

PERFORMANCE WORK STATEMENT
FOR
CUSTODIAL CONTRACT

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ACRONYMS

D-Daily
2D-Twice a day
D4-Four days a week
D5-Five days a week
D6-Six days a week
D7-Seven days a week
S4-Swing shift four days a week
S5-Swing shift five days a week
S6-Swing shift six days a week
S7-Swing shift seven days a week
W-Weekly
2W-Twice a week
M-Monthly
M3-Once every three months
M6-Once every six months

SECTION 1
PERFORMANCE WORK STATEMENT
FOR
CUSTODIAL SERVICES

1. DESCRIPTION OF SERVICES. The contractor shall provide all management, tools, equipment, materials, and labor necessary to ensure that custodial services are performed at Red River Army Depot in Texarkana, Texas in a manner that will maintain a satisfactory facility condition and present a clean, neat and professional appearance.

1.1. BASIC CLEANING SERVICES. The contractor shall accomplish all cleaning tasks to meet the requirements of this Performance Work Statement (PWS) and the Service Delivery Summary (SDS) at frequencies determined by the contractor, but not less than the minimum cleaning frequencies established in Appendices.

1.1.1. Maintain Floors. All non-carpeted floor surface areas (including concrete and rubber tile), shall have a uniform, glossy appearance and be free from dirt, debris, dust, scuff marks, heel marks, stains/ discoloration and other foreign matter. Baseboards, corners, and wall/floor edges shall also be clean. All floor maintenance solutions shall be removed from baseboards, furniture, trash receptacles, etc. Chairs, trash receptacles, and other moveable items shall be moved to maintain floors underneath these items. All moved items shall be returned to their original and proper position. The contractor shall display caution signs such as "Wet Floor" when cleaning floors or display "Closed for Cleaning" signs in areas where other than contractor personnel are present, in accordance with (IAW) standard industry practice. All signs will be in English.

1.1.2. Remove Trash. All trash containers shall be emptied, cleaned with a germicidal detergent, disinfected and returned to their initial location. Any obviously soiled or torn plastic trash receptacle liners shall be replaced. Trash receptacles (including exterior receptacles and exterior of receptacles) shall be clean, free of foreign matter, dirt, and streaks and free of odors. Boxes, cans, and paper placed near a trash receptacle and marked "TRASH" shall be removed. Trash shall be deposited in the nearest outside trash collection container. Trash cans shall lids shall be securely closed, to include pushing down trash if necessary. Residual trash that falls in or around facilities, trash receptacles, containers or grounds during service shall be removed. No trash will be left along side trash containers at any time.

1.1.3. Empty and Clean Public Ashtrays and Urns. The Contractor shall empty all public ashtray and urns within 50 feet of the exterior of the facility. Ashtrays shall be free of ashes, debris, odors, and stains.

1.1.4. Clean Interior/Exterior Glass/Mirrors. Clean all interior/exterior glass including glass in doors, partitions, walls, display cases, directory boards, etc. Glass shall be free of obvious fingerprints, film, dirt, smudges, water, streaks or other foreign matter.

1.1.5. Clean and Disinfect Drinking Fountains. Clean and disinfect all porcelain and polished metal surfaces, including the orifices and drains, as well as exterior surfaces of fountains and sinks. All drinking fountains shall be sanitized and free of streaks, stains, spots, smudges, scale, and other obvious soil. All bright work has been dry shined. At no time will used cleaning solutions/water substances be poured into drinking fountains.

1.1.6. Clean Stairways. All floor surfaces shall be cleaned in accordance with paragraph 1.1.1 or 1.1.7, as appropriate for floor covering. Grease and grime shall be removed from stair guards, handrails and baseboards. Stairways, stair treads and stairway walls shall be free of marks, dirt, smudges, scuffs, and other foreign matter.

1.1.7. Vacuum Carpets. Vacuum carpeted areas. Carpeted area shall be free of all visible dirt, debris, litter and other foreign matter. All tears, burns, and raveling shall be brought to the attention of the government representative.

1.1.7.1. Spot Clean Carpets. Spot clean or shampoo dirty carpets of an area of 5 square feet or less. Any spots shall be removed by carpet manufacturer's approved methods and be free of recent, removable stains, and spills, as soon as noticed.

1.1.7.2. Shampoo Carpets/Stairways. All carpeted floor areas and stairways shall be shampooed with manufacturers recommended product and standard commercial practices. A heavy-duty cleaning may be required in heavy soiled areas. After shampooing, the surface shall have a clean, uniform appearance; free of stains, streaks, spots, moisture, discoloration and other evidence of soil. All tears, burns, and raveling shall be brought to the attention of the government representative.

1.1.7.2.1. Water Extraction. If necessary, the contractor shall remove excess water from carpeting prior to cleaning. After extraction, carpet shall not release water when compressed.

1.1.8. **Vacuum and Clean Floor/Walk-Off Mats.** Vacuum and clean interior and exterior floor mats. After vacuuming or cleaning, mats shall be free of all visible lint, litter, soil and other foreign matter. No soil, debris or moisture shall remain underneath the mats. Mats shall be returned to their normal location upon completion.

1.1.9. **General Spot Cleaning.** Perform spot cleaning on a continual basis, during normal scheduled cleaning. Spot cleaning includes, but is not limited to removing or cleaning smudges, fingerprints, marks, streaks, spills, etc., from washable surfaces of all walls, partitions, vents, grillwork, doors, door guards, door handles, push bars, kick plates, light switches, temperature controls, and fixtures. After spot cleaning, the surface shall have a clean, uniform appearance, free of streaks, spots, and other evidence of soil. A spot is 2 square feet or less.

1.1.10. **General Dusting.** All horizontal and vertical surfaces must be dusted or cleaned to eliminate dust collection and debris and present a clean appearance.

1.2. **RESTROOMS & CHANGE ROOMS.** The contractor shall meet all standards specified by Section 1.1. and those standards following.

1.2.1. **Clean and Disinfect Restrooms.** Clean and disinfect all surfaces of sinks, toilet bowls, urinals, showers (including doors, curtains and grout), shower mats, dispensers, trash receptacles (including small receptacle in stall partitions-female restrooms/locker rooms), plumbing fixtures, saunas (including benches, walls and floors), drain ducts, partitions, doors (including lockers), walls, tables, chairs, mirrors and other such surfaces, using a germicidal detergent. After cleaning, surfaces and receptacles shall be free of deposits, dirt, debris, streaks, and odors. Clean/disinfect/polish all surfaces of partitions, stalls, stall doors, entry doors, (including handles, kick plates, ventilation grates, metal guards, etc.), and adjacent wall areas.

1.2.2. **De-scale Showers, Toilet Bowls, Urinals and Sinks.** De-scaling shall be performed monthly as a minimum and as often as needed to keep areas free of scale, soap films, and other deposits. After de-scaling, surfaces shall be free from streaks, stains, scale, scum, urine deposits, hair, and rust stains. All bright work has been dry shined.

1.2.3. **Sweep/Mop/Disinfect Floor.** Floor surface, including grout, shall be free from litter, dirt, dust and debris. Grout on wall and floor tiles (including shower stalls) shall be free of dirt, scum, mildew, residue, etc. Floors shall be uniform in appearance free of streaks, swirl marks, detergent residue, or any evidence of soil, stain, film or standing water. Moveable items shall be tilted or moved to sweep and damp mop underneath. Floors shall be stripped, scrubbed, waxed, etc., as necessary to maintain sanitary conditions and a clean, uniform appearance.

1.2.4. **Restock Restroom/Shower rooms/Custodial closets.** Contractor shall ensure restrooms and custodial closets are stocked sufficiently so that supplies do not run out. Supplies shall be placed in designated dispensers. No overstocking shall be allowed. If supplies run out prior to the next supply date, contractor shall refill within two (2) hours of notification. A supply date is each day a facility is open, not the day the facility receives service. The Contractor shall supply all necessary materials such as liquid hand soap (including dispensers) and cleansers required in the performance of this PWS. Janitorial closets may or may not be available to store supplies in various buildings. The government shall only make available a janitorial closet when available. During imminent threat of severe inclement weather, the Contracting Officer (KO) may notify the contractor to pre-stock normal weekly supplies to any designated shelters. Special event cleanings such as base exercises, or distinguished visitor visits may require above normal supply usage.

1.2.5. **Remove Trash.** Empty all trash containers and return to their initial location. Removed items placed near a trash container (boxes, cans, paper, etc.). Replace any obviously soiled or torn plastic trash container liners. Trash can liners shall be of proper size and shape to adequately fit trash cans. Deposit collected trash from custodial services in the nearest outside trash collection container. Remove all residual trash that falls in or around facilities or grounds during service. Trash containers shall be left clean, free of foreign matter and odors.

