

## **PERFORMANCE WORK STATEMENT**

### **Custodial Services – Level 1-Rev. 6**

**FY 2023**

**Dated: Mar 13, 2023**

**1. GENERAL.** This is a non-personal services contract to provide custodial services in support of the 99<sup>th</sup> Readiness Division. The Government shall not exercise any supervision or control over the contract service providers performing the services herein. Such contract services providers shall be accountable solely to the Contractor who, in turn is responsible to the Government.

**1.1. DESCRIPTION OF SERVICES.** The contractor shall provide all personnel, supplies, supervision, tools, materials, equipment, transportation and other items and non-personal services necessary to provide custodial services in accordance with this Performance Work Statement (PWS) except as those items specified as government furnished property and services. The contractor shall perform to the standards in the contract as well as all local, state and federal regulations.

**1.2. OBJECTIVE:** The result of this contract will provide a clean, attractive workplace that presents the facility in its best appearance to enhance public relations and attractiveness of the facility.

**1.3. SCOPE.** Custodial service applies to all designated spaces including, but not limited to, halls, restrooms, offices, work areas, entrance ways, lobbies, storage areas, drill/assembly halls, auditoriums and stairways as detailed in the Custodial Service/Floor Plans.

**1.4. PERIOD OF PERFORMANCE.** The period of performance shall be for 1 base year of 12 months and 4 12 month option periods.

**1.4.1 Site Visit.** It is highly encouraged and expected to have vendors conduct a site visit prior to submitting a quote/offer for the requirement as the Custodial Service/Floor Plans are for layout purposes, may have been revised therefore the requirement may not be properly ascertained without a site visit. There will be an initial and alternate site visit for this requirement see instructions to offer or for details. The contractor is responsible for obtaining appropriate current Custodial Service/Floor Plans and solicitation prior to visit, none will be provided at the site visit. The Custodial Service/Floor Plans provided are estimates only and MUST be verified by the contractor.

## **1.5. GENERAL INFORMATION.**

**1.5.1. QUALITY CONTROL.** The contractor shall maintain effective quality control to ensure services are performed in accordance with this PWS. The contractor's quality control is a means by which he assures himself that his work complies with the requirement of the contract.

**1.5.2. QUALITY ASSURANCE.** The Government shall evaluate the contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan. The plan is primarily focused on what the Government must do to ensure that the contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable defect rate(s). The Government will utilize the custodial inspection sheet found at Exhibit 2 to document quality of service provided.

**1.5.3. HOURS OF OPERATION.** The contractor is responsible for conducting business between the hours of 8:00 AM to 4:30 PM, Monday through Friday except Federal Holidays or when the Government facility is closed due to local or national emergencies, administrative closings, or similar directed facility closings. No work shall be performed during non-duty hours, weekends or when the Government has no workforce on duty available for inspection of the Contractor’s work unless prior approval has been obtained. The contractor must maintain an adequate workforce for uninterrupted performance of all tasks defined within this PWS when the Government facility is not closed for the above reasons.

**1.5.3.1. RECOGNIZED FEDERAL HOLIDAYS:** Any reference to holidays shall be construed to mean the Government/Federal holidays listed below:

New Year’s Day	1 January
Martin Luther King Day	3 <sup>rd</sup> Monday in January
Presidents Day	3 <sup>rd</sup> Monday in February
Memorial Day	Last Monday in May
Juneteenth	19 June
Independence Day	4 July
Labor Day	1 <sup>st</sup> Monday in September
Columbus Day	2 <sup>nd</sup> Monday in October
Veteran’s Day	11 November
Thanksgiving Day	4 <sup>th</sup> Thursday in November
Christmas Day	25 December

When one of the above designated legal holidays falls on a Sunday, the following Monday will be observed as a legal holiday. When a legal holiday falls on a Saturday, the proceeding Friday will be observed as a legal holiday. If a holiday falls on a scheduled Contractor workday, the following proceeding workday will be used to schedule the work to be accomplished.

**1.5.4. PLACE OF PERFORMANCE.** The work to be performed under this contract will be performed at:

**1.5.5. TYPE OF CONTRACT.** The Government will award a Firm Fixed Price contract vehicle.

**1.5.6. PERSONNEL.** The Contractor shall provide the Contracting Officer, and the Contracting Officer Representative (COR) or Regional Facilities Operational Specialist (RFOS) with a list of the names of employees or alternates to be employed in performance of the work 15 calendar days of performance start date. All contractor employees must be able to communicate clearly in the English Language. The Contractor shall also notify the COR or RFOS with any additions or deletions to the list of employees immediately.

**1.5.6.1** Employees of the contractor assigned for performance of this contract shall be capable employees with sufficient experience and training to assure compliance with the contract requirements. The employees shall be required by the Contractor to maintain themselves and their clothing in a neat

and clean manner. A fully qualified workforce shall be on board no later than the second week of the contract.

