

PERFORMANCE WORK STATEMENT

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C. Description/Specifications/Statement of Work

C.1 Objectives and Scope

This is a Performance Work Statement (PWS) for Custodial and Related Services defined under the scope of this contract for [**10, POINT ROBERTS LAND PORT OF ENTRY STATION BUILDING WA0119PR**]. This PWS describes the minimum requirements of the U.S. General Services Administration (GSA) and acceptable outcomes to be performed by the Custodial Contractor (known from here on as Contractor). The contract consists of two major functional areas: Standard and Above Standard services. All, or part of, the successful offeror's Proposal Package may be incorporated into the contract.

The Contractor shall closely monitor all aspects of the work, identify deficiencies and implement corrective action, without reliance on Government oversight. Custodial and related services provided by the Contractor are arranged and contract administration is provided through one or more of the following entities: GSA's Regional Office, Service Centers, Field Offices, or Local Offices. These entities represent the Facility Management organizations that have been adopted by GSA's regional leadership.

GSA seeks to establish a partnering relationship with the Contractor to accomplish the program objectives in this contract. The objective of the partnering process is to provide an effective problem-finding/problem-solving management team composed of personnel from all parties responsible for maintaining the quality of our facilities, thus creating a single culture with one set of goals and objectives. Partnering requires that all parties recognize and address those opportunities and challenges that shall be confronted to help maintain the health of the Contractor/GSA relationship. The relationship is based on trust, dedication to common goals, and an understanding of each other's individual expectations and values. The outcome of this initiative is for GSA to leverage Contractor expertise to assist GSA in accomplishing these goals and objectives.

All references incorporated herein as Web sites (URLs) are accurate as of September 2020 and may be subject to change by their web publisher. Web pages are provided to the Contractor for additional clarity. A change to any Web site specified in this contract does not change or alter the contract requirements and objectives identified herein.

C.1.1 The Contractor Shall

- Furnish all personnel, labor, equipment, materials, tools, supplies, supervision, management, training/certifications, and services, except as may be expressly set forth as Government furnished, except to the extent any of the supplies may be furnished directly by the Government under the contract, and otherwise accomplish all actions necessary to or incident to, perform and provide the work efforts described in the contract. The building(s) shall be fully staffed, beginning the first day of work under the contract and throughout the entirety of the contract, unless authorized by the Contracting Officer (CO) or their designee.
- Maximize the use of goods, products and materials that are produced in the United States. Telecom equipment must be in compliance with the John S. McCain National Defense Authorization Act (NDAA) for Fiscal Year 2019, specifically NDAA 889. NDAA 889 requirements are explained further in [Section H.10](#).
- Ensure that their employees are properly trained, licensed and/or certified to operate necessary building systems or equipment for which licensed and/or certified personnel are required by Federal, State, or local laws; codes, permits or ordinances.

- Be responsible to make the management and operational decisions to meet the quality performance standards required under this contract.
- Use innovation, technology and other means and methods to develop and perform the most efficient cleaning services for the building.
- Implement an effective Quality Control Plan (QCP).
- Implement an effective service call system that results in prompt, professional, and courteous resolution of tenant concerns.
- Keep the CO or their designee informed of current status of the work being performed, provide work schedules and provide other pertinent information needed.
- Reduce the environmental impacts of work performed under this contract by using environmentally sound practices, processes, and products.
- Provide training/certifications for their employees that stress stewardship and effective communication in cleaning practices. Current information on stewardship, training, educational materials and other issues can be found on the web sites including but not limited to Stewardship for the Cleaning of Commercial and Institutional Buildings (www.astm.org) and ISSA's website (www.issa.com).
- Coordinate with the Contracting Officer's Representative (COR) and tenants who have restricted access spaces.
- Adhere to Architectural Barriers Act Accessibility Standards (ABAAS) requirements for all new procurements and installations related to this PWS.

C.1.2 Cleaning Hours

Cleaning shall take place between the hours of __7:30__ a.m. and 4:30 p.m. The hours shall not be changed unless authorized by the CO or their designee. The Contractor shall provide sufficient staffing and means to respond to service requests during the building(s) normal operating hours, stated on the Building Information Sheet in [Exhibit J1](#). The performance of disruptive services, including, but not limited to, vacuuming, carpet shampooing, floor waxing, shall be scheduled with GSA and, if applicable, the tenant, for a time when the space is vacant or after normal building operating hours. If the Contractor is unsure as to whether an activity will be disruptive they should check with the COR before proceeding. The Contractor shall submit a cleaning schedule that details when each cleaning activity will be performed, and what equipment will be used to perform the activity to the COR. Night time cleaning is also authorized.

C.1.3 Sustainable Cleaning

The Contractor is required to conduct custodial and related services utilizing industry best practices and guiding principles to minimize the Government's environmental footprint.

The Contractor and their personnel shall employ practices and use products and equipment that are energy-efficient, water-efficient, minimize material resource use, and optimize indoor air quality. Examples of such practices include:

- Communicating the building's sustainability performance goals and requirements, as directed by the CO or their designee.
- After cleaning or leaving a room that is unoccupied, turn off lights and water faucets.
- Closing window blinds when practical, especially in the summer, over long weekends, and during extended closures of the building.

- Turning off equipment when not in use. [Note: The Contractor shall never turn off or unplug Government equipment in the space they are cleaning without prior written approval by the CO or their designee. The Contractor must ensure that workers do not adjust mechanical equipment controls for heating, ventilation and air conditioning systems.]
- Notifying the CO or designee of any observed water leaks.
- When replacing existing equipment, strive to acquire replacement equipment in the top 25% of efficiency as per the Energy Star guidelines.
- Employing practices that reduce dependency on non-renewable sources of energy.

C.2 Sustainable Purchasing

The Contractor shall use safe and environmentally friendly products as referenced throughout this specification. This specification requires the Contractor to routinely wipe down all solid, high-touch (frequently touched) surfaces with cleaning products containing soap or detergent that meet the sustainable product standards herein in Section C.2.1 and C.2.2. This requirement is compliant with guidance issued by Centers for Disease Control and Prevention (CDC). When disinfectant products are used they must be Environmental Protection Agency(EPA)-registered products or another product containing the same active ingredient(s) at the same or greater concentration. The Contractor must use the product in accordance with directions provided by the manufacturer. The Contractor must wear disposable gloves (e.g., latex or nitrile), facemasks (if applicable) and any additional required personal protective equipment as recommended by the manufacturer when cleaning. The Contractor shall select and track cleaning product and materials purchases as described herein.

C.2.1 Sustainable Product Standards

Federal agencies, including contractors, must comply with the sustainable purchasing requirements and the recommended specifications, standards, and ecolabels for each product category in the "Cleaning Products" section of the [Green Procurement Compilation](#). For most product categories in the Green Procurement Compilation, there are links to lists of brand-name products that meet these requirements and recommendations.

The Contractor shall also ensure that: (a) Vacuum cleaners meet the Carpet and Rug Institute (CRI) Seal of Approval <https://carpet-rug.org/testing/seal-of-approval-program/certified-vacuums/>. (b) Chemical concentrates that require dilutions are used whenever possible as compared to ready-to-use products. Dilution control equipment should be utilized to ensure correct dilutions of concentrates and to protect workers from exposure to concentrated chemicals.

C.2.2 Proof of Compliance

(A) 15 days prior to the start of contract performance, the Contractor shall submit to the CO or their designee a product list and, for each product, proof of compliance with the sustainable product requirements. For product categories in the Green Procurement Compilation provided in section C.2.1 for which there are links to lists of brand-name products that meet Federal requirements, a download of the brand-name product page is sufficient proof of compliance. For other product categories, proof of compliance may include third-party certifications obtained from certifier or manufacturer websites, manufacturer product sheets, or screenshots from manufacturer or distributor catalogs or websites.



(B) If the Contractor is unable to meet the sustainable product standards because a product meeting the standards cannot be acquired competitively within a reasonable time frame, does not meet reasonable performance standards, or cannot be acquired at a reasonable price, the Contractor shall provide the CO or their designee or designated representative with a short written justification for a proposed exemption.

C.2.3 Sustainable Cleaning Plan

The Contractor shall submit a sustainable cleaning plan that sets forth the procedures, products and equipment that will be used to reduce the exposure of building occupants and maintenance personnel to potentially hazardous chemical, biological and particulate contaminants. The plan shall include building-specific standards that will apply to dusting, dust mopping, dry floor cleaning, chemical handling and tracking, cleaning equipment and associated planned maintenance. Plan shall also describe how hard floor and carpet maintenance will minimize chemical use; practices for cleaning entryways; practices for the handling and storage of cleaning chemicals to minimize spills, leaks, and other mismanagement; practices related to the use of chemical concentrates and dilutions systems; personnel training; and sustainable cleaning quality control processes. The Sustainable Cleaning Plan is due to the CO or their designee within 15 calendar days before the start of the contract.

C.2.4 Hazard Communication Plan

The Contractor shall submit a hazard communication plan in accordance with the OSHA requirements in 29 C.F.R. § 1910.1200. The plan will list all chemical products proposed to be used in the performance of the contract, and include current Safety Data Sheets (SDS) for each product. The plan shall include documentation of training for all Contractor staff in the plan and the hazard communication standard. The plan shall also identify the method of labeling the Contractor will use for all chemical product containers, including secondary dispensing containers used on site. The standard requires the Contractor to maintain a copy of their written Hazard Communication Plan onsite and it must be readily available to employees. The Hazard Communication Plan is due to the CO or their designee within 15 calendar days after the start of the contract. The sustainable cleaning and hazard communication plans may be combined into a single document at the discretion of the Contractor.

C.2.4.1 Safety Data Sheets

All new products used during the life of the contract must have Safety Data Sheets (SDS) provided to the CO or their designee prior to bringing and/or using these products on site. The Contractor shall use only commercially available products that meet Federal, State, and local codes.

The Contractor shall maintain the SDS in a location accessible to all employees and shall advise the CO or their designee of its location. The SDS shall be available for inspection by the CO or their designee upon request. The Contractor shall take every precaution to ensure that environmentally sustainable products are used. Information can be obtained from Federal, State, and local agencies concerning safe chemical cleaning materials. An inventory list of products to be used under this contract shall be provided to the CO or their designee. This list shall be updated as necessary, with a copy provided to the CO or their designee, throughout the term of the contract. The CO or their designee shall contact the Contractor immediately if any item is deemed inappropriate for use under this contract.

C.3 Standard Services

C.3.1 Interior Services

The Contractor shall provide interior standard services for the work items listed below.

C.3.1.1 Floor Care

The Contractor shall provide a floor maintenance schedule as part of their cleaning schedule to the CO or their designee in accordance with The Contractor's Submittals/Deliverables Chart. The floor maintenance schedule must outline routine, periodic, and restorative tasks (stripping and refinishing).

Bare Floors: Floors, base moldings, and grout shall be clean, free of debris and other foreign matter. The floors shall maintain their natural luster and not have a dull appearance.

Wet mopping of bare floors shall be cleaned using disinfectant cleaner(s). Floors, surfaces, baseboards, and corners shall be clean and dry. Walls, baseboards, and other surfaces shall be clean with no marks from the equipment. There shall be no visible buildup of finish in corners or crevices.

Mops and cleaning rags shall be cleaned and sanitized before and after each day of use. Mops and cleaning rags used in restrooms including diapering areas in restrooms and Child Care centers shall not be used to clean any other areas.

- **Asbestos Containing Building Material (ACBM) Floors:** Cleaning of flooring that may contain asbestos material, such as Vinyl Asbestos Tile (VAT), shall comply with the methods prescribed in the National Institute of Building Sciences (NIBS) Guidance Manual, 'Asbestos Operations and Maintenance Work Practices. The Contractor shall have a copy of the NIBS Guidance Manual. Upon request, the Government shall make available to the Contractor any asbestos sampling results. **UNDER NO CIRCUMSTANCES SHALL BURNISHING OR DRY STRIPPING METHODS BE USED ON ACBM FLOORING.**
- **ADP/Data Center Floors:** Damp mopping shall be the only method of wet cleaning for floors in Automated Data Processing (ADP)/Data Center spaces.
- **Asphalt Floors:** Damp mopping shall be the only method of wet cleaning for floors containing asphalt material.
- **Granite, Marble and Terrazzo Floors:** All applicable floor areas shall be maintained in accordance with the manufacturer's recommendations.
- **Loading Dock Floors:** Spill residues and clean-up materials shall be disposed of in accordance with the Environmental Protection Agency (EPA) and/or State and local regulatory agency requirements.
- **Wood Floors:** Water solutions shall not be used on wood flooring. There shall be no dry stripping methods used on wood flooring.
- **Additional floor types: Vinyl and Laminate**
- **Stripping Floors:** The old finish or wax shall be removed in accordance with standard commercial practices and spots shall be eliminated. There shall be no evidence of burns or wax build-up in corners or crevices.
- **Finishing Floors:** Walls, baseboards, and other surfaces shall be free of residue and marks from equipment. Floors shall have no streaks, mop strand marks, or skipped areas. The applied finished area shall have a uniform luster.
- **Sealing Floors:** Sealant must adhere to the floor. Floor areas must be evenly coated with a slip resistant seal.



