

## Statement of Work

### Mark Center to Pentagon Route

**1.0 GENERAL:** Washington Headquarters Services (WHS) is a field activity of the Department of War (DoW) responsible for implementing travel and transportation services for DoW personnel to and from DoW's Mark Center Station (MCS) facility located at the Mark Center, Pentagon in accordance with the Base Realignment and Closure (BRAC) 133 (Mark Center) Transportation Management Plan (TMP).

**1.1 Description of Services/Introduction:** The Contractor shall provide all equipment, tools, materials and other items and non-personal services necessary to perform bus operation services as defined in this Statement of Work. The Contractor shall perform to the standards in this Cooperative Agreement (COOP).

**1.2 Background:** Pentagon Services Division (PSD) is an organization functioning under the umbrella of WHS as a component of the Executive Services Directorate (ESD). PSD's Transportation Management Branch provides ground transportation (in the form of shuttle bus services) for DoW employees between designated places of employment (Pentagon and Mark Center) throughout the National Capital Region (NCR).

**1.3 Purpose:** PSD is responsible for establishing procedures for planning and conducting cooperative efforts between DoW and Contractor with respect to the Mark Center Transportation Management Plan. It also establishes policies and agreements for Contractor to provide technical assistance to DoW in the area of transportation management and planning.

Title 31 USC § 1344(g) authorizes DoW to use appropriated funds to transport DoW employees between designated places of employment and mass transit facilities, where the head of the Agency, in his or her sole discretion, has determined that the provision of such transportation would be appropriate. The amendments to 31 USC § 1344(g) added a new paragraph (3) to subsection (a) of 31 U.S.C. §1344, which was contained in section 3049 of the "Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users" (hereafter "the Act"), Public Law 109-59, enacted in August 2005. Paragraph (3) states, "the transportation of an individual between [an] individual's place of employment and a mass transit facility ... is transportation for an official purpose." The Act and 31 U.S.C. § 1344, as now amended, allow the use of Contractor bus services for this transportation.

The DoW has made the determination that it may use its appropriated funds to provide shuttle bus services between a mass transit facility and its employees' places of employment, even though these trips may be part of the employees' commutes to and from work.

The Pentagon's Mark Center Station facility is located in Mark Center office park of Alexandria, Virginia. The facility is not located within walking distance of any mass transit facility.

To discourage the use of private automobiles for commuting purposes, and to encourage employees to use the bus routes provided under this Cooperative Agreement for their commutes and for official travel during the workday, the establishment of bus service between the Mark Center Station facility and the Pentagon Transit Center is appropriate, including trip portions that are part of the employee's commute if covered by 31 USC § 1344 (g).

Utilizing bus service between the Pentagon Transit Center and the BRAC133 facility at Mark Center serves the public interest by (a) mitigating the traffic impact caused by the Mark Center development, (b) reducing DoW employee reliance on private automobiles, (c) easing the environmental and safety impacts caused by commutes entirely dependent on private automobiles, and (d) enhancing the region's mass transit capabilities.

**1.4 Objectives:** The Contractor shall provide DoW Bus Service Support. This support includes:

- Providing driver operated shuttle bus services.

- Ensuring buses meet capacity (seating and standing) and accessibility requirements under federal standards.
- Maintaining and inspecting buses
- Meeting License and Security Requirements
- Maintaining current Vehicle Insurance and Liability
- Meeting Special Qualifications (see section 1.15)

**1.5 Scope:** The Contractor shall provide express bus services to the DoW and operate a continual express service between the Pentagon Transit Center (PTC) and the Mark Center facility’s transportation center. The Contractor express bus services will make no intermediate stops on this route. The Contractor must be a DoW approved carrier and remain DoW approved for the duration of the COOP. The Contractor shall provide properly maintained buses and drivers IAW all federal, state, and local laws in order to support the Mark Center /Pentagon route.

**1.6 Period of Performance:** The period of performance shall be for a base period of 12 months and one 12-month option period for the Mark Center - Pentagon Shuttle. The Period of Performance reads as follows:

Year	Period of Performance
Base Period	1 July 2026 to 30 June 2027
Option Year One	1 July 2027 to 30 June 2028

**1.7 Recognized Holidays:**

New Year’s Day	Labor Day
Martin Luther King Jr.’s Birthday	Columbus Day
President’s Day	Veteran’s Day
Memorial Day	Thanksgiving Day
Juneteenth Day	Christmas Day
Independence Day	

**1.8 Hours of Operations:** The Contractor is responsible for conducting shuttle bus service operations between the hours of 5:40 am to 6:30 p.m., Monday through Friday, except on Federal holidays (see section 1.7), when the Government facility is closed due to local or national emergencies, administrative closings, or similar Government directed facility closings.