**1.5.6.2. CONTRACTOR REPRESENTATIVE.** The contractor shall provide an onsite contractor representative who shall be physically present during normal duty hours to conduct overall management coordination and furnish liaison with the government. The contractor representative shall be the point of contact with the government and shall have authority to act or make decisions for the contractor on all matters pertaining to this contract.

**1.5.6.3. CONDUCT OF PERSONNEL.** The Contracting Officer may require the contractor to remove from the job site any employee working under this contract for reasons of misconduct, security, or found to be or suspected to be under the influence of alcohol, drugs, or other incapacitating agent. Contractor employee shall be subject to dismissal from the premises upon determination by the contracting officer that such action is in the best interests of the government. The installation commander has the authority to bar individuals from the installation. Such removal from the job site or dismissal from the premises shall not relieve the contractor of the requirement to provide sufficient personnel to perform the services as required by this PWS.

**1.5.7 IDENTIFICATION OF CONTRACTOR EMPLOYEES.** All contract personnel working in situations where their contractor status is not obvious to third parties are required to identify themselves by always wearing clearly written and visible nametags, as such to avoid creating an impression in the minds of members of the public that they are Government officials.

**1.5.8. ORGANIZATIONAL CONFLICT OF INTEREST.** The contractor shall not employ any employee of the United States Government or the Department of Defense, either military or civilian, if such employment may create a current or subsequent Organizational Conflict of Interest (OCI) as defined in Federal Acquisition Regulation Subpart 9.5. The contractor shall notify the Contracting Officer immediately whenever it becomes aware that participation may result in any actual or potential OCI and shall promptly submit a plan to the Contracting Officer to avoid or mitigate any such OCI. The Contractor's mitigation plan will be determined to be acceptable solely at the discretion of the Contracting Officer and in the event the Contracting Officer unilaterally determines that any such OCI cannot be satisfactorily avoided or mitigated, the Contracting Officer may affect other remedies as he or she deems necessary.

**1.5.9. SECURITY REQUIREMENTS.** Contractor personnel or any representative of the contractor entering the Reserve Center shall abide by all security regulations and shall be subject to security checks. At the close of each work period, government facilities, equipment, and materials shall be secured.

**1.5.9.1. KEY CONTROL.** If the contractor is provided with keys to allow access to buildings and rooms requiring cleaning, they shall ensure they are not lost or misplaced and are not used by unauthorized personnel. The contractor shall not remove the keys from the premises nor are these keys to be duplicated. All keys that are provided to the contractor will require a logged entry signed signature and date. Keys shall be retained in possession of the janitorial staff while on the premises and returned to the COR/RFOS prior to leaving the premises including a logged entry signed signature and

date. All keys lost by Contractor's personnel shall be reported to the COR/RFOS immediately and shall be replaced at the Contractor's expense.

**1.5.9.2.** In the event keys, other than master keys, are lost or duplicated, the Contractor shall, upon direction of the Contracting Officer, Re-key or replace the affected lock or locks; however, the Government, at its option, may replace the affected lock or locks or perform re-keying. When the replacement of locks or re-keying is performed by the Government, the total cost of re-keying or the replacement of the lock, or locks shall be deducted from the monthly payment due to the Contractor. In the event a master key is lost or duplicated, all locks and keys for that system shall be replaced by the Government and the total costs deducted from the monthly payment due to the Contractor.

**1.5.10. VEHICLE OPERATION.** Contractor personnel operating motor vehicles used in performance of this contract shall have a valid state operator's license and shall operate all motor vehicles in accordance with policies and procedures established by the Reserve Center. The contractor's vehicles shall have an identification tag clearly visible while on site and have a valid registration.

**1.5.11. CONSERVATION OF UTILITIES.** The Contractor shall instruct employees in utility conservation practices. The Contractor shall be responsible for operating under conditions, which preclude the waste of utilities, which shall include, but not be limited to the following and other like items:

- a. Lights shall be used only in areas where and at a time when work is being performed.
- b. Heating, Ventilation and Air Conditioning controls shall not be adjusted by the Contractor's employees.
- c. Water faucets and valves shall be turned off after use.

#### **1.5.12. FIRE PROTECTION AND PREVENTION**

**1.5.12.1.** All sweeping compounds, dust cloths and mop treating materials, floor oils and floor treatment materials (exclusive of waxes) shall be products, which are free of any spontaneous heating capability. Listings of these products as free of this capability by the Underwriters' Laboratory Inc. or other qualified nationally recognized testing organization, shall be considered as meeting these requirements.

**1.5.12.2.** The Contractor shall not store combustible supplies, including rags, paper and other like items near possible sources of combustion such as, steam pipes, high wattage lamp bulbs, and other like items. However, dust rags may be stored in airtight metal containers at floor level. Rags, mops, brushes, wax and other cleaning tools which contain a residue of animal, vegetable or mineral oils which are subject to spontaneous combustion shall be disposed of, processed by daily laundering or removed off-site.

