

**PERFORMANCE WORK STATEMENT  
FOR  
MESSAGE SERVICE CONCESSION**

**Tama Hills Recreation, Bldg. 375**

**YOKOTA AIR BASE, JAPAN**

**1. Description of Services/General Information.** This concession contract is to provide Massage Service in Tama Hills Recreation (Bldg. 375), Yokota Air Base, Japan. The Contractor shall be responsible for employing qualified personnel to perform the work specified below. The Contractor shall maintain personnel, organization, and administrative control necessary to ensure that the contract massage services rendered meets this performance work statement (PWS). The NAFI will provide the facilities as well as a specific set of NAFI-furnished Equipment (GCE), listed in Appendix A, at no charge to the Contractor.

### **1.1. Definitions.**

“Massage” means sports massage, chiropractic, acupuncture and moxibustion (“Hari-Kyu”), therapeutic oil massage and dietary health advice based on the professional massage licenses issued from the local/US side official authorities, as in a physical therapy

“Massage Therapist (MT)” means a trained and licensed personnel (Contractor’s employee) who will provide the massage as specified above, in this contract.

### **1.2. Operation.**

**1.2.1. Services.** The Contractor (hereinafter called “Concessionaire” between the paragraph 1.2.1. and 1.2.5.) shall provide for clients aged 18 years and older, services of professional massage and physical therapy in the space provided on the premises (Bldg. 375) of Tama Hills Recreation (hereinafter called “Tama Lodge”) area, Yokota Air Base, Tokyo, Japan. When the MT provides the chiropractic and/or the Hari-Kyu, the MT must have a signed hold-harmless agreement from each patron prior to performing the service. The form of hold-harmless agreement must be approved through the base legal office(s). The concessionaire will ensure that clients aged 13 to 17 years have a consent form signed by their parent or guardian and are accompanied by the client’s parent or guardian. The Concessionaire agrees to maintain the record attendance and oversee accuracy of payments made with the Tama Lodge front desk based on the payment rates above. The concessionaire shall provide a daily schedule to the front desk staff based on appointments for that given day.

**1.2.2. Premises.** All contract massage services will be provided in an existing facility as specified above, unless otherwise provided in modification of this contract.

**1.2.3. Operation of Services.** The concessionaire shall design and implement a system that provides the massage correctly.

**1.2.4. Protective measures to prevent COVID-19 infection.** The concessionaire will ensure that MT(s) implement the following protective measures.

a. The MT will:

- Ask patron of their health condition and check out their body temperature before starting the session.
- Wear a mask, a face-shield, and non-latex gloves during each session. All items must be sanitized for each individual patron.
- Disinfecting all furniture to include waiting chairs, massage table, door knobs, floor in the massage room after each session.
- Wash and sanitize hands prior to entering the massage room all the time. Put out socks within the room. The MT must use new/washed socks on each day.
- Replace linen in each session. The MT will provide enough new/washed linens to cover all scheduled sessions each day and will not use the same linen in multiple sessions. Linens utilized in sessions must be washed and won’t be used until washed clean.

- Ensure a minimum of ten (10) minute intervals between sessions to clean up the room and disinfect the all equipment.
- Cancel scheduled appointments with a patron if experiencing any sign of symptoms associated with COVID-19; inform the Tama Lodge manager immediately with the COVID-19 Contact Tracing log. The NAFI will provide the tracing log template.
- Stop the operation of the contract services until the NAFI confirms the sanitary safety through the base public health, and the MT has a negative certification from a Corona virus PCR test.
- Follow the direction of the NAFI and Public Health officials when the medical virus test is required.
- (Only when Tama Lodge request) Record patron contact information when scheduling massage or therapy sessions. When requesting patron contact information, the MT must fully explain the purpose for requesting the contact information and must gain his/her agreement. The MT must not take the patron contact information home. The concessionaire must maintain all patron contact information through coordination with the Tama Lodge manager, in accordance with the Privacy Act in the United States.
- Post all of the precautions stated in the paragraph below in a visible and conspicuous location that allows access for patrons inside/outside of the massage room.

b. The concessionaire will be responsible to ensure that:

- Patrons sanitize hands before entering the massage room. The percentage of alcohol contained in disinfection products is 70% or above.
- Patrons who show any possible symptoms of COVID-19 will be turned away and reported to the NAFI manager immediately.

c. The concessionaire will provide the following sanitary/disinfecting items at their own expense:

- Alcohol hand sanitizer\*
- Alcohol wipes\*
- Disinfecting spray\*
- Therapist mask, face-shields, non-latex gloves

\* Alcohol percentage must be 70% or above.

