

PERFORMANCE WORK STATEMENT (PWS)

Custodial Contract for Camp Stanley Storage Activity (CSSA)

PART 1

GENERAL INFORMATION

1. General: This is a non-personal services contract to provide custodial services for 41 buildings located at Camp Stanley Storage Activity (CSSA), 25800 Ralph Fair Road, Boerne, TX. The government shall not exercise any supervision or control over the contract service providers performing the services herein. Such contract service providers shall be accountable solely to the contractor who, in turn, is responsible to the government.

1.1 Description of Services/Introduction: The contractor shall provide all personnel, equipment, supplies, facilities, transportation, tools, materials, supervision, and other items of non-personal services, except for those items specified as government furnished property, necessary to perform custodial services in a manner that will maintain a condition that presents a clean, neat and professional appearance as defined in this performance work statement. The contractor shall perform to the standards in this contract.

1.2 Background: Camp Stanley, of Boerne, Texas, is a U.S. Army facility located twenty miles northwest of San Antonio. It operates the "Camp Stanley Storage Activity" (CSSA) as an ordnance test, storage, and transfer facility, a sub-installation of the McAlester Army Ammunition Plant, Joint Munitions Command.

1.3 Objectives: To provide custodial services located at Camp Stanley Storage Activity providing general daily cleaning services, periodical cleaning services, and temporary billeting facility services.

1.5 1.4 Scope: This is a non-personnel service contract. Services include custodial services that include general daily cleaning service, periodical cleaning services, and temporary billeting cleaning services. Period of Performance: The period of performance shall be for one (1) base year of 12 months and four (4) 12-month option years.

1.6 General Information

1.6.1 Quality Control: Quality control is the responsibility of the contractor. The contractor is responsible for the delivery of quality services/supplies to the government (see FAR 52.246-1, Contractor Inspection Requirements). The contractor shall develop, implement, and maintain an effective quality control system that includes a written quality control plan (QCP). The QCP shall implement standardized procedure/methodology for monitoring and documenting contract performance to ensure all contract requirements are met. The contractors' QCP must contain a systematic approach to monitor operations to ensure acceptable services/products are provided to the government. The QCP, as a minimum, shall address continuous process improvement; procedures for scheduling, conducting and documentation of inspection; discrepancy

identification and correction; corrective action procedures to include procedures for addressing government discovered non-conformances; procedures for root cause analysis to identify the root cause and root cause corrective action to prevent re-occurrence of discrepancies; procedures for trend analysis; and procedures for collecting and addressing customer feedback/complaints. The contractor shall upon request provide to the government its quality control documentation. The QCP is to be delivered with the contractor's proposal, three copies of a comprehensive written QCP shall be submitted to the contracting officer (KO) and contracting officer representative (COR) within five (5) working days when changes are made thereafter. After acceptance of the quality control plan the contractor shall receive the contracting officer's acceptance in writing of any proposed change to its QC system.

1.6.2 Quality Assurance: The government will periodically evaluate the contractor's performance by appointing a representative(s) to monitor performance to ensure services are received in accordance with the Quality Assurance Surveillance Plan. The government representative will evaluate contractor's performance through intermittent on-site inspections of the contractor's quality control program and receipt of complaints from base personnel. The government may inspect each task as completed or increase the number of quality control inspections if deemed appropriate because of repeated failures discovered during quality control inspections or because of repeated customer complaints. Likewise, the government may decrease the number of quality control inspections if performance dictates. The contractor shall be responsible for initially validating customer complaints. However, the Contracting Officer or his designated representative shall make final determination of the validity of customer complaint(s) in cases of disagreement with customer(s).

1.6.3 Federal Government Holidays: The following is a list of observed Federal Holidays, which contractor is not required to provide services during:

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

1.6.4 Hours of Operation: The contractor is responsible for conducting business, between the hours of 0700 to 1600 Monday through Friday. CSSA employee break for lunch between the hours of 1100-1200 and some facilities from 1200-1300, so some of the facilities may not be accessible during this time, contractor shall schedule around lunch schedules. Monday through Friday except federal holidays or when the government facility is closed due to local or national emergencies, administrative closings, or similar government directed facility closings. For other than firm fixed price contracts, the contractor will not be reimbursed when the government facility is closed for the above reasons. The contractor must at all times maintain a workforce for

the uninterrupted performance of all tasks defined within this PWS when the government facility is not closed for the above reasons. When hiring personnel, the contractor shall keep in mind that the stability and continuity of the workforce are essential. Schedules are subject to be changed to meet the needs of the Government. The contractor may find it necessary to deviate from the normal base hours of operation, to ensure timely completion of work under this PWS at no additional cost to the government to accomplish periodic cleaning services, buffing floors, floor maintenance and shampooing carpets. Periodicals floor cleaning shall be accomplished during evening or weekend shifts, which will require escorts for building access.

1.6.5 Place of Performance: The work to be performed under this contract will be performed at Camp Stanley Storage Activity (CSSA), of Boerne, Texas.

1.6.6 Type of Contract: This will be a Firm Fixed Price Contract.

1.6.7 Security Requirements: This is an unclassified contract.

1.6.7.1 PHYSICAL Security: The contractor shall be responsible for safeguarding all government equipment, information and property provided for contractor use. At the close of each work period, government facilities, equipment, and materials shall be secured.

1.6.7.1.1 Access and General Protection/Security Policy and Procedures. The contractor and all associated employees shall comply with applicable installation, facility, and area commander installation and facility access and local security policies and procedures (provided by the Government representative). The contractor workforce must comply with all personal identity verification requirements 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) and Health Condition Protections at any individual facility or installation change, the Government may require changes in contractor security matters or processes

1.6.7.1.2 Access: Requirements for Camp Stanley – Contractor shall provide a list of all contractor employees, to include sub-contractors, who will be working on Camp Stanley. The list shall incorporate full name, address, social security number, date of birth, prove of U.S. citizenship, driver's license number, and company name. This list will be provided to the Contracting Officer's Representative (COR) to forward to the security manager four (4) weeks prior to when access is needed. Contract employees that require temporary access will be required to submit the same information listed above within 72 hours prior to access and will require an escort while visiting the installation. The contractor shall be limited to the number of personnel they identify. The contractor shall identify a reasonable number of personnel, to include contingency personnel. The contractor cannot submit the entire staff for this requirement as it is incumbent on the government to perform the background checks. Issued CSSA access badges must be returned to the COR or installation security representative at the end of contract term.