#### **1.5.13 SAFETY**

**1.5.13.1.** The Contractor shall instruct employees in appropriate measures as specified by the applicable provisions of the Occupational Safety and Health Act, 1970, PL 91-596 (84 Stat 1590). The Contractor's employees shall not place mops, brooms, machines or other equipment in traffic lanes or other locations in such manner as to create safety hazards.

**1.5.13.2.** When the cleaning of public traffic areas (lobbies, halls or corridors) results in the temporary hazard of wet or slippery floor surfaces, parallel wet mopping or cleaning procedures shall be accomplished so that at no time will it be necessary for personnel to cross a wet surface to gain access to other parts of the area. Whenever this is possible, the Contractor shall use adequate warning signs or devices to warn the public of the hazard.

**1.5.13.3.** The contractor shall providing a Safety Data Sheet (SDS) for each chemical used in the facility where the work is being performed.

#### **1.5.14. WORK SCHEDULE**

**1.5.14.1.** A work schedule for Weekly, Semi Monthly, Monthly, Semi-Annual and Annual type services is to be submitted to the COR/RFOS immediately after contract award but within 3 days of the scheduled start date. Changes to the submitted work schedule shall be submitted to the COR's/RFOS's at least three working days prior to performance. NO work shall commence until written approval is received from the COR/ RFOS.

**1.5.14.2.** Except as otherwise specified, all work shall be performed during the Government's regular working hours, as specified in section 1.5.3.

#### **1.5.15 INTERFERENCE WITH GOVERNMENT BUSINESS**

**1.5.15.1.** The Contractor shall schedule and arrange work so as to cause the least interference with the normal occurrence of Government business and a mission. In those cases where some interference may be essentially unavoidable, the Contractor shall be responsible to make every effort to minimize the impact of the interference, inconvenience, and customer discomfort.

**1.5.15.2.** The Contractor shall prohibit his employees from disturbing papers on desks, opening desk drawers or cabinet or using telephone or office equipment provided for official Government use. The contractor should schedule work such that day rooms or break rooms are not serviced between 11:30 AM and 1:00 PM.

#### **1.5.16 PROTECTION OF GOVERNMENT PROPERTY**

**1.5.16.1.** During the execution of work, the Contractor shall take special care to protect Government property including furniture, walls, baseboards, and other surfaces from materials not included. Accidental splashes shall be removed immediately.

**1.5.16.2.** The Contractor shall return areas damaged as a result of work under this contract to their original condition, to include painting, refinishing, or replacement if necessary.

**2. DEFINITIONS.** As used throughout this contract, the following terms shall have the meaning set forth below.

**2.1. Clean.** "Clean" shall be defined as free of dirt, dust, spots, streaks, stains, smudges, litter, debris, and other residue.

**2.2. Contracting Officer.** The Contracting Officer is a person with the authority to enter into, administer, and/or terminate contracts and make related determinations and findings. The term includes certain authorized representatives of the Contracting Officer acting within the limits of their authority as delegated by the Contracting Officer

**2.3. Contractor.** The term Contractor as used herein refers to both the prime Contractor and any subcontractors. The prime Contractor shall ensure that his/her subcontractors comply with the provisions of the contract. The Government will not have any privity to the subcontractor and hold the prime contractor with full responsibility.

**2.4. Contractor Representative.** A foreman or superintendent assigned in accordance with paragraph 1.5.6.2.

**2.5. Disinfect.** Cleaning in order to destroy any harmful micro-organisms by application of an approved chemical agent.

**2.6. Facility.** An establishment, structure, or assembly of equipment designated for a specific function.

## **2.7 Frequency of Service.**

**2.7.1. Annual (A).** Services performed once during each 12 month period of the contract. These services are to be scheduled within the 12 month Period of Performance. These services are to be conducted in accordance with the specified schedule unless change is scheduled in writing and approval by the COR/RFOS is granted.

**2.7.2. Semi-Annual (SA).** Services performed twice during each 12 month period of the contract. These services are to be performed once in the third month and once in the ninth month of the

contract. These services are to be conducted in accordance with the specified schedule unless change is scheduled in writing and approval by the COR/RFOS is granted.

**2.7.3. Monthly (M).** Services performed 12 times during each 12-month period of the contract at 28 to 31 calendar days.

**2.7.4. Semi-Monthly (SM).** Services performed 24 times during each 12-month period of the contract during the first and third weeks of each month.

**2.7.5. Weekly (W).** Services performed 52 times during each 12-month period of the contract at one time per week.

**2.8. Performance Requirements Summary (PRS).** Identifies the key performance indicators of the contract that will be evaluated by the Government to assure contract performance the contractor meets standards.

**2.9. Quality Assurance Surveillance Plan (QASP).** An organized written document used for quality assurance surveillance. The document contains specific methods to perform surveillance of the contractor for each item of the Performance Requirements Summary.



**2.10. Quality Assurance (QA).** A Method used by the Government to provide some measure of control over the quality of purchased goods and services received.