Except for changes occurring because of widespread weather events, an emergency concerning public health or safety or an operational emergency, or a Force Majeure Event (as defined herein).

A “Force Majeure Event” shall mean any event, in whole or in part, that could not reasonably have been anticipated or mitigated including but not limited to: acts of God, a strike, civil riot, war, invasion, fire or other casualty, unavailability of labor or materials, adverse weather conditions, act or failure to act of Governmental authorities, or other causes beyond the control of the Contractor which occurrences delay or prevent performance by the Contractor of its obligation hereunder. In the event of a Force Majeure Event, the Contractor shall be entitled to an increase in the time for performance equal to the number of days, or portions thereof, that completion of the activity beyond the dates established in this Agreement is actually delayed by such Force Majeure Event.

During peak hours in the direction of peak travel, the Contractor shall provide shuttle bus service every 10 minutes. During non-peak hours, the Contractor shall provide bus services every 15 minutes. Contractor shall accommodate changes to this schedule, if requested, within 2 business days.

**1.8.1 Peak Hours:** During the following peak hours, the Contractor shall provide shuttle services every 10 minutes:

- a. Pentagon to Mark Center AM: 5:40am – 9:00am
- b. Mark Center to Pentagon PM: 3:30pm – 6:30pm

**1.8.2 Non-Peak Hours:** During the following non-peak hours, the Contractor shall provide shuttle services every 15 minutes:

- a. Mark Center to Pentagon: 6:00am – 3:30pm
- b. Pentagon to Mark Center: 9:00am – 6:00pm

**1.9 Service Performance Standards:** The Contractor shall provide shuttle bus services following established on time performance standards. Buses shall arrive at designated stops based on a window of 2 minutes early and 7 minutes late of the published schedule to be considered on-time.

**1.10 Place of Performance:** The work to be performed under this Cooperative Agreement will be performed in the NCR, to and from Mark Center, 4800 Mark Center Drive, Alexandria, VA to the Pentagon Transit Center (PTC).

**1.11 Continuation of Essential Contractor Services:** The Government has identified all the Contractor services performed under this COOP as essential Contractor services in support of mission essential functions. These guidelines are listed in DFARS Clauses 252.237-7023 and 252.237-7024 and are included in the COOP.

**1.12 Quality Control:** The Contractor shall develop and maintain an effective quality control program to ensure services are performed in accordance with this SOW. The Contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The Contractor's quality control program is the means by which the Contractor assures that the work complies with the requirement of the COOP. The Quality Control Program (QCP) shall be described as part of the Program Management Plan deliverable.

**1.13 Quality Assurance:** The Government shall evaluate the Contractor's performance under this COOP in accordance with the Quality Assurance Monitoring Form (see Part 4). This form is primarily focused on what the Government must do to ensure that the Contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable defect rate(s).

**1.14 Security Requirements:** Drivers assigned to operate the shuttle bus routes between the MCS and PTC must comply with requirements established by Federal Transit Agency and other applicable Federal/State/Local rules to include background checks, passing DOT physicals, drug/alcohol testing and other safety training as required. [Drivers do not require DoW security clearances, Pentagon/Mark Center access credentials or special DoW background adjudications.](#)

**1.14.1** The Contractor shall equip all buses with a video surveillance system, including interior and possibly exterior cameras, capable of recording continuously during the work hours specified. The system shall retain footage for a minimum of 7 days and be accessible to the Government upon request for incident investigation or performance monitoring purposes

**1.14.2** [During heightened security or change in operational posture in the NCR, Contractor shall ensure all Shuttle Bus Operations adhere to modified operation and maintenance procedures when notified by the TR or by Pentagon Force Protection Agency \(PFPA\) officer. The TR and or](#)

PFPA law enforcement officer will provide the Contractor the specific operational instructions in accordance with Federal regulations.

**1.15 Special Qualifications:** The Contractor is responsible for ensuring all employees possess all required licenses for operating equipment used in the execution of this COOP.