1.2.6. **CLEAN ROOMS ADJACENT TO REGULATED AREAS.** Contractor will perform the cleaning in this area with wet mop not sweeping as to control a dust environment

1.2.7. **CLEANING DECONTAMINATION AREA.** (4 rooms- male & female in bldg 364, male & female in Bldg 323). These rooms shall be damp mopped/wipe only as no vacuuming or dusting will be allowed. Employees will obey posted signs (ie. no eating or drinking in area). Estimated SF: 290 SF, 205 SF, 180 SF and 180 SF respectively.

1.3. **FITNESS CENTER.** The contractor shall meet all standards specified by Sections 1.1., 1.2., 1.7. and the standards following. Contractor shall clean and disinfect all exercise and weight equipment within the main exercise room and the cardio room in addition to the basic cleaning services.

1.3.1. **Equipment.** Contractor shall clean and disinfect all weight scales, massage tables, exercise equipment (including aerobic steps, risers and portable mats), equipment pads and housings and rubber matting under the equipment. Weight scales, massage tables, exercise equipment, pads and housings shall be free of dirt, debris, and foreign matter.

1.3.1.1. **Walls.** Walls shall be free of dirt, debris, streaks, scuff (ball) marks, heel marks, smudges and fingerprints.

1.3.1.2. **Floors.** Floors shall be uniform in appearance free of streaks, swirl marks, detergent residue, dirt, debris (including chewing gum), foreign matter, film or standing water.

1.3.2. **Furniture.** Furniture shall be free of dirt, debris and foreign matter.

1.4. **AMC Logistics Leadership Center (ALLC).** The contractor shall ensure that ALLC is cleaned to all standards specified by Sections 1.1., 1.2., and 1.7. on a constant basis during the first day of the school year, until the last day of the school year (approximately mid-August--mid-June). All vacuuming and trash pick-up will be accomplished after school hours, 1600 hours. The contractor shall perform minimized service to all areas except the administrative offices and restrooms during the summer session. During the summer (approximately mid-June—mid-August) administrative offices and restrooms shall continue to receive service as specified in Sections 1.1. and 1.2. The contractor shall coordinate Periodic Services with the designated contract Quality Assurance Evaluator (QAE) or as directed by the Contracting Officer (KO).

1.4.1. **Clean Chalkboards/Whiteboards and Dry-Erase Boards.** Boards, trays adjacent walls and trims shall be free of all writing, chalk, ink and residue and shall be uniform in appearance.

1.4.2. **Tables, Chairs, and Desks.** Clean and disinfect tables, chairs and desks. Tables, chairs and desks shall be free of film, glue, ink, debris, and streaks.

1.4.3. **Special Attention Rooms.** Special Attention Rooms identified by the KO shall be cleaned in accordance with this PWS after each session (currently twice per day, once in the morning and once in the afternoon).

1.4.4. **Spot Cleaning.** The contractor shall perform emergency spot cleaning for spills or other stains as needed within fifteen (15) minutes of verbal notification.

1.5. **HEALTH CLINIC TREATMENT FACILITIES.** The contractor will provide Low Level Disinfection as defined by The Association of Professionals in Infection Control and Epidemiology (APIC), to include disinfection of all non-critical items which contact the skin. The contractor shall meet all standards specified by Sections 1.1., 1.2., 1.7. and those standards following.

1.5.1. **Special Attention Rooms.** Special Attention Rooms identified by the KO shall be cleaned in accordance with this PWS. The current Special Attention Rooms are the Treatment Rooms and Isolation Room. These rooms shall be cleaned using strict aseptic cleaning procedures developed by the contractor in conjunction with the Infection Control Officer and the areas supervisors.

1.5.2. **Exterior Cleaning.** Areas requiring exterior cleaning shall be the parking lot, all exterior walks and stairs, landings, entrances and grass areas. Foot scrapers, grates and mats shall be removed, cleaned and returned to their original locations. All areas shall be kept clean and free of debris and litter.

1.5.3. **Window Treatments.** Window treatments shall be clean, uniform in appearance and free of dirt, debris, stains, mold, mildew, and foreign objects.

1.5.4. **Regulated Medical Waste.** Contractor shall collect all regulated medical waste in a transport cart separate from general refuse. Waste shall be delivered to identified, consolidated Regulated Medical Waste areas within designated Medical Facilities. Pictures of medical waste containers are attached and titled: "Medical Waste Containers."

1.5.5. **Specialized Cleaning Requirement.** Contractor shall use a special detergent (contractor provided), to be used only for cleaning spots with blood spills or any Regulated Medical Waste Spill. The contractor shall also be required to do specialized cleaning, as needed, if a patient is in an isolation, exam and or procedure room and housekeeping is needed. The contractor will provide all the Personal Protection Equipment (PPE) and guidance to their employees on how to proceed with the use of the PPE, in addition to the cleaning requirement.

1.6 **PERIODIC CLEANING SERVICES.** A periodic cleaning schedule will be forwarded to the QAE prior to performance of services and notify the QAE upon completion of service(s) for inspection.

1.6.1 **Floor Maintenance.** Tiled floors shall be cleaned using industrial strength floor machines, and/or power washer to

maintain their shine. All carpeted floor areas and stairways shall be shampooed. After shampooing, the surface shall have a clean, uniform appearance; free of stains, streaks, spots, and other evidence of soil. All tears, burns, and raveling shall be brought to the attention of the QAE and/or building manager.

1.6.1.1 **Strip, Scrub, Seal, and Wax Floors.** Strip, scrub, seal, and wax floors as necessary to maintain a uniform glossy appearance. A non-skid wax is required. A uniform glossy appearance shall be free of scuffmarks, heel marks, wax build-up, and other stains and discoloration.

1.6.2 Clean **Interior/Exterior Windows.** Window screens shall be removed and cleaned, as needed. After windows have been cleaned, interior/exterior frames, casings, sills, and glass shall be free of all traces of film, dirt, smudges, water and other foreign matter. Non-abrasive cleaners shall be used.

1.6.3 Clean **Light Fixtures.** Contractor shall clean all light fixtures including shades, louvers and diffusers. After cleaning, interior and exterior of light fixtures shall be free of bugs, dirt, dust, and debris.

1.6.4 **Clean Diffusers/Registers/Vents.** Contractor shall clean interior horizontal and vertical diffusers/registers/vents (including surrounding areas). These items/areas shall be free of debris, cobwebs and dirt.

1.6.5 **Chalkboards, “Smart-boards” and Dry-Erase Boards.** All chalkboards, “Smart-boards” and dry-erase boards in buildings shall be cleaned once each week, unless marked “DO NOT ERASE”. Boards, trays, adjacent walls, and trim shall be free of all writing, dusts, streaks, marks and smudges. Only warm clean water or chemicals recommended by the chalkboard, “Smart-board” or dry-erase board manufactures may be used for cleaning.

1.7 **EMERGENCY, SPECIAL EVENT OR ADDITIONAL CLEANING SERVICES.** Upon notification, the contractor shall perform Emergency, Special Event Cleaning or Additional Services, in addition to regularly scheduled work, as required under this contract. These items shall be invoiced under the optional SQ FT line items.

1.7.1 **Emergency Services.** Upon notification by the Contracting Officer, which may be verbal, the contractor shall perform emergency services with qualified personnel and equipment within 1 hour during normal duty hours and 2 hours outside normal duty hours, of notification. Contractor shall perform emergency cleaning due to broken water pipes, commode overflow, vandalism and similar emergencies to restore an area to the standards of the PWS, paragraphs 1.1 through 1.6.5. Performance of emergency cleaning may be required in a building, area or room covered and/or not covered under this contract. The contracting officer shall order cleaning services through the appropriate line item listing. The services for emergency work may include any of the listed cleaning services, paragraph 1.1 through 1.6.5. Completion schedule shall be determined for each instance.

1.7.2 **Special Event Cleaning Services.** In addition to scheduled custodial services, the contractor shall be required to perform special event cleaning. Cleaning may include any listed cleaning services in paragraphs 1.1 through 1.6.5. and maintain a prestige cleaning level. The contracting officer shall notify the contractor as soon as a special event requirement is known but no less than 24 hours prior to the event. The QAE will notify the contractor of the facility location and duration of the special event cleaning. This service is subject to seven days per week frequencies, including holidays. The base averages 4 – 8 special events a year, but this can vary from zero to over 10 in any given year. Examples of special events:

Spring Clean-up	Fire Prevention Week	Clean-up Campaigns
Expositions	Open House	Command Facility Assessment
VIP Visits	Inspection Team Visits	Community Appreciation Day
Base Exercise	Inspector General Team Visits	

1.7.3 **Additional Cleaning.** Upon notification by the COR, which may be verbal, the contractor shall perform additional cleaning services with qualified personnel and equipment on during the week or weekends. Cleaning may include any listed cleaning services in paragraphs 1.1 through 1.6.5. and maintain a prestige cleaning level. The COR shall notify the contractor as soon as requirement is known but no less than 24 hours prior. The QAE will notify the contractor of the facility location and duration of the additional cleaning. The building may be a line item or may be for other areas, but will be on RRAD property.