**2.11. Contracting Officer Representative (COR).** The Government employee designated by the Contracting Officer to be responsible for monitoring of Contractor performance.

**2.12. Regional Facilities Operational Specialist (RFOS).** A designated individual who shall have the primary responsibility for assuring that all supplies, service or workmanship presented to or performed for the Government meet all conditions of the contract.

**2.13 Quality Control (QC).** A method used by the Contractor to control the quality of goods and services received.

**2.14 Space.** An area to receive custodial services, which may or may not be considered a room by common definition. Examples of space/common areas are definable to include hallways, stairwells, lobbies, offices, entrances and elevators.

**2.15. Flooring.** All areas coded to include but not limited to: VCT, Resilient, Ceramic Tile, stained and polished concrete, epoxy, hardwood, marble and Carpet are designated as to be serviced on the Custodial Service/Floor Plan.

**2.16. Resilient Flooring.** Polymer floors engineered for comfort, flexibility, and design. Common types of resilient floors are, linoleum, asphalt, vinyl (composition and solid), rubber, wood, and cork.

**2.17. Waste Containers.** Trash receptacles such as wastebaskets, trashcans, waste paper baskets, ashtrays, or any container holding trash, paper, or refuse of any type.

**2.18 Common Area:** An area to include but not limited to: any and all stairs, landings, Janitorial closets, corridors, elevators, lobbies, lavatories (restrooms), drill/assembly hall, auditorium, break rooms and other public areas of a building.

**3. GOVERNMENT FURNISHED ITEMS AND SERVICES.** The Government will provide the property and services listed below.

**3.1. Utilities.** The Government will furnish the following utility services at existing outlets, for use in those facilities provided by the Government and as may be required for the work to be performed under the contract: electricity, steam, natural gas, fresh water, sewage service, and refuse collection (from existing collection points). Information concerning the location of existing outlets may be obtained from the COR/RFOS. The Contractor shall provide and maintain, at his/her expense, the necessary service lines from existing Government outlets to the site of work.

**4. CONTRACTOR FURNISHED ITEMS AND RESPONSIBILITIES.**

**4.1. GENERAL.** The Contractor shall furnish all supplies, equipment, facilities and services required to perform work under this contract that are not listed under Section 3 of this PWS. Material, equipment, and supplies provided shall be of acceptable commercial grade and quality.

## **5. SPECIFIC TASKS.**

**5.1.** The contractor shall provide the custodial services described herein. An inventory and description of the areas to receive custodial services is included in the applicable Custodial Service/Floor Plans.

**5.2.** Basic services shall be performed at the locations identified in the Custodial Service/Floor Plans and frequencies detailed below and shall consist of the services listed for the specified spaces. Furniture or other equipment (including waste containers) moved while performing basic services shall be returned to their original position.

## **5.3. WEEKLY SERVICES**

### **5.3.1. Space Cleaning.**

**5.3.1.1. Cleaning walk-off mats.** Each time floors are swept/dust mopped or vacuumed walk-off mats in that area shall be cleaned. Soil and moisture underneath shall be removed, and the floor shall be cleaned as appropriate.

**5.3.1.2. Emptying waste containers.** All waste containers shall be emptied and plastic liners containing anything other than paper products shall be replaced. Boxes, cans, bottles marked "TRASH" shall also be removed and disposed of. All waste collected shall be disposed of. All waste that is collected that falls on the floor and outside grounds during waste removal shall be picked up and disposed of by the contractor. All plastic liners in tall containers above 10 Gallons should be replaced every time.

### **5.3.2. Floor Care.**

**5.3.2.1. Sweeping/Dust mopping.** The following floors as identified in the Custodial/Service Floor Plan as VCT, Concrete, and Ceramic Tile, shall be swept and dust mopped with a disinfectant so as to remove all loose dirt, dust and debris.

**5.3.2.2 Damp Mopping.** Prior to damp mopping, the following floors as identified in the Custodial Service/Floor Plans as VCT, Concrete and Ceramic Tile shall be swept/dust mopped to remove all loose dirt, dust, and debris. Floors shall be damp mopped with an approved cleaning solution to remove dirt, streaks, smears and stains.

### **5.3.3. Restroom Services.**

**5.3.3.1 Sweeping/Dust mopping.** Latrine floors shall be swept/dust mopped to remove all loose dirt, dust, and debris.



**5.3.3.2 Damp Mopping.** Prior to damp mopping, Latrine floors shall be swept/dust mopped to remove all loose dirt, dust and debris. Floors shall be damp mopped with an approved cleaning solution to remove dirt, streaks, smears and stains.

**5.3.3.3. Emptying waste containers.** Waste containers shall be emptied, disinfected, and plastic liners replaced.

**5.3.3.4. Cleaning Fixtures.** Restroom fixtures, including water closets, urinals, lavatories, and sinks shall be washed inside and outside utilizing a disinfectant, and shall be free of stains and odors. Pumice sticks and an approved toilet bowl cleaner shall be used to remove stains from urinals and water closets. Brushes, sponges, and cloths that have been used to clean any other part of the restroom (including water closets, urinals, walls, floors and partitions) shall not be used to clean lavatories or sinks. Mirrors shall be cleaned and polished. All metal fixtures and hardware shall be cleaned.