1.6.7.2 Key Control The contractor shall establish and implement methods of making sure all keys/key cards issued to the contractor by the government are not lost or misplaced and are not

used by unauthorized persons. NOTE: All references to keys include key cards. No keys issued to the contractor by the government shall be duplicated. The contractor shall develop procedures covering key control that shall be included in the Quality Control Plan. Such procedures shall include turn-in of any issued keys by personnel who no longer require access to locked areas. The contractor shall immediately report any occurrences of lost or duplicate keys/key cards to the contracting officer.

1.6.7.2.1. 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 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 cost deducted from the monthly payment due the contractor.

1.6.7.2.2. The contractor shall prohibit the use of government issued keys/key cards by any persons other than the contractor's employees. The contractor shall prohibit the opening of locked areas by contractor employees to permit entrance of persons other than contractor employees engaged in the performance of assigned work in those areas, or personnel authorized entrance by the contracting officer.

1.6.7.3 Lock Combinations The contractor shall establish and implement methods of ensuring that all lock combinations are not revealed to unauthorized persons. The contractor shall ensure that lock combinations are changed when personnel having access to the combinations no longer have a need to know such combinations. These procedures shall be included in the Contractor's Quality Control Plan.

1.6.8 Personal Identity Verification (PIV). N/A

1.6.9 Visit Notification N/A

1.6.10 Special Qualifications: Contractor Team Lead must be fluent in English.

1.6.11 Post Award Conference/Periodic Progress Meetings: The contractor agrees to attend any post award conference convened by the contracting activity or contract administration office in accordance with Federal Acquisition Regulation Subpart 42.5, Post Award Orientation. The contracting officer, COR, and other government personnel, as appropriate, will meet periodically, quarterly as a minimum, with the contractor to review the contractor's performance. At these meetings the contracting officer will apprise the contractor of how the government views the contractor's performance and the contractor will apprise the government of problems, if any, being experienced. Appropriate action shall be taken to resolve outstanding issues. These meetings shall be at no additional cost to the government.

1.6.12 Contracting Officer Representative (COR): The (COR) will be identified by separate letter. The COR monitors all technical aspects of the contract and assists in contract administration. The COR is authorized to perform the following functions: assure that the

Contractor performs the technical requirements of the contract: perform inspections necessary in connection with contract performance: maintain written and oral communications with the Contractor concerning technical aspects of the contract: issue written interpretations of technical requirements, including Government drawings, designs, specifications: monitor Contractor's performance and notifies both the Contracting Officer and Contractor of any deficiencies; coordinate availability of government furnished property, and provide site entry of Contractor personnel. A letter of designation issued to the COR, a copy of which is sent to the Contractor, states the responsibilities and limitations of the COR, especially regarding changes in cost or price, estimates or changes in delivery dates. The COR is not authorized to change any of the terms and conditions of the resulting order. All inquiries, comments or complaints arising from any matter observed, experienced, or learned of as a result of or in connection with the performance of this contract, the resolution of which may require the dissemination of official information, shall be directed to the COR and the Contracting Officer (KO). The Contractor shall only conduct business with designated government personnel listed as points of contact (POCs). Contractor personnel shall conform to standards of conduct and a code of ethics, which are consistent with those applicable to Government employees as provided by the Joint Ethics Regulation 5500.7.R.

1.6.13 Key Personnel: N/A

1.6.14 Identification of Contractor Employees: The contractor (to include subcontractors) will be issued a CSSA access badge, which includes at a minimum, employee name and a color photo of the employee. ID badges shall be worn at all times during which the employee is performing work under this contract. Each contractor (to include subcontractors) employees shall wear the ID badge in a conspicuous place on the front of exterior clothing and above the waist except when safety or health reasons prohibit. The contractor (to include subcontractors) shall be responsible for collection of ID badges upon completion of the contract or termination of employee and must be returned to the security representative. A listing of issued contracting personnel required access shall be furnished to the contracting officer prior to the contract performance date and updated as needed to reflect contractor and subcontractor personnel changes. Access badges must be removed and safeguarded when leaving the installation.

1.6.15 Anti-Terrorism and Operations Security Requirements

1.6.15.1 AT Level I Training. All contractor employees, to include subcontractor employees, requiring access to 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 30 calendar days after completion of training by all employees and subcontractor personnel. AT Level I awareness training is available at the following website: <https://atlevel1.dtic.mil/at>.

1.6.15.2 iWATCH Training. The contractor and all associated sub-contractors shall brief all employees on the local iWATCH program (training standards provided by the requiring activity ATO). This local 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. This training shall be completed within 30 calendar days of contract award and within 15 calendar days of new employees commencing performance with the results reported to the COR NLT 35 calendar days after contract award.

1.6.15.3. Access and General Protection/Security Policy and Procedures. The standard language text is for contractor employees with an area of performance within an Army controlled installation, facility or area. Contractor and all associated sub-contractors employees shall comply with applicable installation, facility and area commander installation/facility access and local security policies and procedures (provided by government representative). The contractor shall also provided 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 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 (FCON) and Health Condition Protection at any individual facility or installation change, the Government may require changes in contractor security matters or processes

1.6.16. Supervision of Contractor Employees: The government will not exercise any supervision or control over contractor or subcontractor employees while performing work under the contract. Such employees shall be accountable solely to the contractor, not the government. The contractor, in turn, shall be accountable to the government for contractor or subcontractor employees.