This service is subject to seven days per week frequencies, including holidays. These items shall be invoiced under the optional SQ FT line items and will not be less than 200 SF per area.

SECTION 2

1. SERVICE DELIVERY SUMMARY. The contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement and is the point that divides acceptable and unacceptable performance of tasks. These thresholds are critical to mission success. The Government expects the contractor to perform at a minimum, the identified acceptable levels throughout the life of the contract, and the contractor's performance shall be a significant consideration when exercising contract option year(s) and evaluating recommendations for future government contracts and/or awards.

Performance Objective	PWS Para	Performance Threshold
<p><u>Basic Cleaning Services.</u> Carpets are free of all visible litter, dust, dirt, and soil. Floors are free of all visible litter, dust, and soil. Finished floors have a glossy appearance and are free of scuff and heel marks and other stains and discoloration. Trash is empty. Plastic liners are in good condition. Glass and mirrors have no traces of film, dirt, smudges, of water. Drinking fountains are disinfected and free of streaks, stains, spot, smudges, scale and other deposits. Dust walls, ceilings, structural components, equipment, office furniture and artwork to remove dirt, dust, lint, streaks, cobwebs and other matter. Restrooms and locker rooms are disinfected and free of dirt, deposits streaks and odors. Toilets and urinals are disinfected and free of scale, stains, scum and other deposits. Ash containers are emptied and free of ashes, odors and stains. Exterior walks, stairs, landings, grass areas and platform must be kept cleaned and free of litter. The mud and dirt collected in foot scrapers, grates, and mats shall be removed and swept clean. All waste, such as paper, cans, bottles, and other debris, shall be picked up and disposed of. The interior and exterior of the light fixtures shall be free of bugs, dirt, dust, grease, and other foreign matter. Exterior and interior duct portions of registers, diffusers, and grills shall be cleaned. Dust is not visible.</p>	1.1.	95% of all facilities are without customer complaints for the month.
<p><u>Basic Restrooms/Locker Rooms Cleaning Services.</u> Restrooms and locker rooms are disinfected and free of dirt, deposits, streaks and odors. Showers are disinfected and free of soap films, scum and other deposits. Toilets and urinals are disinfected and free of scale, stains, scum and other deposits. Floors are free of litter, dirt, dust and debris. Supplies are adequate until next service.</p>	1.2.	95% of all facilities with restrooms/locker rooms are without customer complaints for the month.
<p><u>Fitness Center Cleaning Services.</u> Restrooms and locker rooms are disinfected and free of dirt, deposits, streaks and odors. Showers are disinfected and free of soap films, scum and other deposits. Toilets and urinals are disinfected and free of scale, stains, scum and other deposits. Floors are free of litter, dirt, dust and debris. Supplies are adequate until next service. All weight scales, massage tables, exercise equipment (including aerobic steps, risers and portable mats), equipment pads and housings and rubber matting under the equipment shall be cleaned and disinfected. Weight scales, massage tables, exercise equipment, pads and housings shall be free of dirt, debris, and foreign matter.</p>	1.1/1.2/1.3/1.7	Not to exceed 1 customer complaint per month.
<p><u>ALLC Cleaning Services.</u> Floors, baseboards, corners and wall edges are free of dirt, dust and debris. Trash is empty; Plastic liners are in good condition. Trash containers are free of odors and visible dirt. Trash is emptied into outdoor trash collection container. Ash containers are emptied and free of ashes,</p>	1.1/1.2/1.4./1.6/ 1.7	Not to exceed 1 customer complaint per month.

<p>odors and stains. Glass and mirrors have no traces of film, dirt, smudges, or water. Drinking fountains are disinfected and free of streaks, stains, spots, smudges, scale and other deposits. Stairways are free of dirt, debris, marks, smudges, scuffs and other foreign matter. Carpets are free of dirt, debris, litter and other foreign matter. Dust is not visible.</p>		
<p><u>Health Clinic</u> Carpets are free of all visible litter, dust, dirt, and soil. Floors are free of all visible litter, dust, and soil. Finished floors have a glossy appearance and are free of scuff and hell marks and other stains and discoloration. Trash is empty. Plastic liners are in good condition. Glass and mirrors have no traces of film, dirt, smudges, of water. Drinking fountains are disinfected and free of streaks, stains, spot, smudges, scale and other deposits. Dust walls, ceilings, structural components, equipment, office furniture and artwork to remove dirt, dust, lint, streaks, cobwebs and other matter. Restrooms and locker rooms are disinfected and free of dirt, deposits streaks and odors. Toilets and urinals are disinfected and free of scale, stains, scum and other deposits. Ash containers are emptied and free of ashes, odors and stains. Exterior walks, stairs, landings, grass areas and platform must be kept cleaned and free of litter. The mud and dirt collected in foot scrapers, grates, and mats shall be removed and swept clean. All waste, such as paper, cans, bottles, and other debris, shall be picked up and disposed of. The interior and exterior of the light fixtures shall be free of bugs, dirt, dust, grease, and other foreign matter. Exterior and interior duct portions of registers, diffusers, and grills shall be cleaned to remove dirt and dust.</p>	<p>1.1/1.2/1.5/1.7</p>	<p>Not to exceed 1 customer complaint per month.</p>
<p><u>Standard Office Areas.</u> Floors, baseboards, steps, landings, entrance mats, grates, corners and wall edges are free of dirt, dust and debris. Trash is empty. Plastic liners are in good condition. Trash containers are free of odors and visible dirt. Trash is emptied into outdoor trash collection container. Ash containers are emptied and free of ashes, odors and stains. Furniture, fixtures, cabinets, ledges, moldings, window sills, doors, frames, and stair rails are free of dust, dirt, cobwebs and oil streaks. Desktops, registers, typewriters, business machines, electronic equipment and plotting boards are free of dust. Glass and mirrors have no traces of film, dirt, smudges, or water. Drinking fountains are disinfected and free of streaks, stains, spots, smudges, scale and other deposits. Stairways are free of dirt, debris, marks, smudges, scuffs and other foreign matter. Restrooms are stocked. Toilet bowls, urinals, lavatories, dispensers, exterior surfaces and fixtures are camp clean and disinfected, free of stubborn stains and smells. Carpets are free of dirt, debris, litter and other foreign matter. Dust is not visible.</p>	<p>1.1/1.2/1.5/1.7</p>	<p>Not to exceed 4 customer complaints per month.</p>
<p><u>Periodic Cleaning Services.</u> Custodial Services performed IAW PWS requirements.</p>	<p>1.6</p>	<p>95% of all facilities receiving periodic services are without customer complaints for the reporting period.</p>

Hourly/Emergency/Special Event Services Custodial Services performed IAW PWS requirements.	1.7	100% for each call
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2.1. **Performance Threshold.** The performance objectives (PO) are the results/output of the required services. Specific PO's are listed on the SDS table. The contractor shall be rated acceptable or unacceptable based on the number of customer complaints/comments or observed periodic inspections. Deficiencies noted each month for each SDS item. This number is identified as the Performance Threshold.

2.2. **Standard.** 95% of all facilities are without customer complaints for the month or service period. For example, if they are 100 facilities receiving service during the month, the QAE should receive no more than 5 customer complaints during the service period. For the purpose of these services, a facility may never have more than one customer complaint per month.

2.2.1. **Acceptable Performance.** Is achieved when the contractor does not exceed the number of customer complaints or observed defects stated in the SDS table in a given month for each PO.

2.2.2. **Define Unacceptable performance.** Is exhibited when the contractor exceeds the number of customer complaints of observed defects stated in the SDS table in a given month for each PO.