**5.3.3.5. Servicing Restrooms.** Service shall include inspecting, replenishing, and cleaning supply dispensers. Contractor furnished restroom supplies shall include, but are not limited to, paper towels, toilet tissue, and soap. The contractor shall stock restrooms with sufficient supplies to ensure that the supplies will last until the next scheduled service. If dispensers become empty before the next scheduled service, the Contractor shall replenish them at no additional cost to the Government. The contractor shall use the government furnished supplied dispensers unless otherwise specified by the RFOS. The contractor shall provide soap/paper dispensers if no permanent dispensers are available in the restrooms.

**5.3.3.6. Floor Drains.** Floor drains in restrooms, shower rooms and locker rooms shall be cleaned and flushed with disinfectant.

## **5.4. SEMI-MONTHLY SERVICES**

### **5.4.1. Space Cleaning.**

**5.4.1.1. Drinking Fountains.** Metal shall be wiped clean free of stains, smudges and scale.

### **5.4.2. Restroom Services.**

**5.4.2.1. Cleaning Restrooms.** Wainscoting, partitions, walls, and doors shall be cleaned free of dirt, stains, and graffiti.

## **5.5. MONTHLY SERVICES**

### **5.5.1. Space Cleaning.**

**5.5.1.1 Vacuuming carpets and rugs.** Carpeted areas and rugs shall be vacuumed free of all loose soil and debris.

**5.5.1.2. Cleaning walk on/off mats/system.** Each time floors are swept/dust mopped or vacuumed walk-off mats in that area shall be cleaned. Soil and moisture underneath shall be removed, and the floor shall be cleaned as appropriate. The entrance system, recessed mat systems must be removed from

the catch pan and cleaned if present. The catch pan shall be cleaned of all debris and then the mats returned to the system.

**5.5.1.3. Low Dusting/Cleaning.** All furniture, partitions, radiators, equipment, hand railings on stairways, grills, horizontal ledges, and sills shall be dusted. Walls, doors, and partitions shall be wiped clean (including glass in partitions and doors) to a height of 7 feet above the floor level. If present, chalk boards, chalk trays, and erasers shall be cleaned. Corridor, lobby, elevator, and entrance walls and doors shall be cleaned. Miscellaneous hardware and bright metal work shall be wiped clean. Drinking fountains shall be free of stains, smudges and scale.

#### **5.5.2. Floor Care.**

**5.5.2.1. Sweeping/Dust mopping.** The following floors as identified in the Custodial Service/Floor Plan as VCT, Ceramic and Concrete flooring shall be swept and dust mopped with a disinfectant so as to remove all loose dirt, dust and debris.

**5.5.2.2. Damp Mopping.** Prior to damp mopping, all floors identified in the Custodial Service/Floor Plan, with the exception of carpets shall be swept/dust mopped. Floors shall be damp mopped with an approved cleaning solution to remove dirt, streaks, smears and stains.

#### **5.5.3. Restroom Services.**

**5.5.3.1. Cleaning Restrooms.** Shower stall rooms and locker/dressing rooms shall be washed inside and outside utilizing a disinfectant and shall be free of stains and odors.

### **5.6. SEMI-ANNUAL SERVICES**

#### **5.6.1. Floor Care.**

**5.6.1.1 Spray Cleaning and Buffing.** Prior to spray cleaning and buffing, floors shall be damp mopped as specified above. Floor shall be spray cleaned and buffed to remove traffic marks, heavy soil, etc. The material used for spray cleaning and buffing shall contain a blend of detergents and polymers to emulsify surface soil and repair traffic areas. Any loose residue is produced by buffing shall be removed in a manner that will leave the floor clean without destroying the high gloss produced by buffing. When completed, a spray cleaned and buffed floor shall have a uniform, high gloss finish, free of scuff and heel marks. The floor finish shall be uniform from wall to wall, including corners. The following floors as identified in the Custodial Service/Floor Plan as VCT and Ceramic Tile shall be spray cleaned and buffed as in accordance with this paragraph. The contractor is responsible to move furniture and other equipment during floor stripping and re-waxing and relocate back to original positions.

**5.6.1.2. Waxing and buffing.** In the event that spray cleaning and buffing is not sufficient to maintain a uniform high-gloss finish, floors shall be completely waxed and buffed. The Contractor shall use a liquid wax system containing not less than 18% solids, the floors shall be damp mopped as specified above immediately prior to application of wax. Floors shall be buffed, if required, to a uniform gloss

finish free from dirt, traffic marks, and stains. The following floors as identified in the Custodial Service/Floor Plan as VCT and Ceramic Tile shall be waxed and buffed as in accordance with this paragraph. The contractor is responsible to move furniture and other equipment during shampooing and after drying relocate back to original position.