1.6.17 Contractor Travel N/A

1.6.18 Other Direct Costs This category includes all cleaning supplies and any items required to execute contract. Receipts need to be submitted as an attachment with invoices.

1.6.19 Data Rights N/A

1.6.20 Organizational Conflict of Interest:

a. Purpose. The primary purpose of this clause is to aid in ensuring that:

(1) The Contractor does not obtain an unfair competitive advantage by establishing the ground rules for a future competition.

(2) The Contractor's objectivity and judgment are not biased because of its present or future interests (financial, contractual, organizational, or otherwise) which relate to work performed under this contract; and

(3) The Contractor does not obtain an unfair competitive advantage by virtue of its access to non-public or proprietary information belonging to others.

b. Definitions.

(1) The term "Contractor" herein used means: (a) the organization (hereinafter referred to as "it" or "its") entering into this agreement with the Government; (b) all business organizations with which it may merge, join or affiliate now or in the future and in any manner whatsoever, or which hold or may obtain, by purchase or otherwise, direct or indirect control of it; (c) its parent organization if any and any of its present or future subsidiaries, associates, affiliates, or holding companies, and; (d) any organization or enterprise over which it has direct or indirect control now or in the future.

(2) The term "proprietary information" for purposes of this clause means any information considered so valuable by its owners that it is held secret by them and their licensees. Information furnished voluntarily by the owner without limitations on its use, or which is available without restrictions from other sources, is not considered proprietary.

c. Organizational Conflicts of Interest Examples. The following examples illustrate situations in which organizational conflicts of interest may arise. These examples are not all inclusive.

(1) Biased Ground Rules. This type of conflict may arise in situations where a company sets the ground rules for a future competition. For example, when a Contractor develops requirements then competes to provide products or services to satisfy those requirements, thus obtaining a competitive advantage.

(2) Impaired Objectivity. This type of conflict may exist where a contractor's obligations under a contract require objectivity, but another role of the Contractor casts doubt on its ability to be truly objective. An example of this type of conflict is where a contractor's work under one contract entails evaluating itself, its affiliates, or its competitors under a separate contract.

(3) Unequal Access to Information. This type of conflict may arise when a Contractor has access to nonpublic or proprietary information as part of its performance under a contract that gives it an unfair advantage in a competition for a later contract.

d. General Constraints. The provisions of FAR Subpart 9.5, Organizational and Consultant Conflicts of Interest, concerning organizational conflicts of interest govern this contract. Potential conflicts may exist in accordance with FAR 9.505-1, Providing Systems Engineering and Technical Direction, through 9.505-4, Obtaining Access to Proprietary Information. In this regard, the Contractor is responsible for identifying any actual or potential organizational conflicts of interest to the Contracting Officer that arise as the result of performance under this contract. To avoid or mitigate a potential conflict related to performance under this contract, the Contracting Officer will impose appropriate constraints such as the constraints discussed below. Since it is impossible to foresee all of the circumstances that might give rise to organizational conflicts of interest, the constraints discussed below are not all inclusive and the Contracting Officer may impose constraints other than, or in addition to, the constraints listed below.

(1) The Contractor agrees that if it provides, under a contract or task order or delivery order, systems engineering and technical guidance for systems and programs, but does not have overall contractual responsibility, it will not be allowed to be awarded a contract or task or delivery

order to supply the system or any of its major components or be a Subcontractor or consultant to a supplier of the system or any of its major components

(2) The Contractor agrees that if it prepares complete specifications for non-developmental items or assists in the preparation of work statements for a system or services under a contract or task order or delivery order, it shall not be allowed to furnish these items, either as a prime Contractor, a Subcontractor or as a consultant.

(3) The Contractor agrees that it shall neither evaluate nor advise the Government with regard to its own products or activities. The Contractor shall objectively evaluate or advise the Government concerning products or activities of any prospective competitors.

(4) The Contractor agrees that if it gains access to proprietary information of other companies, it shall exercise diligent effort to protect such proprietary information from unauthorized use or disclosure. In addition, the Contractor agrees to protect the proprietary information of other organizations disclosed to the Contractor during performance of this contract with the same caution that a reasonably prudent Contractor would use to safeguard highly valuable property. The Contractor also agrees that if it gains access to the proprietary information of other companies it shall enter into written agreements with the other companies to protect their information from unauthorized use or disclosure for as long as it remains proprietary and to refrain from using the information for any purpose other than that for which it was furnished. The Contractor shall provide copies of such agreements to the Contracting Officer.

(5) If the Contractor, in the performance of this contract, obtains access to plans, policies, reports, studies, financial plans, data or other information of any nature which has not been released or otherwise made available to the public, the Contractor agrees that without prior written approval of the Contracting Officer, it shall not: (a) use such information for any private purpose unless the information has been released or otherwise made available to the public, or (b) release such information unless release is otherwise authorized under the contract or such information has previously been released or otherwise made available to the public by the Government.

e. Non-Disclosure Agreements. The Contractor shall obtain from each employee who has access to proprietary information under this contract, a written agreement which shall in substance provide that such employee shall not, during his/her employment by the Contractor or thereafter, disclose to others or use for their benefit, proprietary information received in connection with the work under this contract. The Contractor shall educate its employees regarding the restrictions so that they shall not use or disclose proprietary information or data generated or acquired in the performance of this contract except as provided herein.

f. Training. The Contractor shall effectively educate its employees, through formal training, company policy, information directives and procedures, in an awareness of the legal issues so that each employee shall know and understand the absolute necessity of safeguarding information from anyone other than the Contractor's employees who have a need to know, and the U.S. Government.

g. Subcontracts. The Contractor agrees that it shall include the provisions in paragraphs d., e., and f. above and this paragraph in consulting agreements, teaming agreements, and subcontracts of all tiers which involve access to information, or the performance of services described in paragraph d. above. The use of this clause in such agreements shall be read by substituting the word "consultant" or "Subcontractor" for the word "Contractor" whenever the latter appears.