2.3. **Procedures.** Any base employee that observes unacceptable services, either incomplete or not performed, for any of the above performance objectives should immediately contact the QAE and the QAE will complete appropriate documentation to record the complaint. The QAE will consider the customer complaint valid upon receipt from the customer. The QAE should inform the customer of the approximate time the unacceptable performance will be corrected and advise the customer to contact the QAE if not corrected. The QAE will consider customer complaints as resolved unless notified otherwise by the customer. The QAE shall verbally notify the Contractor's Quality Control Inspector (QCI) to pick up the written customer complaint. The QCI will be given two hours after verbal notification to correct the unacceptable performance. If the QCI disagrees with the complaint after investigation of the site and challenges the validity of the complaint, the QCI will notify the QAE. The QAE will conduct an investigation to determine the validity of the complaint. If the QAE determines the complaint as invalid, he will document the written complaint of the findings and notify the customer. The QAE will retain the annotated copy of the written complaint for his/her files. If after investigation the QAE determines the complaint as valid, the QAE will inform the QCI and the QCI will be given an additional hour to correct the defect. A defect will not be recorded if proper and timely correction of the unacceptable condition(s) is accomplished. The QCI shall return the written customer complaint document, properly completed with actions taken, to the QAE, who will file the complaint for monitoring future recurring performance. . If the contractor's QCI investigates the site and challenges the validity of the complaint, the QCI will notify the QAE who will notify the Contracting Officer. The Contracting Officer shall make final determination as to the validity of the complaint. The QCI shall annotate actions taken and return the properly completed CCF to the QAE who will file the CCF. Recurring customer complaints are not permitted for any of the above service items. If a repeat customer complaint is received indicating the same deficiency during the service period (month, quarter, etc.), the QAE should contact the Contracting Officer for appropriate action.

2.3.1. **Re-performance.** The contractor shall be expected to re-perform or correct, if possible, all defects within a four (4) hour time period. Any re-performance or corrective measures performed by the contractor shall be at no cost to the Government. Substandard performance maybe indicated in the annual Contractor Performance Assessment Reporting System (CPARS).

2.3.2. **Certification.** The QAE,COR is required to inspect services each month for acceptance of services.

2.3.3. **Inspection.** The examination and testing of supplies or services (including, when appropriate, raw materials, components, and equipment) to determine whether the supplies or services conform to contract requirements. Inspection is the process of measuring, examining, testing, or otherwise comparing the unit of service with the requirements.

2.3.3.1 **Re-inspection.** The Government may charge the contractor for re-inspection cost equal to the actual Government cost. These charges will be deducted from the Contractor's invoice. This charge will apply to all re-inspections of a defective work that the Contractor was required to correct due to failure of the Contractor QCI system to locate and cure these deficiencies prior to the Government re-inspection. Re-inspection cost will be computed using the effective labor rate of the Government inspector multiplied times the travel and inspection time required. The maximum re-inspection cost shall not exceed \$250.00 per re-inspection.

SECTION 3

3. GOVERNMENT FURNISHED PROPERTY AND SERVICES. The Government will provide the following facilities, equipment and services.

3.1. Government-Furnished Services. The Government shall provide the following services.

3.1.1. UTILITY SERVICES: The Government will furnish to the Contractor from existing Government facilities and without cost to the Contractor, a yard on an unimproved site (site will not be fenced but will have water, sewer and electrical service nearby). This yard will not be located within the industrial complex, but in the OTC area of the depot west of the industrial area. Water and electrical power supply, for the Contractor's on site office, shall be hooked up at the Contractor's expense as set forth below. It is the responsibility of the Contractor to be "energy conscious" in the use of these Government-furnished utilities.

3.1.2. Water.

3.1.2.1. The Government will make water available for the Contractor's on-site offices and cleaning, from existing Government facilities. Water shall not be used for wash down of equipment or vehicles.

3.1.2.2 All taps, connections, and accessory equipment required in making the water supply source connection will be accomplished by and at the expense of the Contractor. All work in connection therewith shall be coordinated, scheduled, and performed as directed by the Contracting Officer/ Contracting Officer's representative and shall meet the utility companies specifications. Said taps, connections, and accessory equipment shall be maintained by the Contractor according to code in accordance with rules and regulations of the Government installation. Upon completion of the contract the removal of all taps, connections and accessories shall be accomplished by and at the expended of the Contractor so as to leave the water supply source or facility in its original condition. Such removal also to be subject to the direction and approval of the Contracting officer.

3.1.3. Electricity: Electrical service pole will be furnished by the government, but metering and installation from pole to office and Electricity usage will be at the expense of the contractor.

3.1.4. Telephone Service: Telephone service will be the responsibility of the Contractor.

3.1.5. Sewer – Sewer service will be made available to the contractor without charge. A sewer line is located near the Contractor's site. It will be the responsibility of the Contractor to make connection to this line at the contractor's expense. The work must meet the utility provider's specifications.

3.1.6. Pest Management Services. The contractor shall notify COR when an insect or rodent problem is detected.

3.1.7. Security Forces and Fire Protection. In the event of an emergency where Security Forces or the Fire Department can be reached by dialing 911 from an on base phone. Dialing 903-334-3333 from an off base line or cell phone will reach dispatch also, for emergency services.

3.1.8. Emergency Medical Treatment. In the event of a severe emergency during hours of operation, call 911 for response and transport, if necessary to a local hospital depending on the severity. Contractor personnel are responsible for preparing necessary paperwork. The contractor is responsible for all costs associated with emergency medical treatment of employees.

3.1.9. Refuse Collection. Collected trash from custodial services shall be deposited in the nearest outside trash collection container. The contractor shall not dispose of oil, lubricants and other flammable or hazardous materials in base dumpsters. The contractor is responsible for pick up of trash, debris or litter which spills during disposal process.

3.1.10. Water Faucets. Water faucets or valves shall be turned off after the required usage has been accomplished.

3.1.11. Key Control. The contractor shall ensure facility security consistent with current Security Forces standard practices for Red River Army Depot to include ensuring facility is secured after custodial service is completed if completion is after 1700. The contractor shall be responsible for all keys issued and shall ensure that the keys are used only in the performance of this PWS. Contractor shall notify Contracting Officer Representative (COR) of key issuance by any Facility Manager. In the event that keys issued to the contractor are lost, the Government shall re-key the facility and deduct the costs from the monthly payment due the contractor.

SECTION 4

4. GENERAL INFORMATION.

4.1. **Contractor Manager.** The contractor shall provide a contract manager who shall be responsible for the performance of the work under this contract. The contract manager shall have full authority to act for the contractor on all matters relating to daily operations for this contract. The name of this person and an alternate(s), who shall act for the contractor when the manager is absent, shall be designated in writing to the KO prior to the contract start date. These individuals shall have full authority to act for the contractor on all contract matters relating to daily operation of this contract. The contract manger and alternate(s) shall be able to read, write, speak and understand English.

4.1.1. **Availability.** The contract manager or alternate shall be physically present at Red River Army Depot during normal base operating hours, during assigned days. Contract manager or alternate(s) shall be present within 15 minutes of notification from the KO, KO Representative or COR during normal operating hours. After normal duty hours, the manager or designated alternate(s) shall be available within 2 hours of notification. Twenty-four (24) hour contact shall be possible via cellular telephone or pager. Telephone, cellular and/or pager number(s) shall be submitted to COR and shall be kept current throughout the life of the contract. The contract manager shall provide the name and phone number if the person designated to respond to customer complaints made on weekends by facility managers of buildings scheduled for cleaning on weekends or holidays. The contract manager or alternate(s) shall have a pocket pager and/or cell phone at all times.

4.1.2. **Contractor Employees.** Contractor employees shall maintain a neat, clean and professional appearance during commencement of this contract work. Contractor employees must be easily recognizable by a distinctive uniform with Company name and an Identification Badge. Identification badge shall contain a Company Name, photograph, Identification # and employee signature.

4.1.2.1. **Contractor Personnel Requirements.** Contractor employees must have current and valid immunization records prior to starting work. The contractor is responsible to obtain a depot pass for each employee through the Directorate of Emergency Services (DES). Contractor shall submit an employee listing with badge number, base pass number and expiration date of the pass 10 days prior to start of contract. *All contractor individuals who require access to the base, its facilities and territories, must also complete a background check prior to beginning work. Documents must be submitted to Contracting Office 10 days prior to the start of this contract.*

4.1.2.1.1. Employees working at the Health Clinic (B-468-Medical Treatment Facility) must have immunizations to comply with the Occupational Safety and Health Act.

NOTE: Medical Treatment Facilities shall have a cleaning person in the facility during the entire time(s) specified. The employee must be able to read, write, speak and understand English. This employee shall be able to respond to emergency requirements within any of the Medical Treatment Facilities.

