

**SECTION C: TECHNICAL PROVISIONS**  
**DESCRIPTION/SPECIFICATIONS/WORK STATEMENT FOR**  
**BUCKHORN LAKE**

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# BUCKHORN LAKE

## INTRODUCTION

### GENERAL

The Louisville District of the Corps of Engineers will contract for gate attendant services at the Trace Branch Campground at Buckhorn Lake, Kentucky for the 2008 recreation season. Bid packages will be evaluated on price, experience, past performance, and ability to meet the requirements of this solicitation. A minimum of two adult attendants will be required for this contract.

This contract solicitation is for services for the remainder of the 2008 recreation season, plus two option years.

### AREA

**BUCKHORN LAKE** is located in Perry and Leslie Counties in south-eastern Kentucky, approximately 95-miles southeast of Lexington, Kentucky. It is midway between the towns of Hazard and Booneville, Kentucky; approximately 70-miles from the Kentucky-Virginia border; and approximately 30-miles northwest of Carr Creek Lake. The Dam site is on the Middle Fork Kentucky River, a tributary of the Ohio River, 43.3 miles above the point where it flows into the North Fork of the Kentucky River. The project is accessible via Kentucky State and Federal highway systems. Interstate-75 passes within 60-miles of the project and the Daniel Boone (Hal Rogers) Parkway passes within 10-miles of the southern portion of the project.

### CAMPGROUNDS / DAY USE

**Trace Branch Campground / Day Use Recreation Area** Location: Trace Branch Recreation Area is located just north of the city of Hyden, Kentucky in Leslie County. It receives low to moderate visitation from fishermen and families who are interested in a secluded, quiet location. Points of interest to the visitor include a large day use recreation area complete with playground and picnic areas, boat ramp, basketball court and courtesy dock, horseshoe pits, flush toilet facilities, and a reservable picnic shelter with water and electricity.

The campground area contains 28 paved campsites. Of which, 15 are developed offering both water and electric hook-ups. All campsites include a picnic table, grill and lantern holder. A showerhouse/restroom, horseshoe pit and three trash receptacle stations are conveniently situated throughout the campground.

Additional showerhouse and restroom cleaning services are required with the Trace Branch contract award as noted in T.P. 2.5.

**Important Note:** Trace Branch Campground is a low lying recreation area situated near the shoreline of the Buckhorn Lake flood control project. The summer pool elevation of Buckhorn Lake is 782ft (MSL). At just over elevation 784ft (MSL), the campground access road is in danger of becoming impassable. At elevation 785 (MSL), the campground access road is submerged. Attendants will be provided with a list of emergency contact telephone numbers and an emergency evacuation manual with procedures to follow in the likelihood of a flood situation.

**The park attendant is responsible for monitoring the weather radio (as furnished) and contributing input, via two-way radio in the event that phone service is disrupted, for Buckhorn Lake Management to make the decision of when to vacate the campground.**

**Confluence Day Use Recreation Area** Location: The Confluence Recreation Area is located approximately three miles west of the Trace Branch Recreation Area, along Ky. Hwy. 257 in Leslie County. **Travel to/from this area will be with Contractor vehicle and at their expense.** Points of interest to the visitor include a day use recreation area complete with playground and

picnic areas, boat ramp and courtesy dock, flush toilet facilities, and a reservable picnic shelter with water and electricity.

## **BID INFORMATION.**

**General.** This invitation for bids is to provide resident Contract Gate Attendants for Trace Branch campground at Buckhorn Lake. The Contractor shall provide all personnel, materials, supplies, parts, tools, equipment and vehicles except as otherwise specified herein to perform these services. The Contractor/Gate Attendants shall be **two adults with no minor children residing with them** to serve as live-in Contract Gate Attendants. The attendants shall reside in a privately owned, self-contained camper or camping motor home and live in the park during their work assignment. Camping trailers or motor homes shall be approved in advance by the Park Manager. Pick-up campers, tents, home-built campers, such as restored buses or mobile homes shall not be used. The government will provide a trailer site, water, electric and sewer hookups and telephone in the Tollhouse and trailer site. Assignments include use of computer, collection of user fees, making reservations, making a status board of occupied sites and a register of visitors, furnishing visitor information and brochures, distributing customer comment cards, attaining accurate law enforcement patrol logs, assuring proper use of park facilities and maintaining quiet-hour periods. Attendants for the Trace Branch Campground will also be provided with weather radios for both the gatehouse and their personal camper to monitor the potential for localized flood events at the area. In such instances it will become the attendant's responsibility to safely evacuate the entire campground by referring to the Trace Branch Campground Emergency Flood Evacuation Manual provided by the government. All attendants will receive a thorough orientation of Corps regulations, operating procedures and fee collecting instructions and shall be responsible for performing the work in accordance with applicable regulations, procedures, and instructions. Basic computer skills are required.

The estimated opening and closing dates are as follows:

- |  |                                  |
|--|----------------------------------|
| 1) Trace Branch Campground - Base Year | 02 May 2008 to 29 September 2008 |
| - Option #1                            | 01 May 2009 to 28 September 2009 |
| - Option #2                            | 07 May 2010 to 27 September 2010 |

Camping season at the Trace Branch Campground typically opens to the general public beginning on the first Friday in May, and shall conclude on the last Monday in September each year due to the likelihood of fluctuating lake elevations during the spring and fall seasons.

Bids shall be on a per day basis. The quantities are an estimate and are not guaranteed. The quantities identified may be increased or decreased by 14 days at the Government's discretion. Any required overages would be charged the same daily rate; any required shortage (due to high water, weather, etc.) up to 14 days would be without charge, grievance from the contractor or a contract modification.

Bidders are encouraged to visit the areas that they wish to bid on. Visits to the area may be arranged by contacting the Park Manager at 804 Buckhorn Dam Road, Buckhorn, Kentucky, 41721 or calling (606) 398-7251. General information about Buckhorn Lake may also be found on the World Wide Web at: <http://www.lrl.usace.army.mil/bhl> .

Prior experience, references, and written proposals will be evaluation factors in the award of the contract and may be considered as an equal or higher rating factor than price alone. Failure to provide written explanation of computer skills, communication skills, past experience, or references will result in a lower overall score.

## TECHNICAL PROVISIONS

### SECTION 1

#### GENERAL

**TP-1.1 GENERAL.** For the purpose of this contract the terms *Contractor*, *Contract Gate Attendant* and *Park Attendant* shall apply to all Contractor employees and may be used interchangeably. The Contract Gate Attendants shall be solely and fully responsible for ensuring proper performance of the work described. Unless otherwise specified, the Contractor shall provide all personnel, supplies, vehicles, equipment, management, and supervision to perform services provided for in this contract.

**TP-1.2 IDENTIFICATION OF CONTRACT EMPLOYEES AND VEHICLES.** The Contractor shall furnish each employee with tan pants, white shirt, and a solid red baseball cap, to be worn while on duty. The Contractor and their employees shall wear pants (or shorts) and shirts that are in good condition and be kept cleaned. Cut-off tee shirts or cut-off shorts will not be permitted. Nametags will be provided by the government and shall be worn while on duty. Vehicles shall display the magnetic signs provided by the government on both front doors. Variations in contract employee identification may be authorized by the COR.

**TP-1.3 PREWORK ORIENTATION AND TRAINING.** The Contractor and Attendants shall attend a pre-work orientation with the Contracting Officer's Representative (COR) **at no charge to the government** prior to the first week of the contract period. This is usually held at the Buckhorn Lake Project Office. **The Contractor may also need to attend a three (3) to seven (5) day training session prior reporting to the campground.** This training session will include training in the operation of the computer, Outdoor Recreation Management Suite (ORMS) or equivalent software program, and Corps' policies. This session will be given on dates supplied by the COR and may be prior to the campground duty. **If conducted prior to actual duty it will be at no-charge to the government.** The attendant camping site may be available prior to reporting to the park for the attendant's use. The Park Manager's office shall be contacted to coordinate arrival time at the beginning of the season.