### **5.6.2. Space Cleaning.**

**5.6.2.1. High Dusting/Cleaning.** High cleaning includes cleaning horizontal and vertical surfaces over 7 feet above floor level including all overhead piping, air supply vent covers/diverters and ceiling areas. All dust litter and soil shall be removed from all surfaces. Walls shall be free of dirt, smudges, and markings. Ceilings are to be free of cobwebs and loose dirt.

**5.6.2.2. Wash Interior and Exterior Doors and Frames.** The Contractor shall thoroughly clean all interior and exterior doors and frames. Remove all scuff marks, cobwebs, foreign objects, and etc. All doors and frames shall be cleaned and left free of streaks and stains.

## **5.7 ANNUAL SERVICES**

### **5.7.1. Floor Care.**

**5.7.1.1. Stripping and Re-waxing Floors.** The following floors as identified in the Custodial Service/Floor Plan as VCT and Ceramic Tile shall be stripped and re-waxed. Additionally, this service is to include restrooms, and shall be swept/dust mopped and stripped to remove all built up wax and imbedded dirt prior to re-waxing. After application of wax, areas shall be buffed (if needed) sufficiently for maximum gloss and uniform sheen from wall to wall, including corners. The re-waxed floor shall present a clean appearance free from scuff marks and dirt smears. The contractor is responsible to move furniture and other equipment during floor stripping and re-waxing and relocate back to original positions.

#### **5.7.1.2 Waxing and Buffing**

In the event that spray cleaning is not sufficient to maintain a uniform high-gloss finish, floors shall be completely waxed and buffed. The Contractor shall use a liquid wax system containing not less than 18% solids, the floors shall be damp mopped as specified above immediately prior to application of wax. Floors shall be buffed, if required, to a uniform gloss finish free from dirt, traffic marks, and stains. The following floors as identified in the Custodial Service/Floor Plan as VCT and Ceramic Tile shall be waxed and buffed as in accordance with this paragraph. The contractor is responsible to move furniture and other equipment during application and relocate back to original position.

**5.7.1.3. Shampooing Carpets and Rugs.** Prior to shampooing, carpets and rugs shall be vacuumed free of all loose soil and debris. Carpets and rugs shall be shampooed free of streaks, stains, and spots, and shall have a bright uniform color. Shampooing shall be done by the water extraction method. The contractor is responsible to move furniture and other equipment during shampooing and after drying relocate back to original positions.

### **Section 5.8 Service Contract Reporting - When applicable and specified as line item.**

Contractors will report manpower data relating to the performance of services contracts into SAM.GOV, consistent with existing service contract reporting under the FAR Subpart 4.17-Service Contracts Inventory.

## **6. ANTITERRORISM (AT) AND OPERATIONS SECURITY (OPSEC)**

include subcontractor employees, requiring access Army installations, facilities and controlled access areas shall complete AT Level I awareness training within 30 calendar days after contract start date or effective date of incorporation of this requirement into the contract, whichever is applicable. The contractor shall submit certificates of completion for each affected contractor employee and subcontractor employee, to the COR or to the contracting officer, if a COR is not assigned, within 5 calendar days after completion of training by all employees and subcontractor personnel. AT level I awareness training is available at the following website: <http://jko.jten.mil> or non-CAC card holders - <http://jko.jten.mil/courses/at11/launch.html>

### **6.2. ACCESS, GENERAL PROTECTION, AND SECURITY POLICY AND PROCEDURES.**

Contractor and all associated sub-contractors' employees shall provide all information required for background checks to meet installation access requirements to be accomplished by installation Provost Marshal Office, Director of Emergency Services or Security Office. Contractor workforce must comply with all personal identity verification requirements (FAR clause 52.204-9, Personal Identity Verification of Contractor Personnel) as directed by DOD, HQDA and/or local policy. In addition to the changes otherwise authorized by the changes clause of this contract, should the Force Protection Condition (FPCON) at any individual facility or installation change, the Government may require changes in contractor security matters or processes.

#### **6.2.1 For contractors that do not require CAC, but require access to a DoD facility or installation.**

Contractor and all associated sub-contractors employees shall comply with adjudication standards and procedures using the National Crime Information Center Interstate Identification Index (NCIC-III) and Terrorist Screening Database (TSDB) (Army Directive 2014-05/AR 190-13), applicable installation, facility and area commander installation/facility access and local security policies and procedures (provided by government representative), or, at OCONUS locations, in accordance with status of forces agreements and other theater regulations.

**6.3 iWATCH TRAINING.** The contractor and all associated subcontractor employees shall brief all employees on the local iWATCH program (training standards are provided by COR/RFOS). This locally developed training will be used to inform employees of the types of behavior to watch for and instruct employees to report suspicious activity to the COR/RFOS. This training shall be completed within 30 calendar days of contract award and within 30 calendar days of new employees commencing performance with the results reported in writing to the COR/RFOS no later than 5 calendar days after completion of training.