C.3.1.2 Carpets and Rugs

Extraction (Public Areas Only): Spills, crusted materials and removable spots shall be removed. Harsh brushing or scrubbing shall not be used to minimize deterioration or fuzzing to the carpets and rugs. Cleaned areas of carpets and rugs shall be reasonably blended with surrounding carpets. The Contractor shall coordinate with the CO or their designee the times when carpet shall be cleaned. The carpet shall be dry before customers occupy the building on the next business day. The Contractor shall take measures to prevent the growth of mold and is responsible for any remediation that may be required. Moving of furniture and equipment is to be coordinated with the CO or their designee. Any furnishings or equipment moved are to be returned to their original positions.

Spot Cleaning: A spot is defined as approximately 12" X 12". Carpet surfaces shall be free of removable spots, soiled traffic patterns, debris, gum, and crusted materials.

Vacuuming: Carpet surfaces shall be vacuumed to remove dirt, dust, and other debris. Vacuuming shall be done at a frequency that protects the carpets integrity and to reduce carpet wear. The Contractor shall utilize at a minimum HEPA vacuum cleaners that meet the requirements of the Carpet and Rug Institute's 'Seal of Approval Program.'

C.3.1.3 Floor Mats and Runners

The Government shall furnish all mats and runners. [Exhibit J1 the 'Building Information Sheet.'](#) The CO or their designee shall approve all mats and runners including mat size, type, and placement.

Mats and runners shall be laid out as specified by the CO or their designee at main entrances, main lobbies, main and secondary corridors at all times. Replacement mats and runners shall be the same type as the original mats and runners. Mats and runners shall be free of spots, soiled traffic patterns, gum, and crusted materials. They shall be cleaned in accordance with the manufacturer's instructions. Any Government provided mats and runners that are found to be non-repairable or cannot be cleaned shall be brought to the attention of the CO or their designee so they can be replaced. Mats and runners shall be stored in accordance with the ANSI/ASSP A1264.2-2006 'Provision of Slip Resistance on Walking/Working Surfaces Guidelines.' When the procurement of new mats and runners is necessary, the Contractor shall adhere to ABAAS requirements.

The use of larger mats and runners, where appropriate, as opposed to several smaller mats and runners, is preferred to eliminate overlapping and to reduce potential tripping hazards.

In the event of wet or inclement weather, mats and runners shall be placed at entrances and at other areas identified by the CO or their designee prior to the building occupants reporting to work. Wet or inclement weather mats and runners shall be removed, cleaned, and stored by the Contractor when the CO or their designee determines that they are no longer required.

C.3.1.4 Restrooms, Shower Rooms, Tenant Break Rooms, Locker Rooms,, and Holding Cells

All areas shall be cleaned in accordance with the applicable standard service requirements outlined in [Section C.3.1](#). These areas and surfaces shall be cleaned and disinfected using EPA registered disinfectants or another product containing the same active ingredient(s) at the same or greater concentration. Food contact surfaces such as tenant break room counters and dining tables shall be cleaned and sanitized with products safe for food contact.



Partitions, doors, vents, sills, and walls shall have no dirt, bodily fluids, waste, and graffiti. Shower curtains shall be cleaned and free of mold and dirt. Shower liners present in locker rooms shall be cleaned and free of mold and dirt. Shower liners shall be replaced at the Contractor's expense and at a minimum of annually. Locker exterior surfaces shall be free of dust and streaks.

Avoid cleaning of equipment in laboratories and health units that could result in damage to any surface or that could cause contamination with chemicals or infectious materials. Cleaning shall only be performed for areas and surfaces identified in writing by those responsible for managing the laboratories and health units. The Contractor shall submit a safety plan for approval by the CO or their designee.

All areas shall be free of discarded material and trash shall be emptied to prevent the containers from overflowing.

Holding Cells: Routine cleaning of holding cells is a standard service. Holding cell interiors shall include floors, walls, fixtures and surfaces. Cleaning frequencies requested by a tenant that are above the routine standard shall be completed on a reimbursable basis and be approved by the CO or their designee. See section [C.15.11](#) for above standard holding cell cleaning.

Dispensers: The Contractor shall provide dispensers, including dispensers in tenant break rooms. The Contractor shall replenish supplies and fill dispensers as a standard service. Any Contractor provided dispensers must be approved by the CO or their designee prior to installation. The supplies for the provided dispensers shall be compatible with the dispenser's manufacturer's requirements. Hand soaps shall not contain antibacterial agents except where required by Federal, State, local requirements and health codes. Monies collected from tampon and sanitary napkin dispensers shall be retained by the Contractor who shall provide and replenish the product at their expense. The Contractor shall provide dispenser batteries. In facilities where the O&M Contractor is responsible for dispenser installation, the Contractor will work with the O&M Contractor to ensure dispensers are installed in the proper location. All dispensers installed at accessible lavatories and those serving the general space must meet the requirements for operable parts in the Architectural Barriers Act Accessibility Standards (ABAAS section F205) to ensure use by people with disabilities.

Receptacles: The Government shall provide receptacles. The Contractor, with proper training in blood borne pathogens, shall wear disposable gloves to empty, clean, and disinfect all sanitary napkin and waste receptacles. Sanitary napkin disposal containers shall be lined with new receptacle bags.

Equipment: All vinyl surfaces of exercise equipment and exercise mats shall be wiped clean and have no dust, dirt, and spots. Cleaning shall be performed under and around without moving or lifting items.

C.3.1.5 Fixtures

All fixtures (washbasins, urinals, modesty panels, toilets, shower stalls, etc.) shall be cleaned and disinfected. All fixtures shall maintain a high level of luster and have no dirt, mold, mildew, streaks, or encrustation.

Drinking Fountains/ Bottle Filling Stations: All fountains and bottle filling stations shall be cleaned, disinfected, free of dirt, watermarks, and other debris or encrustations.



C.3.1.6 Surfaces

Horizontal Surfaces: Routinely wipe down all solid, high-touch (frequently touched) surfaces with cleaning products containing soap or detergent. All horizontal surfaces (within approximately 10 feet from the floor) shall be wiped clean and free of dust, dirt, or smudges. Cabinets and desks with papers, computers, and keyboards shall not be disturbed.

Metal, Brass, Woodwork, and Stainless Steel: Surfaces (including corners, crevices, moldings, ledges, handrails, grills, doors, door knobs, door frames, kick plates, etc.) shall be wiped cleaned and have no dirt, dust, streaks, spots, or smudges.

Glass Cleaning: All glass, clear partitions, mirror surfaces, bookcases, and other glass (within approximately 10 feet from the floor) shall be cleaned and free of dirt, dust, streaks, smudges, watermarks, spots, and shall not be cloudy. There shall be no water spots on the glass or adjacent fixtures and furniture. All interior plate glass (to include glass over and in vestibule doors, all plate glass around entrances, lobbies, and vestibules) shall be cleaned and have no dirt, streaks and shall not be cloudy.

C.3.1.7 High-Touch Surfaces

The Contractor must routinely wipe down all solid, high-touch (frequently touched) surfaces with cleaning products containing soap or detergent that meet the sustainable product standards in Section C.2.1 and C.2.2 in this specification. This requirement is compliant with guidance issued by Centers for Disease Control and Prevention (CDC), which include the routine cleaning of all high-touch (frequently touched) surfaces. The Contractor must wear disposable gloves (*e.g.*, latex or nitrile), facemasks (if applicable) and any additional required personal protective equipment as recommended by the product manufacturer when cleaning. Cleaning products and application should be chosen so as not to damage interior finishes or furnishings, including GSA's fine arts collections and murals, and historic materials and finishes.

"Routinely," for purposes of this scope, is defined as being in accordance with applicable guidance from the CDC, but shall not be less frequently than once daily or once per shift where custodial services are provided for during more than one shift. Daily is defined as the normal operating hours where the custodial contractor is currently performing the standard services.

Examples of high-touch (frequently touched) surfaces include, but are not limited to the following: handrails, door knobs, access control panels, light switches, countertops, water faucets and handles, elevator buttons, sinks, toilets and control handles, table tops, restroom stall handles, toilet paper and other paper dispensers, door handles and push plates, and water cooler and drinking fountain controls.

Individual occupant agencies, not the custodial contractor, are responsible to provide their own products (such as disposable wipes) and to perform cleaning and/or disinfecting of their agency-owned equipment, such as telephones, computers, keyboards, docking stations, computer power supplies, computer mouse devices, personal fans and heaters, and desk lighting.

C.3.1.8 Walls

All wall surfaces shall be cleaned and free of dirt, spots, smudges, and marks. Cleaning shall not cause discoloration.



C.3.1.9 Trash and Wastebaskets

All trash and recycling (including restrooms) shall be collected and removed to a location designated by the CO or their designee. Trash and recycling containers shall be emptied, kept clean, and odor-free. Plastic liners for all trash and debris containers shall not be torn, worn, or contain residue.

C.3.1.10 Elevators and Stairways

Door Tracks: Tracks shall be cleaned and free of dirt, built up grime, and other matter.

Exterior and Interior Car Surfaces: Surfaces shall be cleaned and have no marks, streaks or smudges. Carpets and floors shall be free of removable spots, dirt, and debris. Floors requiring a finish shall be maintained at a high luster.

Exposed Surfaces, Treads, Risers and Landings: Stairways, escalators, entrances, landings, railings, risers, ledges, elevator panels and buttons (inside and outside of the elevator cab), grills, doors, radiators, and surrounding areas shall have no dirt, litter, residue or grime.

C.3.1.11 Interior Window Washing

The windows shall be cleaned and free of dirt, streaks, and shall not be cloudy. Window sashes, sills, woodwork, and other surroundings of glass shall be wiped clean and free of drippings. Windows shall be cleaned once per year. Cleaning frequencies requested by a tenant that are above the 'once per year' standard shall be completed on a reimbursable basis and be approved by the CO or their designee. Exterior and interior window washing shall be coordinated to maximize cost effective operations as directed by the CO or their designee. In the event there is blast protection film, the Contractor shall follow the manufacturer's recommendations for appropriate window cleaning methods. The Contractor shall comply with ANSI/IWCA I-14.1, and all Federal, State and local regulations.

C.3.1.12 Blinds and Coverings (Not Including Drapes, Curtains and Unique Coverings)

Dusting of Blinds and Coverings: All blinds, coverings, cord tapes, and valances shall be wiped clean and have no dust and spots. Blinds and coverings that are not operating properly shall be reported to the CO or their designee for repair.

C.3.1.13 Fine Arts Collection (reserved)

C.3.1.14 Historic Buildings

The Contractor shall work with the CO or their designee to identify materials in historic buildings that require special care. Decorative surfaces should not be cleaned, adjacent surfaces should only be wiped clean (no spraying) and acids, peroxides, alcohol and chlorine bleach should not be used on historic materials. Also, the CDC and EPA do not endorse the use of fogging applications. The Contractor shall use cleaning products in accordance with directions provided by the manufacturer. The Contractor shall work with the CO or their designee and Regional Historic Preservation Officer to determine the best way to ensure that regular maintenance does not harm historic materials and finishes. The Contractor can refer to GSA's website for Preservation Tools and Resources (<https://www.gsa.gov/real-estate/historic-preservation/historic-preservation-policy-tools/preservation-tools-resources>.) for additional guidance.

C.3.1.15 Policing Inside Areas



Areas: All building areas shall be free of papers, trash, and other discarded materials.

C.3.1.16 Interior and Atrium Plants (Government Furnished Plants) (Reserved)

C.3.1.17 Concessions (Cafeterias, Snack Bars and Vending Machine Areas) (Reserved)

C.3.1.18 United States Postal Space (Reserved)

C.3.2 Exterior Services

The Contractor shall provide exterior standard services for the work items listed below.

C.3.2.1 Exterior Plate Glass

All exterior glass (to include spandrel glass, glass over and in exterior and vestibule doors, and all plate glass around entrances, lobbies, and vestibules) shall be cleaned, free of dirt, streaks, and shall not be cloudy.