**TP-1.4 SAFETY.** The Contractor shall comply with all current provisions of the Occupational Health and Safety Act (OSHA) in addition to the requirements of the Corps of Engineer's Safety Manual, EM 385-1-1, Revised July 03. A copy of EM 385-1-1, current at the time of award and any subsequent revisions, will be provided for use at the Tollhouse and may be found on line at: <http://www.usace.army.mil/publications/engineering-manuals/em385-1-1/entire.pdf>. Contract Gate Attendants shall conduct themselves in a safe, professional, and orderly manner at all times.

**TP-1.5 SECURITY.**

a. **Keys.** As outlined under the Key Control Plan, the Contractor will be furnished all keys for necessary access to areas and buildings. Any additional keys required will be furnished by the COR. No duplicates of the keys are to be obtained. Key security shall be the Contractor's responsibility. Failure to provide adequate key security may result in a deduction from the payment due the Contractor in the amount of the current cost to replace lost or damaged keys and replacing any affected locks, plus the installation costs.

b. **Tollhouse Access.** No unauthorized persons(s) shall be permitted inside the Tollhouse. Authorized persons include Fee Attendants, Law Enforcement Officers, and Corps employees who are on duty and have business inside the Tollhouse. The Attendants shall secure and lock the Tollhouse when it is unattended. Any money or user fee permit books left in the Tollhouse shall be locked in an approved safe or vault or otherwise safeguarded in a manner approved by the COR. The safe provided by the government shall be properly secured when the Tollhouse is unattended. The contractor shall be responsible for timely completion of annual safe combination changes as outlined under LRL policy for Safes and Safe Security.

c. Unauthorized Telephone Usage. Government telephone lines are to be used primarily for authorized purposes only. Government telephone lines will not be used for Internet access with personal computers or with government supplied computers. Personal phone calls made by the Attendant shall be kept to a minimum. Any long distance phone calls must be approved by the COR prior to the call. Unauthorized long distance charges will be deducted from payments due the Contractor, or shall be paid by the Contractor, as determined by the COR. In emergency situations, members of the public may be allowed to use the Tollhouse telephone. The Attendant shall dial the number to verify long distance call charges are reversed or charged to a credit card. A separate line is available for the Contractor to have a personal telephone account installed at the motor home.

d. Security Contract Language for all Corps of Engineers' Unclassified Contracts. All Contractor employees (U.S. citizens and Non-U.S. citizens) working under this contract (to include grants, cooperative agreements and task orders) who require access to Automated Information Systems (AIS), (stand alone computers, network computers/systems, e-mail) shall, at a minimum, be designated into an ADP-III position (non-sensitive) in accordance with DoD 5220-22-R, Industrial Security Regulation. The investigative requirements for an ADP-III position are a favorable National Agency Check (NAC), SF-85P, Public Trust Position. The contractor shall have each applicable employee complete a SF-85P and submit to Louisville District Security Officer, Donald Green at P.O. Box 59 Louisville, KY 40201-0059 within three (3) working days after award of any contract or task order, and shall be submitted prior to the individual being permitted access to an AIS. Contractors that have a commercial or government entity (CAGE) Code and Facility Security Clearance through the Defense Security Service shall process the NACs and forward visit request/results of NAC to Louisville District Security Officer, Donald Green at P.O. Box 59 Louisville, KY 40201-0059. For those contractors that do not have a CAGE Code or Facility Security Clearance, the Louisville District Security Office, at P.O. Box 59 Louisville, KY 40201-0059 will process the investigation in coordination with the Contractor and contract employees.

e. Security Contract Language for all Corps of Engineers' Unclassified Contracts Continued. In accordance with Engineering Regulation, ER 380-1-18, Section 4, foreign nationals who work on Corps of Engineers' contracts or task orders will be approved by the HQUSACE Foreign Disclosure Officer or higher before beginning work on the contract/task order. This regulation includes subcontractor employees. (NOTE: exceptions to the above requirement include foreign nationals who perform janitorial and/or ground maintenance services.) The contractor shall submit to the Division/District Contract Officer, the names of all foreign nationals proposed for performance under this contract/task order, along with documentation to verify that he/she was legally admitted into the United States and has authority to work and/or go to school in the US. Such documentation may include a U.S. passport, Certificate of U.S. Citizenship (INS Form N-560 or N-561), Certificate of Naturalization (INS Form N-550 or N-570), foreign passport with I-551 stamp or attached INS Form I-94 indicating employment authorization, Alien Registration Receipt Card with photograph (INS Form I-151 or I-551), Temporary Resident Card (INS Form I-688), Employment Authorization Card (INS Form I-688A), Reentry Permit (INS Form I-327), Refugee Travel Document (INS Form I-571), Employment Authorization Document issued by the INS which contains a photograph (INS Form I-688B).

**TP-1.6 ACCIDENT REPORTING.** The Contractor shall maintain accurate accident records and report accidents as prescribed by the COR. Accidents shall be reported within 24 hours of occurrence, and all serious accidents resulting in death or requiring medical attention or lost time shall be reported immediately.

**TP-1.7 DAMAGE REPORTS.** In all instances where Government property or equipment are damaged or lost by contract employees, the COR shall be notified immediately. A full report of the incident shall be submitted to the COR within two work days of the occurrence. The Contractor shall be responsible for any damage to Government property due to Contractor's negligence or abuse.

## **TP-1.8 CONDUCT.**

- a. Regulations. Contract Gate Attendants shall comply with all provisions of Title 36 CFR, Section 327; Kentucky State laws (K.R.S.'s); and written instructions. Special attention is given to the operation of motor vehicles. The contractor(s) shall obtain prior approval from the COR before erecting any sign(s) or barricade(s), or altering any facility within the park.
- b. Conduct. The Contractors shall conduct themselves in a professional and orderly manner so as not to disrupt the visiting public or act in a rowdy, unruly manner. Tact, diplomacy, and courtesy shall be exercised at all times while dealing with the public. The intent is a cheerful friendly contact with every customer. Personal cleanliness and presentable appearance are required of all contract personnel when dealing with the public.
- c. Controlled Substances. The Park Attendants, while on duty or in the vicinity of the Tollhouse shall not possess or consume any alcoholic or intoxicating beverages, illegal drugs, or non-prescription controlled substances. Under local ordinance, the use of alcoholic beverages is not permitted in Leslie County or the portion of Perry County containing Buckhorn Lake.
- d. Firearms. The Contractor shall **not at any time** possess, display, use or maintain firearms or any type of weapon in the park. Violations may result in immediate dismissal.
- e. Dismissal. Any Attendant(s) or their employees under the influence of the substances or conditions described in TP1.8.a - d, or otherwise in violation of the restrictions contained in this paragraph, shall be immediately dismissed. Examples of action which may result in immediate termination include, but are not limited to, intoxication; cursing; harassment of visitors; theft of monies or supplies; improper use of government-provided computer equipment; unprovoked physical contact with visitors, Government contracted employees, or Corps personnel.
- f. Pets. House pets may be permitted with the approval of the COR. Pets shall be controlled as outlined in Title 36, CFR. Pets shall be under physical restraint or on a leash not to exceed six feet when not in the attendants' camper. Pets will not be allowed in the Tollhouse at anytime. No facilities for housing or raising pets will be permitted. Dog pens, horse corrals, poultry cages, or similar facilities for pets or rearing of animals shall not be allowed.
- g. Visitors. Children and/or adults visiting the Park Attendants shall not be allowed inside or around the Tollhouse, nor shall they engage in any action causing distraction to those conducting business at the Tollhouse.
- h. Appearance. The attendant shall keep the Tollhouse and a 100-foot radius clean, to include sweeping, cleaning windows, and keeping computers and related equipment clean. The outside of the building shall be kept clean and free from spider webs. The landscaped area around the Tollhouse shall be watered as required. The Contractor shall obtain prior approval from the COR before erecting any sign or barricade, or altering any facility. Any personal equipment shall have prior approval of the COR.
- i. Tobacco Products Policy. Smoking or other use of tobacco products in the Tollhouse is strictly prohibited. Smoking is not permitted inside any Government owned facility or building.
- j. Computers. The Contractor shall be required to utilize a computer for reservations, fee collection, and/or other record-keeping responsibilities. The COR will give an orientation, which will include operating instructions for the computer, ORMS/Field Manager™ or equivalent software and the NRRS™, to Park Attendants. **Unauthorized addition or removal of software on the government-provided computer, or in any way compromising the integrity of the computer system through an act such as**