4.1.2.2. **Personnel Language Requirements.** The Contractor shall provide personnel in the program manager/alternate and supervisor positions that meet the language proficiency level at the beginning of their employment. Employees hired, as program manager/alternates must be able to read all styles and forms of the English language pertinent to professional needs. With occasional use of a dictionary, they must be able to read all pertinent materials in their special field including official and professional documents and correspondence. They must be able to speak the language fluently and accurately on all levels normally pertinent to professional needs. Program manager/alternates must be able to understand and participate in any conversation within the range of his experience with a high degree of fluency and precision of vocabulary. Errors in pronunciation and grammar are rare and they are able to interpret from and into the language. In writing, errors are rare and do not interfere with understanding. They must possess a sense of style that is nearly native and be able to control the structure, vocabulary and spelling. Supervisors must be able to read routine correspondence and reports and grasp the essentials without using a dictionary. They may have occasional difficulty with complex sentence structures. However, they must be able to speak the language with sufficient structural accuracy and vocabulary to participate in formal and informal conversations on practical topics. Vocabulary should be broad enough so that errors never interfere with understanding and rarely disturb the native speaker. Supervisors writing ability must have sufficient control to meet limited practical needs (i.e. able to write numbers and dates, his/her own name and nationality, address, etc). Otherwise, ability to write is limited to simple lists of common items or a few short sentences.

4.1.2.3. **Conduct of Employees.** The contractor is fully responsible for the supervision, performance, and conduct of his/her employees at all times while performing under this contract. The contractor shall NOT allow any employee to perform work under this contract while under the influence of alcohol, drugs, or any other incapacitating agent. Security Forces personnel on-

base have the right to deny entry to the base or remove from the base any contractor employee for misconduct which endangers the health and/or safety of people or property or for reason of security.

4.1.2.4. **On-Base Driving.** Contractor shall ensure employees have a current and valid local driver's license, registration and proper insurance. All vehicles shall be operated in accordance with base traffic regulations and are subject to search at anytime by Security Forces.

4.1.2.5. **Safety.** The contractor shall conform to the Office of Safety and Health Administration (OSHA) And RRAD safety office requirements. Contract manager and leadership shall adhere to all local safety guidelines at all times. Examples include, but are not limited to, wearing safety equipment, this is to include the PPE that is required when working in regulated areas for Example Respirator,coveralls,gloves etc. The contractor shall not employ persons for work on this contract if an employee is identified by the KO as a potential threat to the health, safety, security, general well being or operational mission of the installation and its population. Eye and ear protection is required in all buildings with posted signs. Steel toe shoes are required in all industrial buildings.

4.1.2.6. **Government Employees.** The contractor shall not employ any person who is an employee of the United States Government if the employment of that person would create a conflict of interest. Nor shall the contractor employ any person who is an employee of the Department of the Army, either civilian or military, unless such person seeks and receives approval in accordance with DOD 5500.7-R, Joint Ethics Regulation.

4.1.2.7. **Military Personnel.** The contractor is cautioned that off-duty active duty military personnel hired under this contract (if approved to work for the contractor) may be subject to permanent change of station (PCS), change in duty hours or deployment. Military Reservists and National Guard members may be subject to recall to active duty. The abrupt absence of these personnel could adversely affect the contractor's ability to perform. Their absence, at any time, shall not constitute an excuse for nonperformance under this contract.

4.1.2.8. **Employee Training.** The contractor is responsible for all training programs. Contractor shall conduct and document training of new employees on correct techniques for cleaning and operations of cleaning equipment. The employee training program should cover as a minimum the following topics:

4.1.2.8.1. A general orientation of basic bacteriological concepts infection control and universal precautions, related to duty functions to these areas and the requirements of the PWS.

4.1.2.8.2. Proper use and handling of germicide detergents, supplies and equipment.

4.1.2.8.3. Regulated medical waste, including information on waste categories and waste disposal procedures.

4.1.2.8.4. Hazard communication, including location and access to the Material Safety Data sheet (MSDS) file for products used by the Contractor and government personnel, a work area hazardous chemical inventory, and standard operating procedures or operating instruction governing non-routine tasks involving hazardous materials.

4.1.2.8.5. At the request of the contractor, the point of contact may schedule a suitable training area within the MTF. Selected MTF staff members may attend these sessions to participate and/or observe.

4.1.2.8.6. Records of all employees training shall be maintained by the contractor and made available to the QAE, COR and the KO, upon request, to assure clinic records are correct to comply with the Joint Commission on Accreditation of Healthcare Organization (JCAHO) records requirements.

4.2. **QUALITY CONTROL.** The contractor shall develop and maintain a written Quality Control Plan (QCP) to ensure the requirements of the contract are provided as specified and performance objectives are met. One copy of the QCP shall be provided to the KO and COR not later than the pre-performance conference. The contractor shall make appropriate modifications and obtain acceptance of the plan by the KO before the contract start date.

4.2.1. **Quality Control Plan.** The plan shall include as a minimum, a description of the inspection system covering all services listed in the SDS. The quality control plan shall address the frequency of inspections, procedures to identify, prevent, and ensure non-recurrence of defective services. It must specify the areas to be inspected on either a scheduled or unscheduled basis. The Quality control inspector (QCI) will perform the inspections. Additionally, the plan will address security measures for any government provided keys and lock combinations, necessary to ensure doors are locked and secured before and after service is performed.

4.2.2. **Quality Control Inspector.** The contractor shall have one full time quality control inspector (QCI). The contractor's QCI shall have no duties or responsibilities other than quality control and shall not act as a supervisor, chauffeur, office clerk or custodian at any time.

4.2.2.1. **Records.** The contractor shall maintain on site records of inspections. Records shall include the dates of inspections, what was inspected, discrepancies found and corrective action taken. This documentation shall be kept and made available to the government during the term of the contract and at regular QAE visits to the site.

4.2.2.2. **Work Schedules.** The contractor shall arrange his performance of work to minimize interference with normal conduct of government business. The Contractor shall establish a work schedule, which includes all required tasks, for each area for all buildings. Schedules shall be posted on the bulletin boards provided in each building and/or inside authorized storage area provided. Also, contractor shall post corresponding tasks and days of performance for each facility on the inside of each bathroom door and provide a copy to each facility manager. The Contractor shall provide the QAE and COR with copies of the schedules NLT 10 duty days prior to the beginning of the month. Failure to submit the monthly cleaning schedule on time shall result in a discrepancy, and charged to the next month maximum allowable total. Any changes made to the scheduled tasks and/or days of performance shall be submitted to the KO in writing and will be announced at least five days prior to the effective date. The contractor shall post the new task or days of performance within 48 hours of implementation and provide an updated copy to the facility manager.

4.2.2.3. **Periodic Cleaning Schedule.** The contractor shall provide a periodic cleaning schedule (to include all months of the performance period) for each facility. The schedule shall list as a minimum, the specific facility and building number or street address, the month the projected day(s) of service, and a spot for the facility manager to sign his/her name to the schedule.

4.2.2.4. **Strike Plan.** This plan shall be developed outlining how the contractor will assure there will be no significant interruption of contract services due to labor disruptions.

4.3. **QUALITY ASSURANCE.** A systematic plan of all actions necessary to provide confidence that services will conform to established requirements and satisfactory performance is achieved. Quality assurance refers to actions by the government. The government COR shall inspect contractor's performance. Inspections will be conducted in accordance with the Quality Assurance Surveillance Plan (QASP) with the intent of verifying compliance with contract requirements. Contract requirements not listed on the SDS will be inspected during the performance period of the contract. The government will record all surveillance observations. When an observation indicates defective performance, the COR will request the QCI to initial the written observation. Customer complaints may be received from various customers located on the installation. The contractor's QCI shall be responsible for initially validating customer complaints. However, the QAE shall make a final determination of the validity of that complaint. Government personnel other than the KO and QAE may periodically observe contractor performance. However, the CO is the only person that may obligate the government of direct contractor operations.

4.4. **HOURS OF OPERATION.** Normal operations hours are Monday through Thursday, (0630 to 1700), except for those Monday through Friday operations noted in paragraphs 4.4.1. and Appendix E. There will be mission situations that require the contractor to work other than normal hours. Some of these situations are depot mission production goals, contingency operations, or weather emergencies. When the contractor's access to a work area conflicts with the depot's mission requirements, the contractor shall (re) schedule the work to minimize any disruptions. Such scheduling may require work to be accomplished at times other than normal duty hours.

4.4.1. **Holiday Services.** Services scheduled for a certain day of the week, but cannot be completed due to a National Holiday that fell during the normal cleaning week shall be done either the non-service workday prior to or the non-service workday immediately following that holiday. If the service is scheduled for Monday and that Monday is a holiday, then the service shall be performed on the day after (Tuesday) the holiday. If the services are scheduled for a Thursday and that holiday is on Thursday, then the services shall be performed on the Wednesday before the holiday.

