLINK and other federal agencies will have other payment requirements and processes.]

Payments must be made upon submission of a proper invoice. Payments will be due on the 30th calendar day after receipt of a proper invoice, or the 30th calendar day after the date the supplies were accepted by [Institution] whichever is later.

No delivery order payments will be made by check. Invoice payments will be made electronically in accordance with FAR 52.232-33, Payment by Electronic Funds Transfer—Central Contractor Registration. The date of payment by wire transfer through the Treasury Financial Communications System must be considered to be the date payment is made.

The Contractor will be paid for the work called for in the Task Order and identified and set forth in the "Line Item Description". Payment for delivered supplies will be made upon submission of the Contractor's properly certified invoice.

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7.9. Final Payment:

Before final [Institution]-payment is made, the Contractor must furnish to the CO a written release of all claims against the [Institution] arising by virtue of the delivery order, other than claims in stated amounts as may be specifically excluded by the Contractor from the operation of the release. If the Contractor's claim to amounts payable under the delivery order has been assigned under the Assignment of Claims Act of 1940, as amended (31 U.S.C. 203, 41 U.S.C. 15), a release may also be requested of the assignee. To ensure that all necessary adjustments for non-performance or unsatisfactory performance have been made and a release of claims has been submitted before the delivery order is closed out, the final (Customer name)-payment will be made in thirty (30) calendar days after receipt of a proper invoice, date of completion of performance, or receipt of release of claims by the CO, whichever is later.

8. APPLICABLE DOCUMENTS/INFORMATION

8.1. Applicable Standards and Specifications

8.1.1. Government Furnished Data

- 8.1.1.1. Building drawings
- 8.1.1.2. Map of collection location
- 8.1.1.3. Organizational structure
- 8.1.1.4. Contact information

8.2. Contractor Furnished Data

8.2.1. Time and Materials Schedule: Labor

This listing applies to personnel engaged to fulfill the terms of the contract, whether regular full time employees of the Contractor or temporary hires employed directly by the Contractor secured through a labor service. The rates, which will be established by the Contractor, are per person per hour:

- General Cleaning Laborer
- Clerical
- General Restoration Supervisor/ Technician
- Remediation Supervisor/Technician
- Resource Coordinator
- Project Accountant
- Assistant Superintendent
- Industrial Corrosion Control
- Supervisor/Technician

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- Documents Recovery Specialist
- Conservators to stabilize/treat items
- Superintendent
- Project Manager
- Project Director
- Health and Safety Officer
- Certified Industrial Hygienist
- Technical Consultants/Engineers
- Operation Technician
- Variable Labor
- Labor Pool (Temp labor)
- *Dry – Laborer, Customer Site Dry Room Setup
- Dry – Supervisor, Customer Site Dry Room Setup
- File Jackets – Labor Only
- File Labels – Labor Only
- Fire Damage Edge Trim – Labor Only
- Inventory Pack out – Supervisor
- Inventory Pack out Labor – Laborer
- Mold & Mildew Removal – Labor Only
- Biological Contamination (Insects, Vermin, Sewage) Removal-Supervisor
- Biological Contamination (Insects, Vermin, Sewage) Removal-Labor Only
- Soot Removal—Supervisor
- Soot Removal—Labor Only
- Pack-In Labor – Laborer (including boxing, foldering, and labeling)
- Pack-In Labor – Supervisor (including boxing, foldering, and labeling)
- Photo Copy Documents – Labor Only
- Retrieval & Delivery Labor
- Photographer to document site activity and items before, during, and after treatments
- Documentation Specialist to write daily, weekly, and monthly production reports and to document treatment work done.

8.2.2. Time and Materials Schedule: Other Labor Provisions

- 8.2.2.1. Standard Hours - All labor rates are for the first 40 hours worked in a workweek, exclusive of the Contractor holidays.
- 8.2.2.2. Non-Standard Hours - The rates for labor performed by all classifications in a work week over 40 hours will be 1.5 times the rates scheduled. Rates for labor performed on the Contractor recognized holidays would be 2.0 times the rates scheduled. In the event the Contractor is required to pay double time for any work

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performed, pursuant to state or federal law or the terms of any collective bargaining agreement, the rates for such labor hours shall be 2.0 times the rates scheduled.