**unauthorized Internet usage, constitutes grounds for dismissal. The contractor may be held liable for damages in such instances.** Government furnished computers will only be used for official government work. Personal Computers will not be allowed in the Tollhouse nor will any personal computer be connected to any government telephone line, except by written authorization of the Park Manager.

**TP-1.9 GOVERNMENT FURNISHED ITEMS.**

a. General. The Government will furnish certain materials, supplies, and equipment to the Contractor. Government-furnished property or items are furnished in an "as is" condition and shall be used only in connection with performance under the contract. Government-furnished items will be delivered to the Contractor at the campground. The Contractor shall be responsible for proper usage, care, storage, and safeguarding of all Government-furnished items.

b. Campsite and Utilities. The Government will provide one campsite with potable water, one telephone line, electric, and sewer hookups. The government shall not provide personal effects or property for the Park Attendants site, beyond the scope of the Tollhouse duties herein specified.

c. Solid Waste Removal. Solid waste deposited in a waste container near the Tollhouse will be removed by another Contractor. Garbage bags shall be provided by another Contractor.

d. Signs and Name Tags. Magnetic signs for vehicles and nametags for Park Attendant employees will be provided by the government and are to be worn by the contractor while on duty. Appropriate signs will be posted and maintained by the Government at the Attendant's camp site and the Tollhouse.

e. Tollhouse and Equipment. The Tollhouse contains a telephone, two-way radio, safe, weather radio, and recreation equipment in addition to all the appropriate computer hardware, software and peripheral devices to perform the job.

f. Tollhouse Supplies. All necessary forms, computer paper, toner, ticket books, log books, regulations, pamphlets/brochures and copies of Title 36, car passes, Park Attendant Handbook, and campground maps will be supplied by the government. User fee permits forms and Annual Passes will be provided by the COR and issued as needed.

**TP-1.10 CONTRACTOR FURNISHED ITEMS.**

a. General. Unless otherwise specified, the Contractor shall furnish all personnel, vehicles, transportation, equipment, and supplies required to perform all work.

b. Camping Unit. The Contractor shall provide a self-contained camping trailer or motor home, to be parked on a site designated by the COR. Pick-up campers, tents, buses or homebuilt campers will **not** be accepted as units for Attendants. All equipment shall be removed within four days of contract termination. See also Bid Information paragraph, "General" for standards. The Contractor shall provide all necessary transportation means for use to ingress and egress the campground. All vehicles shall be approved by the COR prior to use. The Contractor shall maintain the area where the trailer is parked in a clean and sanitary condition at all times. Upon completion of the contract, the trailer area shall be left clean and in good repair.

c. Personnel. Two (2) trained attendants over 18 years of age are required to perform the services. At least one Attendant shall reside in the campground during the work assignment. Attendants who are terminated, quit, or are not present for duty shall be replaced within 24 hours. Trained, temporary personnel are required during any absence of the Attendants. All Attendants and Contractor employees shall wear uniforms as outlined in TP-1.2. Additional personnel shall be provided to adequately serve the public during peak

visitation periods, generally on weekends and holidays “if necessary”. Consistent camper registration delays exceeding 10 minutes shall not be permitted.

d. Supplies and Equipment. The Contractor shall provide all required office type supplies not listed in TP-1.9f., including pens, envelopes, postage stamps, paper, markers, 3x5 cards, and janitorial supplies for cleaning the Tollhouse. If typewriter and ribbon supplies are necessary the Contractor will supply these items.

e. Transportation. Transportation to patrol the campground, maintain recreation areas, deliver remittance registers to the office, etc., shall be provided by the Contractor. **There shall not be a separate charge for these activities.** All vehicles used by the Contractor or employees, including Attendants, shall be licensed according to State and Federal Government licensing and safety regulations. All vehicles shall display appropriate signage, as provided by the COR, when used for Contractor related duties during scheduled hours. Golf carts and/or scooters must be approved by the COR prior to use. All vehicular usage by Contractors or employees shall be within Title 36 CFR, Section 327; Kentucky State laws (K.R.S.’s); and any additional written instructions from the COR.

f. Change Fund. Attendants shall have sufficient personal funds on hand to serve as a change fund. The Government will not provide a change fund. Mixing of funds, between change fund and use fees collections not yet deposited is not authorized.

**TP-1.11 OTHER CONTRACTS.** Work may be performed in this area by the Government, other Contractors, and/or Volunteers. The Contractor shall fully cooperate with other personnel as directed by the COR. The Contractor shall not commit or permit any act interfering with the performance of work by another Contractor, Volunteer, or Government employee.

#### **TP-1.12 PAYMENT.**

a. Payment for services under this contract will be made MONTHLY. An invoice for services performed will be submitted at the end of each calendar month to the COR or representative. The monthly invoice may also be mailed to the COR at the end of each calendar month. **Payment will be made via electronic funds transfer, (EFT) by:**

**USACE Finance Center  
5700 Wasp Avenue  
Millington, TN 38054-5005**

b. It is the responsibility of the contractor to complete all necessary forms and documentation relevant to successful funds transfers between the USACE Finance Center and their financial institution **(SDR’s note: reverse the listed order of who transfers funds to whom)** prior to the completion of the first month of contracted services.

c. Payment will be withheld for services not performed in accordance with contract specifications. Failure of the Contractor to provide items and services listed shall be grounds for contract termination.

**TP-1.13 DEFINITIONS.** As used throughout these Technical Provisions-Descriptions/ Specifications/Work Statement, the following terms are defined:

a. Contractor. The prime Contractor and all Contractor employees and personnel. Also referred to as the Contracted Gate Attendants, Park Attendants or Attendants. The prime Contractor shall be responsible for ensuring all subcontractors comply with the provisions of this contract.

b. Contracting Officer's Representative (COR). An individual with written designation from the Contracting Officer to be responsible for contract administration. For the purposes of this contract the Park Manager or one of their designated representatives will be the COR.

**TP-1.14 TERMINATION CLAUSE**. Either party may terminate this contract for cause by providing written documentation to the other party and with two weeks prior notification. If a Park Attendant's action negatively impacts the safety of the public, the operation of the park, or projects a negative image of the government, the attendants may be removed immediately. Actions which could result in immediate removal include but are not limited to, the use or display of alcohol while on duty; excessive use of alcohol while off duty; use and/or possession of illegal drugs; improper use of Government-provided computer equipment; and/or behavior which endangers the general public or government employees.