C.3.2.2 Exterior Window Washing

Both sides of the glass shall be cleaned and free of dirt, streaks, hard water stains, and shall not be cloudy. Windows shall be cleaned once per year. Cleaning frequencies requested by a tenant that are above the 'once per year' standard shall be completed on a reimbursable basis. Interior and exterior window washing shall be coordinated with the CO or their designee to maximize cost effective operations. In the event there is blast protection film the Contractor shall follow the manufacturer's recommendations for appropriate window cleaning methods. Window washing shall be in accordance with OSHA regulations 29 C.F.R. § 1910.30 Fall Hazard and Equipment Hazard Training, 29 C.F.R. § 1910.140 Personal Fall Protection Systems, 29 C.F.R. § 1910.66 Powered platforms for building maintenance, 29 C.F.R. § 1910.27 for scaffolds and rope descent systems, and applicable State and local regulations. An annual deduction to the contract shall be made if the Contractor does not clean any exterior windows for any reason.

The Contractor shall submit to the CO or their designee a written Window Washing Safety Plan 10 calendar days prior to performing these services.

C.3.2.3 Canopies (reserved)

All canopies and anything affixed to or included in the surfaces of canopies shall be cleaned and free of all dirt, dust, cobwebs, bird excrement, trash, and debris.

C.3.2.4 Hard Surface Areas every other week

All areas (sidewalks, brick areas, around light poles, hard surfaces, parking lots, surface parking, garages, dock areas, moats, platforms, driveways, ramps, lanes, etc.) shall be cleaned and be free of dirt, debris, gum, litter, weeds, oil, or grease. No residual dirt shall remain after the removal of the debris. Spill residues and clean-up materials shall be disposed of in accordance with the Environmental Protection Agency (EPA), and State and local regulatory agency requirements.

C.3.2.5 Ash Receptacles and Trash Containers

All solid waste shall be collected and removed to a location designated by the CO or their designee. Trash containers and ash receptacles shall be emptied, kept clean and odor-free. The Contractor shall remove ash and cigarette butts, and materials. Where required, sand in ash receptacles shall be replenished. Plastic liners for all trash containers shall not be torn, worn, or contain residue.

C.3.2.6 Surfaces (Signs, Vending Machines, Tables, etc.)

Surfaces shall be cleaned, disinfected, and free of dirt, dust, residue, streaks, spots or discoloration. Vending machines (food, drink or atm) that are located inside of the vendor's store operation is the responsibility of the vendor to wipe down frequently touched surfaces such as touchpads, buttons, and knobs. Contact time should be consistent with the manufacturer's recommendations. Spill residue and clean-up materials used shall be disposed of properly.

C.3.2.7 Graffiti Removal

Remove graffiti using normal cleaning methods (e.g., normal graffiti removal cleansers or solvents). Graffiti that cannot be removed with such methods shall be reported to the CO or their designee. Graffiti removal that requires a subcontractor is an [above standard service](#) and requires prior CO approval.

C.3.2.8 Excrement Removal (Human, Bird and Animal)

Cleaning: All steps, stairs, entrances, sidewalks, arcades, landings, and balconies shall be cleaned of excrement only by staff fully trained in Center of Disease Control & Prevention (CDC) precaution protocols and in accordance with the approved exposure control plan (ECP) detailed in [Section C.7](#). Contractor staff shall use the appropriate protective measures and wear personal protective equipment as required by CDC and the ECP when cleaning areas contaminated by excrement. Knowledge of safety requirements in cleaning areas contaminated by bat, pigeon, or other avian pest excrement is required. The Contractor shall fully train all employees designated to perform these services in accordance with Occupational Safety and Health Administration (OSHA) standards and OSHA approved Federal, State, and local regulations.

C.3.2.9 Policing Outside Areas

Policing: All areas including lawn, grounds, planted areas, sidewalks, hard surfaces, parking areas, garages, docks, platforms, driveways, ramps, lanes, etc. shall be cleared of gum, litter, debris, paper, trash, and other discarded materials.

Unimproved Grounds: All areas shall be cleared of trash, debris, and other discarded material each time the native grasses, weeds, etc. are cut.

Fence Lines: Fence lines shall be cleared of trash, debris, and other discarded materials.

C.3.3 Snow and Ice Removal Additional Service Task Order

The Contractor shall perform snow and ice removal standard services for the snow and ice removal program. Snow and ice removal from entrances, steps, landings, sidewalks, vehicular courts, driveways, plaza areas, roadways, parking areas, child care playground pathways and entrances, areas providing accessibility for people with disabilities, and approaches. are included in the standard service price. This does not include snow and ice removal requiring heavy equipment (ride-on equipment such as front end loaders, backhoes, bobcats, snow plows, etc.) Snow removal equipment provided by the Government that is damaged by the Contractor due to neglect shall be repaired or replaced by the Contractor. The Contractor shall be responsible for all costs incurred.

The Contractor shall clear snow and ice before the normal building operating hours to prevent slip hazards. Furthermore, the Contractor shall clear snow and ice during normal building operating hours and is authorized to divert work to accomplish the task. The Contractor shall notify the CO or their designee of the



diversion within 1 hour. The CO or their designee retains the right to determine what type of services and the duration of diverted services for the removal of snow and ice.

The GSA Ordering Official may order additional snow and ice removal services outside of normal building operating hours (i.e., weekends, holidays). The task order shall reflect the days and hours required for snow and ice removal.

The Contractor shall submit a detailed snow and ice removal plan that meets the needs of the GSA as part of the initial proposal package. A finalized snow and ice removal plan is due 15 days prior to the start of the contract. An annual updated snow and ice removal plan is due on October 1 of each year. At a minimum, the snow and ice removal plan shall include the following items:

- Coordination measures (to ensure appropriate levels of effort for the conditions of the building)
- Equipment
- Personnel
- Snow removal event triggers
- Treatment areas requiring de-icing
- Approved materials and chemicals
- Safety plan
- Notification procedures
- Pollution prevention procedures for chemical storage, application, and runoff

Chemicals and/or sand shall be used to reduce safety hazards due to ice and snow. All deicer chemicals used shall be certified as EPA 'Safer Choice' Products or USDA Certified Biobased. No sodium chloride or calcium chloride salt shall be used due to environmental risk. Less disruptive chemicals such as magnesium chloride, potassium acetate, and potassium chloride are viable alternatives. Comparable substitutes shall be on the Clear Roads Qualified Products List (QPL), comply with Federal specifications and state and local codes, and be approved by the CO or their designee prior to the first inclement weather event. The Contractor shall ensure there is an adequate supply of chemicals and sand on site or readily available to cover unexpected snow and ice occurrences.

C.4 Grounds Maintenance (RESERVED)

C.4.1 Landscape Erosion Management (RESERVED)

C.4.2 Grounds Maintenance Services (RESERVED)

C.4.3 Composting (RESERVED)

C.4.4 Trees and Shrubs (RESERVED)

C.4.5 Mulching (RESERVED)

C.4.6 Mowing and Edging (RESERVED)

C.4.7 Leaf Removal (RESERVED)

C.4.8 Overseeding, Dethatching and Plugging (RESERVED)

C.4.9 Fertilization (RESERVED)

C.4.10 Flowerbeds and Plants (RESERVED)

C.4.11 Soil and Ground Covers (RESERVED)

C.4.12 Unimproved Grounds (RESERVED)

C.4.13 Fence Lines (RESERVED)

C.4.14 Weeds (RESERVED)

C.4.15 Irrigation (RESERVED)

C.4.16 Watering (RESERVED)

C.4.17 Integrated Pest Management Plan (IPM)

The Contractor shall utilize the Integrated Pest Management Plan for controlling pests and diseases to ensure that the landscapes, trees, and shrubs are free of disease and pest infestation. The IPM is discussed in detail in [Section C.6.](#)

C.5 Solid Waste Management

C.5.1 Solid Waste Management Program

A solid waste management program, which is a standard service, includes the collection and disposal of non-hazardous solid waste (trash), segregated recyclables, and segregated compostable organic waste (where applicable). The Contractor shall deliver a waste management program that complies with federal, state, and local solid waste and recycling mandates and aims to achieve a minimum fifty percent (by weight) waste diversion rate. Recycling, composting, and other alternatives to landfills and incineration are the preferred methods for disposal of solid waste. To support the operation of a High Performance Sustainable Building, the Contractor shall implement waste management practices that encourage reuse and recycling consistent with the Guiding Principles for Sustainable Federal Buildings. The Government may at its discretion perform solid waste audits and share results with the Contractor. Based on these reports, the Contractor shall partner with the Government to implement solid waste audit recommendations and best practices.

C.5.1.1 Excluded Waste Types

Unless specifically contracted to collect or recycle items or material identified by the EPA and State and local regulatory agencies as hazardous waste, materials, or Universal Waste, the Contractor shall not collect these items. Typical prohibited wastes include but are not limited to fluorescent light bulbs, thermostats, thermometers, most chemicals, and batteries (nickel-cadmium and small, sealed lead acid batteries in electronic equipment, mobile phones, portable computers, and emergency lighting). In addition,



electronic equipment such as computers and printers shall not be discarded in the trash containers. The Contractor shall notify the CO or their designee of any prohibited or unauthorized items observed in the trash receptacles.

C.5.1.2 Solid Waste Audits (reserved)

C.5.1.3 Solid Waste Removal and Disposal

All solid waste collected as a requirement of this contract shall be removed from the premises and transported to a solid waste disposal facility that has been certified by the appropriate state agency responsible for solid waste management or by the EPA.

The custodial Contractor shall provide solid waste removal and disposal services as described herein.

The Contractor shall collect and transport all solid waste and debris to designated locations on the loading dock or other areas (holding areas) for removal from the premises. Holding areas for solid waste accumulation shall be identified by the CO or their designee. If trash compactors are used at the building, the Contractor shall operate the compactor. The Contractor shall ensure that the appropriate Contractor personnel receive training in the safe and proper operation of the compactor.

The Contractor shall provide a sufficient number of waste removal containers to accommodate all trash generated between pick-up dates. The CO or their designee shall approve all container styles, types, and storage locations prior to placement. The Contractor shall be responsible for the delivery, maintenance, repair, cleanliness, labeling, and removal of storage containers and equipment throughout the contract period. The containers must be kept free of holes, pests, grease, oils, and odors, etc. The Contractor will report any pest infestation in or around the containers to the CO or their designee. All Contractor-supplied equipment and materials shall remain the property of the Contractor during and subsequent to the contract period.

The Contractor shall perform collection, removal, recycling and related activities in accordance with the strategies agreed upon by the Government and Contractor based on the solid waste audit Final Report. The Contractor is responsible for all costs of trash removal. The Contractor shall be responsible for loading containers onto collection vehicles.

C.5.1.4 Solid Waste Records and Reports (RESERVED)

Reporting requirements are defined in Section C.5.1.14.

C.5.1.5 Pick-ups on Call (RESERVED)

C.5.1.6 Recycling

It is the intent of the Government to keep the maximum amount of materials from landfills through aggressive recycling. To the extent practicable, the Contractor shall pursue revenue sharing opportunities with the Government.

C.5.1.7 Extent of Work

The overflow of materials from containers and dumpsters shall be picked up from the ground and floor area used to collect and consolidate the materials. The Contractor shall remove all hydraulic fluid and/or oil



spillage caused either by the collection vehicles, or released from containers at the designated centralized collection site (loading dock, etc.). Sorbent use for cleanup shall contain post-consumer recycled content minimum as required. The minimum depends on the type of sorbent used: see the EPA/CPG website for details. Spill residue and clean-up materials shall be disposed of in accordance with the Environmental Protection Agency (EPA), and State and local regulatory requirements.

The Contractor shall furnish all necessary labor and supervision to provide recycling services as described herein. All recyclable materials shall be collected for removal from the premises. Overflow of materials from containers shall be picked up from the floor of the area used to collect and consolidate the materials.

The Contractor shall arrange for the removal of recyclables from the premises, be responsible for all fees, if any, associated with recycling, and remove all recyclable materials to a storage area designated by the CO or their designee. Recyclable materials may be found in **Central recycling bins and containers** (located in common areas such as hallways, break rooms, conference rooms, snack bars, cafeterias, restrooms, outside areas, etc.) and **Desk side recycling bins and containers**.

The Contractor shall:

- Place recyclable materials in containers, dumpsters, or compactors provided by the recycler. The Contractor shall monitor the containers, dumpsters, and compactors to prevent littering in the holding area. No trash shall accumulate in the holding area.
- Bale corrugated materials, if a baler is available.
- Ensure that all custodial staff involved in the recycling program fully understand the recycling procedures and requirements.
- Coordinate additional pickups within 24 hours of notification by the CO or their designee.

Retain any proceeds that result from the sale of recyclable materials covered by this contract. Verification of the amount of proceeds received from the sale of recycled materials shall be furnished to the CO or their designee upon request.

OR

C.5.1.8 Recyclable Materials Disposition

The Contractor shall ensure that all recyclable materials are recycled and not placed in landfills and incinerators. The CO or their designee may direct the Contractor to participate in joint efforts with State, city, and local governments regarding recycling.