**1.15.1** The Contractor shall at all times maintain an adequate work force for the uninterrupted performance of all tasks defined within this statement of work when the Government facility is not closed for the reasons stated in section 1.8 All drivers shall possess a valid Commercial Driver's License (CDL). Drivers must display/or have available upon request their operating license and qualifications inside the bus at all times while driving.

**1.15.2** The Contractor employees' attire must be standardized in style and colors, be in accordance with company policy, and be easily identified by either a stitched company logo or name badge with the company name and other information listed. Drivers will maintain a neat and clean appearance and be courteous at all times. No open shoes or sandals are to be worn. Drivers should respond to passengers' inquiries professionally.

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

**1.17 Technical Representative (TR):** The TR monitors all technical aspects of the COOP and assists in administration activities. The TR is authorized to perform the following functions:

**1.17.1** Assure that the Contractor performs the technical requirements of the COOP;

**1.17.2** Perform inspections necessary in connection with COOP performance;

**1.17.3** Maintain written and oral communications with the Contractor concerning technical aspects of the COOP;

**1.17.4** Issue written interpretations of technical requirements, including Government drawings, designs, specifications;

**1.17.5** Monitor Contractor's performance and notifies both the GO and Contractor of any deficiencies; coordinate availability of Government furnished property and provide site entry of Contractor personnel.

**1.17.6** A letter of designation issued to the TR, a copy of which is sent to the Contractor, states the responsibilities and limitations of the TR, especially regarding changes in cost or price, estimates or changes in delivery dates. The TR is not authorized to change any of the terms and conditions of the resulting COOP.

**1.19 Key Personnel:** The Contractor shall provide a Project Manager who shall be responsible for the coordinating COOP tasks. The name of this person and an alternate who shall act for the Contractor when the Project Manager is absent shall be designated in writing and provided to the GO and TR. The Project Manager or alternate shall have full authority to act for the Contractor on all COOP matters relating to daily operation of transportation services. In addition, twenty-four (24) hour, seven (7) day-a-week emergency employee contact information must be maintained by the Contractor and provided to the TR, if required.

## PART 2 SPECIFIC TASKS

**2.1. Provide Buses and Drivers:** In providing the required transportation services, the Contractor shall only use buses manufactured in the United States or Canada and operate buses in compliance with rules and regulations contained in the Motor Vehicle Inspection Manual of the Code of Virginia, Section 46.1.

- 2.1.1. All vehicles shall have a minimum seating capacity of thirty-five (35) passengers.
- 2.1.2. All vehicles shall have operational heating and air conditioning equipment.
- 2.1.3. All vehicles shall have a minimum of one (1) entrance/exit door on the curbside (right) of the bus.
- 2.1.4. All vehicles shall meet Department of Transportation (DoT) Federal Standards regarding emergency exits, as well as American Disability Act (ADA) Accessibility compliance requirements
- 2.1.5. All vehicles must maintain automobile and general liability insurance in compliance with all applicable laws. A copy of the written policy shall be provided to the GO and TR. The Contractor shall maintain incident reports of all occurrences and provide documentation to the GO and the TR. An occurrence is defined as a situation or event that interrupts normal procedures or precipitates a delay in service. In the event of an incident involving a DoW employees or an accident involving the shuttle, immediate notice (within an hour after the incident occurs) shall be provided to the GO and TR contact via Phone or Email.
- 2.1.6. The Contractor shall inspect all buses on a scheduled maintenance program. Vehicles in use shall be checked before the beginning of each shift to ensure that parts, equipment and accessories are in safe operating condition and free of apparent damage that could cause failure while in use. These requirements also apply to equipment such as reflectors, windshield wipers, defrosters, fire extinguisher, and the three (3) emergency flares per bus. Maintenance records shall be made available to the Government upon request. The Contractor shall be responsible for the development of the individual vehicle files that describe all maintenance work conducted. All buses shall undergo a preventative maintenance inspection every 12 months. All buses shall be in operating condition. All items needing repair must be repaired immediately upon detection and all operational features shall work without strain or unnecessary noise.
- 2.1.7. Each bus shall have a professional appearance that is free of noticeable accident damage, or other damage. Paint schemes shall be compatible and subdued. Exteriors shall be washed as necessary, and interiors cleaned, sanitized and/or swept daily, or more often as needed. Windows shall be cleaned. Upholstery seat forearms, armrests, and cushions shall be in good repair and not torn, misshapen or unusable. Buses shall be free of trash, debris, and noticeable stains at the start of each service day. The TR may require the Contractor to have any designated bus re-inspected for safety requirement compliance at any time during the COOP period, and if necessary, remove the bus for cause.