**TP-1.15 CONTRACTOR SUBMITTALS**.

a. Background and Experience Statement. The Park Attendant Background and Experience Statement are included as Exhibit D. **ALL** Bidders shall complete this form and return it with their bid so that the Contracting Officer can determine the best value bid. It is recommended that a contractor evaluation form be completed for prior work experience. If one wasn't provided by Contracting Agency and example is provided for use at the end of Exhibit D. Failure to address item 4, (sections 1 a-e, and 2) of exhibit D will result in a lower overall evaluation and may result in disqualification due to an incomplete package.

b. Additional Information Required for NCIC and DEERS Background Checks. All bidders and partners working in the tollhouse (gatehouse) as subcontractors will have NCIC background checks completed. This information will be required on the background and experience statement and includes full legal name, date of birth, and Social Security Number of all partners in the venture. The successful bidder **only** for each campground will also be required to complete a DEERS background check – this check involves completion of forms DD 1172-2, SF 85 and OF 306 as well as FD 258 prior to start of contract work. A Government issued Common Access Card (CAC) will be issued to the Contractor for each campground award. All Forms will be provided by the Government either during pre-award and/or during training/pre-work processing in. This information must be provided prior to any fee collection work, and is regulated by Army regulations in order to conduct all required background checks. It also ensures that potential and awarded contractors possess business integrity as an appropriate safeguard for the annual volume of user fees collected.

Bonds. Prior to the first day of work (typically during the pre-work conference) the Contractor shall submit proof of a Fidelity Bond in the amount of **\$1,000.00** to the COR. The cost of securing a bond will be the responsibility of the Contractor. An irrevocable, unconditional letter of credit in the amount of **\$1,000** may be substituted for a Fidelity Bond. "All instruments for the bonding requirement are to remain in effect for 30 days after termination of the contractor's employment or upon release by the COE, whichever occurs sooner."

**TP-1.16 DESCRIPTION OF AREAS**. Campgrounds on Buckhorn Lake are popular family oriented areas that receive light to moderate use, especially on weekends. Many campers return several times during the year and year after year. Buckhorn Lake has very few problems involving rowdiness or other disturbances through the camping season. However, the Trace Branch Campground has historically been a non-fee, primitive campground. The 2008 season will be its fourth complete year as a reservable, fee campground. Therefore there may be some confusion for return campers to the area. Corps of Engineers Park Rangers and local law enforcement officers randomly patrol each recreation area and may be called upon during non-duty hours in the event of an emergency. Descriptions of the Recreation Area have been given in the "Introduction" section.

**TECHNICAL PROVISIONS**  
**SECTION 2**  
**TOLLHOUSE OPERATION**

**TP-2.1 GENERAL.** The work shall consist of the services required to administer and implement the programs to operate the campground and to maintain necessary records. The Contractor shall provide all personnel, supplies, and transportation to perform this work unless otherwise specified herein (Reference TP-1.9 and TP-1.10).

a. The Contractor will be audited weekly or as deemed necessary by the Contracting Officers Representative (COR). The Contractor shall guarantee the payment, to the Government, of all funds received. Unannounced audits will be made throughout the contract period.

b. The Contractor shall be responsible for providing any additional personnel on peak visitation weekends, holidays, and in case of illness or emergency, which causes the absence of the primary attendant, to maintain adequate uninterrupted service to the public. All contractor personnel must be at least 18 years of age.

c. The Contractor shall provide Park Attendant services seven (7) days a week for the contract period.

d. The Contractor shall cooperate with Corps of Engineers employees who are on duty and employees of those who have contracts with the Corps of Engineers. The Contractor shall allow Corps personnel to use Government furnished phones and radios at any time for official business.

e. The Contractor may undergo written performance appraisals on either a weekly, monthly, or random basis as deemed necessary by the COR. The appraisal will be scheduled and conducted by the COR or Government Representative appointed by the COR. An example of the monthly appraisal checklist is attached. Increased appraisal scheduling shall be based on Contractor performance and/or when deemed necessary by the COR.

**TP-2.2 WORK TO BE PERFORMED.** The Contractor shall collect all designated fees, maintain records, transmit funds, distribute literature, administer reservation system (National Recreation Reservation Service [NRRS™]) through a Windows based computer system, greet visitors, distribute customer comment cards, check-out recreation equipment, encourage conformance with regulations, issue appropriate discount Passports, sell day use and annual passes and administer use of, and take reservations for picnic shelter(s). Cash, checks, and credit cards shall be accepted. **The Contracted Gate Attendant shall not intermix Government fees collected with personal (change) funds.** Specifics of work to be performed are detailed in the Park Attendant's Handbook, which will be provided on the first day of work.

The Contractor shall sign and account for use fee permits received and is ultimately responsible for all fees collected, as well as unsold permits. The Contractor shall be responsible for accounting procedures as instructed by the COR. The COR is the designated Corps person with authority to administer the contract and will be the Park Manager. All funds shall be properly safeguarded and kept in a safe provided by the government. No funds may be kept overnight in the gate house cash drawer. Final payment will not be made to the Contractor until all funds and permits are reconciled. **Shortages of funds, which are due to Contractor's negligence or actions not in accordance with procedures, may be deducted from the Contractor's final payment.**

The National Recreation Reservation Service (NRRS™), provided by the government service contractor, currently Reserve America, will provide advance reservations services for campsites, and other reservable

facilities in the NRRS™ inventory. These services include, but are not limited to the following: receiving reservation requests; bookings; collecting and processing fees; cancellations; changes; refund and credit requests; and transmitting reservation information daily to each individual campground or other identified field location. Park Attendants shall administer the reservation system and perform specific duties daily to implement the reservation program in accordance with established and provided procedures. Campground Gate Attendant duties include, but are not limited to the following: maintaining current on-site records; posting reservable facilities; checking site availability for customers; check-in registration processing; receiving and coordination of daily arrival reports; confirming reservations; maintaining registration cards; and maintaining a posted status board. The Park Attendants shall not reserve campsites, except through the reservation system. The Park Attendants shall be available to accept reservations during hours when the park gate is open and only as directed by the COR. Park Attendants shall not take advance reservations over the phone. Park Attendants shall provide advance reservation services for current customers, as directed by the COR. Park Attendants will be given, at the beginning of the contract period, a thorough orientation and training on all aspects of the procedures for reserving campsites and administering the reservation system. Specific duties and procedures will be entailed and further defined in the ORMS User's Guide and through pre-work training provided by the government.

Campground Reservations. The Contractor shall use the procedures designated by the COR for processing use fees and use the accounting procedures as required by the COR. The COR may modify the procedures at any time during the term of the contract.

Picnic Shelter Reservations (Trace Branch Campground/Confluence Recreation Area). Attendants shall be required to administer a reservation program (provided by the COR) for the picnic shelter (s), since the NRRS™ does not take reservations for these facilities at Buckhorn Lake. Fees collected from picnic shelter reservations will **not** be processed through the NRRS™ system. Therefore these fees are to be kept separate from other fees collected through the NRRS™ system. Shelter reservations may be taken over the phone or on-site. A registration inventory and status board shall be kept, as well as posting "reserved" signs at the shelter. Fees collected from picnic shelter reservations shall **only** be collected by an authorized, uniformed COR representative.

Fee Collection Procedures. The Contractor shall collect all designated fees for campsites, visitors, discount passports, Annual and Day Use Passes, picnic shelters and reservations. The Contractor shall be responsible for the collection and submissions of funds to the National Recreation Reservation Service (NRRS™) lock box through the ORMS program. Funds must be turned in once a week, regardless of the amount on hand. When the collection exceeds \$5,000.00 at any point, it must be submitted to the NRRS™ lockbox immediately. Cash shall be converted to a money order or cashiers check for transmittal to the NRRS™ lockbox. Bill for Collections, (BFC) or equivalent remittance documentations and money order must be delivered either in person or by mail to the COR no later than the following Monday of each weekly BFC. If forms change or procedures change for remittal of funds, to conform to changing regulations, the Park Attendant shall comply with changes as directed by the Park Manager.