4.5. **SECURITY REQUIREMENTS and FORCE PROTECTION PROCEDURES.** The contractor shall obtain a base identification card for each employee and proper passes as applicable for non-government owned vehicles. Employees are required to have the items present on their person at all times during the performance of this contract. The contractor shall retrieve all identification media, including vehicle decals, from employees who leave contract employment for any reason before the contract expires; e.g. termination, retirement, etc. These items will be returned to the Security Police Pass and Identification Office or at a minimum the KO. The contractor shall maintain a current listing of employees. The list shall include employee names and identification numbers. This list shall be provided to the Contracting Officer, Directorate for Emergency Services and the COR at the contract start date. An updated listing shall be provided upon any changes of employees.

4.5.1. **Key and Lock Combination Control.** The contractor shall establish and implement methods of making sure all keys issued for the contractor's use are not lost or misplaced and are not used by unauthorized persons. The contractor shall immediately report to the QAE or KO any occurrences of loss, unauthorized use or unauthorized duplication of keys. Requirements for building keys are worked on a building-by building basis in coordination with the building managers at the beginning of the contract and revised as needed throughout the life of the contract.

4.5.1.1. **Master Keys.** In the event keys, other than master keys, are lost or duplicated, the contractor may be required, upon written direction of the contracting officer, to re-key or replace the affected lock(s) without cost to the government. The government may, however, at its option replace the affected lock(s) or perform the re-keying and deduct the cost of such from the monthly payment due the contractor. In the event a master key is lost or duplicated, the government shall replace all locks and keys for that system and the total costs deducted from the monthly payment due the contractor.

4.5.1.2. **Prohibition of Keys.** The contractor shall prohibit the use of keys issued by the government by any persons other than the contractor's employees. The contractor shall prohibit the opening of locked areas by the contractor's employees to permit entrance of persons other than contractor's employees engaged in the performance of scheduled work in those areas.

4.5.1.3. **Return of Keys.** The contractor shall return any issued keys to the contracting officer within 24 hours of receipt of written request from the contracting officer. In the event that the contractor cannot produce the requested key(s), the government shall consider these keys as lost and shall take appropriate action as mentioned in paragraph

4.5.2. **Lock Combinations.** The contractor shall control access to all government provided lock combinations to preclude unauthorized entry.

4.5.3. **Personnel Clearances.** Criminal history background checks are required for all employees. The contractor will fund background checks and submit required documents to the proper agencies. It is the Contractor's responsibility to audit the background checks records to ensure that every contractor employee working on depot has a proper criminal history background check. Any employee has the right to obtain a copy of the background check report, and, if necessary, to challenge the completeness or accuracy of the report. If an employee has previously received a background check, proof must be provided to the Contracting Officer or a new check must be obtained. In addition to the background check, a signed statement by each employee indicating arrest or conviction, or lack thereof, of any crime involving children, drugs, or alcohol must be provided to the contracting office prior to work start. The contractor shall obtain a security clearance of SECRET for employees performing work in buildings 184, 1172, 1174 and 1184. Interim/final clearances shall be in effect on the date of the contract and shall be obtained in accordance with DOD 5220.22-R. If an interim clearance, final clearance shall be furnished the Contracting Officer no later than ninety (90) days after the start date of the contract. Clearances shall be kept at a minimum; however, a sufficient number to personnel shall be cleared to preclude any interruption of service required by this contract. Requests for a security clearance of SECRET shall be submitted to the Defense Industrial Security Clearance Office (DISCO), P.O. Box 2499, Columbus, Ohio 43216, on either DD Form 48 or DD Form 49, Personnel Security Questionnaire, as applicable. A completed DD form 258 (Finger Print Card) shall accompany the appropriate form. CAUTION: A minimum of three months is required for DISCO to receive, process, and respond to any request for a security clearance. Waiting periods have been known to be considerably longer. A copy of employee's clearance shall be furnished to the KO/COR on receipt.

4.5.4. **Criminal Convictions.** For purposes of this provision:

4.5.4.1. Only criminal convictions will be considered in determining an applicant's suitability for employment. Detention and/or arrest without conviction do not constitute valid grounds for employment decisions and cannot play a part in the decision-making process.

4.5.4.2. In determining an applicant's suitability for employment where the applicant has criminal convictions on his/her record, consideration will be given to the specific duties of the position, the number of offenses and circumstances of each, the age of the conviction(s), and the accuracy of the explanation on the application.

4.5.4.3. In instances where information is obtained that would appear to make the candidate a poor risk for hire, Security Forces can provide guidance and a recommendation to the hiring authority.

4.6. PERFORMANCE OF SERVICES DURING CRISIS DECLARED BY THE NATIONAL COMMAND AUTHORITY OR BASE COMMANDER. All services required by this PWS have been identified as essential for performance during crisis according to DoDI 3020.37, Continuation of Essential DoD Contractor Services During Crisis. Upon notification of a crisis situation by the contracting officer, the contractor shall perform the essential services required by the PWS during the normal day shift and night shift. To provide reasonable assurance of continuation of essential services, the contractor shall submit the following information to the Contracting Officer within 45 days after contract award and as necessary to document personnel and plan changes throughout the life of the contract: A contingency plan explaining how the contractor will ensure that essential personnel will continue performance of the essential services during crisis. In addition, this plan shall identify employees with military recall commitments and explain how those employees will be replaced in the event of mobilization. (Refer to mobilization guidelines in DoDD 1200.7 Screening the Ready Reserve, and 1352.1 Management and Mobilization of Regular and Reserve Retired Military Members (e and f) for guidelines).

4.6.1. **Performance of Services During Military Exercises or Operations.** Work stoppages may occur during the execution of this contract due to military exercises or operations. During these times, access to areas supporting the exercise or

operation may be curtailed or not allowed. During scheduled and unscheduled exercises or operations, the contractor should be prepared to move to other work locations or suspend operations at no additional cost to the U.S. Government. The contractor will not be held responsible for work not performed due to military exercises or operations, if actions taken to continue work are above and beyond the contract provisions.

4.6.2. **Notification.** The Contracting Officer will notify the contractor of a crisis condition (or any other condition limiting or excluding contractor employees access to the installation and its facilities) as soon as possible after security procedures have been implemented. If the crisis condition lasts for any extended duration, some facilities may require service, generally for health issues, and they may be approved on a case by case basis. The Contracting Office will contact the contractor regarding which facilities require service and make arrangements for contractor access to Red River Army Depot. Additionally, many facilities will exhaust on-hand supplies (toilet tissue, paper towels, soap, etc.). The Contracting Officer will also make arrangements for contractor access to make regular deliveries of needed supplies (one week's worth) to all facilities for as long a period as needed.

4.7. **Environmental Requirements.**

4.7.1. **Environmental Laws and Regulations Compliance.** The contractor shall be knowledgeable of and comply with Federal and State Environmental regulations, DoD instructions, Army regulations as well as Red River Army Depot environmental regulations, policies and guidance. The contractor shall establish policies and procedures to protect health and safety of personnel using, living, or working on properties under the jurisdiction of Red River Army Depot, contractor will have a file on hand in project office and give a copy to COR of MSDS's on all chemicals used, this is to minimize or eliminate risks of health & environmental issues. Contractor facilities and operations are subject to environmental compliance inspections without notice. Environmental questions can be directed to the Environmental Division (903) 334-4006.

4.7.2. **Environmental Spill Procedures.** The contractor shall report and manage the releases/spills of hazardous materials in accordance with applicable local, State, DoD, and the Red River Army Depot Hazardous Material Emergency Planning and Response Plan (HAZMAT plan). The contractor shall report incident(s) to 334-3333 (from off base or cell phone – 903-334-3333.) Release and/or spill of any hazardous substance or petroleum product shall be reported immediately by a call to 911 (from off base or cell phone – 903-334-3333.), stating location and type of spill. Liability rests solely with the contractor. Contractor shall be responsible for applicable fines from environmental regulatory agencies resulting from contract negligence.

4.7.3. **Environmental Pollution Prevention.** The contractor shall perform all work so as to minimize environmental pollution or degradation of the environment or natural/cultural resources. Open burning and burial of materials on the Depot is prohibited.

4.7.4. **Contractor Hazardous Material Usage Data Requirements.** The contractor shall report material information and usage of hazardous products using the forms provided by the government. The contractor shall complete the forms according to the attached instructions and submit them to the COR. This data shall in turn be submitted to the Hazardous Material Office (HAZMART) who will input the data for tracking in the DoD Environmental Management Information System or other tracking system.