C.5.1.9 Recyclables

Collection and Pickups: The Contractor shall provide all labor, supplies, materials, and the means to collect and transport recyclable materials from recycling bins and containers located throughout the building to storage and loading areas as designated by the CO or their designee. The Contractor shall ensure that recyclables are collected and placed in the designated holding areas on a schedule that will maximize the quantity of materials removed from the premises as scheduled. Additional collections of recyclable materials may be required on an irregular basis and will be coordinated with the CO or their designee.

C.5.1.10 Pick-ups on Call (Reserved)



C.5.1.11 Recycling Containers

Individual Deskside and Central Collection Containers: The Contractor shall provide the collection containers.

Central Collection Containers: Container(s) shall be placed in the areas designated by the CO or their designee, where trash is collected. Government approved container(s) shall be placed on each floor to receive the collection of recyclable materials. Full containers with recyclables are to be transported by the Contractor to the dock or designated area for pickup by the recycling Contractor.

Recycling Collection Containers: The Contractor shall provide the necessary Government approved collection containers/bins and other equipment for use throughout the building for the collection of recyclable materials. These are the mobile type containers/bins and other equipment that the Contractor shall use to collect recyclables from deskside and/or central recycling containers. These containers shall be in sufficient quantities for the collection of recyclable material prior to removal to the designated holding area.

Storage Containers: The Contractor shall provide the necessary storage containers and other equipment, such as compactors, dumpsters, etc. for use in designated holding areas. Containers shall be in sufficient quantities for the collection and storage of recyclable materials in the holding area prior to removal from the premises by the recycling Contractor.

Containers and Equipment Responsibility: The Contractor shall be responsible for the removal of recyclables from the collection containers and moving them to the holding area throughout the contract period. The containers, excluding those used to collect paper, shall be labeled, lined and free of residue and any plastic liners shall not be torn, worn or contain residue. Containers shall be kept free from holes, vermin, or foreign matter that might cause injury or stain clothing or furniture, and the containers must not emit unpleasant odors. If any container emits an unpleasant odor, as identified by the CO or their designee, it shall be immediately corrected by the Contractor at their expense. Recyclable materials shall not be handled, stored or transported in any manner that causes safety or health hazards.

All Government supplied equipment and materials shall remain the property of the Government. The Contractor shall be accountable for all recycling equipment and containers belonging to the Recycling Contractor and shall use them only for the intended purpose.

C.5.1.12 Restriction on Use

Recyclable paper purchased under this contract shall be used or sold as recyclable paper only; i.e., for processing at a pulp mill to be made into new paper products. The Contractor shall not use, allow access to, or offer for resale any papers, documents, or file record materials for the information contained therein.

C.5.1.13 Recycling Proceeds

The Contractor shall use the proceeds received from the sale of recycling material(s) to lower the cost of trash removal or recycling at the location. In the instance of subcontracted work, funds received by the subcontractor will be remitted back to the Contractor for return to the Government. If the proceeds generated are not used to reduce the cost of trash or recycling the CO or their designee will provide guidance for the depositing of these funds.

C.5.1.14 Solid Waste and Recycling Reports (RESERVED)

C.6 Integrated Pest Management

The Integrated Pest Management (IPM) Plan is a part of the standard services, which consists of a preventive maintenance process. The plan coordinates many different programs to reduce sources of pests on a long-term basis for both the interior and exterior areas of a building. The Pest Control requirement is specified in [7 U.S.C. § 136r-1](#). The Contractor shall have a plan that employs practices and techniques, as they relate to cleaning, trash, and materials handling, that reduce the sources of food and water, harborage, and access routes used by pests in and around the building.

C.6.1 Preventive Pest Maintenance

The IPM Contractor shall implement a preventive maintenance program that identifies and corrects conditions that contribute to pest infestation. Some of the most effective **EXAMPLES**₁ include but are not limited to:

- Self-contained compactors rather than dumpsters or stationary dumpsters for storing solid waste awaiting pickup, wherever possible.
- Pressure washing of trash rooms, loading docks, and food preparation facilities. The Contractor shall ensure that run-off into drains and sewers is minimized when using pressure washing devices.
- Food preparation and storage areas remain clean.
- Dedicated, tightly covered receptacles for food waste in indoor areas with chronic pest problems.
- Replacement of dense ground cover in landscapes with chronic rodent problems.
- Employ techniques that may include, but are not limited to, keeping containers closed, removal of debris, etc.

C.6.2 Initial Pest Assessment

A certified pesticide applicator or licensed IPM Contractor shall conduct a thorough, initial assessment of the interior space. Access to building space shall be coordinated with the CO or their designee. The CO or their designee must inform the Contractor of any restrictions or areas requiring special scheduling. The purpose of the initial assessment is for the custodial Contractor to identify areas or practices that may contribute to pest infestation.

Grounds areas that support pollinator nesting and foraging for honey bees, native bees, birds, bats, and butterflies shall be identified in the initial pest assessment as “pollinator sensitive zones”.

A written Integrated Pest Management report detailing the findings of the initial assessment shall be submitted to the CO or their designee within fifteen (15) calendar days of the start of the contract. Throughout the life of this contract, the Contractor shall be responsible for notifying the CO or their designee in writing about any sanitary or procedural modifications deemed necessary to eliminate pest infestation.

C.6.3 Recommendations for Pest Management and Control

Application of chemical and non-chemical pesticides and trapping methods to address current pest infestations (pest populations) is not a part of this base contract. As required above, the Contractor shall submit an assessment of practices that may contribute to pest infestations (pest populations). The report shall also include recommendations for getting rid of current pest infestations. Eradication methods



recommended shall include non-pesticide practices where possible (vacuum or trapping methods). Each control recommendation shall include a price which the Contractor would charge separately from this contract. Prices shall reflect service from personnel qualified to apply chemical and non-chemical pesticides. In the event that pesticide application or trapping methods are required on a regular basis, this contract may be modified to include those services. The GSA may choose to obtain these services from a separate vendor.

C.6.4 General

The certified pesticide applicator or licensed IPM Contractor shall accomplish the monitoring, trapping, and pesticide application and pest removal components of the IPM.

C.6.5 Pests Included and Excluded

The Contractor shall adequately suppress indoor populations of rats, mice, cockroaches, ants, flies, and any other arthropod pests not specifically excluded in this exhibit. This includes populations of these pests that are located on the exterior of the facilities and within the property boundaries of the facilities.

The following pests are excluded from the standard services however the Government may request remediation as an above standard reimbursable service:

- Birds
- Mosquitoes
- Snakes
- Vertebrates that are not commensal rodents
- Bats
- Termites
- Bed Bugs
- Other wood-destroying organisms

C.6.6 Initial Pest Assessment

A certified pesticide applicator or licensed IPM Contractor shall conduct a thorough, initial assessment of the X interior space. Access to building space shall be coordinated with the CO or their designee. The CO or their designee must inform the Contractor of any restrictions or areas requiring special scheduling. The purpose of the initial assessment is for the custodial Contractor to identify areas or practices that may contribute to pest infestation.

Grounds areas that support pollinator nesting and foraging for honey bees, native bees, birds, bats, and butterflies shall be identified in the initial pest assessment as "pollinator sensitive zones".

A written report detailing the findings of the initial assessment shall be submitted to the CO or their designee within 15 calendar days prior to the start of the contract. Throughout the life of this contract, the Contractor shall be responsible for notifying the CO or their designee in writing about any sanitary, structural, or procedural modifications deemed necessary to eliminate pest infestation.

C.6.7 Integrated Pest Management Plan

Prior to initiation of services, the Contractor shall submit to the CO or their designee for approval a written Integrated Pest Management Plan within 15 calendar days following the initial assessment. The plan should include integrated methods, routine site inspections and maintenance, routine pest inspections, pest



population monitoring, evaluation of the need for pest control and one or more pest control methods. The plan shall also include a specification of the circumstances under which an emergency application of pesticides can be applied and a communications strategy directed to building occupants.

The Integrated Pest Management Plan shall consist of the following parts:

- Proposed Materials and Equipment for Service including labels and Safety Data Sheets (SDS) for all pesticides to be used. A list of the brand names of trapping devices, pesticide application equipment, rodent bait boxes, insect and rodent trapping devices, pest monitoring devices, pest detection equipment, and any other pest control devices or equipment that may be used to provide service. The use of sustainable methods and applications is preferred whenever possible. A list of chemicals used and the purchase price for these chemicals.
- Proposed Methods for Monitoring and Detection including describing those methods and procedures to be used for identifying sites of pest harborage and access and for making objective assessments of pest population levels throughout the term of the contract.
- An inspection schedule for each building or site. Frequency of contract visits shall depend on the specific pest control needs of each premise. Large office facilities or specified office areas within such facilities with a history of pest infestation will be visited more frequently.
- A description of any structural or operational changes that would facilitate the pest control effort.
- A copy of the Commercial Pesticide Applicator Certificate or License for every Contractor representative who will be performing on-site service.

C.6.8 Pesticide Application

The Contractor shall not apply any chemical or non-chemical pesticide products that have not been included in the Integrated Pest Management Plan or approved in writing by the CO or their designee. The Contractor shall employ the least hazardous materials, most precise application technique, and minimum quantity of pesticide necessary to achieve control. Pesticides used by the Contractor must be registered with the U.S. Environmental Protection Agency, States and/or local jurisdiction. Transport, handling, and use of all pesticides shall be in strict accordance with the manufacturer's label instructions and all applicable Federal, State, and local laws and regulations. All chemicals shall be in the original manufacturer's containers and properly labeled.

Chemical pesticides shall not be applied in any Child Care center without prior coordination and consent of the Child Care Director. Posting and notifying the Child Care Director must be initiated at least 24-48 hours in advance of using any chemical pesticides. In Child Care centers, the children's access to those areas treated with chemical pesticides shall be restricted to a minimum of 12 hours. Only qualified, trained, and certified personnel or licensed Contractors shall apply any chemicals. Uncertified individuals working under the supervision of a certified pest applicator or licensed Contractor shall not be permitted to provide service under the terms of this contract. Chemicals shall be applied with extreme care to avoid hazard to any person or animal in the immediate or adjacent areas, or property damage.

The application of pesticides shall not be used in areas that promote and support habitats for pollinators, including honey bees, native bees, birds, bats, and butterflies.

Pesticide application shall be according to need and not by schedule. As a general rule, application of pesticides in any area shall not occur unless visual inspections or monitoring devices indicate the presence of pests in that specific area. In no case shall extremely toxic materials be permitted. The Contractor shall



not store any pesticide products on Government property. Any emergency applications of chemical pesticides must be approved by the CO or their designee prior to application.

C.6.9 Structural and Procedural Recommendations

Structural modifications for pest control will be the responsibility of the Government. However, throughout the life of this contract, the Contractor shall be responsible for notifying the CO or their designee in writing about concerns with any structural, sanitary, or procedural modifications deemed necessary to eliminate food and water sources, harborage, or access routes that would allow building infestation by pests in and around the building.

C.6.10 Record Keeping

The Contractor shall be responsible for maintaining a pest control logbook or electronic file for each building or site specified in this contract. These records will help with monitoring pest locations and actions taken to prevent or mitigate further infestations. The log shall include pesticide information on whether chemical and non-chemical methods were used to control pests. Where chemicals are applied the log shall specify the type, quantity, price, and circumstances for using pesticide(s). These records shall be kept on Government property and maintained by the Contractor.

Each log book or electronic file shall contain at least the following items:

- A copy of the Pesticide Control Plan. The plan shall provide labels and SDS for all chemical pesticides used and purchase price, brand names of all pest control devices and equipment used, and the Contractor's service schedule for the inspection and/or treatment of the building.
- Completed copies of GSA Form 3638, Pest Control Work and Inspection Report, or an equivalent form such as another Contractor service report form that is approved by the CO or their designee. The report form shall be used to advise the Contractor of routine service requests and to document the performance of all work. The Contractor shall also document on the GSA Form 3638 or equivalent all information on pesticide application that is required by statute in the jurisdiction where service is actually performed. Upon completion of a service visit to a building, the Contractor's representative performing the service shall complete, sign, and date the GSA Form 3638 or equivalent form.

C.6.11 Manner and Time to Conduct Service

Routine pest control services that do not adversely affect tenant health or productivity shall be performed during the tenants' normal working hours. The Contractor shall notify the CO or their designee, and the CO or their designee shall provide notice to occupants at least 72 hours before application of any pesticides during normal conditions and within 24 hours in emergency situations. An emergency is an exceptional circumstance that poses a clear (or at least perceived) health and safety risk or where operations are severely disrupted. Examples of the first involve some outdoor animal (e.g., bird, snake, bat, or squirrel) that has gotten into indoor space and cannot get out, or a nest of bees or wasps are discovered on the grounds. An example of the second would be a swarm of winged termites or ants emerging into occupied space, which might be completely harmless, but nevertheless are alarming to the occupants. When it is necessary to perform any work outside of the tenant's normal working hours, the Contractor shall notify the CO or their designee at least one day in advance.