**1.2.5. Licenses.** The concessionaire agrees to keep the certification (licenses) of professional MT(s) and the First Aid/CPR/AED valid for the contract term and not to conduct any contract service if a lapse in certification occurs. Failure to do so as above would result in termination of contract.

**1.2.6. Liabilities.** The Contractor will obtain adequate liability insurance for the purpose of this contract and provide the liability insurance policy copy for the Tama Lodge and the NAF Contracting Officer. The Contractor agrees that the NAFI will not be held liable for claims filed as a result of conduct on the part of Contractor.

### **1.3. Compliance.**

**1.3.1. Policies.** The Contractor and all employed personnel shall comply with each Air Force Instruction (AFI) listed below. The Contractor agrees to conduct initial Physical Activity Readiness Questionnaire (PAR-Q) with clients before each session. During the term of the contract, Air Force policies may be implemented at Yokota Air Base.

**1.3.2. Safety.** The Contractor will ensure proper and safe massage techniques are being used during each session. The Contractor agrees to submit an AF Form 1187 for all injuries that occur during session to the NAFI Activity manager or the desk clerk staff on duty immediately following the injury.

**1.3.2. Sanitation Inspection Requirement.** Regular sanitation inspections of the work site will be performed by the NAFI and Military Public Health based on AFI 48-117 *Sanitation Program*. Inspectors will evaluate the Contractor based on the criteria listed in Performance Plan, Appendix A, *Sanitation Inspection Checklist*. The minimum accepted score is a rating of “Satisfactory.” Multiple “Marginal” or “Unsatisfactory” ratings within a 12-month period may result in administrative action in accordance with the guidance published in the paragraph 2.

**1.3.3. Additional Directives after Contract Award.** The Contracting Officer, on behalf of the NAFI, will advise the Contractor of any new directives, AFIs, or codes which must be complied with. Proposed changes to the contract price or performance of work as a result of the implementation of such changes will be negotiated with the Contracting Officer on a case-by-case basis. However, if any such change causes an increase or decrease in the cost of, or the time required for, performance of any part of the work under this contract, whether or not changed by the order, the Contracting Officer shall make an equitable adjustment in the contract price, the delivery schedule, or both, and shall modify the contract.

**1.4. Employees.** An adequate number of trained and licensed personnel who performs the contract service as MT shall be provided to ensure quality control requirements are met. MT must meet the health, safety and security standards prescribed by aforementioned guidance and perform in accordance with all standards listed in the paragraph 2 of this PWS.

**1.4.1. Employee Equipment.** The Contractor shall provide clean uniforms, name plates, linens, laundry, and all other supplies needed in performance of this contract not listed as provided by the NAFI. The MT will inspect equipment, setup, and otherwise prepare for a scheduled session ten (10) minutes prior to start time and return the facility to the same condition after session. In the event that employee (including MT) is terminated during the course of the contract, the Contractor will be responsible for collecting any NAFI property from the employee, to include keys and/or installation access passes.

**1.4.2. English Requirement.** The Contractor shall ensure that their employees (including MT) tasked with customer interaction can read, understand, speak and write English at a sufficient level to communicate with patrons. The standard is met when an employee scores 70% or higher on Attachment 4, *English Evaluation Test*. No English requirement is necessary for the staff that will not interact with the customers.

**1.4.3. Employee Training.** All employees shall be trained in customer service techniques and made aware of performance standards. The NAFI shall provide mandatory training through the FSS Training Institute prior to beginning performance.

**1.4.4. Removal.** In extreme cases, an employee of the Contractor who behaves in a manner that is detrimental to the mission at Yokota Air Base or inconsistent with good order and discipline may be denied access to the installation. The Contracting Officer will inform the Contractor should this issue arise. The Contractor must not interfere with NAFI operations nor act in a way that causes, or may cause, any disadvantage or damage to the NAFI. The Contractor agrees that any content, including but not limited to text, images, and graphics of FSS cannot be sent to customers or posted on the contractor’s social media outlets without the NAFI manager approval. Failure to adhere to the foregoing terms and conditions may be grounds for a default finding, resulting in the suspension or termination of this contract.

**1.5. Contract Manager.** The Contractor shall provide a Contract manager (CM) who shall be responsible for the performance of the work. The name and contact information of the CM and an alternate(s), who shall act as CM when the CM is absent, shall be designated in writing to the Contracting Officer.

**1.5.1. Contract Manager Authority.** The CM or alternate shall have full authority to act for the Contractor on all contract matters relating to the operation of this contract.