h. Additional Constraints. If this contract provides for the issuance of task or delivery orders, such orders may impose additional requirements and restrictions relating to this clause to include the requirement for the Contractor and its Subcontractors and employees to furnish the Government with written non-disclosure agreements or statements of no conflict of interest. With regard to any proposal submitted by the Contractor in response to a Request for Task or Delivery Order Proposal, by submitting its proposal the Contractor represents that it has disclosed to the Contracting Officer, prior to the issuance of the task or delivery order, all facts relevant to the existence or potential existence of organizational conflict of interest.

i. Conflicts Involving Future Procurements. The award of this contract, task or delivery orders issued under this contract, Government taskings, or acquiescence in the Contractor's performance of services hereunder shall not constitute or be interpreted as a determination that the Contractor is eligible to participate in future procurements, developmental efforts, implementation efforts, or related activities. Only the Contracting Officers for such efforts, applying the rules, principles, and procedures have the authority to determine whether a conflict exists in connection with such procurements.

j. Representations and Disclosures.

(1) The Contractor represents that it has disclosed to the Contracting Officer, prior to award of this contract, all facts relevant to the existence or potential existence of organizational conflict of interest.

(2) The Contractor represents that if it discovers an organizational conflict of interest or potential conflict of interest after award of this contract, a prompt and full disclosure shall be made in writing to the Contracting Officer. This disclosure shall include a description of the action the Contractor has taken or proposes to take in order to avoid or mitigate such conflict.

k. Remedies and Waiver.

(1) For breach of any of the above restrictions or for non-disclosure or misrepresentation of any relevant facts required to be disclosed concerning this contract, the Government may terminate this contract for default, disqualify the Contractor for subsequent related contractual efforts, and pursue such other remedies as may be permitted by law or this contract. If, however, in compliance with this clause, the Contractor discovers and promptly reports an organizational conflict of interest (or the potential thereof) subsequent to contract award, the Contracting Officer may terminate this Contract, or any task or delivery order issued under this Contract for convenience if such termination is deemed to be in the best interest of the Government.

(2) The parties recognize that this clause has potential effects which will survive the performance of this contract and that it is impossible to foresee each circumstance to which it might be applied in the future. Accordingly, the Contractor may at any time seek a waiver from the cognizant Contracting Officer by submitting a full written description of the requested waiver and the reasons.

1.6.21. PROTECTION OF GOVERNMENT BUILDINGS, EQUIPMENT, AND VEGETATION (APR 1984)

The Contractor shall use reasonable care to avoid damaging existing buildings, equipment, and vegetation on the Government installation. If the Contractor's failure to use reasonable care causes damage to any of this property, the Contractor shall replace or repair the damage at no expense to the Government as the Contracting Officer directs. If the Contractor fails or refuses to make such repair or replacement, the Contractor shall be liable for the cost, which may be deducted from the contract price.

1.6.22. IAW FAR 39.2, N/A

1.6.23 PHASE IN /PHASE OUT PERIOD If needed, a 30-day phase in/phase out period will be provided.

PART 2
DEFINITIONS & ACRONYMS

2. DEFINITIONS AND ACRONYMS:

2.1. DEFINITIONS:

2.1.1. CONTRACT ADMINISTRATOR. The official government representative delegated authority by the contracting officer to administer a contract. This individual is normally a member of the appropriate contracting/procurement career field and advises on all technical contractual matters.

2.1.2. CONTRACTOR. A supplier or vendor awarded a contract to provide specific supplies or services to the government. The term used in this contract refers to the prime.

2.1.3. CONTRACTING OFFICER. A person with authority to enter into, administer, and/or terminate contracts, and make related determinations and findings on behalf of the government. Note: The only individual who can legally bind the government.

2.1.4. CONTRACTING OFFICER'S REPRESENTATIVE (COR). An employee of the U.S. government appointed by the contracting officer to administer the contract. Such appointment shall be in writing and shall state the scope of authority and limitations. This individual has authority to provide technical direction to the contractor as long as that direction is within the scope of the contract, does not constitute a change, and has no funding implications. This individual does not have authority to change the terms and conditions of the contract.

2.1.5. DEFECTIVE SERVICE. A service output that does not meet the standard of performance associated with the performance work statement.

2.1.6. DELIVERABLE. Anything that can be physically delivered but may include non-manufactured things such as meeting minutes or reports.

2.1.7. GOVERNMENT-FURNISHED PROPERTY (GFP) OR GOVERNMENT PROPERTY (GP). Property in the possession of, or directly acquired by, the government and subsequently made available to the contractor.

2.1.8. KEY PERSONNEL. Contractor personnel that are evaluated in a source selection process and that may be required to be used in the performance of a contract by the key personnel listed in the PWS. When key personnel are used as an evaluation factor in best value procurement, an offer can be rejected if it does not have a firm commitment from the persons that are listed in the proposal.

2.1.9. PHYSICAL SECURITY. Actions that prevent the loss or damage of government property.

2.1.10. QUALITY ASSURANCE. The government procedures to verify that services being performed by the contractor are acceptable in accordance with established standards and requirements of this contract.

2.1.11. QUALITY ASSURANCE SPECIALIST. An official government representative concerned with matters pertaining to the contract administration process and quality assurance/quality control. Acts as technical advisor to the contracting officer in these areas.

2.1.12. QUALITY ASSURANCE SURVEILLANCE PLAN (QASP). An organized written document specifying the surveillance methodology to be used for surveillance of contractor performance.

2.1.13. QUALITY CONTROL. All necessary measures taken by the contractor to assure that the quality of an end product or service shall meet contract requirements.

2.1.14. SUBCONTRACTOR. One that enters into a contract with a prime contractor. The government does not have privity of contract with the subcontractor.

2.1.15. TASK AND FREQUENCY CHARTS. Provides the frequency of service for each building that include rooms in each facility and task requirements.