C.6.12 Insect Control

The Contractor shall provide the CO or their designee with signs, placards, literature, or other information so that the CO or their designee can inform building occupants of the nature of the pesticide application. The information will include at a minimum a brief explanation regarding the reason for the pesticide application, the safety of the products being used and contact information should the building occupants have questions.

Non-pesticide Products and Use: The Contractor shall use non-pesticide methods of control wherever possible. For example:

- Portable vacuums with HEPA or MICRO filtration
- Trapping devices

Chemical Pesticide Products and Use: When it is determined that chemical pesticides must be used in order to obtain adequate control, the Contractor shall employ the least hazardous material, most precise application technique, and minimum quantity of pesticide necessary to achieve control. The Contractor shall minimize the use of liquid pesticide applications wherever possible, for example:

- Bait stations and other types of bait formulations rather than sprays.
- As a general rule, liquid, aerosol, or dust formulations shall be applied only as crack and crevice treatment.
- Application of pesticide liquids, aerosols, or dust to exposed surfaces and pesticide space sprays (including fog, mist, and ultra-low volume applications) shall be restricted to unique situations where no alternative measures are practical.

The Contractor shall obtain the approval of the CO or their designee prior to any application of pesticide liquids, aerosols, or dust to exposed surfaces, or any space spray treatments. Other than crack and crevice treatments, no liquid, aerosol, or dust applications shall be made while tenant personnel are present.

C.6.13 Rodent Control

Indoor Trapping: Generally, rodent control inside buildings shall be accomplished with trapping devices only. All such devices shall be concealed out of the general view and in protected areas so as not to be affected by routine cleaning and other operations. Trap locations shall be identified, recorded and shared with the building manager. Traps shall be checked on a schedule approved by the CO or their designee. The Contractor shall be responsible for disposing of all trapped rodents and all rodent carcasses in an appropriate manner. Glue traps are not permitted for use in Government facilities.

Use of Rodenticides: In extreme cases, when rodenticides are deemed essential for adequate rodent control inside buildings, the Contractor shall obtain approval from the CO or their designee prior to making any interior rodenticide treatment. All rodenticides, regardless of packaging, shall be placed either in locations not accessible to children, pets, wildlife, and domestic animals or in EPA-approved tamper-resistant bait boxes. As a general rule, rodenticide application outside buildings shall emphasize the direct treatment of rodent burrows wherever feasible.

Use of Bait Boxes: All bait boxes shall be maintained in accordance with EPA regulations, with an emphasis on the safety of non-target organisms. The Contractor shall adhere to the following points:

- All bait boxes shall be placed out of the general view, in locations where they will not be disturbed by routine operations.

- The lids of all bait boxes shall be securely locked or fastened shut.
- All bait boxes shall be securely attached or anchored to the floor, ground, wall, or other immovable surface, so that the box cannot be picked up or moved.
- Bait shall always be secured in the feeding chamber of the box and never placed in the runway or entryways of the box.
- All bait boxes shall be labeled on the inside with the Contractor's business name and address and dated by the Contractor's technician at the time of installation and each servicing.
- Bait boxes shall be checked on a schedule approved by the CO or their designee.

C.6.14 Safety and Health

Work shall comply with the applicable requirements of 29 C.F.R. § 1910 and State and local safety and health requirements. Where there is a conflict between applicable regulations, the most stringent shall apply. The Contractor shall ensure subcontractors comply with the safety and health requirements included herein, and shall promptly report violations by such subcontractors, or as otherwise observed, to the CO or their designee, or security personnel.

C.7 Exposure Control Plan

The Contractor shall establish and implement an Exposure Control Plan (ECP) to protect Contractor staff, building occupants and visitors from contamination, illness or injury by bacteria, viruses and other infectious agents during custodial tasks. The ECP is a written document that specifies the processes and procedures to be used by the Contractor when working with or around infectious materials. The ECP is a living document and may be subject to change depending on the needs of the contract, and changes in staff or building conditions. The ECP shall include the following, at a minimum:

- Whether the Contractor proposes to use staff or subcontract support to perform cleaning of various biological materials or waste in various circumstances including, but not limited to the following:
 - Blood on any surface
 - Blood, vomit or feces in restrooms
 - Blood or vomit on carpet surfaces
 - Flooding that includes sewage
 - Animal, pigeon and other avian excrement outside the building
 - Minor flooding or drain water backups that may contain blackwater*
*water from toilets and bathrooms that likely contain feces and/or urine
 - Used medical sharps
- Documentation of training in the OSHA bloodborne pathogens act (29 C.F.R. § 1910.1030) and CDC guidelines for any staff designated to perform the aforementioned cleaning.
- A list of the personal protective equipment to be used by staff in performing cleaning and disposal of biological materials or waste.
- A description of the procedures to be followed by staff when encountering blood, vomit, sewage, or excrement in the course of their duties. Procedures for cleaning up black water or grey water (i.e. Category 2 or 3) and impacted building materials shall be in accordance with *ANSI/IIIRC S-500 Standard and Reference for Professional Water Damage Restoration*.
- A description of the procedures to be followed by staff when encountering mold in the course of their duties, in accordance with the USEPA Mold Remediation in Schools and Commercial Buildings (EPA-402-K-01-001)



The Contractor shall submit their ECP for approval by the CO or their designee. An example ECP can be found in [Exhibit J6](#).

C.8 Contractor Pandemic Plan

The Contractor shall provide a 'Contractor Pandemic Plan'. The Government must identify and plan for safeguards for its employees, contractors and visitors, and provide for continued operations in the event of a pandemic. The Contractor shall prepare an action plan on how they will protect building occupants and help prevent and reduce the spread and mitigate the potential effects of a pandemic event on custodial and related services. Given the unpredictable length and severity of a pandemic, the Contractor's plan shall link their planned actions to the periods and phases established by the World Health Organization for a pandemic cycle and to the guidance provided by CDC.

The Contractor shall submit the pandemic plan to the CO or their designee within thirty (30) calendar days of the start of the contract. During a declared pandemic the Government reserves the right to substitute disinfectant cleaners for non-disinfectant cleaners and to change cleaning protocols when required by the Centers for Disease Control and Prevention.

The Contractor's Pandemic Plan shall include the following, at a minimum:

- Identify key Contractor personnel and their credentials for such an event
- Specify, require and provide Contractor employees with appropriate training to fully address cleaning requirements during pandemic events
- Explain how Contractor staff will communicate with and provide reporting and status updates to the Government
- Provide a contingency (backup personnel) to continue services if Contractor staff get sick and are unable to work
- Identify those procedures that ensure compliant, timely, effective, and safe disinfectant cleaning practices
- Specify the type of PPE and how it will be used by Contractor staff
- Provide protocols to ensure that the Contractor has sufficient supplies of cleaners, PPE, and disinfectants

Reference material can be found at the links below:

- For information on the phases of a pandemic cycle see <http://www.who.int/csr/resources/publications/influenza/whocdscsredc991.pdf>.
- For CDC guidance see <https://www.cdc.gov/>.
- See components of Pandemic Planning at <https://www2.ed.gov/admins/lead/safety/emergencyplan/pandemic/planning-guide/basic.pdf>.
- A template for developing a Pandemic Plan is located at https://www.fema.gov/media-library-data/1396880633531-35405f61d483668155492a7cccd1600b/Pandemic_Influenza_Template.pdf.

C.9 Child Care Center (RESERVED)



C.10 Service Calls

Contractor shall provide adequate staff to respond to service calls during building(s) operating hours (Reference [Exhibit J1](#)) and during the Contractor's regular cleaning schedule. Historically, custodial related service calls for this building(s) have been 0 hours per month. Contractors shall detail in their [Quality Control Plan \(QCP\)](#) how they will monitor and respond to service calls.

Service calls shall be monitored and satisfactorily responded to in a timely manner. The Contractor shall include a method of recording customer calls, the time to complete the service call, and the corrective action taken. These records shall be made available for review by the CO or their designee.

The O&M contractor is responsible for data input into the government furnished NCMMS system, including custodial related service calls. The Custodial Contractor will work with the O&M contractor to track and respond to service requests from the time the request is received through to completion and closeout.

The Contractor shall provide a means to receive custodial related service requests twenty four (24) hours a day by means of telephone or email. The Contractor shall provide adequate staff to respond to service requests during normal building operating hours. Upon receiving a service request (either from the Customer Service Desk (CSD) or equivalent), the Contractor must document the following:

- Time the request was received
- Requesting person's name and phone number
- Location of the service
- Time the service was completed
- Corrective action taken
- Reason for any deferred requests

The Contractor shall report via email, at a minimum daily, to the Contracting Officer's Representative (COR) and Customer Service Desk the status of all service requests received. The report shall include the time the call was received, the time the service was completed, and the corrective action taken. In addition to the monthly reporting requirement, these records shall be made available for review by the COR at any time.

The Contractor shall respond to all service call requests (custodial issues, rearranging furniture and furnishings, special event support, etc.) using building specific service call procedures. The Contractor shall respond to normal service calls during normal business hours within 1 hour, or sooner if possible, and shall remedy all service calls within 12 hours, unless granted written permission from the COR for an extension. If a service call is deemed an emergency, the Contractor shall respond within 5 minutes during normal working hours, and within 1 hour after hours.

At the close of each business day, the Contractor must report via email to the COR and CSD the status of all service requests received regardless of the method. In addition to the daily reporting requirement, these records must be made available for review by the COR at any time and must be kept for the duration of the contract. The Custodial Contractor shall fully cooperate and work in conjunction with the CSD to ensure seamless and timely resolution of service requests.

For emergency service requests, the costs shall only be reimbursed to the Contractor if the request is outside of the building's operating hours and outside the Contractor's regular cleaning schedule. Service calls that the COR determines to be urgent (spilled water in traffic areas, lack of toilet supplies, etc.) shall be handled immediately.



The Contractor shall respond to all service call requests (custodial issues, special event support, etc.) using building specific service call procedures. Contractor shall detail in its quality control plan how it will monitor and respond to service calls.

At locations where the use of the Government's NCMMS system is not a viable option, the Contractor shall include a method of recording customer calls, the time to complete the service call, and the corrective action taken. These records shall be made available for review by the CO or their designee.

C.11 Communication

C.11.1 Communication Plan

The Contractor shall prepare and provide to the CO or their designee a communication plan, detailing how the Contractor plans to provide 'clear and effective' communications with GSA using technology (two-way digital communication) to receive and respond to service calls, emergencies, status of projects, etc. The Contractor shall provide key operational personnel (managers or supervisors) with portable electronic means to communicate with GSA for service calls, emergencies, status updates of projects, etc. Communication devices must be compatible with GSA devices. If not compatible, the Contractor shall provide to the Government a device or devices for their use. The plan shall be submitted as part of the proposal package for the Government's review and approval. All telecommunication devices shall comply with Section 889 of NDAA FY 2019 requirements which are detailed in [Section H.10](#).

C.11.2 Meeting Requirements

The Contractor shall participate in GSA, tenant meetings, quality control meetings, and partnering meetings when requested by the CO or their designee. The meetings may be scheduled with the objective of communicating program specific information, performance, quality control, quality assurance, work that will impact the tenants, etc. Each partnering session will be held in person at a mutually agreed time and location.

C.11.3 Joint Service Inspections

The Contractor shall accommodate all requests by the Government to participate in the Contractor's inspection of work performed by Contractor personnel. Scheduling for these joint inspections shall be coordinated through the CO or their designee. This inspection shall be used with other measures of performance in discussions on Contractor performance during the Quality Control Meetings.

C.12 Quality Control Plan (QCP)

Evaluations of the Contractors work shall be based on the standards in this Section and conducted in accordance with the Government's [Quality Assurance Surveillance Plan \(QASP\)](#). The Contractor shall develop and submit an initial QCP in the initial proposal package and a finalized QCP no later than fifteen (15) calendar days prior to contract start.

The Contractor shall establish and implement a complete QCP to ensure the requirements of the contract are met. The QCP is a written document that specifies a system for determining whether or not cleaning service requirements are being met and identifying and correcting deficiencies in the quality of services before the level of performance becomes unacceptable. The QCP also identifies opportunities where the Contractor can make improvements on how services are provided.

The QCP is a living document and may be subject to change depending on the needs of the contract. The Contractor shall be obligated to adhere to the QCP. The QCP will be utilized by the Government in conjunction with the QASP to effectively assess the Contractor's performance to ensure that the services performed meet contract standards. If the contract is modified to the extent where a change in the QCP is necessary, the Contractor is required to provide an updated QCP and listing of current employees to the CO or their designee for review and acceptance.