- 8.2.2.3. Travel time for personnel shall be billed to the contract at the rates provided by the Contractor.
- 8.2.2.4. These rates and provisions are predicated upon the Contractor standard wage rates and overtime compensation practices. To the extent the work under a particular contract is subject to Federal and State minimum wage or hour laws or collective bargaining agreements which modify the Contractor standard rates and practices, adjustments shall be made to the hourly rates and other labor provisions stated above.
- 8.2.2.5. These sample rates apply to personnel who have been retained to provide project management of a job:
 - Project Engineer/Scientist/Hygienist or other Environmental Specialists
 - Preservation Consultants
 - Project Manager
 - Superintendent
 - Accountant
 - Supervisor
 - Secretary/Clerical
 - Administrator

8.2.3. Time and Materials Schedule: Equipment Rental

8.2.3.1. Equipment Rental Terms for Contractor-Owned Equipment

The Contractor will establish rates that apply to equipment that is owned by the Contractor and utilized in the performance of the work (whether supplied from the Contractor inventory or specially purchased by the Contractor for performance of the work).

During the course of performance of the work, the Contractor may add additional equipment to the schedule above at rates to be determined by the Contractor and agreed to by the [Institution].

8.2.3.2. Equipment Rented By the Contractor

The rental rate for any items of equipment the Contractor rents from third party vendors specifically for use in performing the work shall be the Contractor's cost thereof plus a percentage of the

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Contractor's markup on such costs. The percentage is to be determined in advance of activating the contract or Task Order and performing the work.

8.2.4. Time and Materials: Materials

8.2.4.1. Materials Used By the Contractor

All proprietary products must be reviewed by the [Institution] prior to use to ensure their suitability for library and archive materials and collection storage areas. Equivalent or similar products may be suitable.

8.2.4.2. Additional Provisions Respecting Materials

8.2.4.2.1. All prices shall be applied to all materials on the schedules above which are utilized in the performance of the work, whether shipped to the site from the Contractor inventory, shipped directly to the site from the Contractor's sources, or purchased locally by the Contractor from either an affiliated or non-affiliated entity.

8.2.4.2.2. During the course of performance of the work, the Contractor may add additional materials to the schedule above at rates to be determined by the Contractor and reviewed by the [Institution] prior to implementation.

8.2.5. Document Remediation

Specific freeze drying costs will be determined *per job*, based on the factors relevant to each job and pricing per cubic foot. These factors include, but are not limited to:

- Nature of damage (e.g. flood, fire, mold outbreak)
- Extent of moisture penetration and saturation
- Degree of char / soot residue
- Extent and severity of mold / mildew growth
- Presence of smoke odor
- Need for deodorization
- Type / extent of contamination (e.g. from waste water, sewage, silt, vermin)
- Possible contamination from hazardous materials (e.g. hazardous chemicals)

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The above factors relate to potential changes in pricing for freeze-drying services only. Labor, equipment, materials and other costs incurred in connection with document remediation will be billed in accordance with the appropriate schedules and provisions.

8.2.6. Desiccant Dehumidification

Specific costs for Desiccant Dehumidification services will be determined *per job*, based on factors relevant to each job and pricing per square foot. These factors include, but are not limited to:

- Nature of damage (e.g. flood, fire, &c.)
- Extent of moisture penetration and saturation
- Footprint of disaster area, height of buildings, height and type of ceilings
- Length of job and/or time constraints
- Other contamination factors

Rates determined by any combination of these factors represent charges for Desiccant Dehumidification only. Labor, equipment, materials and other costs incurred in connection with remediation, deodorization and other services will be billed in accordance with the appropriate schedules.

8.2.7. Small tools

Items such as, shovels, ladders, demolition carts, extension cords, small hand tools, etc. are provided by the Contractor but are not included in the Schedules above. The Contractor shall be compensated for these items by application of a small tool charge in the amount of three percent (3%) of total labor billings.

8.2.8. Reimbursables

8.2.8.1. Subcontract Services

The compensation paid by the Contractor for laboratory services, testing services, and any other services which are not identified in earlier sections but are subcontracted by the Contractor, shall be the Contractor's cost for such subcontract service plus a percentage of the Contractor's markup on such costs. The percentage is to be determined in advance of activating the Task Order and performing the work.

8.2.8.2. Travel, Lodging and Per Diem

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The Contractor shall be compensated for travel, lodging and per diem expenses for Contractor employees assigned to the work on the basis of the Contractor's actual costs incurred for such items.

8.2.8.3. Freight/Transportation and Other Charges

The Contractor shall be compensated for costs incurred for the transportation of equipment, supplies and materials to and from the site of work on the basis of the Contractor's actual costs incurred for such items. For other job related charges not listed in the sections above The Contractor shall be compensated for costs incurred on the basis of the Contractor's cost for such charges plus a percentage of the Contractor mark-up on such costs.

8.2.8.4. Taxes and Permits

The rates contained in this schedule are exclusive of federal, state and local sales or use taxes and any applicable federal, state or local approvals, consents, permits, licenses and orders incident to performance of the work. The Contractor shall be compensated for all costs incurred which are described above on the basis of the Contractor's actual costs incurred for such items.