2.1.16. WORKDAY. The number of hours per day the contractor provides services in accordance with the contract.

2.1.17. WORK WEEK. Monday through Friday, except for federal holidays unless specified otherwise.

2.2. ACRONYMS:

ACOR	Alternate Contracting Officer's Representative
AFARS	Army Federal Acquisition Regulation Supplement
AR	Army Regulation
CFR	Code of Federal Regulations
CMR	Contract Manpower Reporting
CONUS	Continental United States (excludes Alaska and Hawaii)
COR	Contracting Officer Representative
COTS	Commercial-Off-the-Shelf
DA	Department of the Army
DD250	Department of Defense Form 250 (Receiving Report)
DD254	Department of Defense Contract Security Requirement List
DFARS	Defense Federal Acquisition Regulation Supplement
DMDC	Defense Manpower Data Center
DOD	Department of Defense
FAR	Federal Acquisition Regulation
HIPAA	Health Insurance Portability and Accountability Act of 1996
KO	Contracting Officer

OCI	Organizational Conflict of Interest
OCONUS	Outside Continental United States (includes Alaska and Hawaii)
ODC	Other Direct Costs
PIPO	Phase In/Phase Out
POC	Point of Contact
PRS	Performance Requirements Summary
PWS	Performance Work Statement
QA	Quality Assurance
QAP	Quality Assurance Program
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Program
TE	Technical Exhibit

PART 3
GOVERNMENT FURNISHED PROPERTY, EQUIPMENT, AND SERVICES

3. GOVERNMENT FURNISHED ITEMS AND SERVICES:

3.1. Services: N/A

3.2 Facilities: The government will provide on-site storage space IAW AR 140-483 for the contractor to utilize in the performance of this PWS. The two buildings for usage are:

- Bldg. 5 – Wet and Liquid Supply Storage Room
- Bldg. 26 - Dry Supply storage room
- Laundry Facilities - on-site laundry facilities for the contractor

to utilize in the performance of this PWS.

3.3 Utilities: The Government will provide electric power and water needed to perform the Tasks outlined in this PWS. The Contractor (to include subcontractors) shall instruct employees in utilities conservation practices. The contractor shall be responsible for operating under conditions that preclude the waste of utilities, which include turning off the water faucets or valves after using the required amount to accomplish cleaning vehicles and equipment.

3.4 Equipment: N/A

3.5 Materials the Government will provide drinking cups and equipment wipes for the gym to be restocked by the contractor. Dry paper towels for cleaning desk-top areas to help prevent the spread during COVID (otherwise towels will be provided by the contractor).

PART 4
CONTRACTOR FURNISHED ITEMS AND SERVICES

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.

4.2 Secret Facility Clearance: N/A

4.3. Materials. The Contractor shall provide supplies of toilet paper, disposable toilet seat covers, paper towels, soap, female hygiene supplies, urinal screens and urinal mats in the areas and frequencies listed on the Task List. These items of supply shall fit existing dispensers and be installed in the dispensers as needed. The contractor shall supply plastic liners for all trash and recycle receptacles throughout the facility and shall replace liners as they are used. The contractor shall provide all cleaning agents, disinfectants, waxes, and polishes needed to perform the work outlined in this PWS. Disinfectant products should be EPA-approved against COVID-19, variant virus, and any other pandemic virus. Contractor must also provide safety equipment, such as face covering and gloves to employees as needed. Coordinate with COR a material data sheet to include supply list NLT 30 days from start of contract and as needed when changes are needed.

4.4. Equipment. The contractor shall provide and maintain all equipment and vehicles necessary to perform the requirements of this contract. Contractor vehicles shall have the company name prominently displayed on both sides of the vehicle and be maintained to present a neat, professional appearance. Contractor vehicles shall be used solely for the intended purpose of performing services in this performance work statement during normal hours of operation. The Contractor shall provide brooms, mops, mop buckets, mop wringers, rags, vacuum equipment, and wax application equipment, carpet cleaning equipment, floor buffers, and any other equipment needed as appropriate to efficiently perform the work required in this PWS. Contractor shall provide any necessary safety equipment such as safety goggles for high dusting, gloves, ladders, etc. and ensure all employees are properly training on safety requirements. All equipment used in the performance of this contract shall be in good operable condition. The Contracting Officer (CO) or Contracting Officer's Representative (COR) may inspect the contractor's equipment and vehicles at any time and direct the removal of any unsafe or unusable equipment or vehicle from the installation. The contractor shall provide adequate numbers of equipment items and vehicles to effectively fulfill the scope of this contract. In addition, the contractor shall maintain or have backup capability to provide continued service in the event primary equipment or vehicles are down for extended maintenance or repairs. Equipment failure shall not alleviate the contractor from performing any requirement contained in this contract.

PART 5 SPECIFIC TASKS

5. Specific Tasks:

5.1. Basic Services. The contractor shall accomplish all cleaning tasks to meet the requirements of this PWS. All tasks under this section needs to be accomplished per the Task & Frequency Chart, which includes the minimum cleaning frequencies (Attachment 1).

5.1.1 Schedules: The Contractor shall coordinate a detailed basic and periodical cleaning schedule, to include building number, day of the week, and approximate cleaning times, with the Contracting Officer Representative (COR). Contractor will work with COR for access to any facilities that are not manned on a daily basis or require special access. Any Contractor changes to the schedule needs to also be coordinated through the COR. Contractor will also coordinate a detailed periodical cleaning schedule with the COR. Periodicals will be performed in the month of November and May of each contract year. Under periodic cleaning services, buffing floors, floor maintenance and shampooing carpets may be accomplished during evening or weekend shifts, which will require escorts for building access. Schedules are subject to be changed, or new items added, as well as their frequency, to meet the needs of the Government.

5.1.2 Manning: Contractor shall retain trained staff to effectively fulfill the scope of the contract. In addition, the contractor shall maintain or have backup capability to provide continued service in the event of scheduled/unscheduled time off or removal of employees. Contractor must notify the COR immediately from date contractor becomes aware an employee is leaving his/her employment. Contractor shall notify COR immediately when personnel are hired to fill vacancies. Contractor agrees not to charge the Government for any unfilled vacancies, not to include time required by the government to conduct employee background check to allow access to the installation. Contractor shall appropriate trained staff, to include sub-contractors, needed to complete periodicals in a timely manner. Under periodic cleaning services, buffing floors, floor maintenance and shampooing carpets may be accomplished during evening or weekend shifts at no additional charge to the government. These shifts will require escorts for building access, contractor shall keep the required time to complete periodicals to a minimum number of days.