The QCP shall at a minimum include the following:

- How the Contractor will control the quality and quantity of supplies and services.
- Define the roles and responsibilities of the Contractor's operating personnel.
- How project management, inspections, plan implementation, process improvement changes, and correction of deficiencies in this contract will be accomplished.
- An inspection plan or checklist tailored to the specific building(s) being cleaned and serviced under this contract. The inspection plan or checklist shall detail how services at the work site shall be inspected to ensure that the outcome of the work meets all the quality standards set forth in the contract and shall include, but is not limited to:
 - Date of inspection performed
 - Location of inspection
 - Description of findings
 - Description of action(s) taken (if necessary)
 - Signature and date of completion
- A written training program to ensure that the Contractor's employees are capable of successfully accomplishing all work task(s) under this contract.
- A Strike Contingency Plan for separation of employees and employee absences.
- How Contractor shall monitor deficiencies of work output in relation to the performance standards, methods of informing employees of deficiencies in their area(s) of responsibility, and a process to ensure that the deficiencies are corrected and do not recur.
- How Contractor shall measure and document performance against the scope of work.
- Service calls and how they shall be monitored and responded to in a timely manner.
- A Communication Plan for the Contractor to communicate with GSA to receive and respond to service calls and customer complaints
- Contractor incentives.
- How the Contractor will utilize the Government's approved tenant survey results to improve the delivery of custodial and related services.

The QCP shall be submitted by the Contractor to the CO or their designee for review and acceptance. The Contractor is not authorized to start work until the QCP is accepted and the proper security clearances obtained. Refer to [Section H.5](#) of the solicitation, in regard to proper security clearance requirements.

C.13 Cleaning Schedule

The cleaning schedule is considered the Contractor's efficient approach to the work. Changes necessary for achieving the contract performance work statement requirements shall be the responsibility of the



Contractor and implemented at no additional cost to the government. Cleaning schedules and any revisions are to be submitted to the CO or their designee for approval prior to implementation. The Contractor shall submit a separate cleaning schedule for each building under the scope of the contract.

The initial cleaning schedule is due in the proposal package. No later than fifteen (15) calendar days prior to the start of contract, the Contractor shall submit a finalized cleaning schedule to the COR for approval that fully details when each cleaning activity will be performed. This finalized cleaning schedule shall include the dates and Contractor to be used for all subcontracted services. The plan shall be updated as needed to meet the contractual requirements and building standards. **The Cleaning Schedule is a living document and may be subject to change depending on the needs of the contract. The Contractor shall be obligated to adhere to the cleaning schedule. The Contractor's cleaning schedule will be utilized by the Government in conjunction with the QASP to effectively assess the Contractor's performance to ensure that the services performed meet contract standards.** If the contract is modified to the extent where a change in the Cleaning Schedule is necessary, the Contractor is required to provide an updated Cleaning Schedule to the CO or their designee for review acceptance.

The Contractor's cleaning schedule shall include all standard services as described in this specification. The Contractor's cleaning schedule shall, at a minimum, include the following:

- Daily cleaning activities, locations, times and associated staffing to accomplish the work
- Weekly cleaning activities, locations, times and associated staffing to accomplish the work
- Monthly cleaning activities, locations, times and associated staffing to accomplish the work
- Periodic cleaning activities, locations, times and associated staffing to accomplish the work

C.14 Staffing Plan

The Contractor's staffing plan shall include a detailed description of how the Contractor intends to accomplish the requirements of the contract using in-house, corporate or subcontracted resources. The staffing plan shall include:

- Positions, their titles, responsibilities and physical locations (including corporate resources).
- Minimum qualifications for each key position identified.
- Resumes and references for individuals who will serve in management and supervisory capacities.
- General approach to accomplishing work given the geographic dispersion of facilities and proposed physical locations of employees.
- Description of how the Contractor plans to recruit and retain personnel, particularly key personnel.
- The subcontracted resources to be used, and the work subcontractors will accomplish.
- Approach to staffing coverage due to employee absences and staffing changes.

The Contractor shall develop and submit an initial staffing plan in the initial proposal package for evaluation and a finalized staffing plan no later than fifteen (15) calendar days prior to contract start. The Contractor shall submit a separate staffing plan for each building under the scope of the contract. The Staffing Plan is a living document and may be subject to change depending on the needs of the contract. The Contractor is obligated to adhere to the approved staffing plan. **The Contractor's staffing plan will be utilized by the Government in conjunction with the QASP to effectively assess the Contractor's performance to ensure that the services performed meet the contract standards. Any change in staffing must be approved by the CO or their designee. Once approved by the CO, the staffing plan becomes the minimum level of staffing that the Contractor is required to provide.** If the contract is modified to the



extent where a change in the Staffing Plan is necessary, the Contractor is required to submit a revised Staffing Plan for approval by the CO or their designee.

C.15 Above Standard Services

The Contractor shall provide interior and exterior above standard services to fulfill the Government's intermittent need for work. These services are in addition to the services specified as a standard service. The Contractor shall not divert workforce to accomplish above standard services.

Submit as part of your initial proposal the pricing for the following above standard services in [Section B](#). When requested to provide these services, the Contractor will be compensated at the quantity rate specified on the electronic offer sheet (See Section B, Services, Ordering and Prices).

The Government reserves the right to obtain supplies and services from other sources if prices are found not to be fair and reasonable, based on competitive fair market prices.

C.15.1 Carpet Extraction (Private Areas)

When ordered, the Contractor shall provide carpet extraction priced per square foot. The quality standard for providing above standard service is the same as that described in the 'Carpets and Rugs' section.

C.15.2 Interior Window Washing

The quality standard for providing above standard service is the same as that described in [Section C.3.1.12 Interior Window Washing](#).

C.15.3 Exterior Window Washing

The quality standard for providing above standard service is the same as that described in [Section C.3.2.2 Exterior Window Washing](#).

C.15.4 Pressure Washing and Steam Cleaning

Cleaning: The Contractor shall remove all dirt, debris, residue, gum, grease, and tar from the exterior areas (including parking garages) of the building(s) with the approval of the CO or their designee. The Contractor shall use best management practices to protect water quality and must comply with federal, state, and local requirements to prevent pressure washing generated wastewater from discharging into the storm drain system. The Contractor is responsible for identifying and complying with state and local environmental regulations for the proper collection and disposal of pressure washing wastewater.

C.15.7 Snow and Ice Removal for Areas Requiring Heavy Equipment

The Contractor shall furnish the necessary heavy equipment and other items needed to clear or haul snow and ice from parking areas, roads, driveways, plaza areas, etc. when an order is issued. Heavy equipment includes ride-on equipment such as front end loaders, backhoes, bobcats, snow plows, etc.

The Contractor shall use caution when snow removal is in progress to prevent any damage to the buildings, grounds, vegetation, landscape areas, sidewalks, roads, fire hydrants, shrubs, signs, and other protrusions. The Contractor shall be held liable for any damages incurred to Government property during the performance of work. All locally prescribed safety regulations, laws, and practices shall be carefully observed in performance of the work.



C.15.8 Sub-Contracted Graffiti Removal

When ordered by the Government, the Contractor shall remove graffiti using a subcontractor who specializes in the task of removing graffiti. In cases involving historical preservation all cleaning methods shall be coordinated with the CO or designee and the Regional Historic Building Preservation Officer. Graffiti that cannot be removed with such methods shall be reported to the CO or their designee.

C.15.9 High Cleaning

The Contractor shall utilize stepping stools, ladders and other equipment necessary to clean areas above 10 feet in height such as return air ducts, high lobby surfaces, signage, sills, etc. The intent of above standard high cleaning is to clean the high areas not accessible or thoroughly cleaned by regular Contractor employees on a daily basis. The high surfaces shall be cleaned free of dirt, dust, and cobwebs. Where glass is present, both sides shall be clean and free of streaks. This does not include removal of vents, tiles, or fixtures.

C.15.10 Machine Strip and Wax Resilient Office Floors

When ordered, the Contractor shall provide pricing per square foot. Floors shall be machine stripped and sealed with 4 coats of finish. UNDER NO CIRCUMSTANCES SHALL BURNISHING OR DRY STRIPPING METHODS BE USED ON ACBM FLOORING.

C.15.11 Holding Cell Interiors

Holding cell cleaning shall include floors, walls, fixtures and surfaces. Cleaning shall be performed to the same quality standard as outlined in [Section C.3.1.4](#). When ordered, the Contractor shall provide the service at a per hour rate.

C.15.12 Cleaning/Polishing of Exterior Brass

When ordered by the Government, the Contractor shall provide a specialized subcontractor to clean and polish the brass work Regions, **Specify items _____ and _____ locations.** All surfaces including flat surfaces, corners, crevices, moldings, edges, and ledges shall be free of dirt, streaks, spots, hand marks, oil, smudges, soiled substances, encrustation and streaks.

C.15.13 Postal Service Floor Sealing

The United States Postal Service has special requirements for the sealing of the floors in postal work rooms. GSA will provide this service on a reimbursable basis to the Postal Service.

C.15.14 Additional Disinfecting of Frequently Touched Surfaces

This scope is to be used in response to any request for additional iterations of cleaning and disinfecting above and beyond the standard services in C.3.1.7. When ordered, the Contractor shall provide the service at a per square foot rate.

1. The Contractor must wear disposable gloves (e.g., latex or nitrile), facemasks and any additional personal protective equipment as recommended by the cleaning and disinfectant product manufacturers.
2. The Contractor must clean all visibly dirty surfaces using general detergents or cleaning products compatible with the surface materials being cleaned and in accordance with directions provided by the product manufacturer.



3. The Contractor must wipe down all solid, high-touch (frequently touched) surfaces using a disinfectant from the U.S. Environmental Protection Agency-registered list of products identified as effective against Novel Coronavirus SARS-CoV-2 ([Disinfectants for Use Against SARS-CoV-2](#)) or another product containing the same active ingredient(s) at the same or greater concentration than those on the list.
4. The Contractor must use all products in accordance with directions provided by the manufacturer. Examples of high-touch (frequently touched) surfaces include, but are not limited to, handrails, door knobs, access control panels, light switches, countertops, water faucets and handles, elevator buttons, sinks, toilets and control handles, table tops, restroom stall handles, toilet paper and other paper dispensers, door handles and push plates, and water cooler and drinking fountain controls. Disinfected surfaces should be allowed to air dry.

C.15.15 Disinfecting In Response To a COVID-19 or Other Pandemic Incidences

This procedure is to be followed whenever a Novel Coronavirus ("COVID-19") incident (defined below) occurs in a facility under the jurisdiction, custody or control of the U.S. General Services Administration (a GSA-controlled facility). For other pandemic incidences, follow CDC recommendations. A COVID-19 event is defined as an instance when someone who is confirmed or suspected to have COVID-19 enters or occupies a building. When ordered, the Contractor shall provide the service at a per square foot rate. The Contractor should provide pricing for services during normal business hours and another for services outside of normal business hours.

Qualifications. The Contractor performing the work must have the required supplies, and the Contractor staff must be trained in current blood-borne pathogens requirements, as defined by the Occupational Safety and Health Administration (29 C.F.R. 1910.1030). The minimum supplies required are cleaning products containing soap or detergent compatible with the surfaces being cleaned and disinfectant products either registered by the U.S. Environmental Protection Agency ("EPA") as effective against emerging infectious agents ([Disinfectants for Use Against SARS-CoV-2](#)) or equivalent products containing the same active ingredient(s) in similar or greater concentration levels as those listed and registered by EPA. If a subcontractor is necessary to execute this option, the Contractor shall propose that solution to the Government inclusive of the subcontractor to be used and their capabilities statement.

Procedures

1. The Contractor must submit any proposed cleaning and disinfectant products, along with the associated Safety Data Sheets, to the Contracting Officer's Representative ("COR") or the COR's designee for review and approval prior to use.
2. Once approved, the Contractor must use all cleaning and disinfectant products in accordance with the manufacturer's directions.
3. Prior to entering the area to be cleaned and disinfected, the Contractor must don the appropriate personal protective equipment (PPE) required for the specific cleaners and disinfectants to be used. At a minimum, the Contractor must wear nitrile, latex or similar non-cloth disposable gloves and facemasks.

4. The Contractor must clean all frequently touched surfaces in the immediate area(s) accessed by the individual. The Contractor must also clean any porous surfaces in the area(s) that contain visible contamination to the extent feasible using products compatible with those surfaces.
5. The Contractor must disinfect all frequently touched surfaces in the immediate area(s) accessed by the individual using the approved disinfectant. The disinfectant must be applied in such a manner as to ensure solid surfaces are visibly moist. The Contractor must also take extreme care to avoid damage to telecommunications and electronic equipment, GSA's fine arts collection, historic materials and finishes, cloth surfaces, carpeting, and wood furnishings during the application of any disinfectant.