**2.2. Markings of Buses:** The vehicles provided under this COOP shall display the following identifying markings on the outside of the vehicle:

- 2.2.1. Sign on the front reading “displaying” the correct number for the particular route “A90”.
- 2.2.2. Bus shall have Proper Washington Metropolitan Area Transit Authority (WMATA) identification.
- 2.2.3. The vehicles shall have a minimum of one (1) “NO SMOKING” sign conspicuously posted inside the bus.

**2.3. Riders:** The Contractor shall ensure that only duly authorized [DoW](#) patrons with appropriate Identification (ID) Cards utilize this bus service. These patrons are listed in Attachment 5.1 with ID Types Samples including pictures. Authorized patrons will ride buses under this COOP at no additional charge and without the necessity to present any ticket or token. [Furthermore, this bus service shall remain fully accessible to the general public, subject to the standard WMATA fare structure.](#)

**2.4. Review for Sensitive Information:** Prior to the public release of these materials, WMATA is responsible for assuring that the TR is provided access to an electronic version of every publication of material based on or developed under this award. It will be clearly labeled with the award number and other appropriate identifying information, so that the content can be assessed for proper release of sensitive information.

## **2.5. Reports:**

- 2.5.1. **Ridership Reports/Schedule:** The Contractor shall provide the following completed Ridership Reports via spreadsheet:

- a. Monthly ridership counts are required for each route.
  - i. Total ridership
  - ii. Total paid ridership
  - iii. Total stop-level ridership (ridership at the PTC stop and at the MCS stop)
- b. Annual ridership counts are required for each route
  - i. Total ridership
  - ii. Total paid ridership
  - iii. Total stop-level ridership (ridership at the PTC stop and at the MCS stop)
- c. Weekly review of customer complaints/feedback and resolution of issues.

**2.5.2. Interim and Final Ridership Reports.** This report shall keep the TR informed of WMATA’s progress toward accomplishment of the effort set forth in WMATA’s FY26 A90 Line Cost Estimates Service Proposal.

RIDERSHIP REPORTS	REPORTING PERIOD	DUE DATE
<b>Interim Ridership Report</b>	1 July 2026 - 30 June 2027	28 July 2027
<b>Final Ridership Report</b>	1 July 2027 - 30 June 2028	28 July 2028

**2.5.3. Financial Reports:** Reports shall be prepared in accordance with § 200.328 Financial reporting, and are required in accordance with the following schedule. The Recipient will report program outlays and program income on an accrual basis. If the Recipient’s accounting records are not normally kept on an accrual basis, the Recipient shall develop such accrual information through an analysis of the documentation on hand. Performance reports are as below:

Financial Status Report	REPORTING PERIOD	DUE DATE
<b>SF 425</b>	1 July 2026 - 30 June 2027	28 July 2027
	1 July 2027 - 30 June 2028	28 July 2028

**2.6. Mechanical Breakdowns:** The Contractor shall immediately notify the TR when any breakdown, accidents, or incidents occur and provide an assessment as to when the affected service will be restored. The Contractor shall correct mechanical breakdowns of the heating or air condition equipment, regardless of where the breakdown occurs, by replacing the vehicle within two (2) hours of such breakdown. The Contractor shall correct any mechanical breakdown, where a bus can no longer transport passengers, within one (1) hour, by substitution of a COOP-qualified bus at the site of the breakdown where passengers will subsequently be transferred.

**2.7. Plans:** The Contractor shall provide a Management Plan and Standard Operating Procedures (SOPs). The Management Plan shall demonstrate the Contractor’s comprehensive and well-thought-out approach to managing the entire shuttle service COOP. The SOPs shall demonstrate how the Contractor will ensure shuttle service is delivered safely, consistently, and in accordance with the SOW’s requirements on a daily basis.