5.2. Basic Cleaning Services. The contractor shall accomplish all cleaning tasks to meet the requirements of this PWS. The minimum cleaning frequencies are established in the Task and Frequency Charts (Attachment 1).

5.2.1 Frequency of Service: The frequency of service for each building shall be in accordance with the "Task and Frequency Charts" Items included on said "Task and Frequency Charts" are subject to being deleted or changed, or new items added, as well as their frequency, to meet the needs of the Government. All other changes, additions, or deletions to the original "Task and Frequency Charts" included in this contract will result in an appropriate change to the cost of this contract unless otherwise mutually agreed to by the Government and Contractor. No change in service or areas to be serviced is authorized unless the Contracting Officer issues a change order modification before such services are accomplished.

5.2.2 Contract Task and Frequency Charts: The contract “Task and Frequency Charts” details the work and frequency that is to be performed in each room of the building. All cleaning under this contract is conducted on a routine or periodic basis. The frequency for routine cleaning ranges from 5 days a week to once a month. Periodic cleaning is done either once or twice a year. It is the responsibility of the contractor to verify the need and frequency of all services on this contract by reviewing the task list and noted on the Task List.

5.2.3 Temporary Billeting Facility: Temporary Billeting Facility will have basic custodial cleaning conducted as per the contract Task and Frequency Charts. On occasion and upon request, this temporary billeting facility will require custodial services to include, but is not limited to basic cleaning, linen service (as required), bed making, restock toiletry items such as soap, bath towels, hand towels, sanitized items, and bathmat. All linen, blankets, and towels shall be clean, freshly laundered, without any objectionable odors, and in good repair, free from tears, rips, holes, stains, and extensive wear. Laundry facility is located in billeting area. Contractor will provide these services prior to and after occupancy of the facilities and will be notified by the government when these services are needed. While this facility is being occupied, contractor cleaning services may or may not be required.

5.2.4 Maintain Floors. All floors, except carpeted areas, shall be swept, dust mopped, damp mopped, wet mopped, and spray buffed in accordance with Task & Frequency schedule to ensure they have a uniform, glossy appearance and free from dirt, debris, dust, scuff marks, heel marks, 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.

5.2.5 Remove Trash and Recycle: All trash containers shall be emptied and returned to their initial location. Boxes, cans, and papers placed near a trash receptacle shall be removed. The Contractor shall provide plastic trash receptacle liners. Any obviously soiled or torn plastic trash receptacle liners shall be replaced. The trash shall be deposited in the nearest outside trash collection container. Trash receptacles shall be left clean, free of foreign matter, and free of odors. Recycle bins shall be emptied and returned to their initial location. Shredder bins shall be emptied into separate trash liner and return original shredder liner to initial location. Recycled items shall be deposited in the nearest outside recycle bin collection container. The Contractor shall provide plastic trash receptacle liners for each recycle container, which will be replaced when soiled or torn. Shredder bin liners will be provided by the government. The recycle bin shall be left clean, free of foreign matters and free of orders.

5.2.6 Interior Glass/Mirrors. All interior glass, including glass in doors, partitions, walls, display cases, directory boards, etc. shall be clean. There shall be no trace of film, dirt, smudges, water, or other foreign matter.

5.2.7 Drinking Fountains and Water Dispensers. Clean and disinfect metal and/or plastic surfaces, including the orifices and drain, as well as exterior surfaces of fountain. Drinking fountains shall be free of streaks, stains, spots, smudges, scale, and other obvious soil.

5.2.8 Stairways. All floor surfaces shall be cleaned in accordance with para 5.2.4, as appropriate for floor covering. Grease and grime shall be removed from stair guards and handrails. Contractor shall remove all marks, dirt, smudges, scuffs, and other foreign matter from adjoining stairwell walls to provide/maintain a clean, uniform appearance.

5.2.9 Carpets. Carpeted areas shall be vacuumed. After vacuuming, the carpeted area shall be free of visible dirt, debris, and other foreign matter. Chairs, trash receptacles, and other moveable items shall be moved to clean the carpet beneath these items. All moved items shall be returned to their original and proper position. Spot clean or shampoo dirty carpets over an area of 2 square feet or less. Spots must be removed immediately. All tears, burns, and raveling shall be brought to the attention of the Contracting Officer Representative. Area and throw rugs are included to receive this service.

5.2.10 Vacuum and Clean Floor Mats. Vacuum and clean interior and exterior floor mats to ensure surfaces are free of visible dirt, debris, soil, and other foreign matter.

5.2.11 General Dusting. Horizontal surfaces under 6 feet shall be cleaned with proper cleaning material to eliminate dust collection. Horizontal surfaces include but are not limited to desks, credenzas, tables, windowsills, etc. (Reference Task and Frequency Charts for frequency).

5.2.12 Gym and gym equipment will be spot cleaned and restocked. After spot cleaning, the surface shall have a clean, uniform appearance, free of streaks, spots, dust, and other evidence of soil. Contractor will refill containers with cleaning wipes for users to wipe down equipment and water cups. These wipes and cups will be provided by the government. Contractor will sweep and mop gym floor pads (Reference Task and Frequency Charts for frequency).

5.2.13 General Spot Cleaning. Perform spot cleaning on a continual basis. 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.

5.2.14 BASIC RESTROOMS/LOCKER ROOMS CLEANING SERVICES. The contractor shall accomplish cleaning tasks to meet the requirements of this PWS.