**IMPORTANT NOTE:** The cost of money orders or cashiers check shall be paid by the Park Attendant and shall not be deducted from the fees remitted. The Contractor shall bear all postal charges associated with transmission and documentation of recreation use fees. The Contractor shall be audited weekly or as deemed necessary by the COR. The Contractor shall guarantee the payment, to the government, of all funds received.

The Contractor shall operate a Windows-based computer program to: issue permits, make reservations, check-in campers, and possibly sell America The Beautiful Passports, Annual Passes, and any additional fee collection monies as directed by the COR. Attendants shall have sufficient personal cash on hand (not to exceed \$100) to make change for the campers. Attendants shall ensure that amounts collected balance with the receipts of

permits issued. Park Attendants shall have U. S. currency verification pens available as provided by the government. Verification of U. S. currency bills shall be at the Attendants discretion.

Fee Collection Procedure When Computer Not Available. Contractor/Attendant shall notify the COR or Project Office of any computer or program failures immediately. In addition, the Contractor or Attendant shall accurately record all phases occurring and leading up to the failure. In the event that a power failure or prolonged malfunction of computer equipment makes computer-generated forms impossible, the Contractor shall hand-write permits (ENG Form 4457), then enter the data when the computer is available again. If a mistake is made while issuing a handwritten permit, Attendants shall write "VOID" on the permit, and all three copies of the permit shall be left attached to the permit book. The total fees collected for each book of ENG 4457s shall be noted on the cover. If deposits must be made during a period when the computer is unavailable the COR will provide instructions on preparation of a non-computer-generated remittance form, but otherwise transmit funds and documents as previously described.

Checks. When personal or traveler's checks are used for payment of user fees, Campground Gate Attendants shall ensure the check is: (1) a first party instrument; (2) made payable to the party designated by the COR for each type of transaction; (3) in the exact amount of the fee; (4) annotated to show user's home address, driver's license number, state of issue, and vehicle license number and state of issue; (5) and endorsed immediately. When attached to the Bill for Collection for the campground, all checks must include in the lower left the following: Campground Number (provided by COR), Subunit Contract Number (from the Bill for Collection), and reservation number.

Refunds. **Attendants shall not authorize refunds.** Refund requests are normally faxed to the Buckhorn Lake Office the next business day, or processed through the NRRS™ as determined by the COR. Attendants shall **NOT** make immediate refunds but shall process all requests through the Park Office™ Program.

Trend Data. The Contractor/Attendants shall compile and document certain data as requested by the COR. The number of picnic shelter reservations and Golden Age and Access Passport transactions are usually kept in a logbook. The attendant may be required to pass out and collect customer survey cards as well. All requested information by the COR is to be kept current and accurate.

Greeting the Public. Tact, diplomacy and courtesy shall be exercised at all times in dealing with the general public (the Corps' customers), including visitors and sightseers. During the hours the Tollhouse is open, the Attendants shall greet everyone as they approach the Tollhouse and give them a lake brochure and campground regulations. Customers who wish to evaluate the facilities shall be allowed to drive through the campground once. At other times they can park at the fee station and walk through, unless they are disabled. Persons with disabilities shall be accommodated at all times and shall be allowed to drive through. Obvious potential violations shall be tactfully discussed to minimize corrective action. Attendants shall record the campsite occupied by each camping party and maintain a permanent record of the status of campsites. Customers selecting a site shall be allowed to enter the campground prior to registering.

Improper Disposal of Garbage. Buckhorn Lake campgrounds utilize centrally located refuse bins inside the campground. The Park Attendant shall distribute bags (provided by the Government). The Park Attendant shall issue campers a trash bag as they check in and as needed on following days (normally not more than one bag per day should be issued). The Park Attendant will sign for garbage bags. Campers are required to deposit their refuse in a garbage bin. If a camper were to leave their garbage at a site, the Attendant shall turn in any information (names, address, license number, etc.) to the COR.

Access Control. Particular emphasis will be placed on the number of people and vehicles at each site and the visitors and their length of stay. The Contractor shall advise each camper of quiet hours from 10 p.m. until 6:00 a.m. and require visitors to leave by 9:30 p.m. (all times given as local time). Park Attendants shall close the gate at 10 p.m. on weeknights and 11:00 p.m. on weekends, and reopen gates at 6:30 a.m. Attendants shall

allow ingress and egress to those who are occupying sites regardless of the hour unless otherwise directed by the COR and accommodate late arrivals or direct them to overflow areas where they are provided, to other Corps parks, or to other nearby campgrounds. During the hours the fee station is closed, campers shall be allowed to enter and set up on non-reserved sites. Attendants shall update reservation status information for public display. This may involve posting information at individual sites. Attendants shall be responsible for assuring these arrivals are properly registered and fees collected on the next business day when the fee station is open.

Campground Patrols. The Attendants shall inspect the campground a minimum of three (3) times during each day and correct minor violations of rules, regulations, and procedures by diplomatically informing visitors of the infraction. Attendants shall check the area immediately after coming on duty, at least once during high-activity periods in the park, and prior to official quiet hours. Park Rangers will contact individuals who refuse to comply with the regulations. Between 5:00 PM and 7:00 PM daily, remove the user permit from vacant sites and ensure the camping fee has been collected from occupied sites. Report all occupied sites which appear to be unattended or abandoned and all campers who refuse to pay the camping fee to the Park Ranger. Campground inspections shall include, but are not limited to, checking sites for proper disposal of garbage, checking restrooms and shower houses for proper operation and availability of toilet tissue, and inspecting any other areas designated by the COR within the campground. If a commode or urinal malfunctions stop the flow through the automatic valves, by closing the manual valve in the pipe chase. Post an "out of order" sign on the affected fixture and notify the COR. Standard "out of order" signs and maintenance request forms will be provided for contractor use by the government. Reset hand dryer and receptacle/light circuit breakers, as necessary.

Reporting Disturbances. The Attendants shall report all disturbances that cannot be diplomatically controlled to a Park Ranger, and shall furnish the Park Ranger with detailed information. The Park Ranger will decide if the disturbance merits calling local law enforcement officers. If a Park Ranger cannot be contacted and the disturbance requires a law enforcement officer, the Attendant shall place the appropriate call. All communications with law enforcement personnel, accidents, incidents and violations shall be documented and reported to a Park Ranger as soon as possible. All complaints will be immediately referred to the COR, or Park Ranger, and a written record will be kept indicating the nature of the complaint, date and time.

Written Reports. The Attendants shall keep written reports of criticisms of park facilities, and report situations that could affect visitor health and safety or any maintenance items needing attention. Record the times of contract law enforcement patrols through the campground and keep other records as required by the COR (i.e., the number of sites occupied each day, or the number of visitors turned away when the campground is full, etc.).

Communication. During fee station operating hours, monitor the two-way radio and operate in compliance with established procedures. Answer the telephone in a courteous manner and use for official business only. Deliver bonafide emergency messages to campers.

Flags. The Contractor shall raise and lower flags daily or as directed by the COR. Flags shall be handled in proper etiquette fashion.

Laundry (Buckhorn Campground). Attendants shall open the laundry daily at 6:30 am and close and secure the laundry each evening when the entrance gate is closed and locked unless otherwise instructed by the COR.

### **TP-2.3 FEE COLLECTION SEASON.**

a. Trace Branch Campground fee collection generally starts on the first Friday in May and continues through to the last Monday in September. Park Attendant services shall begin the preceding Friday before fee collection begins and end on the same day fee collection ends.

b. Attendants shall be required to keep regular hours at the fee station, except during the first three to seven days of work when fees are not collected, as this time will be used for orientation and training. The COR shall advise the Contractor when to report on site for the orientation and training.