**6.4 OPSEC TRAINING.** Per Army Regulation 530-1, Operations Security, new contractor employees must complete Level I OPSEC training within 30 calendar days of reporting for duty and annually thereafter.

#### **6.5 Sign in Requirement.**

The contractor is responsible to ensure all employees sign in and out of the facility when work is being performed. Failure to do so will result in an unsatisfactory work requirement.

## 7. ATTACHMENT/TECHNICAL EXHIBIT LIST

### 7.1 EXHIBIT 1 - PERFORMANCE REQUIREMENTS SUMMARY

Performance Objective	Standard	Performance Threshold	Method of Surveillance
The contractor shall adhere to the work schedule as stated in accordance with PWS paragraphs 1.5.14.1 & 1.5.14.2	AR 420-1 Army Facilities Management Custodial Services	100% with no valid customer complaint	RFOS reviewed, Random Sampling, Periodic Surveillance and/or Validated Customer Complaint
The contractor shall sign into the facility in accordance with PWS paragraph 6.5	AR 420-1 Army Facilities Management Custodial Services	100% with no valid customer complaint	RFOS reviewed, Random Sampling, Periodic Surveillance and/or Validated Customer Complaint
The contractor shall Cleaning walk-off mats in accordance with PWS paragraph 5.3.1.1 & 5.5.1.2	TM 5-609 – Military Custodial Services Manual: Section 3.1.8 Rug Cleaning	98% with no more than one valid customer complaint a month	Random Sampling, Periodic Surveillance and/or Validated Customer Complaint
The contractor shall empty waste containers in accordance with PWS paragraph 5.3.1.2 & 5.3.3.3	AR 420-1 Army Facilities Management Custodial Services	98% with no more than one valid customer complaint a month	Random Sampling, Periodic Surveillance and/or Validated Customer Complaint
The contractor shall Sweep/Dust mop in accordance with PWS paragraph 5.3.2.1, 5.3.3.1 & 5.5.2.1	TM 5-609 – Military Custodial Services Manual: Section 3.1.2.4 Sweeping Standards and Section 3.1.3.1 Mopping	98% with no more than one valid customer complaint a month	Random Sampling, Periodic Surveillance and/or Validated Customer Complaint
The contractor shall damp mop in accordance with PWS paragraph 5.3.2.2, 5.3.3.2 & 5.5.2.2	TM 5-609 – Military Custodial Services Manual: Section 3.1.5 Dry Cleaning; Section 3.1.7 Types of Floors and Treatment	98% with no more than one valid customer complaint a month	Random Sampling, Periodic Surveillance and/or Validated Customer Complaint

The contractor shall clean fixtures in accordance with PWS paragraph 5.3.3.4	Technical Manual (TM) 5-609-Military Custodial Services Manual: Section 3.4.1 Toilet Rooms	98% with no more than one valid customer complaint a month	Random Sampling, Periodic Surveillance and/or Validated Customer Complaint
The contractor shall service restrooms in accordance with PWS paragraph 5.3.3.5	TM 5-609-Military Custodial Services Manual: Section 3.4.1 Toilet Rooms	98% with no more than one valid customer complaint a month	Random Sampling, Periodic Surveillance and/or Validated Customer Complaint
The contractor shall clean Floor Drains in accordance with PWS Paragraph 5.3.3.6	TM 5-609-Military Custodial Services Manual: Section 3.4.1 Toilet Rooms	98% with no more than one valid customer complaint a month	Random Sampling, Periodic Surveillance and/or Validated Customer Complaint
The contractor shall clean drinking fountains in accordance with PWS paragraph 5.4.1.1	TM 5-609-Military Custodial Services Manual: Section 3.5.1.3 Drinking Fountains	98% with no more than one valid customer complaint a month	Random Sampling, Periodic Surveillance and/or Validated Customer Complaint
The contractor shall clean restrooms in accordance with PWS paragraph 5.4.2.1 & 5.5.3.1	TM 5-609-Military Custodial Services Manual: Section 3.4.1 Toilet Rooms	98% with no more than one valid customer complaint a month	Random Sampling, Periodic Surveillance and/or Validated Customer Complaint
The contractor shall vacuum carpet and rugs in accordance with PWS paragraph 5.5.1.1	TM 5-609 – Military Custodial Services Manual: Section 3.1.8 Rug Cleaning	98% with no more than one valid customer complaint a month	Random Sampling, Periodic Surveillance and/or Validated Customer Complaint
The contractor shall Low/High dust/clean in accordance with PWS paragraphs 5.5.1.3 & 5.6.2.1	TM 5-609 Military Custodial Services Manual, Section 3.1.11 Dusting	100% with no valid customer complaint	Random Sampling, Periodic Surveillance and/or Validated Customer Complaint
The contractor shall spray clean and buff floors in accordance with PWS paragraph 5.6.1.1	TM 5-609 – Military Custodial Services Manual: Section 3.1.5 Dry Cleaning; Section 3.1.7 Types of Floors and Treatment	100% with no valid customer complaint	Random Sampling, Periodic Surveillance and/or Validated Customer Complaint