4.8. **Safety.** The contractor shall comply with all Occupational Safety and Health Act (OSHA) requirements and standards as published in the 29 Code of Federal Regulations (CFR). The Contracting Officer, COR, Director of Public Works, Safety office, Environmental or Security Police representatives may stop employees from performance of any work that poses an immediate threat to employees or base personnel, and shall immediately contact the COR or Contracting Officer. The Contracting Officer shall make a determination of whether the contractor will be allowed to resume work or take immediate corrective action. Other safety or health violations that do not cause an imminent threat shall be reported to the Contracting Officer and/or COR. Any delays related to such violations are not excusable. Contractor will not be allowed to resume work until unsafe conditions are satisfactorily corrected at the direction of the Contracting Officer. Contractor will also be liable for any costs associated with delays or re-performance of work.

4.9. **Smoking Policy.** All contractor employees shall comply with DoD smoking policy which states smoking is not allowed in any DOD facility.

4.10. **Gate Control.** There is the possibility that some custodial service locations will have limited access to installation/bases with controlled gate openings. Unscheduled gate closures by the Security Forces may occur at any time and personnel entering or exiting the installation may experience delay. Privately owned vehicles of contractor's personnel are subject to being searched pursuant to applicable regulations. The award of this contract does not create a right to have access to any military installation. Any violation of an installation regulation or local statute may result in the termination of the privilege to enter one or more military installations.

4.10. Contractor Changeover. The government reserves the right to conduct site visits in all contractor-operated facilities in conjunction with the solicitation of offers for the follow-on-contract. In the event the follow-on-contract is awarded to other than the incumbent, the successor contractor is responsible for obtaining all information from the incumbent contractor, necessary to permit a smooth transition without interruption in service during the transition period. Additionally, the incumbent contractor shall cooperate to the extent required to permit an orderly changeover to the successor contractor. With regard to the successor contractor's access to incumbent employees, a recruitment notice may be placed in each facility.

4.10.1. Contract Phase-In. During the new contract, the new Contractor shall ensure the following phase-in requirements are accomplished during the incumbent's phase out period.

4.10.1.1. Complete workforce requirements including the hiring of personnel to ensure satisfactory performance beginning at contract start date.

4.10.1.2. Familiarize all Contractor personnel with equipment operation, workflow to include work in progress, reporting, priorities, forms, documents, scheduling, storage, safety, security, and quality control procedures. The Contractor shall not interfere with the production efforts of the incumbent contractor personnel.

4.10.1.3. Complete a joint phase-in/phase-out inventory of, if any, Government Furnished Property.

4.10.1.4. Review all records, files, documents, and work papers provided by the Government or generated by the incumbent in support of this contract.

4.10.1.5. Ensure all Contractor personnel complete initial training and briefing requirements prior to contract start date.

4.10.1.6. Submit applications to obtain Contractor identification badges, vehicles passes, escort authorization and security clearances.

4.10.2. Contract Phase-Out. The incumbent shall be fully responsible for all work performed under this PWS during the phase-out period. The incumbent shall ensure any open task orders, as of the contract end date, are completed under the terms of this contract. The incumbent shall ensure the following phase-out requirements are accomplished during the new contractor's phase-in period.

4.10.2.1. Cooperate fully to permit an effective changeover of workload.

4.10.2.2. Allow recruitment notices to be placed in the work areas.

4.10.2.3. Allow new Contractor and Government personnel access on a non-interference basis, to observe equipment operation, workflow to include work in progress, reporting, priorities, forms, documents, scheduling, storage, safety, security, and quality control procedures.

4.10.2.4. Complete a joint phase-in/phase-out inventory of Government Furnished Property.

4.10.2.5. Provide all records, files, documents, and work papers provided by the Government or generated by the incumbent in support of this contract. These documents should be legible, in sequential order, readable in English, and if electronic, accessible via Government systems.

4.10.2.6. Provide all warranty paperwork; warranty paperwork should be in English.

4.10.2.7. Be allowed to interact with the new Contractor and negotiate a fair settlement for contractor owned inventory, equipment, or vehicles.

4.11. Contractor-Furnished Items and Services.

4.12.1 General Information. Except for those items or services specifically stated in this PWS as government furnished, the contractor shall furnish all materials and equipment necessary to accomplish work IAW this PWS with the exception of supplies furnished by the Government in Appendix C. Contractor shall furnish Material Safety Data Sheets (MSDS) in English for all materials/cleaners (including locally bought or procured) to be stored in facility closets. All materials to be used for the Medical Facilities shall be submitted for approval by the Infection Control Function.

4.12.2 Equipment. All equipment shall meet normal commercial standards. All equipment shall be in good working condition (i.e. HEPA vacuum cleaners, floor scrubbers, buffers, etc.). Vacuum cleaners noise level shall not exceed 90dBs at 3 feet from the unit. If contractor equipment will be stored on site at a facility, a listing of the location and all equipment stored

shall be kept at the storage location, and forwarded to the COR. Contractor shall clearly mark all equipment items (i.e. HEPA vacuums, brooms, dustpans, soap etc.) with the name of the company.

4.12.3 **Contractor-Furnished Materials and Supplies.** The following are materials and restroom supplies to be furnished in all restrooms: One-ply toilet tissue, hand soap, liquid soap, powder soap, urinal deodorant, toilet bowl deodorant, sanitary seat covers, and sanitary napkin liners. Each facility may have both hand and liquid soap containers, in these cases only liquid soap in sealed containers is required.

4.12.4 **Plastic Trash Can/Sanitary Napkin Receptacle Liners.** The contractor shall furnish and install plastic trash liners for each trash can and sanitary napkin receptacle. This includes all rest rooms, desk side, common areas, halls, coffee rooms, and other areas in facilities where trash cans are located. These liners shall be appropriate for the trash can it is used in and shall be changed as required or at the direction of the COR.

4.12.5 **Safety.** All electrical equipment shall meet normal commercial standards. This equipment shall operate using existing building circuits. It shall be the responsibility of the contractor to prevent the operation or attempted operation of electrical equipment, or combinations of equipment, which require power exceeding the capacity of existing building circuits.

4.12.6 **Contractor-Furnished Vehicles.** The contractor shall be responsible for providing van vehicles for transporting personnel and their cleaning equipment/supplies to various buildings on base. The vehicles shall be registered, licensed, and insured. A licensed driver shall operate vehicles in accordance with base traffic regulations. Vehicles shall have the company logo/name and the on-base phone number prominently displayed on both sides. Vehicles shall maintain a clean, professional appearance. Both vehicles shall be in operable condition and meet base, local and country safety and traffic requirements. Vehicles found to be unsafe or unable to function as designed shall be removed from the installation and replaced at contractor's expense. Vehicle repairs shall not be performed on base.

4.13. **Government Remedies.** The contracting officer shall follow FAR 52.212.4, Contract Terms and Conditions-Commercial Items (May 1997), for contractor's failure to perform satisfactory services or failure to correct non-conforming services. The Contractor's response time to correct customer complaints and other defects shall be within 2 hours after notification by the Contracting Officer.

4.14. **Best Estimated Quantity (BEQ).** By accepting this contract, the contractor agrees to the following practice, called the Best Estimated Quantity (BEQ). BEQ is defined as the following:

4.14.1. **Square Footage.** The amount of square footage in each category/line item can fluctuate 5% each month without modifying the contract, and the contractor will be paid the agreed on set square footage. The agreed on set square footage is the square footages noted in Appendices and Bid Schedule. Disagreements between the Government and Contractor quantities will be resolved by the Contracting Officer.

4.14.2. **Example.** For example, the contractor and the base agree that the amount of square feet (SF) covered in the contract will be 100 SF. The amount of square footage cleaned can shift from 95 SF to 105 SF, and the contractor will be paid as if he maintained 100 SF.

4.14.3. **Labor Usage Summary Report.** Contractor shall submit a monthly Labor Usage Summary Report to the Contract Administrator and the Contracting Officer Representative (COR) at the time of invoicing. The Labor Usage Summary Report shall be submitted via e-mail or faxed.

4.14.4. **Invoices.** Invoices shall be submitted through Wide Area Work Flow (WAWF). Prior to submitting the invoice, the contractor shall submit to the COR, a detail invoice for approval listing each line item on the schedule, indicating all deductions and optional cleaning items. Contractor shall only invoice for work done. The government may choose to stop service for periods of time in some buildings due to construction/renovation, etc. The Contractor shall not bill for these buildings during this time. Construction on several of the buildings/areas may not be complete prior to contract award. The Contractor will only invoice for these buildings/areas when scheduled cleaning has started.

SECTION 5

5. SUBMITTALS

Contractor Required.