9. CONTACT INFORMATION

9.1. [Institution]:

Contracting Officer (CO):

[CO Name]

Tel: (xxx) xxx-xxxx

Email:

9.2. [Institution]:

Contracting Officer Technical Representative (COTR):

[COTR Name]

Tel: (xxx) xxx-xxxx

Email:

Other important Contacts:

C.9.2 Contractor

Emergency contacts:

Administrative services contact:

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PROPOSAL SUBMISSION INSTRUCTIONS

The [Institution] requires Offerors to provide a written proposal to [Institution] officials for the purposes of assuring that the prospective Contractor fully understands the scope of this contract and has the capability to complete all Statement of Work (SOW) requirements. The [Institution] will incorporate the written proposal into the contract.

Technical Proposal

The Offeror's technical proposal to the [Institution] must demonstrate the Offeror's technical understanding and approach; personnel; and relevant past performance. The purpose of the technical proposal is to enable the [Institution] to assess and determine the soundness of each Offeror's demonstrated relevant knowledge; competence with regard to the [Institution]'s requirements and program objectives; relevant capability to perform; understanding of, and approach to the work that the Offeror would have to perform under the prospective contract; and the relevant challenges and risks. The technical proposal must not include any price or cost information. However, resource information such as data concerning labor hours, categories, material, and subcontracts must be contained in the presentation so that the Offeror's understanding of the SOW requirements can be evaluated.

Technical Approach: An assessment will be made of the Offeror's technical understanding and overall approach to this contract as it relates to the tasks, including its approach to management of logistics associated with coordination of time sensitive efforts.

- Propose in writing and receive [Institution] approval of all proposed tagging and inventory methods to be used in tracking, labeling, and controlling the movement of collection items during a recovery effort.
- List Contractor's standard procedures, techniques, and equipment/tools/supplies used for collections stabilization. These should be based on industry standards and preservation best practices, used for the systematic, non-damaging removal of library materials from the [Institution] disaster site working from the understanding that the [Institution] collections include materials most often found in museums and archives such as extremely large numbers of books in circulating and rare collections, documents, parchment and vellum, drawings and sketches, graphic prints and posters, large-format maps and architectural plans, musical instruments, paintings, and watercolors, ceramics, photographs and photomechanical illustrations, scrolls and screens, globes, textiles, and similar materials not found in an average library.
- List all Contractor-owned and Contractor-leased materials used for recovery operations including equipment, supplies, tools, recovery techniques, and treatment protocols. All recovery materials and procedures used for the recovery of collection material and collection storage systems must be approved by the [Institution] prior to their use in any emergency response operation. Detailed information on the specifications of all these proposed materials must be provided including Materials Safety Data Sheets (MSDS) where appropriate such as for

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cleaning products, finishes on equipment and transport. Note that product specifications for rehousing and labeling supplies are set by the [Institution] and are available online. www.xxx.com

Personnel: The [Institution] will assess the suitability of the Offeror's management and technical personnel who will work with the [Institution]'s COTR and other representatives and staff. This may include such considerations as personnel qualifications, experience, and staffing.

- List all types of personnel engaged to fulfill the terms of the contract, whether regular full time employees of the Contractor or temporary hires employed directly by the Contractor secured through a labor service.

Relevant Past Performance: The Offeror will be evaluated to assess the demonstrated quality of performance on similar work, to include the ability to control the quality and cost of work, timeliness of performance, and effectiveness at accomplishing the goals of previous relevant work. Relevant Past Performance Information must describe the Offeror's recent and relevant corporate performance on three to five contracts related to the tasks in the SOW from the last five years. Relevant contracts are those contracts that are of similar scope, magnitude, nature, and work. The Offeror's relevant past performance information must include the following:

- Contract Number(s); type of contract; period of performance; total original, present, or final contract dollar value; and specify whether the Offeror was the prime Contractor or the subcontractor.
- Company or Customer's name, address, e-mail address, telephone and fax numbers (both contractual and technical personnel) at the entity for which the contract was performed. Verify the telephone numbers provided are current and correct prior to submission.
- Detailed description of the work performed and comparability to the proposed effort. Rationale must be provided to demonstrate how contract work is comparable to proposed effort.
- Clear statements describing whether the contract services and schedules were completed on time, with a quality product conforming to the contract, without any degradation in performance or customer satisfaction. Assessment of the performance (technical and schedule) on these past programs and support these assessments with metrics, such as award or incentive fees earned.
- The number; type; frequency; duration and impact of any quality, delivery or cost problems in performing the contract; the corrective action taken, if any; and the effectiveness of the corrective action.
- Offerors must submit similar past performance information on proposed significant or critical subcontractors. Subcontractor past performance must be relevant to the SOW and to the work to be subcontracted. The quote must describe the amount of work and criticality of the work to be subcontracted. Such subcontractor work must

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clearly indicate the extent of involvement of the subcontractor(s) in the proposed effort (i.e. (specify percentage) % of the total labor hours) and why such subcontractor experience is relevant to this SOW.