## **TP-2.5 COMFORT STATION JANITORIAL SERVICES / TRACE BRANCH RECREATION AREA.**

### **1. SCOPE OF WORK.**

**1.1 General.** Unless otherwise specified herein, the government will furnish all materials, supplies, and equipment necessary to perform comfort station and cleaning services for the period beginning the fourth Friday in May through the first Monday of September each year at Trace Branch Recreation Area and Campground, Buckhorn Lake, Kentucky.

### **2. CLEANING SERVICES.**

**2.1 General.** The work shall consist of cleaning and servicing showerhouse and restroom facilities at the Trace Branch Recreation Area/Campground; and removal of refuse and litter from within these designated facilities at Buckhorn Lake.

#### **2.2 Scope of Restroom Cleaning Services.**

The floors inside the restrooms shall be swept and then mopped with a commercial strength disinfectant-type detergent. Floors shall be mopped dry to prevent slips or falls. The contractor shall distribute toilet tissue for commodes and keep holders fully stocked. The Contractor shall replace existing rolls of toilet paper on the dispensers whenever any of the existing rolls are more than halfway used up and toilet paper dispensers shall be filled with toilet paper during each cleaning service. No empty rolls or spaces will be left on paper holders. The contractor shall distribute approved soap into soap dispensers provided by the government and empty all restroom trashcans with each cleaning. The POC is to be notified immediately if any malfunctions, vandalism, or extreme unsanitary conditions are noted in the restroom facilities.

#### **2.3 Inventory of Sites for Cleaning Services.**

**Trace Branch Recreation Area Restrooms** - One bathhouse facility containing – (3) flush toilets, (1) flush urinal, (4) sinks, (4) showers with curtains, (2) benches, (1) water fountain and various partitions, (2) garbage cans; and One day-use restroom facility containing – (3) flush toilets, (1) flush urinal, (4) sinks, (2) garbage cans, (2) hand dryers, and various partitions.

**2.4 Schedule of Maintenance and Cleaning Services.** Following the initial notification to begin the scheduled maintenance and cleaning services, the Contractor shall perform the services in accordance with the schedules listed below. In addition to the scheduled services, the Park Manager may request additional, unscheduled maintenance and or cleaning services to meet special maintenance needs during periods of peak visitation. Unscheduled services shall be performed by the Contractor on the requested date and at the agreed upon contract unit price. Unless otherwise specified, all scheduled and unscheduled cleaning and maintenance services shall be performed between 1200 hours and 2000 hours on the scheduled day for performance.

#### **2.4.2 Schedule of Cleaning Services from the fourth Friday in May through the first Monday of September each year.**

##### **1). Comfort Station Cleaning:**

**Trace Branch** – 3 per week: Friday, Saturday, Sunday.

**Trace Branch Bathhouse** – 3 per week: Friday, Saturday, Sunday.

(Plus All Recognized Federal Holidays within the Requested Timeframe)

**TP-2.4 TOLLHOUSE OPERATING HOURS AND CONDITIONS.**

- a. The Tollhouse shall be occupied during the following hours:

**2008 Trace Branch Campground**

**02 May - 15 MAY and 12 SEPTEMBER – 29 SEPTEMBER 2008**

DAY	<u>TOLLHOUSE</u>		<u>ENTRANCE GATE</u>	
	OPEN	CLOSE	OPEN	CLOSE
SUNDAY thru THURSDAY	8:00 A.M.	10:00 A.M.	6:30 A.M.	10:00 P.M.
	4:00 P.M.	8:00 P.M.		
FRIDAY and SATURDAY	8:00 A.M.	10:00 A.M.	6:30 A.M.	11:00 P.M.
	4:00 P.M.	10:00 P.M.		

**16 MAY – 11 SEPTEMBER 2008**

DAY	<u>TOLLHOUSE</u>		<u>ENTRANCE GATE</u>	
	OPEN	CLOSE	OPEN	CLOSE
SUNDAY thru THURSDAY	8:00 A.M.	10:00 A.M.	6:30 A.M.	10:00 P.M.
	4:00 P.M.	10:00 P.M.		
FRIDAY and SATURDAY	8:00 A.M.	11:00 A.M.	6:30 A.M.	11:00 P.M.
	2:00 P.M.	11:00 P.M.		

**2009 Trace Branch Campground**

**01 May - 14 MAY and 11 SEPTEMBER – 28 SEPTEMBER 2009**

DAY	<u>TOLLHOUSE</u>		<u>ENTRANCE GATE</u>	
	OPEN	CLOSE	OPEN	CLOSE
SUNDAY thru THURSDAY	8:00 A.M.	10:00 A.M.	6:30 A.M.	10:00 P.M.
	6:00 P.M.	8:00 P.M.		
FRIDAY and SATURDAY	8:00 A.M.	10:00 A.M.	6:30 A.M.	11:00 P.M.
	6:00 P.M.	10:00 P.M.		

**15 MAY – 10 SEPTEMBER 2009**

DAY	<u>TOLLHOUSE</u>		<u>ENTRANCE GATE</u>	
	OPEN	CLOSE	OPEN	CLOSE
SUNDAY thru THURSDAY	8:00 A.M.	10:00 A.M.	6:30 A.M.	10:00 P.M.
	4:00 P.M.	10:00 P.M.		
FRIDAY and SATURDAY	8:00 A.M.	11:00 A.M.	6:30 A.M.	11:00 P.M.
	2:00 P.M.	11:00 P.M.		

## 2010 Trace Branch Campground

**07 May - 13 MAY and 10 SEPTEMBER – 27 SEPTEMBER 2010**

DAY	<u>TOLLHOUSE</u>		<u>ENTRANCE GATE</u>	
	OPEN	CLOSE	OPEN	CLOSE
SUNDAY thru THURSDAY	8:00 A.M.	10:00 A.M.	6:30 A.M.	10:00 P.M.
	4:00 P.M.	8:00 P.M.		
FRIDAY and SATURDAY	8:00 A.M.	10:00 A.M.	6:30 A.M.	11:00 P.M.
	4:00 P.M.	10:00 P.M.		

**14 MAY – 09 SEPTEMBER 2010**

DAY	<u>TOLLHOUSE</u>		<u>ENTRANCE GATE</u>	
	OPEN	CLOSE	OPEN	CLOSE
SUNDAY thru THURSDAY	8:00 A.M.	10:00 A.M.	6:30 A.M.	10:00 P.M.
	4:00 P.M.	10:00 P.M.		
FRIDAY and SATURDAY	8:00 A.M.	11:00 A.M.	6:30 A.M.	11:00 P.M.
	2:00 P.M.	11:00 P.M.		

**Additionally: on Sunday’s during holiday weekends the Tollhouse shall be operated from 4:00 P.M. until 11:00 P.M. and the gate will close at 11:00 P.M.**

\* The COR may modify working hours on Memorial Day, Independence Day, and Labor Day weekends. All times given are local (Perry and Leslie Counties are in the Eastern Time-zone).

b. The contractor is considered to be staffing the Tollhouse if they are close enough to the Tollhouse to be responsive to new arrivals and able to answer the telephone. The computer will be accessed at the beginning of each shift and status of reservations checked through Park Office™. If complaints are received about the Tollhouse not being staffed and the Park Attendant not being responsive to the camper(s), the COR may direct that the Tollhouse be physically staffed during the above hours.

c. The Contractor shall assist campers in locating campsite, answer questions, hand out informational pamphlets, copies of Title 36 Code of Federal Regulations and other general information to campers and/or visitors as they enter the park. Issue playground equipment (horseshoes, etc.) and plastic trash bags, as necessary. Tact, diplomacy, and courtesy shall be exercised whenever dealing with the public. The personal appearance of the Park Attendants shall be neat at all times (Reference TP-1.8b).

d. The Contractor shall advise all park users to utilize developed facilities, as well as, park and operate vehicles only on designated roads and pull-offs or at designated overflow areas.

e. The attendants shall record the site taken and maintain a permanent record at the Tollhouse of current status of sites occupied and the period of stay.