**1.5.2. Contract Manager Availability.** In addition to general supervision, the CM or alternate shall be present at the work site during normal hours of operation. The CM or alternate shall be the point of contact to solve any problems or issues. NAFI personnel shall not approach Contractor employees directly with concerns. The CM or alternate shall be responsible for complete supervision of his/her personnel.

**1.5.3. Contractor Manager Requirements.** The CM and alternate must be able to read, write, speak, and understand English to the standard listed in 1.2.2. If unable to communicate fluently in English, the Contractor must provide a translator at their expense.

**1.6. Hours of operation.** The hours of operation for walk in service are from ###:##hrs to ##:##hrs Sunday thru Thursday, ##:##hrs to ##:##hrs Friday and Saturday and ##:##hrs to ##:##hrs Holidays and base-wide exercises.

**1.6.1. Recognized U.S. Holidays.** The Contractor shall perform the contract service on all U.S and Japanese holidays unless permission to close is granted, in writing, in advance. Recognized U.S. holidays are as follows:

U.S. HOLIDAYS:

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

Additionally, the Contracting Officer may direct facility closures. The total number of non-U.S. Holiday closures will not exceed ## days per year. The Contractor shall remain open on all other days.

**1.7. Menu Requirements.** The Concession is a massage service facility serving, but not limited to, chiropractic, acupuncture and moxibustion ("Hari-Kyu"), therapeutic oil massage and dietary health advice based on the professional massage licenses issued from the local/US side official authorities, in a professional manner. Any proposed changes to the final negotiated menu must be approved by the Contracting Officer. The price list must be prominently displayed for patrons to see. Menus and pricing will be reviewed and modified if needed on a quarterly basis.

**1.7.1. Menu Requirements.** The Contractor must ensure that all advertised menu options are available for patrons during hours of operation.

## **1.8. Financial Requirements.**

**1.8.1. Fee.** The Contractor shall pay the NAFI a sum equal to \_\_\_\_\_ percent (\_\_\_\_\_% ) of gross sales or a monthly flat fee of no less than \$### USD. Payment of fees due to the NAFI shall be made by the 20<sup>th</sup> day of each month.

**1.8.2. Expenses.** The Contractor shall be responsible for paying all operating expenses not expressly undertaken by the NAFI. NAFI shall be responsible for all utilities, trash fees, hood and duct cleaning from top of the hood to the roof and motor as well as grease removal.

**1.9. Cleaning.** The Contractor shall conform to the established regulations and guidance concerning sanitation of quick food services and hygiene of employees. The Contractor shall be responsible for cleaning the following areas: guest dining area, service counter, kitchen, dry storage room, freezer/cooler, and back loading dock. The Contractor shall be furnished a key to access the food facility from an outside entrance door.

**1.10. Performance of Services During Crisis Declared by the National Command Authority or Overseas Combatant Commander/Wing Commander.** The Contractor is not required to perform these services during crisis.

**1.10. Unauthorized Actions.** Under no circumstances, will the Contractor:

**1.10.1.** Sell or remove any property which is owned by the Federal NAFI.

**1.10.2.** Engage in gambling or possess or use any gambling device on the concession premises or elsewhere on the installation.

**1.10.3.** Sell, deal in, or otherwise possess or transfer, on the concession premises, any form narcotics.

**1.10.4.** Loan money to or borrow money from customers or others, including Federal (including NAFI) employees and military personnel.

**1.10.5.** Sell merchandise or services for anything other than US or Japanese currency, unless authorized in writing by the Contracting Officer. Yen will be accepted only when it is accepted within 5% of the daily local base banking conversion rate.

**1.10.6.** Sell merchandise or services on credit, except as authorized elsewhere in this contract.

**1.10.7.** Give or offer to any officer or employee of the NAFI, or any other part of the Federal NAFI, any gift, privilege, special benefit, discount, or anything of a material or personal nature whereby the individual or employee would receive preferential treatment.