5.2.14.1 Clean and disinfect. Clean and disinfect surfaces of sinks, toilet bowls, urinals, lavatories, showers, dispensers, saunas, partitions, walls, and other such surfaces, using a germicidal detergent. Waterless urinals will be cleaned according to manufactures instructions and with approved or recommended cleaner or disinfectant. After cleaning, receptacles will be free of deposits, dirt, streaks, and odors. Disinfect all surfaces of partitions, stalls, stall doors, entry doors and handles, and wall areas adjacent to wall mounted lavatories, urinals, and toilets.

5.2.14.2 Descale Showers, Toilet Bowls, and Urinals. Descaling shall be performed in accordance with Task and Frequencies Schedules and as often as needed to keep areas free of

scale, soap films, and other deposits. After descaling, surfaces shall be free from streaks, stains, scale, scum, urine deposits, and rust stains.

5.2.14.3 Sweep and Mop Floor. After sweeping and mopping, floor surfaces shall be free from litter, dirt, dust, and debris. Floors shall have a uniform appearance without 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.

5.2.14.4 Stock Restroom, Gym Cleaning Supplies and drinking cups. Contractor shall ensure restrooms are stocked sufficiently so that supplies including soap for the soap dispensers and paper towels in towel dispensers do not run out. Towel dispensers also need to have batteries replaced as needed. Supplies shall be stored in designated areas. If supplies run out contractor shall refill within 24 hours of notification. Workout areas of the Gym will be restocked with wipes, paper towels and drinking cups. (Wipes and paper towels used to wipe down gym equipment and drinking cups will be supplied by the government. All other cleaning supplies will be provided by contractor.)

5.2.15 BREAK AREAS AND KITCHENS. The requirements of Basic Cleaning Services in 1.4.1. applies to these areas as well as the following.

5.2.15.1 Sinks. Wipe stainless steel sinks with a commercial cleaning product to a luster free of food residue and smudges.

5.2.15.2 Appliances. Appliances include but are not limited to microwaves, stove/ovens, refrigerators, etc. Wipe appliances with a commercial cleaning product to be free of food residue, smudges, and dust.

5.2.15.3 Counter Tops. Wipe counter tops with a commercial cleaning product to be free of food residue, smudges, and dust.

5.2.15.4 Cabinets. Wipe horizontal and vertical surfaces with a commercial cleaning product to be free of food residue, smudges, and dust.

5.2.15.5 Wipe all common area/surfaces, such as light switches, door handles, stair handrails etc.

5.3 PERIODIC CLEANING SERVICES.

5.3.1 Strip, Scrub, Seal, Wax and Spray Buff Floors. Strip, scrub, seal, wax, and spray buff floors to maintain a uniform glossy appearance. A non-skid wax is required. A uniform glossy appearance is free of scuff marks, heel marks, wax build-up, and other stains

5.3.2 Clean Interior Windows. Clean glass surfaces to include over seven (7) feet high. After surfaces have been cleaned, all traces of film, dirt, smudges, water, and other foreign matter shall be removed from frames, casings, sills, and glass. Any facilities with ballistic glass windows

will be cleaned according to manufacturer's cleaning instructions and with approved or compatible cleaning products.

5.3.3 Clean Exterior Windows. Window screens shall be removed, cleaned, and replaced as needed. After window has been cleaned, exterior frames, casings, sills, and glass shall be free of film, dirt, smudges, water, and other foreign matter. Any facilities with ballistic glass windows will be cleaned according to manufacturer's cleaning instructions and with approved or compatible cleaning products.

5.3.4 High Dusting. Completely clean all surfaces of items above six (6) feet from the floor. Items can include, but are not limited to, windowsills, supply/return air grilles, ceiling fans, door frames, ledges, or other horizontal surfaces. All items will have a uniformed appearance.

5.4.5 Clean Carpets. All carpets shall be cleaned in accordance with standard commercial practices. A spot remover may be required in heavily soiled areas. After cleaning, the carpeted area will be uniform in appearance and free of stains and discoloration. Cleaning solutions shall be removed from baseboards, furniture, trash receptacles, chairs, and other similar items. Chairs, trash receptacles, and other items shall be moved to clean carpets underneath and returned to their original location.

5.4.6 Clean Exterior Entry Points. Clean the exterior entry points to include door, door frame, stairs, stair casings, windows, and sills. All areas shall be free from film, dirt, smudges, and other foreign matter.

5.5. Service Contract Report (SCR): Service Contract Report (SCR): The Contractor shall report ALL Contractor labor hours (including Subcontractor labor hours) required for performance of services provided under this contract for the Department of the Army via a secure data collection site. The Contractor is required to complete all required data in the System for Award Management (SAM) using the following web address: <http://www.sam.gov>. Reporting inputs shall be for the labor executed during the period of performance during each Government FY, which runs from October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year. As part of its submission, the Contractor will also provide the estimated total cost (if any) incurred to comply with this reporting requirement.

Steps for Submitting a Service Contract Report (SCR)

1. Go to www.sam.gov and log in.
2. Select Entity Registrations and then select Service Contract Reporting.
3. SAM displays your entities which have service contracts and meet the reporting criteria. Select View by entity to see the service contracts for each entity.
4. Next, select Add for the service contract against which you want to create a Service Contract Report. Each service contract which meets the FAR Subpart 4.1703 reporting thresholds is displayed.
5. You will be taken to the Complete Service Contract Report page. SAM displays the contract details and allows you to report. You are required to enter the following information: • Total

Amount Invoiced: Total dollar amount invoiced for services performed during the previous Government fiscal year under the contract (this amount should include the prime and any subcontract amount).

- Prime Contractor Hours Expended: Prime contractor direct labor hours expended on the services performed during the previous Government fiscal year. The amount you enter is automatically divided by 2,080 hours to calculate a Full Time Employee (FTE) equivalent, displayed under the Prime Contractor Hours Expended as Prime Contractor FTEs.

6. Report any required Tier 1 subcontractor information by selecting the Add Tier 1 Subcontract Information button.

7. When you are ready to submit the report, select Submit. This saves your report and returns you to the Select Service Contract page where you can create other SCRs or edit an existing SCR.

PART 6
APPLICABLE PUBLICATIONS

6. APPLICABLE PUBLICATIONS (CURRENT EDITIONS)

6.1. The contractor (to include sub-contractors) must abide by all applicable regulations, publications, manuals, and local policies and procedures. Army Regulation (AR) 530-1, Operations Security.

TECHNICAL EXHIBIT 1

Performance Requirements Summary

The Contractor service requirements are summarized into performance objectives that relate directly to mission failure if not accomplished. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success.

Performance Objective	Standard	Performance Threshold	Incentive/Disincentive
PRS # 1 The contractor shall provide Basic Cleaning Services <i>(PWS Part 5)</i>	Conduct daily cleaning to include floors, baseboards, corners, wall edges are free of dirt/debris. Trash/recycle emptied and containers free of odor /dirt. Glass/mirrors have no trace of film, dirt, smudges, water. Drinking fountain are disinfected and free of streaks, stains, spots, smudges, scale, and deposits. Stairways are free of dirt, debris, marks, smudges, scuffs. Carpets are free of dirt, debris, litter, and foreign matter. Dust is not visible. Temp Billeting facility is serviced, and gym equipment is spot cleaned, and items restocked.	95% of all facilities are without customer complaints for the month. No more than 5 writeups and/or validated customer complaints.	Contractor performance data will be used to substantiate objective ratings of contractor performance. Trends of less than acceptable performance could result in negative CPARS ratings.
PRS #2 Basic Restrooms/Locker Rooms and Break	Restrooms and locker rooms are disinfected and free of dirt, deposits,	95% of all facilities with rest rooms/locker	Contractor performance data will be used to substantiate objective ratings of contractor performance. Trends of less than

Areas/Kitchen Cleaning Services (PWS Part 5.)	steaks, and orders. 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. Break areas/kitchens are disinfected and free of food residue and smudges. Sinks, appliances, counter tops, cabinets are disinfected and free of food residue, smudges, and dust. Floors are free of litter, dirt, dust, and debris. Supplies are adequate until next service.	and break area/kitchen are without customer complaints for the month. No more than 5 writeups and/or validated customer complaints.	acceptable performance could result in negative CPARS ratings.
PRS #3 Periodic Cleaning Services (PWS Part 5)	Floors have a glossy uniform appearance free of scuff/heel marks, wax buildup, and other stains. Windows are free of film, dirt, smudges, water, and foreign matter. Carpets are free of debris and stains. Clean interior and exterior windows to include frames, casing, sills, and glass free of film, dirt, smudges, water marks. High dusting above 6 feet.	95% of all facilities receiving periodic services are without customer complaints for the month. No more than 3 validated writeups and/or customer complaints.	Contractor performance data will be used to substantiate objective ratings of contractor performance. Trends of less than acceptable performance could result in negative CPARS ratings.
PRS #4 Contractor Furnished Items and Services	Contractor provides necessary supplies and equipment	95% of all supplies/equipment is	Contractor performance data will be used to substantiate objective ratings of contractor performance.

<i>(PWS Part 4, para 4 – 4.6.)</i>	needed to efficiently perform the work required in the PWS. Schedules are coordinated with the COR. Periodicals are performed on time and accordance with the PWS. Contractor provides adequately trained staff to perform work required in PWS. Access requests are requested per PWS.	available to efficiently perform work according to PWS. No more than 3 writeups and/or customer complaints.	Trends of less than acceptable performance could result in negative CPARS ratings.
PRS #5 Manning and trained staff (PWS Part 5, para 5.1.2)	Contractor shall retain trained staff to effectively fulfill the scope of this contract. In addition, contractor shall maintain or have backup capability to provide continued service.	No more than 1 or 2 no shows or inefficient trained staff	Contractor performance data will be used to substantiate objective ratings of contractor performance. Trends of less than acceptable performance could result in negative CPARS ratings.

TECHNICAL EXHIBIT 2

DELIVERABLES SCHEDULE

Deliverable	Frequency	# of Copies	Medium/Format	Submit To
QCP (<i>PWS Part 1, para 1.6.1</i>)	The QCP is to be delivered with the contractor's proposal, three copies of a comprehensive written QCP shall be submitted to the contracting officer (KO) and contracting officer representative (COR) within five (5) working days when changes are made thereafter. After acceptance of the quality control plan the contractor shall receive the contracting officer's acceptance in writing of any proposed change to its QC system.	Three copies of a comprehensive written QCP delivered with the contractor's proposal and within 5-working days when changes are made thereafter	A comprehensive written QCP delivered in hardcopy or sent electronically over email	Submitted to the contracting officer (KO) and contracting officer representative (COR) COR address: 25800 Ralph Fair Rd. Boerne, TX 78015
AT Level I Training Awareness (<i>PWS Part 1, para. 1.6.7.</i>)	30 days after start date and yearly thereafter	One copy	Certificate either hardcopy or email for each employee	Delivered to the COR hardcopy or email
Personnel List (<i>PWS Part 1, para. 1.6.12</i>)	At least 4 weeks prior to contract performance date	On copy of each employee information	Must contain full name, address, SSN, date of birth,	Deliver to COR hardcopy due to PII

Deliverable	Frequency	# of Copies	Medium/Format	Submit To
	and any temporary access employees must submit same information within 72 hours prior to access.		and prove of U.S. Citizenship, driver's license, and company name	
Cleaning Schedules (Basic and Periodical) (<i>PWS Part 4, para, 4.5.</i>)	Prior to the contract start date and 3 days prior to any schedule changes	One copy	Detailed basic cleaning and periodical cleaning schedule, to include building number, day of the week, and approximate cleaning times,	Deliver to the Contracting Officer Representative (COR).
Materials (PWS Part 4, para, 4.3.)	Coordinate with COR material data sheet to include cleaning material list used NLT 30 days from start of contract and as needed when changes are made.	One copy	List of materials/supplies	Delivered to COR within 30 days of start of contract and as needed when changes are made