### **T.P-2.6 SPECIAL CONDITIONS.**

a. The Contract Gate Attendant shall not sell any camping supplies to campers or engage in any other commercial activities on Government property unless approved by the COR.

b. The contractor shall be responsible for any damage to Government property due to the Contractors' negligence or abuse.

c. At Trace Branch, the Contractor shall open and close the day-use flush toilet facilities for both the Trace Branch and Confluence Recreation Areas. Opening times will be approximately 7:00 a.m. and closing time will be approximately 9:00 p.m. (local time).

d. The Contractor shall administer picnic shelter reservations, confirm reservations, maintain a registration inventory and status board for the picnic shelter, and post appropriate signage at the picnic shelter when reserved. Attendants shall reserve the picnic shelter as outlined during the training orientation prior to park opening.

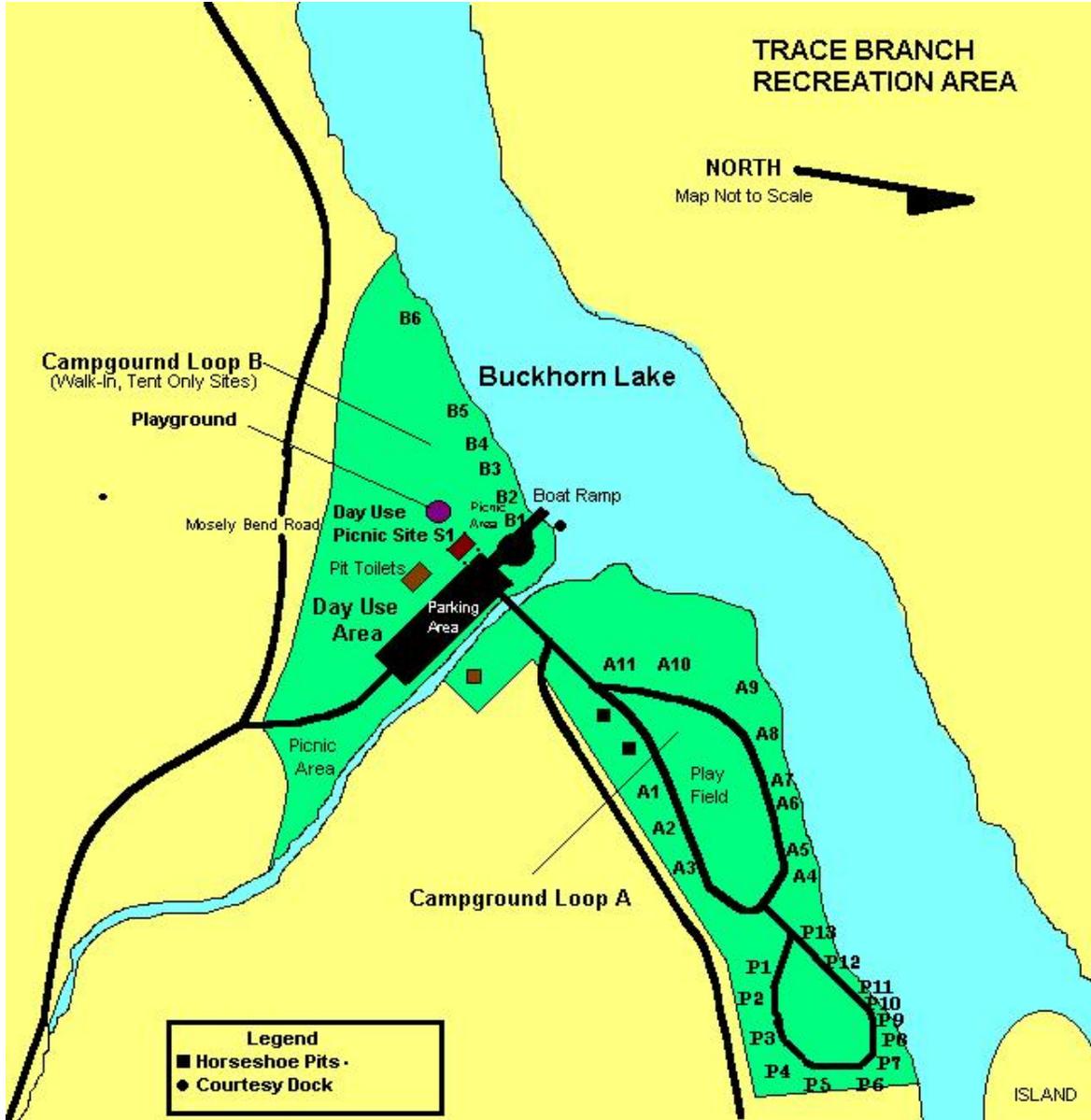
f. The Contract Gate Attendant at Trace Branch shall evacuate the Trace Branch Campground during flood situations as outlined in the Trace Branch Campground Emergency Flood Evacuation Manual as provided to the contractor by the COR.

EXHIBIT A

SITE LOCATION MAP

Trace Branch Campground Buckhorn Lake

Not to scale



**EXHIBIT B**  
**CAMPGROUND REGULATIONS**

1. All campers and visitors must register with the Park Attendant. Camping is limited to 14 consecutive days in any 30 day period.
2. Quiet hours are from 10:00 pm until 6:00 am daily (including weekends). Excessive noise is prohibited.
3. Camping is permitted only at designated campsites. Campsite capacity is limited to six (6) persons per night and two (2) vehicles per site. No more than two vehicles (excluding trailers) may be parked at any site. Both vehicles must be registered at the Tollhouse. Boat trailers may be parked at nearby parking areas. A family unit is considered to be parent(s) and unmarried children living in the same household. Group campsites are limited to twelve (12) day use visitors per day per campsite. Overflow campsites are available only when all developed campsites are filled. Non-electric campsites are available upon request but are limited to tent camping only. Primitive and Boat - In Campsites are available near the Dam, ask the attendant for details.
4. Vehicles, motorcycles, campers, trailers and all other wheeled vehicles are to be parked only on the designated camping pads or parking areas. Parking on the grass is prohibited except for boat trailers. Vehicles may be used for entering and exiting the Campground only. Repeatedly "circling" or "cruising" the Campground is prohibited. All Terrain Vehicle (ATV) and/or Off Road Vehicle (ORV) operation is prohibited.
5. Fires are permitted only in fire rings provided. Overflow campers may build a fire in an above ground grill provided by the camper. Damaging, destroying or removing any government property, including vegetative growth is prohibited.
6. Disposal in any manner of gray water, sewage, trash or other waste on or in the grounds or waters of this Project is prohibited.
7. Dogs, cats and other pets must be penned, caged or on a leash no longer than six feet at all times. All animal waste must be removed from project lands and properly disposed of. Remember to clean up after your pet!
8. Parents shall not leave children unsupervised at any time. Children must be supervised while using playground equipment. For visitor safety, the playground, and shelters close daily at 10:00 pm.
9. ALL firearms, ammunition, weapons or explosives, including FIREWORKS ARE PROHIBITED.
10. All guests of registered campers are required to pay a visitor's fee of \$1 per person or a maximum of \$3 per vehicle. Visitors may be required to park outside the Campground. All vehicles are required to stop at the gatehouse and display a Vehicle Camper/Visitor Pass prior to entry.
11. Check-In time is at 4:30 pm and Check-Out time is 4:00 pm. All fees must be paid by 4:30 pm daily. All day use visitors must leave the Campground by 9:30 pm Sunday thru Thursday and 10:30 pm on Friday and Saturday.
12. The local option law prohibits the public consumption of alcoholic beverages at Buckhorn Lake.
13. Advance reservations can be made for campsites through the National Recreation Reservation System offered by Reserve America, Inc. at 877-444-6777 (TDD 1-877-833-6777) or through their website at [www.ReserveUSA.com](http://www.ReserveUSA.com).
14. During flood situations resulting in pool elevations of 785 and rising, campers at both Trace Branch and the Boat-In Campground will be evacuated from their campsites. Relocations and/or cancellations will be authorized during these instances.