**2. Service Summary (SS):** This contract service requirements are summarized in performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimally acceptable levels of service required for each requirement. The SS and the Contractor's Quality Control Plan provide information on contract requirements, the expected level of Contractor performance, and the expected method of NAFI surveillance and confirmation of services provided. These thresholds are

critical to mission success. During the first initial 30 days of the contract, an additional margin of error (one additional defect per SS item) shall be allowed in an effort to identify normal phase-in problems.

| Performance Objective                            | PWS Para | Performance Threshold                                    |
|--|----------|--|
| SS-1<br><b>Sanitation/Inspection Requirement</b> | 1.1.2    | No more than 3 failures in a 12 month period.            |
| SS-2<br><b>Service Time</b>                      | 1.5      | No more than 3 service defects per inspection.           |
| SS-3<br><b>Menu Availability</b>                 | 1.6.1    | No more than 5 items out of stock during any inspection. |

**2.1. Quality Assurance.** The NAFI shall inspect and evaluate the Contractor's performance to ensure services are received in accordance with requirements set forth in this contract. Results of the surveillance then become the official Air Force record of the Contractor's performance.

**2.1.1. Sanitation Inspection Form.** The Sanitation Inspection will be conducted by Military Public Health in accordance with AFI 48-117. The inspections shall occur at least once a month on a random basis and the Contractor shall receive a copy of the results.

**2.1.2. Interactive Customer Evaluation (ICE) System Feedback Report.** The ICE system is a toll for Yokota Air Base patrons to comment, either positively or negatively, at 374 FSS functions. The system allows customers to rate the facility on a range of factors (value for price paid, etc.) including overall satisfaction. FSS/NAFI shall consider valid comments, or those that specifically:

- Address Contractor's performance
  - Are associated to a specific PWS paragraph
  - Are completed with contact information from the customer so that FSS/NAFI can contact them to verify
- Valid feedback shall be sent to the Contractor. Comments shall be rated against the volume of actual customers so that a small amount of feedback does not outweigh the scope of the facility (i.e. several hundred customers a week). Within 3 business days, the Contractor shall acknowledge the complaint(s) in writing and provide corrective action and/or justification. Although these comments are not considered a performance objective per the SS chart in Para 2, recurring trends will be discussed at all quarterly meetings.

**2.2. NAFI Furnished Property.** NAFI shall monitor the status of NAFI Furnished Property (GFP) no less than quarterly.

**2.3. Quarterly Progress Meetings.** The Contracting Officer, Functional Commander, other NAFI personnel as appropriate, and the Contractor shall meet quarterly to discuss the Contractor's performance. The following issues shall be discussed; opportunities to improve the contract, any modifications required of the contract and unsatisfactory inspections. The Contract Manager shall provide a summation of unsatisfactory inspections and negative ICE comments and provide insight into any identified trends. Should the need arise, all parties may be called in to meet more frequently as necessary.

**2.4. NAFI Remedies.** The NAFI shall evaluate deficiencies by the Contractor on an individual basis. Recurring trends shall be noted and forwarded to the Contractor for improvement. Failure to remove may

result in termination of this agreement in accordance with the policy outlined in the General Provisions of this contract.

**3. NAFI Furnished Items.** The NAFI will provide an adequate and clean room, massage table, storage cabinet, air fan(s), a non-contact infrared thermometer, face cradle(s) for massage table and advertisement for services offered under this contract.

**3.1. Utilities.** All necessary utility services required for the performance of this contract, including electricity, water, trash, and grease removal. NAFI shall not be responsible for expenses incidental to daily maintenance (i.e. replacing light bulbs).

**3.1.1. Cleaning.** NAFI, in conjunction with Civil Engineering, shall conduct monthly cleanings of the room furnished. The Contractor shall be responsible for the cleaning of the bathroom daily.

**3.1.2. Phone.** A telephone service and line for commercial charges shall be furnished at NAFI's expense. A DSN line shall be provided strictly for call-in orders (227-####). A commercial line shall be provided solely for the purpose of processing commercial credit card charges.

**3.2. Logistical Support.** The NAFI shall not grant logistical support pursuant to Article I (b) of the Status of Forces Agreement to key employees of the Contractor that meet USFJ requirements upon written request by the Contractor.

## Appendix A

### NAFI Furnished Property

The following items shall be provided by the NAFI.

|   | DESCRIPTION | UNITS |
|---|-------------|-------|
| A |             |       |
| B |             |       |
| C |             |       |
| D |             |       |
| E |             |       |
| F |             |       |
| G |             |       |
| H |             |       |
| I |             |       |
| J |             |       |
| K |             |       |
| L |             |       |
| M |             |       |
| N |             |       |
| O |             |       |
| P |             |       |
| Q |             |       |
| R |             |       |
| S |             |       |
| T |             |       |
| U |             |       |
| V |             |       |



|    |  |  |
|----|--|--|
| X  |  |  |
| Y  |  |  |
| Z  |  |  |
| AA |  |  |
| AB |  |  |
| AC |  |  |
| AD |  |  |
| AE |  |  |
| AF |  |  |