- a. Contractor Personnel Listing-Contractor shall provide a listing of all personnel; badge numbers and base pass ID expiration date. NOTE: Contractor shall submit individual Personnel Listings for B-184 Computer Room, B-468 Health Clinic, B-1172/1174 Missile Re-certification.
- b. Facility Task & Periodic Cleaning Frequency Schedule-Contractor shall provide a detailed cleaning schedule (task, day and time) and Periodic (month) schedule for the each facility to be serviced. NOTE: Any requested changes shall be submitted to KO **10 days prior** to the change. Change to facility cleaning schedule shall be accomplished within 48 hours of implementation.
- c. Material Safety Data Sheets (MSDS)-Contractor shall provide in English. MSDS for each chemical to be stored in the custodial closet in each facility.
- d. Custodial Daily Supply Usage sheets-Contractor shall provide detailed report of all custodial supplies issued to each facility each day. NOTE: Reports shall be submitted to COR by the second day of each month.

Required	Due Date
Written Proof of Records Check	Pre-Performance Conference
Cleaning Frequency Schedule	Contract Start Date
Contractor's Quality Control Plan	Contract Start Date
Primary/Alternate POCs	Upon Contract Award
Contractor Personnel Listing	Upon Contract Award
Background Check & Immunization Record	Contract Start Date
Contractor Quality Control Inspection Sheets	Monthly
MSDS	Contract Start Date
Contractor Strike Plan	10 Days after Contract Start Date
Custodial Daily Supply Usage	Monthly
Training Records/Certificates	Contract Start Date/Annually there after

SECTION 6

APPENDICES

- A. Applicable Publications**
- B. Facility List**
- C. Contractor Furnished Supplies**
- D. Hours of Operation**
- E. Task and Frequency Charts**

APPENDIX A

APPLICABLE PUBLICATIONS

Publications and forms applicable to this Performance Work Statement (PWS) are listed below. The contract has coded publications as Mandatory (M) or Advisory (A). The contractor shall follow those publications coded as mandatory. The contractor shall be guided by those coded advisory to the extent necessary to meet requirement in this PWS. At the start of the contract, the Government provides all publications listed. The Government may issue supplements or amendments to listed publications from any organizational level during the life of the contract. The contractor shall keep all issued publications up-to-date. The contractor shall immediately implement those changes in publications that result in a decrease or no change in the contract price. Before implementing any such revision, supplement, or amendment that will result in an increase in contract price, the contractor shall submit to the contracting officer (KO) a price proposal for approval. Price proposals shall be submitted with 30 calendar days from the date that the contractor receives notice of the revision, supplement, or amendment-giving rise to the increase in cost of performance. The Government will consider changes in the contract price due to supplements and amendments shall be considered under the "Contract Terms and conditions-Commercial Items" clause. The Government will continue to supply the Government forms needed for daily operations. Upon completion of the contract, the contractor shall return to the Government all issued publications and unused forms.

PUBLICATION	TITLE	DATE	MANDATORY/ADVISORY
PUBLICATION	TITLE	DATE	MANDATORY/ADVISORY
Army Reg. 420-90	Army Fire Protection and Fire Prevention Program	Current	A
AR 385-10	Disaster Preparedness Planning and Operations	Current	A
AR 40-10, AR 385-40	Health Hazard Assessment Program and Accident Reporting and Records	Current	M
AR 385-1	Army Occupational and Environmental Safety	Current	M
DoD 6055.5-M	Occupational Health Surveillance Manual	Current	M
Joint Commissions on the Accreditation of Healthcare Organizations (JCAHO)	Comprehensive Accreditation Manual For Ambulatory Care	Current	M
Occupational Safety and Health Association (OSHA) Regulation (Standard 29 CFR)	<u>Bloodborne pathogens. – 1910.1030</u> http://www.osha.gov/SLTC/bloodbornepathogens	Current	A
MTF Exposure Control Plan	MTF Exposure Control Plan for Bloodborne Pathogens	Current	M
Association for Professionals in Infection Control and Epidemiology; Chapt 15 & 107	APIC Infection Control and Applied Epidemiology Principles and Practice	Copyright 1996	A

APPENDIX B

FACILITY LIST

The Facility List reflects the estimated square footage of work areas to be cleaned by the Contractor. The contractor shall verify existing conditions in field prior to commencing work. See appendix F for a list of buildings/areas to be cleaned.

FLOOR PLANS. Due to security restrictions and protection of Government assets on the installation, floor plans will only be presented to the successful Contractor award, if requested by the Contractor. However, Contractors can view the maps during the solicitation process by contacting the KO.

APPENDIX C

CONTRACTOR-FURNISHED SUPPLIES (ESTIMATED)

Soap, Liquid(contained bag)	1,400 Gallons
Soap, Liquid, Antibacterial	2,500 Gallons
Soap, Powered	15,000 Pounds
Disinfectant, Spray	200 Cases @ 24 cans/case
Paper Cups	60 Cases @ 5000/case
Toilet Tissue	200 Cases @ 96 rolls/case
Jumbo Roll Tissue	800 Cases @ 6 rolls/case
Paper Towels Single Fold	720 Cases @ 4400 sheets/case
Paper Towels Multi Fold	300 Cases @ 4400 sheets/case
Paper Towels Roll	1500 Cases @ 7200lf/case
Plastic Waste Basket Liners	180,000 each
Plastic Trash Bags	108,000 each

APPENDIX D

FULL TIME EQUIVALENT JANITORIAL STAFF REQUIREMENTS

Hours of operations for these facilities (requirement of services) will be from 0630-1700 Monday-Thursday

Buildings 115E, 115W & 116(A,B,C,D,E,F): A minimum of two (2) full time equivalent janitorial personnel shall work this group of buildings during operating hours.

Buildings 1158, 1172, 1174, 1174C & 1184: A minimum of one (1) full time equivalent janitorial personnel shall work this group of buildings during operating hours.

Building 184: A minimum of one (1) full time equivalent janitorial personnel shall work this building during operating hours.

Building 15: A minimum of one (1) full time equivalent janitorial personnel shall work this building during operating hours.

Building 345: A minimum of one (1) full time equivalent janitorial personnel shall work this building during operating hours.

Buildings 421 & 431: A minimum of one (1) full time equivalent janitorial personnel shall work this group of buildings during operating hours.

Hours of operations for these facilities (requirement of services) will be from 0630-1500 Monday-Friday

Building 493 (Rubber Plant): A minimum of one (1) full time equivalent janitorial personnel shall work this building during operating hours.

Building 468 Health Clinic: A minimum of one (1) full time equivalent janitorial personnel shall work this area of the building during operating hours.

Building 487 Fitness Center: A minimum of one (1) full time equivalent janitorial personnel shall work this building during operating hours.

Building 468 ALLC logistics Leadership Center: A minimum of two (2) full time equivalent janitorial personnel shall work this building during operating hours.

APPENDIX E

TASK and FREQUENCY CHARTS

SERVICE FREQUENCIES

Level of Service	Floors				Restrooms							
	Sweep Dust Mop	Damp Mop	Spot Wax Buff	Carpet/Rugs		Damp Mop Floors		Scrub, Spot Wax Floors	Strip Rewax Floors	Clean Fixtures & Pipes	Clean Mirrors	Service Disp & Trash Cans
				Vacuum	Surface Shampoo							
A	D	D	W	D	M3	2D		W	M3	2D	2D	2D
B	D	W	M	D	M3	D		W	M3	D	D	2D

GENERAL TASKS (ALL AREAS)

Level of Service	Clean Lav & Sinks	Service All Disp.	Clean Water Fountain	Service Sand Urns	Trash Removal	Replace Trash Liners	Spot, Cln Police Area	Clean Ext Entrance	Clean Glass Doors	High Dust	Replace Sand In Urns	Clean Janitor Area
A	D	D	D	D	2D	W(MIN)	D	D	D	M3	M3	2W(MIN)
B	D	D	D	D	2D	W(MIN)	D	D	D	M3	M3	2W(MIN)

NOTE: All tasks may not be applicable in all areas, (i.e., some areas do not have restrooms, some are only partially carpeted, or do not have carpet at all; the frequencies for each applicable item shall be as shown.

D - Daily, W - Weekly, M - Monthly, M3 - Once every 3 months, 2D - Twice a day, M6 - Once every 6 months, 2W - Twice every week

D4-Four days a week, D5-Five days a week, D6-Six days a week, D7-Seven days a week

S4-Swing Shift four days a week, S5-Swing Shift five days a week, S7-Swing Shift seven days a week

SECTION G - CONTRACT ADMINISTRATION DATA

Accounting and Appropriation

Summary for the Payment Office