## EXHIBIT C

### EXCERPT FROM SERVICE CONTRACT ACT DIRECTORY OF OCCUPATIONS

**NOTE:** This is provided for reference, and gives a general overview of typical park attendant services. Not all of these services are required at every campground, however. Refer to Section C for more specific description of services required by this contract.

Employment Standards Administration  
Wage Hour Division

Service Contract Act  
Directory of Occupations

---DISCLAIMER---

#### 99350 PARK ATTENDANT (AIDE)

Assists in operation of State or national park, monument, historic site, or recreational area, performing a combination of clerical and other duties. Greets visitors at facility entrance, and hands out informational pamphlets, maps, explains regulations, and other information concerning camping and visiting the facility. Assigns campground or recreational sites. Collects fees, fills out camping and visitor permits, and maintains register of campers and visitors. Maintains campgrounds and other areas, cautions visitors against infractions of rules, and reports all disturbances and problems to superior officer or as a last resort to local law enforcement officers. Replenishes firewood, and assists in maintaining camping and recreational areas in clean and orderly condition. Conducts tours of premises, and answers visitors' questions when stationed at historic park, site or monument. Operates projection and sound equipment and assists in presentation of interpretive programs. Provides simple first aid treatment to visitors injured on premises, and assists persons with more serious injuries to obtain appropriate medical care. Participates in carrying out fire-fighting or conservation activities. Assists other workers in activities concerned with restoration of buildings and other facilities, or excavation and presentation of artifacts when stationed at historic or archeological site. Keeps a record of all complaints and criticisms of park facilities. Reports maintenance items to superior.

---DISCLAIMER---

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## EXHIBIT D

### PARK ATTENDANT BACKGROUND AND EXPERIENCE STATEMENT

**NOTE:**

Contractors **must** submit the enclosed “Park Attendant Bidder’s Background and Experience Statement” and submit this document with their quote. Please be advised that the contractor’s quote **can not** be evaluated for any campground’s bid under this solicitation without the enclosed document/information.

**1. BACKGROUND INFORMATION --** if a joint venture, provide information for all partners who will work in the tollhouse:

A. Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Nos. where you can be reached Jan.-March \_\_\_\_\_

B. Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Nos. where you can be reached Jan.-March \_\_\_\_\_

2. *As a potential bidder, submit to the Contracting Officer the full legal Name, Social Security Number and Date of Birth for each of the above individuals, so that an NCIC background check can be made prior to consideration for each campground you have submitted a bid for.*

A. Full Name: \_\_\_\_\_

Social Security Number: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

B. Full Name: \_\_\_\_\_

Social Security Number: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

*NOTE: The successful bidder, **contractor signing the award**, for a campground will be required to have additional DEERS and other background checks completed prior to the initial contract award. Government issued Common Access/ID Cards will be issued to the successful bidder (CACards will not to exceed the award period).*

**3. BIDDER'S MOTOR HOME –**

Manufacturer, Model & Year, Type: \_\_\_\_\_

Motor Home Length: \_\_\_\_\_

**4. THIS DATA SHEET SHALL BE RETURNED WITH “EXPERIENCE” INFORMATION ATTACHED TO SUBSTANTIATE THE FOLLOWING:**

- (1) **Previous Experience/Past Performance:** (list detailed examples; use additional sheets where necessary)
- a. Knowledge/experience in campground(s) or day-use operation (**list the name and address of campground(s) and/or recreation area(s) in which you have worked**).
  - b. Knowledge/experience in dealing courteously and tactfully with the public.
  - c. Knowledge/experience in using computers. **Include certificates of any computer training, if applicable.**
  - d. Knowledge/experience in communicating orally.
  - e. Knowledge/experience in keeping records.

(2) **References:** Provide three (3) references from individuals knowledgeable of your work experience (relatives are excluded). Please include current addresses and telephone numbers where references may be reached.

**The Privacy Act of 1974 requires that each individual asked or required to furnish personal information be advised of the following:**  
**Authority: 5 P.L. 93-579** - The personal information of those who bid on and/or are successful bidders for contracts are not reported, but are kept temporarily on file to complete NCIC background checks and DD Form 1172-2 entry for DEERS enrollment. This information is not maintained alphabetically or by other personal identifier. Disclosure of information is voluntary. Failure to provide

### Sample Contractor Evaluation Form

Park Attendant	Good	Satisfactory	Unsatisfactory	Comments
<b>Location</b>				
<b>Date</b>				
<b>Personal Appearance</b>				
A. Cleanliness				
B. Neatness				
C. Appropriate Attire				
D. Personal Habits				
<b>Maintenance of Attendants Campsite</b>				
A. Cleanliness				
B. Neatness				
C. Promotes Good Camping Practices				
D. Unauthorized Structures				
<b>Performance of Duties</b>				
A. Diplomacy				
B. Courtesy Toward Public				
C. Public's Comments				
D. Registration Procedures				
E. Cooperation With Corps				
F. Proper Care and Use of Equip., Supplies And Materials				
G. Appearance of Gatehouse				
H. Attitude				
I. Initiative				
J. Duty Times-Two Adults on Duty One Adult at Station				
K. Problems Recognized and Resolved				
L. User Permit Forms and Fees Properly Handled				
M. Reservation System Properly Handled				
<b>Additional Comments</b>			Date	Evaluator
			Date	Park Att.

**EXHIBIT E**

**SAMPLE IRREOVKABLE LETTER OF CREDIT**

[Issuing FDIC, Bank's Letterhead]

Issue Date \_\_\_\_\_

IRREVOCABLE LETTER OF CREDIT NO. \_\_\_\_\_

Account party's name \_\_\_\_\_

Account party's address \_\_\_\_\_

For contract no. \_\_\_\_\_

TO: United States Army Corps of Engineers  
600 Martin Luther King Drive  
P.O.Box 59  
Louisville, Kentucky 40202

We hereby establish this Irrevocable Letter of Credit in your favor for drawings up to United States \$ \_\_\_\_\_. This Letter of Credit is payable at [our]/[confirming bank's]office at [issuing bank's address]/[confirming bank's address] and expires with [our]/[confirming bank's] close of business on \_\_\_\_\_, 20\_\_ (30 days after contract employees work terminates)or sooner if released by the United States Army Corps of Engineers.

We hereby undertake to honor your or transferee's sight draft(s) drawn on [us]/[confirming bank], for all or part of this Irrevocable Letter Credit if presented at the office specified in the above paragraph on or before the expiry day date.

The Letter of Credit is subject to the Uniform Customs and Practice (UCP) for Documentary Credits, 2007 Revision, International Chamber of Commerce Publication No. 600, and to the extent not inconsistent therewith, the laws of the \_\_\_\_ [state of the confirming bank, if any, otherwise state of the issuing bank] \_\_\_\_\_.

Sincerely,

\_\_\_\_\_  
(Issuing Financial Institution)