The contractor shall wax and buff floors in accordance with PWS paragraph 5.6.1.2	TM 5-609 – Military Custodial Services Manual: Section 3.1.6 Waxing; Section 3.1.7 Types of Floors and Treatment	100% with no valid customer complaint	Random Sampling, Periodic Surveillance and/or Validated Customer Complaint
The Contractor shall wash interior and exterior doors and frames in accordance with PWS paragraph 5.6.2.2	AR 420-1 Army Facilities Management Custodial Services	100% with no valid customer complaint	Random Sampling, Periodic Surveillance and/or Validated Customer Complaint
The contractor shall strip and re-wax floors in accordance with PWS paragraph 5.7.1.1	TM 5-609 – Military Custodial Services Manual: Section 3.1.6 Waxing; Section 3.1.7 Types of Floors and Treatment	100% with no valid customer complaint	Random Sampling, Periodic Surveillance and/or Validated Customer Complaint
The contractor shall wax and buff floors in accordance with PWS paragraph 5.7.1.2	TM 5-609 – Military Custodial Services Manual: Section 3.1.6 Waxing; Section 3.1.7 Types of Floors and Treatment	100% with no valid customer complaint	Random Sampling, Periodic Surveillance and/or Validated Customer Complaint
The contractor shall shampoo carpets and rugs in accordance with PWS paragraph 5.7.1.3	TM 5-609 – Military Custodial Services Manual: Section 3.1.8 Rug Cleaning	100% with no valid customer complaint	Random Sampling, Periodic Surveillance and/or Validated Customer Complaint

## 7.2 EXHIBIT 2 – CUSTODIAL INSPECTION SHEET

### EXHIBIT 2 CUSTODIAL INSPECTION CHECKLIST

**Contract Number:**

**Location:**

**Instructions:** Check the box that applies, make comments as needed and have both the Regional Facilities Operation Specialist (RFOS)/Contracting Officer's Representative (COR) and Contractor Representative sign at the bottom. The checklist must be completed on a monthly basis and submitted with monthly invoice. Payment will NOT be approved without completed checklist.

Were the following in accordance with the Performance Work Statement (PWS) and in accordance with the standards outlined in the Performance Requirements Summary (PRS)?

Work Requirement	<u>Service</u> Completed	Satisfactory	Unsatisfactory	Comments
<b>Work Schedule (1.5.14)</b>				
Work Schedule agreement (1.5.14.1)				
Working hours (1.5.14.2)				
<b>Sign in Requirement (6.5)</b>				
<b>Weekly</b>				
<b>Space Cleaning (5.3.1)</b>				
Cleaning Walk-off Mats (5.3.1.1)				
Emptying Waste Containers (5.3.1.2)				
<b>Floor Care (5.3.2)</b>				
Sweeping/Dust Mopping (5.3.2.1)				
Damp Mopping (5.3.2.2)				
<b>Restroom Services (5.3.3)</b>				
Sweeping/Dust Mopping (5.3.3.1)				
Damp Mopping (5.3.3.2)				
Emptying Waste Containers (5.3.3.3)				
Servicing Restrooms (5.3.3.5)				
Clean Floor Drains (5.3.3.6)				
<b>Semi Monthly</b>				
<b>Space Cleaning (5.4.1)</b>				
Drinking Fountains (5.4.1.1)				
<b>Restroom Services (5.4.2)</b>				
Cleaning Restrooms (5.4.2.1)				

<b>Monthly</b>				
<b>Space Cleaning (5.5.1)</b>				
Vacuuming Carpets and Rugs (5.5.1.1)				
Cleaning Walk On/Off Mats/Systems (5.5.1.2)				
Low Dusting/Cleaning (5.5.1.3)				
<b>Floor Care (5.5.2)</b>				
Sweeping/Dust Mopping (5.5.2.1)				
Damp Mopping (5.5.2.2)				
<b>Restroom Services (5.5.3)</b>				
Cleaning Restrooms (5.5.3.1)				
<b>Semi Annual</b>				
<b>Floor Care (5.6.1)</b>				
Spray Cleaning and Buffing (5.6.1.1)				
Waxing and Buffing (5.6.1.2)				
<b>Space Cleaning (5.6.2)</b>				
High Dusting/Cleaning (5.6.2.1)				
Washing Interior/Exterior Doors and Frames (5.6.2.2)				
<b>Annual</b>				
<b>Floor Care (5.7.1)</b>				
Stripping and Re-Waxing Floors (5.7.1.1)				
Wax and Buff floors (5.7.1.2)				
Shampooing Carpets and Rugs (5.7.1.3)				

### 7.3. EXHIBIT 3 - FLOOR PLAN

7.3.1. The Contractor is responsible to ascertain actual square footage.

Additional Comments

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