**PART 3**

**DELIVERABLES SCHEDULE**

PWS SECTION	DELIVERABLE	FREQUENCY	# OF COPIES	MEDIUM/FORMAT	SUBMIT TO
1.12	Quality Control Program (QCP)	Thirty days after award to be included with the Program Management Plan.	1 copy for the TR and 1copy for the GO.	Delivered via E- mail (soft copy) in the format provided by Contractor.	ATTN: TR, GO Delivered via E-mail.
1.19	Project Manager & Emergency point of contact information	Week after award	1 copy for the TR and 1copy for the GO.	Delivered via E- mail (soft copy) in the format provided by Contractor.	ATTN: TR, GO Delivered via E-mail.
2.5	Ridership Reports	See Report Schedule (Weekly/Monthly/ Annual)	1 copy for the TR and 1copy for the GO	Delivered via E- mail (soft copy) in spreadsheet format.	ATTN: TR, GO Delivered via E-mail.
2.5.3	Financial Status Report	See Report Schedule- Annual	1 copy for the TR and 1copy for the GO	Delivered via E- mail (soft copy) in the provided format (SF 425).	ATTN: TR, GO Delivered via E-mail.
2.7	The Contractor shall have a Program Management Plan and provide details of vehicles to be used and facilities for the operation of the Mark Center to the Pentagon Transit Center	Thirty days after award	1 copy for the TR and 1copy for the GO.	Delivered via E- mail (soft copy) in the format provided by Contractor.	ATTN: TR, GO Delivered via E-mail.
2.7	The Contractor shall have a Standard Operating Procedures (SOP), provide details of vehicles to be used and facilities for the operation of the Mark Center to the Pentagon Transit Center	Thirty days after award to be included with the Program Management Plan.	1 copy for the TR and 1copy for the GO.	Delivered via E- mail (soft copy) in the format provided by Contractor.	ATTN: TR, GO Delivered via E-mail.

**PART 4**

**QUALITY ASSURANCE MONITORING FORM**

**SERVICE or STANDARD:** The Contractor shall provide shuttle bus services following established on-time performance standards. Buses shall arrive at designated stops within a window of 2 minutes early and 7 minutes late of the published schedule to be considered on-time. Transportation services shall be provided between the Mark Center and the Pentagon Transit Center. The Contractor shall report route issues related to traffic, emergencies, and increment weather to the TR.

The following will be monitored:

<b>SOW Objective</b>	<b>Monitoring Method</b>	<b>Performance Level %100 Compliance</b>
Interior / Exterior Bus Condition	Walk through/visual of exterior. Scheduled and/or unscheduled inspection/ Random sampling	Meets Standards  Does Not Meet Standards
Markings	Visual inspection of proper route bus markings. Scheduled and/or unscheduled inspection/ Random sampling	Meets Standards  Does Not Meet Standards
Timeliness	Observation of arrival/departure times. Customer input/ Random sampling. Tracking of unexpected issues reported.	Meets Standards  Does Not Meet Standards
Mechanical Breakdowns Repaired/Replace within 1 hour	Continuous tracking of unexpected issues reported.	Meets Standards  Does Not Meet Standards
Monthly Passenger Reports	Review/analyze reports for pertinent and required information	Meets Standards  Does Not Meet Standards
Operation of Shuttle Bus	Scheduled and/or unscheduled inspection/ Random sampling	Meets Standards  Does Not Meet Standards



**PART5**  
**ATTACHMENTS**

**5.1 CAC Samples/ID Card**

**Id Card Samples and Information**

All Common Access Cards are acceptable for free rides.

Samples:

	Recipients	Affiliation
 <p><b>Armed Forces of the United States Geneva Conventions Identification Card</b> The standard card for active duty personnel in accordance with Geneva Conventions requirements.</p>	<ul style="list-style-type: none"> <li>-Active Duty Armed Forces</li> <li>-Selected Reserves</li> <li>-Reserve and National Guard Members on active duty more than 30 days</li> <li>-Contracted Reserve Officer Training Corps (ROTC) cadets</li> <li>-National Oceanic and Atmospheric Administration (NOAA)</li> <li>-U.S. Public Health Services (PHS)</li> </ul>	<p>Displays branch of Service</p>
 <p><b>U.S. DoD and/or Uniformed Services Identification Card</b> The standard card for qualifying civilian employees, contractors, and foreign national affiliates who need access to DoD installations, and computer systems.</p>	<ul style="list-style-type: none"> <li>-DoD and uniformed Services civilian employees (appropriated and non-appropriated) -Eligible DoD, USCG, and NOAA contractors - Non-DoD civilian employees to include: USCG and NOAA, state employees working in support of the National Guard, Intergovernmental Personnel Act employees, and non-DoD federal employees working in support of DoD</li> </ul>	<p>Senior Executive Service (SES) Civilians Civilian affiliates Federal affiliates Military affiliates</p>

**Color Coding**



Green Bar: Contractors



White: All Remaining Personnel