Frequently touched surfaces include, but are not limited, to handrails, door knobs, key pads, keyboards, computer mouse devices, touch screens, light switches, countertops, table tops, water faucets and handles, work surfaces, elevator buttons, sinks, toilets and control handles, restroom stall handles, toilet paper and other paper dispensers, door handles and push plates, and water cooler and drinking fountain controls.

6. The Contractor must allow the disinfectant to remain on surfaces until air dry.
7. The Contractor must place used supplies, including gloves, rags and containers and any PPE, in sealed plastic trash bags. Bags must be tied shut and disposed of as ordinary waste.
8. Once the affected area(s) have been cleaned, disinfected and dried, they can be opened back up to regular occupancy and use.

H. SPECIAL CONTRACT REQUIREMENTS**H.1 Contractor Responsibilities****H.1.1 Standards of Conduct**

The Contractor shall be responsible for maintaining satisfactory standards of employee competency, conduct, appearance, and integrity and shall be responsible for taking such disciplinary action with respect to its employees as may be necessary. Smoking (including vaping, and e-cigarettes) is not allowed in the building per GSA's 'No Smoking Policy.' Each employee is expected to adhere to standards of behavior that reflect favorably on their employer, and the Federal Government.

H.1.2 Supervisors

A supervisor shall be available at all times when the contract work is in progress to receive notices, reports, or requests from the CO or their designee. The Contractor shall provide the CO or their designee with a list of telephone numbers where an authorized representative may be contacted at any hour to provide required services. The list of contact information shall be provided five (5) business days prior to the start of the contract.

H.1.3 Training

The Contractor shall provide employees with training to broaden their technical skills, improve customer service, and to promote personal development. Training provided shall embrace the concepts of providing and maintaining quality cleaning that is safe, healthy, and sustainable. www.issa.com as well as other cleaning groups offer their members educational materials on these items. The Contractor shall submit written certification to the CO or designee within five (5) business days of the completion of training for each employee.

H.1.3.1 Supervisor Training

Each supervisory employee must maintain a current certification in Advanced Custodial Technician from the Cleaning Management Institute (CMI) or equivalent. The CO or their designee will approve any equivalent course. The training shall be conducted, at no additional expense to the Government, within 90 calendar days of Contract start date or new employee onboarding. The Contractor shall submit written certification to the CO or designee within five (5) business days of the completion of training for each employee.

H.1.3.2 Asbestos Awareness Training

(For Buildings Which Contain Asbestos Or Where It Has Been Presumed): The Contractor shall ensure that all employees, including replacement workers, receive asbestos training and annual refresher training appropriate to their level of activity and OSHA class of work, in accordance with 40 C.F.R. § 763 and 29 C.F.R. § 1910. The Contractor shall follow all instructions for each asbestos class job as outlined in 29 C.F.R. § 1910. The training shall be provided by the Contractor for their employees, at no additional expense to the Government, within sixty (60) calendar days of the employees commencement of employment on this contract. The Contractor shall submit written certification to the CO or their designee within five (5) days of the completion of the training.

H.1.4 Uniforms

All employees shall wear distinctive, uniform clothing for ready identification. Uniforms shall be neat, clean, in good repair, and have a badge or monogram with the Contractor's name on it.



H.1.5 Key Control

The Contractor shall follow the building's key control program. The Contractor shall maintain a current and accurate key control log documenting what keys were given to which Contractor's personnel or subcontractors. The Contractor is financially liable for the cost of rekeying if keys are lost or not recovered from employees or subcontractors.

H.1.6 Qualifications of Personnel

Qualifications of Supervisory Employees

Supervisory contract employees shall have a minimum of 3 years of experience with managing and related services in building(s) of similar size and complexity. At the discretion of the CO or their designee formal training may be substituted for experience. The on-site supervisor is required to be fully conversant in English.

Qualifications of Contractor Personnel

The Contractor shall provide appropriate training to their employees. The personnel employed by the Contractor shall be capable employees, who are trained and qualified in one or more related type service requirements.

The building(s) shall be fully staffed, beginning the first day of work under the contract, unless authorized by the CO or their designee. The Contractor's staff shall be familiar with the building's Occupancy Emergency Plan, which includes the shelter in place program. Further information on the program shall be provided by the CO or their designee.

H.1.7 Protection and Damage

The Contractor shall make reasonable efforts to assist the Government to prevent hazardous conditions and property damage. To the extent that relevant conditions or activities are noted but are not associated with the Contractor's scope, the Contractor shall promptly report such conditions or activities to the CO or their designee, or to security personnel.

The Contractor shall protect the Government's property, buildings, materials, equipment, supplies, records and data that are within the Contractor's control against unauthorized access, loss or damage.

The Contractor shall establish a system for on-site workforce personnel to report potentially hazardous conditions, fires, and items in need of repair (e.g. inoperative lights, broken windows or doors, torn carpets, leaking sinks, urinals or commodes, dead trees or shrubs, etc.) in the building to the CO or their designee or other designated Government representatives, regardless of whether the condition is within the Contractor's responsibility.

The Contractor and Contractor's employees and subcontractors shall comply with the General Services Administration, 'Rules and Regulations Governing Conduct on Federal Property' (as posted in the building), and shall promptly report violations by employees, or as otherwise observed, to the CO or their designee, or security personnel.



H.1.8 Miscellaneous Requirements

The Custodial Contractor shall, at a minimum:

- Ensure that the Contractor's employees participate in building fire and civil defense drills.
- Ensure if applicable, rooms are locked after cleaning and that keys are returned to the designated office.
- Ensure that lost and found articles by the Contractor's employees are turned in to the CO or their designee.
- Ensure that the Contractor employees notify the security officer on duty when unauthorized or suspicious person(s) are seen on premises.
- Ensure that the Contractor's employees notify CO or their designee of any observed hazardous material, or Universal Waste materials in the trash or recycling receptacles.

H.2 Strike Contingency Plan (SCP)

The Contractor shall prepare a Strike Contingency Plan to be used in the event of a strike by his employees. The Strike Contingency Plan (SCP) shall be submitted to the CO or their designee

5 calendar days prior to the contract's start date and updated annually. At a minimum, the SCP shall include the following information:

- Support Personnel: The SCP shall describe in detail how the Contractor shall staff the building to provide the services defined in this specification in the event of strikes by his employees. The Contractor shall keep HSPD-12 requirements and time frames in mind when preparing this plan.
- Training and Certifications: The SCP shall describe in detail how the Contractor shall provide personnel that meet experience requirements, assuring the Government that all temporary or replacement employees (including the sub-contractor's employees) shall meet the experience and certification requirements defined in this contract.

H.3 Occupant Emergency Plan (OEP)

The Government's Occupant Emergency Plan (OEP) is used by the CO or their designee during building emergencies. Designated Contractor personnel, including the on-site supervisor(s), shall be thoroughly familiar with the Government's OEP. All of the Contractor's employees shall be trained by the Contractor to fully understand their responsibilities relative to each emergency plan. The Contractor shall participate in fire and other emergency drills. The Contractor shall be required to perform the services required by the contract and as identified by the CO or their designee to the extent allowed during all emergency situations including but not limited to: fires, accidents and rescue operations; the Contractor's personnel strikes; other service contractors on strike; civil disturbances; natural and man-made disasters, and utility service outages.

H.4 Provided By The Government (Not Identified Elsewhere in the Specification)

Provided by the Government is:

- Electrical power at existing outlets for the Contractor to operate equipment which is necessary to perform their work.
- Hot and cold water as necessary limited to the normal supply provided in the building. No special heating or cooling of the water shall be provided.
- Space in the building including locker rooms, if available. Any existing equipment in space authorized for use by the Contractor such as lockers, tables, benches, chairs, etc. that was placed

within the building by the Government may be used by the Contractor during the term of the contract, provided authorization is received from the CO or their designee. This space and equipment shall be kept neat and clean. Upon contract completion, the space shall be returned to the Government in reasonably the same condition as at the time of award.

- Space in the building for the storage of supplies and equipment inventories that are used in the performance of work under this contract. The Contractor shall maintain this space in a clean, neat and orderly condition. Under no circumstances shall the Contractor store flammable or explosive liquids (naphtha, gasoline, etc.) in the building. The Government is **not responsible** in any way for damage or loss to the Contractor's stored supplies, materials, replacement parts or equipment.
- Custodial closets, where available, at various points throughout the building, for storing equipment, including mops, brooms, dust cloths, and other items. These closets and the stored equipment shall be kept clean and organized by the Contractor. Sinks and buckets shall be kept clean and free of standing water and hoses shall not be left connected to faucets when not in use.
- When available, space in the building for furniture and furnishings for a supervisor's office to be for official business only in the performance of this contract. If the Government supplies telephones, they shall only be used for communication related to the contract. The Contractor or the Contractor's employees shall not use Government property in any manner for any personal advantage, business gain, or other personal endeavor.
- Heating and air conditioning of the space to be cleaned will be provided only during normal building operating hours.

H.4.1 Use of Government Information Technology

Contractor personnel requiring access to GSA's Network shall comply with all Federal Information Technology (IT) regulations regarding Trusted Internet Connection (TIC) in conjunction with PBS and GSA Chief Information Officer (CIO) IT policies, i.e., all PBS IT systems needing network connectivity must reside on the GSA network.

Contractors that require Network Connection for PBS IT systems shall use only Government-furnished network equipment and computer hardware.

- Network equipment includes all equipment that has IP routing and switching functionality.
- Computer hardware includes, but is not limited to servers, PCs, laptops and their peripherals (monitors, mice and keyboards).
- Proprietary system hardware/software can be vendor provided, but is subject to network and system testing, review and approval for connection to GSA's network and acceptance of the PBS CIO.

If the Contractor requires access to GSA's Network they shall submit their request in writing to the CO or their designee for approval. Approved requests shall be forwarded to the PBS CIO for approval. Please note that the availability of computer hardware is dependent on budgeted funds dedicated for this purpose, which may or may not be renewed on an annual basis. Refreshes required for an existing GSA workstation shall be coordinated through regional local OCIO's office. No hardware (workstations, servers, switches) shall be provided unless an approved network diagram is submitted.



If a Contractor comes into contact with information or data where there is not a 'need to know' or they do not have authorization to have, they shall turn in the information and/or data immediately to the CO or their designee.

H.4.2 Safeguarding Sensitive Data and Information Technology Resources

In accordance with FAR 39.105, this section applies to all users of sensitive data and information technology (IT) resources, including awardees, contractors, subcontractors, lessors, suppliers and manufacturers. The following GSA policies must be followed. These policies can be found at <http://www.gsa.gov/directives>

- CIO P 2100.1 GSA Information Technology (IT) Security Policy
- CIO P 2100.2B GSA Wireless Local Area Network (LAN) Security
- CIO 2100.3B Mandatory Information Technology (IT) Security Training Requirement for Agency and Contractor Employees with Significant Security Responsibilities
- CIO 2104.1A GSA Information Technology IT General Rules of Behavior
- CIO 2105.1 B GSA Section 508: Managing Electronic and Information Technology for Individuals with Disabilities
- CIO 2106.1 GSA Social Media Policy
- CIO 2107.1 Implementation of the Online Resource Reservation Software
- CIO 2160.4 Provisioning of Information Technology (IT) Devices
- CIO 2162.1 Digital Signatures
- CIO P 2165.2 GSA Telecommunications Policy
- CIO P 2180.1 GSA Rules of Behavior for Handling Personally Identifiable Information (PII)
- CIO 2182.2 Mandatory Use of Personal Identity Verification (PIV) Credentials
- CIO P 1878.2A Conducting Privacy Impact Assessments (PIAs) in GSA
- CIO IL-13-01 Mobile Devices and Applications
- CIO IL-14-03 Information Technology (IT) Integration Policy
- HCO 9297.1 GSA Data Release Policy
- HCO 9297.2B GSA Information Breach Notification Policy
- ADM P 9732.1 D Suitability and Personnel Security

H.5 Security Requirements and Personal Identity Verification Procedures (Non-Classified Contract)

This contract incorporates once or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. .