- Offerors must either provide the above information or affirmatively state in writing that it possesses no relevant directly related or similar past performance.
- Failure to submit the required Relevant Past Performance Information by the due date may result in rejection of the quote unless the Offeror has certified that it has no relevant, directly related or similar past performance experiences

Price Proposal

Submission of certified cost or pricing data is not required. In addition, Offerors are encouraged to discount their prices.

Note: If required that all Offerors are on a current GSA schedule (relevant to Federal Customer), they must submit their price proposal with all applicable discounts in accordance with the terms of the schedule.

Performance is for the base tasks and option tasks. For pricing purposes, the Offeror must use a start date of xx/xx/xxxx.

The Offeror must provide the following information on the first page of the pricing proposal:

- Request for Proposal Number (or other relevant identifier);
- Name and address of Offeror;
- Name and telephone number of point of contact;
- Name of contract administration office (if available);
- Type of Task Order;
- Proposed prices per the Schedule of Prices - best prices offered to the [Institution]

If relevant to the Request for Proposal, the Offeror must provide a copy of their GSA Schedule contract and their GSA Schedule Price List with Labor Category definitions.

All other direct costs items must be separately identified and explained.

[In addition to hard copy information, in order to expedite review of the proposal, Offerors must submit an electronic copy. (e.g. on CD/DVD or flash drive in a format compatible with MS Word or Adobe Acrobat. The [Institution] utilizes these disks during the review of proposed prices for such things as math checks, the use of correct escalation, and other

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evaluation procedures.] Offerors must include the formulas and factors used in calculation of the data.

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EVALUATION CRITERIA

The Offeror's technical quote requirements will be evaluated using the following evaluation factors. Contractor selection will be based on the best overall value to the Government/[Institution].

TECHNICAL FACTORS - All technical factors are of equal importance.

Technical Approach: An assessment will be made of the Offeror's technical understanding and overall approach to this project as it relates to the solicitation tasks including its approach to management of logistics associated with coordination of these time sensitive efforts.

Personnel: The [Institution] will assess the suitability of the Offeror's management and technical personnel who will work with the (Customer name) project manager. This may include such considerations as personnel qualifications, experience, and staffing.

Relevant Past Performance: The Offeror will be evaluated to assess the demonstrated quality of performance on similar work, to include the ability to control the quality and cost of work, timeliness of performance, and effectiveness at accomplishing the goals of previous work.

PRICE

All technical evaluation factors other than cost or price, when combined, are significantly more important than cost or price. Selection to perform this delivery order will be based on the [Institution]'s assessment of the best overall value to the [Institution].

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RELEVANT PAST PERFORMANCE QUESTIONNAIRE

To be completed by your references and returned by your references to the Contract Specialist by the date specified. Failure to do so may result in rejection of your proposal.

Your organization has been identified for participation in the past performance evaluation on (Contractor name) for a current solicitation at the [Institution]. This survey will be used to evaluate the past performance for the contractor and contracting action identified below.

Your candid response to the questions is important to our evaluation effort and may affect the award outcome. Please indicate "N/A" in any area which is not applicable to work performed on your contracting action. In accordance with OFPP Policy Letter Number 92-5, the names of individuals supplying past performance information will remain confidential.

Please take a moment to complete the enclosed survey and email or fax the completed and signed survey to the contact listed below. A representative of (Customer name) may contact you to arrange a time for a phone interview to review the survey. If you have any questions regarding this survey please contact [Contracting Officer].

The following information is being requested:

- Program Name:
- Type of contract:
- Contract number:
- Contractor's name, operating unit and address:
- Contract Initiation date:
- Years Remaining on Contract:
- Contract completion date (including extensions):
- Award Amount:
- Current Contract \$ Value (including exercised options and extensions):
- Projected Final Contract \$ Value (including exercised options and extensions):
- Reason why Award Amount and Current or Projected Final Contract \$ Value differ (if they differ):
- Description of the work performed (include the size, scope, and complexity of the project):
- Describe any schedule changes and reasons for schedule changes (if any):
- Evaluators name, position, organization, and role on the contract:
- Evaluator's phone # and email address: Number of month's contractor performance was monitored by evaluator: