

Performance Work Statement

CUSTODIAL SERVICES FOR

FARGO SERVICE CENTERS

Includes Table of Contents, and 8 pages with 3 attachments.

TABLE OF CONTENTS

1.1	SCOPE.....	1
1.2	LOCATION OF WORK.....	1
1.3	DESCRIPTION OF WORK	1
1.4	DEFINITIONS	1
1.4.1	Sweeping.....	1
1.4.2	Wet/Damp Mopping	1
1.4.3	Waxing	1
1.4.4	Stripping (Wax Removal)	1
1.4.5	Buffing	2
1.4.6	Touch-Up Waxing.....	2
1.4.7	Scrubbing (Ceramic Tile and Concrete)	2
1.4.8	Stain Removal (Rugs and Carpets).....	2
1.4.9	Spot Cleaning	2
1.4.10	Dusting	2
1.4.11	Cleaning (Drinking Fountains and Janitor Sinks).....	2
1.4.12	Emptying and Cleaning Urns and Ash Trays.....	2
1.4.13	Emptying Waste Receptacles	2
1.4.14	Mat Cleaning	3
1.4.15	Glass Cleaning	3
1.4.16	Cleaning (Coffee Spills, etc.).....	3
1.4.17	Cleaning and Polishing (Metal).....	3
1.4.18	Cleaning Rest Rooms	3
1.4.19	Plumbing Fixture and Dispenser Cleaning	3
1.4.20	Washing Windows (Interior and Exterior).....	3
1.4.21	Cleaning and Polishing of Wooden Furniture.....	3
1.5	APPROVAL OF SUPPLIES AND EQUIPMENT.....	4
1.5.1	Green Seal Certified Cleaning Products (Chemicals)	4
1.5.2	Unaccepted Materials.....	4
1.5.3	Government-Furnished Supplies and Utilities	4
1.5.4	Identification of Contractor-Owned Equipment.....	4
1.6	GOVERNMENT-FURNISHED FACILITIES	4
1.6.1	Janitor Storage Areas.....	4
1.6.2	Responsibility for Government-Furnished Facilities	4
1.6.3	Damage to Stored Supplies	5
1.7	CONTRACTOR PERSONNEL.....	5
1.8	SAFEGUARDING KEYS TO BUILDINGS.....	5
1.9	SAFETY	5

1.10	QUALITY CONTROL AND INSPECTION	5
1.10.1	Inspection by the Government	5
1.10.2	Contractor Quality Control and Inspection.....	5
1.11	LOST, FOUND, OR MISSING ARTICLES	5
1.12	DAMAGE TO GOVERNMENT PROPERTY	6
1.13	FREQUENCY OF SERVICE	6
1.14	CLEAN UP	7
1.15	GENERAL REQUIREMENTS	8
1.16	NOTES.....	8

SECTION C

Performance Work Statement

- 1.1 SCOPE. The work covered by this specification includes, but is not limited to, labor, equipment, appliances, transportation, supervision, and materials (other than Government-furnished materials and supplies specified herein) to accomplish complete custodial services in compliance with the terms and conditions of the contract.
- 1.2 LOCATION OF WORK. The work specified herein will be performed at the following locations: Fargo Service Center, 2014 West Main Avenue, West Fargo, North Dakota, Engineering and M&R Shop (3,020 Sq. Ft.), Line Crew Shop (1,920 Sq. Ft.). Fargo Substation, 2601 32nd Avenue W, West Fargo, North Dakota (1,640 Sq. Ft.).
- 1.3 DESCRIPTION OF WORK. The work to be accomplished under this contract consists of custodial services further described in paragraph 1.4, "Definitions," and paragraph 1.14, "Frequency of Service."
- 1.4 DEFINITIONS.
 - 1.4.1 Sweeping. Broom, brush, dust mop, and vacuum sweeping, without damage or disfigurement of furniture, doors, base trim, etc. A properly swept surface is free of all dirt, grit, lint, and debris, other than imbedded dirt and grit. This service shall be accomplished on all floors, entrances, exits, carpets, rugs, and furniture. Dust and debris shall be placed in receptacles provided for this purpose outside the building. All furniture shall be returned to its original position upon completion of sweeping.
 - 1.4.2 Wet/Damp Mopping. The cleaning of floor surfaces using moistened cotton-yarn or sponge mops. A properly damp-mopped floor is without dirt, dust, marks, film, streaks, debris, stains, or standing water. This service shall be accomplished on all resilient, terrazzo, quarry tile, and concrete floors, including entryways, using approved stain-removal agents, unheated water, and detergent as required with as small amount of water as possible.
 - 1.4.3 Waxing. The application of one coat of approved wax floor finish. A properly-applied coat of wax is evenly distributed over the entire floor. Waxing shall be accomplished on all resilient floors after the floor has been swept and damp mopped, or after stripping, by use of a cotton-yarn mop or a wax applicator. Two coats of wax shall be applied after stripping, buffing after each coat.
 - 1.4.4 Stripping (Wax Removal). The removal of all wax without damage to the flooring material. A properly-stripped floor is free of all wax, solution, dirt, film, and water. This service shall be accomplished by using an approved stripping solution agitated with approved brushes on pads as required, followed by rinsing with clear water. A minimum of solution and water shall be used. Under no circumstances will steel wool be used in computer rooms.

- 1.4.5 Buffing. The finishing of any waxed floor by polishing and removal of scuff and unsightly marks. A properly buffed floor is uniform in appearance, dry, and waterproof in all areas and free of scuff and unsightly marks. This service shall be accomplished after wax is thoroughly dry by the use of a disc-type buffing machine with tampico brush or approved pads. Buffing is not required after proper application of a self-polishing wax.
- 1.4.6 Touch-Up Waxing. The application of wax or floor finish in heavy traffic areas (i.e., entrances, lobbies, corridors, etc.) between regular waxing. This service shall be accomplished in accordance with waxing standards in 1.4.3. above.
- 1.4.7 Scrubbing (Ceramic Tile and Concrete). The removal of all deposits, encrustations, and residue of any kind, whether imbedded in or on the general surface. A properly-scrubbed floor is free from all marks, stains, imbedded dirt, cleaning solution, film, and debris. Scrubbing shall be accomplished by the use of powered or manually manipulated hard-fiber brushes saturated with hot water and strong soap, mild bleach, or detergent solution in sufficient strength and length of time to dissolve all deposits. Surfaces shall be rinsed with clear water after scrubbing.
- 1.4.8 Stain Removal (Rugs and Carpets). The removal of dirt, spillage, marks, spots, stains, gum, tar, etc., which cannot be removed by sweeping. This service shall be accomplished when the rug or carpet is completely free of dirt, spillage, marks, spots, stains, gum, tar, etc., and is undamaged. Stain removal shall be accomplished by using a commercial dry-cleaning method or dry-suds method.
- 1.4.9 Spot Cleaning. Removal of all marks, stains, and deposits from surfaces. A properly spot-cleaned surface is free of all stains, marks, and deposits and is free of cleaning marks. This service shall be accomplished with clear water or all-purpose detergent, using a sponge or cleaning cloth and wiped dry with a clean cloth. The cleaning solution shall be only as strong as necessary to clean the spot.
- 1.4.10 Dusting. The removal of all dust from surfaces. A properly-dusted surface is free of all non-imbedded dirt, dust, dust streaks, and cobwebs. This service shall be accomplished with cloth or yarn dusters; feather dusters shall not be used.
- 1.4.11 Cleaning (Drinking Fountains and Janitor Sinks). All items shall be cleaned using detergent or scouring powder. Water chiller cabinets shall be wiped clean with a damp cloth. Any spillage on floors or walls adjacent to the fixtures shall be wiped clean with a damp cloth.
- 1.4.12 Emptying and Cleaning Urns and Ash Trays. The cleaning of all sand urns, replacing the sand as required and emptying of all ash trays, placing in proper location. This includes all receptacles within the building and within a 15-foot radius of entrances and exits.
- 1.4.13 Emptying Waste Receptacles. The emptying of trash and paper weekly from all waste receptacles in each building and depositing in the collection facility provided for this purpose.

- 1.4.14 Mat Cleaning. The removal of all dust and dirt from acrylic chair mats and cleaning underneath. Remove depressed floor mats and clean wells thoroughly by vacuuming; clean mats by shaking and/or vacuuming.
- 1.4.15 Glass Cleaning. The removal of streaks, film, stains, and deposits from glass surfaces, including mirrors. A properly cleaned glass surface is free of streaks, film, stains, and deposits and is uniformly clear. This service shall be accomplished by using plain water or cleaning solution prepared for this purpose. Adjacent trim and surfaces shall be wiped with a damp cloth. Scouring powder shall not be used.
- 1.4.16 Cleaning (Coffee Spills, etc.). The removal of coffee spills, etc., from all surfaces. This service shall be accomplished by damp mopping floors and spot cleaning walls.
- 1.4.17 Cleaning and Polishing (Metal). The removal of tarnish and deposits from metal surfaces and the application and wiping of the surface with an approved metal polish. A properly cleaned and polished metal surface is free of deposits and tarnish and is uniformly bright in appearance. This service shall be accomplished by the application of approved polish in straight-line motion over a small area at a time. Immediately after the film dries, the surface shall be wiped with a dry cloth until the surface has a luster finish. Cleaner shall be removed from adjacent surfaces.
- 1.4.18 Cleaning Rest Rooms. Cleaning of all plumbing fixtures, lavatories, toilet bowls, dispensers; spot cleaning walls, wainscots, doors, and stall partitions as required; and filling of all paper and soap dispensers as needed. Scouring powder or other approved cleaning materials shall be used on plumbing fixtures or ceramic tile to remove stains or deposits. A toilet bowl cleaner shall be used for water closets and urinals. All stains or spots shall be removed from wainscots and stall partitions using a damp cloth with detergent, if required. Floors shall be dry swept, damp mopped, and scrubbed weekly to remove dirt and film by use of deck brush, cylindrical, or disc-type machine and detergent solution, using as small an amount of water as possible followed by clean-water rinse and pickup.
- 1.4.19 Plumbing Fixture and Dispenser Cleaning. The cleaning of plumbing fixtures and dispensers. These fixtures are considered to be clean when free of all deposits and stains so that items are left without dust streaks, film, odor, and stains.
- 1.4.20 Washing Windows (Interior and Exterior). The cleaning of windows to assure all glass surfaces are without streaks, film, deposits, and stains and have a uniformly clear appearance. Adjacent surfaces shall be free of water streaks and stains which occur as a result of this service. Windows shall be cleaned every spring and fall. All windows shall be cleaned in the 2014 West Main Avenue buildings and only windows in the rooms in the cleaning contract at 2601 32nd Avenue W shall be cleaned.
- 1.4.21 Cleaning and Polishing of Wooden Furniture. The removal of dust and other foreign matter from wooden surfaces and the application and wiping of approved furniture polish. A properly cleaned and polished wooden surface is free of dust and other foreign matter and is uniformly shiny in appearance. The cleaning service shall be accomplished by wiping surfaces with a clean, dust-free cloth. The polishing service

shall be accomplished by applying an approved furniture polish in accordance with instructions provided by the furniture polish manufacturer.

- 1.5 APPROVAL OF SUPPLIES AND EQUIPMENT. The Contractor shall furnish all tools, supplies, and equipment to accomplish all work called for in this contract, except for supplies furnished by the Government as listed in subparagraph 1.5.2 below. The contractor's equipment shall be of the size and type suitable for accomplishing the various types of work described herein. Power tools and equipment shall be able to operate from existing sources of Government-furnished electrical power and shall have a low noise level. Before beginning performance, the contractor shall submit a list of the equipment and supplies (including chemicals he proposes to use to the Contracting Officer. Also, on a quarterly basis, the contractor will provide a listing of chemicals and quantities used to the Contracting Officer. Equipment or supplies considered by the Contracting Officer, or his or her designated representative, to be improper or inadequate will not be used. Wax must be of a nonskid type and applied as directed by the manufacturer.
- 1.5.1 Green Seal Certified Cleaning Products (Chemicals). In keeping with Executive Orders 13101, 12873, 13134 and 13148, the contractor is encouraged to use cleaning chemicals that are bio based, biodegradable, non-hazardous and not toxic. An example of products meeting these requirements are made by Rochester Midland Corporation and include: low foam all purpose cleaner, tough job cleaner, neutral disinfectant, washroom cleaner, carpet & upholstery cleaner, glass cleaner, liquid bac, hand soap and food service cleaner.
- 1.5.2 Unaccepted Materials. Any item with doubtful inflammability, subject to spontaneous ignition, or having any harmful qualities shall be referred to the Contracting Officer with special emphasis for consideration and shall not be used prior to written and final approval by the Contracting Officer.
- 1.5.3 Government-Furnished Supplies and Utilities. The Government will furnish all electricity and water.
- 1.5.4 Identification of Contractor-Owned Equipment. The contractor's equipment shall be adequately marked to permit identification and to differentiate it from similar Government-owned equipment.
- 1.6 GOVERNMENT-FURNISHED FACILITIES.
- 1.6.1 Janitorial Material/Equipment Storage Areas. The Mechanical Room in the Engineering and M&R Building and the Storage Room in the Line Crew Shop at 2014 West Main Avenue and a Janitorial Closet at 2601 32nd Avenue W are available for use by the contractor for the purpose of storing limited quantities of materials and equipment.
- 1.6.2 Responsibility for Government-Furnished Facilities. The contractor shall be responsible for maintaining orderliness and cleanliness of facilities provided for its use. This shall include outside areas used by the contractor to park its vehicles. These facilities shall be subject to Government inspection at any time, and unsatisfactory conditions must be corrected by the contractor immediately upon

receipt of written or verbal notification given by the Contracting Officer or his or her representative.

- 1.6.3 Damage to Stored Supplies. The Government shall not be responsible for damage to the contractor's stored supplies, materials, or equipment no matter where stored. Neither will the Government be responsible for the personal belongings, vehicles, etc., of the contractor's employees.

1.7 CONTRACTOR PERSONNEL.

- 1.7.1 The contractor's employees shall not loiter in the building.
- 1.7.2 Attire of the contractor's employees shall be neat, clean, and practical when accomplishing their duties.
- 1.7.3 Upon completing work in each area, corridor, or building (unoccupied by Government personnel), contractor personnel shall assure that lights are turned off, doors are closed, and security rooms are locked.

1.8 SAFEGUARDING KEYS TO BUILDINGS.

- 1.8.1 All necessary building keys shall be issued to and signed for by the contractor or its authorized representative. Improper safekeeping or proof of unauthorized usage of keys may result in default action or such other action as the Contracting Officer may determine. The Contractor shall be responsible for the loss of any keys issued to it by the Government.

- 1.9 SAFETY. The contractor shall be responsible for instructing its employees in measures required by the existing safety, fire, health, and security regulations. In addition, the contractor shall not permit placing or use of mops, brooms, or equipment in traffic lanes or other locations in such a manner to create safety hazards and shall provide appropriate warning signs for slippery floor areas caused by cleaning or waxing operations. The contractor's employees shall allow passage of personnel when necessary for Government convenience or necessity.

1.10 QUALITY CONTROL AND INSPECTION.

- 1.10.1 Inspection by the Government. The primary responsibility for inspection of the contractor's work rests with the Contracting Officer's Representative.
- 1.10.2 Contractor Quality Control and Inspection. The Contractor shall provide quality control and inspection of work and shall inspect the building during and after completing custodial services each day to assure that the building is being serviced in accordance with the cleaning standards and performance and classes of services described under this contract. The Contractor shall ensure that all applicable work schedules are being met in a timely manner and that all services are being provided.
- 1.11 LOST, FOUND, OR MISSING ARTICLES. The Contractor shall be responsible in the event of theft of Government or personal property by its employees. Any lost

and found items shall be turned in to the Contracting Officer or his or her representative.

1.12 DAMAGE TO GOVERNMENT PROPERTY. The Contractor shall be responsible for any and all damage to Government property by Contractor personnel.

1.13 FREQUENCY OF SERVICE. The serviced areas are to receive the type and frequency of service as shown in the following service schedule. Services will be accomplished between 6 p.m. and 10 p.m. on Thursday evening, unless otherwise indicated by the Contracting Officer or his or her designated representative. Service and frequency of service to be performed under this contract are attached as follows.

<u>Service</u>	<u>Frequency</u>
<u>FLOORS</u>	
Resilient Flooring	Weekly
Linoleum	Weekly
Carpeting	Weekly
Clean all mop boards	Monthly
Clean all floor mats	Weekly
<u>SHEET VINYL</u>	
Sweep and spot clean	Weekly
Damp mop	Weekly
Wax (non-built-up)	Semi-annually
<u>RUGS AND CARPETS</u>	
Vacuum	Weekly
Stain removal	Weekly
<u>JANITOR SINKS</u>	
Clean	Weekly
<u>DRINKING FOUNTAINS</u>	
Clean	Weekly
<u>URNS AND ASHTRAYS</u>	
Empty and clean	Weekly
<u>WOODWORK, FURNITURE, WALLS, LEDGES, ETC.</u>	
Dust and spot clean horizontal surfaces of desks, work benches, files, and tables	Weekly
Dust ledges and other horizontal surfaces	Weekly
Polish wooden furniture	Monthly
Clean and polish metal in all general office areas	Monthly
<u>OFFICE CHAIRS (Fabric)</u>	
Vacuum	Monthly
Dusting arms, base, and backs	Weekly

VENETIAN BLINDS

Cleaning	Semiannually
Dusting	Quarterly

BATHROOMS

Clean (includes all sinks, counters, toilet stools)	Weekly
Refill Gov't furnished towels, toilet tissue, and soap	Weekly
Damp wipe toilets inside and out	Weekly

WASTE RECEPTACLES

Empty	Weekly
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COFFEE SPILLS, SPOTS, ETC.

Clean	Weekly
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METAL ENTRANCE DOORS AND HANDRAILS

Clean and polish	Weekly
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LIGHT FIXTURES, HEAT/COOL UNIT, RETURN AIR GRILLS, AND ANYTHING 70" MINIMUM FROM THE FLOOR

Clean	Annually
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WINDOWS

Clean windows external and internal (See 1.4.20)	Spring & Fall
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KITCHEN

Chairs, tables, coffeemaker, vending machine, and sink	Weekly
Refrigerator, stove, and microwave	Quarterly

1.14 CLEAN UP

- 1.14.1 All supplies, equipment, and machines furnished by the contractor shall be kept free of traffic lanes or other areas where they might be hazardous and shall be secured at the end of each work period in lockers or other areas provided for this purpose. Cloths, mops, or brushes containing a residue of combustible material subject to spontaneous ignition shall be conveyed to the job site in a vehicle and be removed from each building site upon completion of cleanup each night, or day, as the case may be. All dirt and debris resulting from work under this contract shall be disposed of each day at the completion of work in each building. Cleaning solutions shall be disposed of in plumbing fixtures provided for this purpose. All mop buckets and other similar containers shall be emptied each day prior to storage. Upon completion of performance of work, all furniture and equipment shall be returned to their original location. Cleaning solutions shall be stored in accordance with manufacturer's instructions.
- 1.14.2 Contractor personnel are required to report any malfunction of utility service (water, sewer, electricity); broken locks, doors, windows, etc.; inoperative condition of plumbing fixtures (leaking faucets, plugged-up drains, commodes, etc.); and other functional or health hazards (presence of bugs, rodents, etc.) noted during the performance of the work. Any hazardous conditions or facilities and/or equipment repair shall be reported promptly to the COR.

1.15 GENERAL REQUIREMENTS.

- 1.15.1 The Contracting Officer, or his or her designated representative, will require the contractor to remove from the job any employee whose continued employment on the job is deemed to be contrary to the interest of the Government for reasons of misconduct, security, or health.
- 1.15.2 The custodial services as described are to be performed at the times and with the frequencies as specified in these technical specifications, provisions, and schedules of this contract. Service shall normally be performed Thursdays except as otherwise noted, or at such other times as may be approved by the Contracting Officer or his or her designated representative. For report purposes, the normal work period will be considered to be from 6 p.m. to 10 p.m. on Thursdays.

1.16 NOTES.

- 1.16.1 Building drawings are attached to show approximate areas.
- 1.16.2 Scheduling services for any building or portion thereof under this contract shall be for all portions of the walls, partitions, and fixed equipment. Fixed equipment is defined as equipment which is not normally moved to perform floor care such as, but not necessarily limited to, file cabinets, storage cabinets, consoles, bulky office equipment and furniture, and large safes. The size, number, and other descriptive data are furnished as a guide only. The areas shown do not include exterior steps, entry pads, and porch or vestibule measurements; however, it is required that such areas serving buildings included in the schedules will be serviced and kept clean as necessary.
- 1.16.3 Contractor personnel shall report fires immediately.