- FAR 52.204-9 PERSONAL IDENTITY VERIFICATION OF CONTRACTOR PERSONNEL (JAN 2011)
- GSAR 552.237-71 QUALIFICATION OF EMPLOYEES (MAY 1989)

H.5.1 Fitness Determinations

- All contractors requiring routine unescorted access to Federally controlled facilities for more than 6 months (defined as long-term contractors) and/or information systems will be required to undergo a

fitness determination before that contractor can work on a GSA contract. The long-term contractor must have an initial fit determination and have a Tier 1 or higher background investigation initiated in order to obtain a GSA Access Card. Long-term contractors cannot begin work on a GSA contract without at least an initial fit determination and cannot be escorted prior to obtaining an initial fit determination. After the initial fit determination and prior to the time that a GSA Access Card is issued, such long-term contractor will be required to comply with normal facility access control procedures, including sign-in, temporary badging, and escorted entry, as applicable.

- Failure of a long-term contractor to receive a favorable fitness determination shall be cause for removal of the contractor from the work site and from other work in connection with the contract.
- Long-term Non-United States citizen contractors (resident in the United States or its territories for less than three consecutive years) will complete the Special Agreement Check (SAC) if they need routine physical access and cannot start work or be escorted on a contract prior to a favorable SAC determination. A long-term non-US citizen contractor must apply for a long-term investigation and must receive a favorable fitness determination before the expiration of the prior SAC or the contractor must be removed from the GSA contract. After receiving a favorable SAC determination, short-term contractor will be required to comply with normal facility access control procedures, including sign-in, temporary badging, and escorted entry, as applicable.
- Contract employees working greater than 15 days but less than 6 months (short-term contractors) must go through a Special Agreement Check (SAC) if they need routine physical access and cannot start work or be escorted on a contract prior to a favorable SAC determination. After receiving a favorable SAC determination, short-term contractor will be required to comply with normal facility access control procedures, including sign-in, temporary badging, and escorted entry, as applicable.
- The Government, at its sole discretion, may grant initial fitness determinations to long-term contractors. However, the granting of an initial fitness determination to long-term contractors shall not be considered as assurance that a final favorable fitness determination will follow.
- The Contracting Officer or their designated representative shall provide the Contractor with required forms for obtaining necessary fitness determination. The Contractor shall be required to cause such forms to be returned to the Government for processing not later than 14 days following being provided by the Government.
- The Contractor shall be responsible for planning and scheduling its work in such a manner as to account for facility access issues. Difficulties encountered by the Contractor in gaining access to facilities by its employees and subcontractors shall not be an excuse to any Contractor performance under the contract.

H.5.2 Compliance with Security Requirements

- The Contractor shall comply with all GSA and tenant agency security requirements in the building(s) where work is being performed.
- When a physical access control system is used by a tenant agency at a site where work is performed, the tenant agency will be responsible for providing any required access credentials. Credentials shall be displayed at all times or as otherwise required by the tenant agency.

H.5.3 Identification Responsibility

- Upon receipt of an initial fit determination and have a Tier 1 or higher background investigation initiated, long-term contractor can be issued GSA Access Card permitting regular access to the building(s) where work is being performed.

- Long-term contractors with a GSA Access Card shall be required to comply with all applicable access security screening procedures, for initial and subsequent recertification, applicable to Government or other personnel possessing similar Credentials.
- All long-term contractors possessing GSA Access Cards shall visibly display their Credentials at all times while in the building(s) where work is being performed.
- Long-term contractor shall be responsible for ensuring that all GSA Access Cards are returned to the Government within 24 hours when a particular long-term contractor or subcontractor will no longer be providing service under the contract at the building(s) covered by the Credential.
- Long-term contractor will notify the Government when GSA Access Cards are lost and/or stolen. In that event, the Contractor will be responsible for reimbursing the Government for its cost in issuing a replacement GSA Access Card.

H.6 Identification Credential

Upon receipt of favorable suitability determination as indicated herein, each employee of the Contractor shall be issued an identification credential. At all times while working on the contract, Contractor employees, including the sub-contractor employees, shall have in their possession the specific Government identification credential issued to them by the Government. The identification credential shall be displayed and be visible at all times while on Government property. The CO or their designee, Government law enforcement, or security personnel shall periodically verify that passes of Contractor employees match their personnel identification. The Contractor's employees shall comply with security verification procedures at all times.

The Contractor shall see that every contract employee has a Government-issued identification credential before the employee enters on duty. As required by the Government, the Contractor shall make their employees available for photo identification badges, on a schedule to be worked out with the Contracting Officer or their designee. The Government will make the identification credentials badges after a favorable security determination has been received for the Contractor's employees. All credential identification shall have an expiration date and all Contractor employees shall sign their badges at the time of photographs are taken.

The Contractor shall be responsible for ensuring that all identification credentials are returned to the Contracting Officer or their designee as their employees leave the contract (e.g., contract is completed, employees leave employment of the company, employees are dismissed or terminated). The Contractor shall notify the Contracting Officer or their designee when employee badges are lost.

The Contractor shall be responsible for paying the Government for replacement credentials at the current cost per badge.

H.7 Escort Requirements

Only temporary contractors (work duration of 15 days or less) can be escorted. Contractors summoned for an emergency service call can be escorted as they are considered a temporary contractor. All short-term and long-term contractors will need to obtain an appropriate favorable fitness determination before being allowed to work on a GSA contract and cannot be escorted prior to obtaining the appropriate favorable fitness determination. ALL temporary contractors shall be escorted in non-public spaces by a Government employee or another responsible cleared contract employee that is approved by the Contracting Officer or their designee. Other Government agencies may have specific agency security requirements for their own spaces that may only allow escort by Government employees or those designated by their agency. Government employees or approved long-term contractors that provide escorts for temporary contractors



must always be in close proximity and eyesight of the temporary contractor. The contract escort must watch temporary contractors and remain with temporary contractors for the entire time they are in the building and/or Federally-controlled spaces. A temporary contractor cannot be left alone or out of eyesight at any time when they are in non-public space. A long-term contractor that's approved to escort may not bring temporary contractors into Federally-controlled space that is not within close proximity or eyesight at all times. A long-term contractor that's approved to escort may not have multiple temporary contractors in non-public space on different parts of one floor or on different floors at the same time. Any security violation of escort requirements by a long-term contractor that's approved to escort temporary contractor will result in immediate removal from the contract of all contract employees involved, i.e., escorts and temporary contractors. Also, in accordance with security requirements, violations of escort requirements by any contractors may be grounds for termination of the contract.

H.8 Removal From Contract Work

Under the following conditions, the Contracting Officer or their designee may request the Contractor to immediately remove any employee(s) from the work site. When the Government determines an employee to be: incompetent, careless, insubordinate, unsuitable, or otherwise objectionable, or the Government deems an employee's continued employment is contrary to the public interest, inconsistent with the best interests of security, or is identified as a potential threat to the health, safety, security, general well being, or operational mission of the facility and its population.

The Contracting Officer or their designee may also request the Contractor to immediately remove any employee(s) from the work site(s) when it is determined that individuals are being assigned to duty who have been disqualified for either an unfavorable background investigation or security reasons, or who are found to be unfit for performing duties during their tour(s) of duty.

The Contractor employees who are removed from contract work shall be required to leave the work site immediately.

The Contractor must comply with any removal request. For clarification, a determination to remove an employee will be made for, **but is not limited to**, incidents involving the most immediately identifiable types of misconduct or delinquency, as set forth below:

- Failure to receive a suitability determination, temporary clearance, or clearance from GSA or a tenant agency.
- Violation of Federal, State, or local laws
- Violation of the Rules and Regulations Governing Public Buildings and Grounds, 41 C.F.R. § 101-20.3. This includes the carrying or possession of explosives or items intended to be used to fabricate an explosive or incendiary device.
- Neglect of duty, including sleeping while on duty, unreasonable delays, failure to carry out assigned tasks, conducting personal affairs during official time, refusing to render assistance, or cooperate in upholding the integrity of the security program at the work site.
- Falsification or unlawful concealment, removal, mutilation, or destruction of any official documents or records, or concealment of material facts by willful omissions from official documents or records.
- Disorderly conduct, uses of abusive or offensive language, quarreling, intimidation by words or actions, fighting, or participation in disruptive activities that interfere with the normal efficient operations of the Government.



- Theft, vandalism, immoral conduct, or any other criminal action.
- Selling, consuming, or being under the influence of intoxicants, drugs, or substances which produce similar effects while in or on Federally-controlled property.
- Improper use of Government identification.
- Unauthorized use of communication equipment on Government property.
- Violation of security procedures or regulations.
- Violation of Title 18, U.S.C., Section 930, which prohibits the knowing possession or the causing to be present firearms or other dangerous weapons in Federal facilities and Court facilities.

The Contracting Officer or their designee shall make all determinations regarding the removal of any employee(s) from the work site(s), except under certain conditions. **The Contractor shall ensure that all cards and keys are returned to the government within 24 hours.** When a Contracting Officer or their designee is not available (either during the day or after hours), in situations where a delay would not be in the best interest of the Government, or the employee is identified as a potential threat to the health, safety, security, general well being, or operational mission of the facility and its population, Federal Law enforcement officers of the Department of Homeland Security (DHS) /Immigrations and Customs Service (ICE)/Federal Protective Service (FPS)/U.S. Marshals Service (USMS) will have the authority to immediately remove any contract employee from the work site. The Contracting Officer or their designee shall be notified as soon after the incident as practical or at the beginning of the next business day if an action happened after hours. The Contracting Officer or their designee shall make all official notifications to the Contractor. In the event of a dispute, the Contracting Officer or their designee shall make a final determination. Specific reasons for removal of an employee(s) will be provided to the Contractor in writing.

The Contractor is responsible for providing replacement employees in cases where contract employees are removed from working at the work site or on the contract.

H9. SAFEGUARDING AND DISSEMINATION OF CONTROLLED UNCLASSIFIED INFORMATION

General

This subsection applies to all recipients of Controlled Unclassified Information (CUI), including offerors, bidders, awardees, contractors, subcontractors, lessors, suppliers and manufacturers. Dissemination of sensitive but unclassified paper and electronic building information shall be made on a need to know basis in accordance with [GSA Order PBS P 3490.3](#) Security for Sensitive Building Information Related to Federal Buildings, Grounds, or Property.

Marking CUI

Contractor-generated documents that contain building information shall be reviewed by the CO/COR to identify any CUI content, before the original or any copies are disseminated to any other parties. If CUI content is identified the CO or designee shall direct the Contractor, as specified elsewhere in this Contract, to imprint or affix CUI document markings to the original documents and all copies, before any dissemination.

Authorized Recipients

Building information designated CUI shall be protected and controlled by strictly limiting access to those individuals having a legitimate business need to know such information. Those with a need to know shall include Federal, state and local Government entities, and non-Government entities engaged in the conduct of business on behalf of or with GSA. Non-Government entities shall include architects, engineers, consultants, contractors, subcontractors, suppliers, utilities, and others submitting an offer or bid to GSA, or performing work under a GSA contract or subcontract. Recipient Contractors shall be registered as "active" in the System for Award Management (SAM) database. If a subcontractor is not registered in the SAM and



has a need to possess CUI building information, the subcontractor shall provide to the Contractor its DUNS number or its tax ID number, a copy of its business license and a valid state driver's license with photograph or other valid IDs with photograph. The Contractor shall keep this information related to the subcontractor for the duration of the Contract and subcontract.

All GSA personnel and Contractors shall be provided CUI building information when needed for the performance of official Federal, state, and local Government functions, such as for code compliance reviews and for the issuance of building permits. Public safety entities such as fire and utility departments shall require access to CUI building information on a need to know basis. This clause shall not prevent or encumber the dissemination of CUI building information to public safety entities.

Dissemination of CUI Building Information

- **By Electronic Transmission:** Electronic transmission of CUI information outside of the GSA network shall use session encryption (or alternatively, file encryption). Encryption shall be via an approved NIST algorithm with a valid certification, such as Advanced Encryption Standard (AES) or Triple Data Encryption Standard (3DES), in accordance with Federal Information Processing Standards Publication (FIPS PUB) 140-2, Security Requirements for Cryptographic Modules per GSA policy.
- **By Non-electronic Form or on Portable Electronic Data Storage:** Portable electronic data storage devices include, CDs, DVD, and USB drives. Non-electronic forms of CUI building information include, among other formats, paper documents.
- **By Mail:** Contractors shall use only methods of shipping that provide services for monitoring receipt such as track and confirm, proof of delivery, signature confirmation, or return receipt.
- **In Person:** Contractors shall provide CUI building information only to authorized recipients with a need to know such information.

Record Keeping

Contractor shall maintain a list of all entities to which CUI is disseminated. This list shall include at a minimum: (1) the name of the state, Federal, or local Government entity, utility, or firm to which CUI has been disseminated; (2) the name of the individual at the entity or firm who is responsible for protecting the CUI building information, with access strictly controlled and limited to those individuals having a legitimate business need to know such information; (3) contact information for the named individual; and (4) a description of the CUI building information provided. Once "as built" drawings are submitted, the Contractor shall collect all lists maintained in accordance with this clause, including those maintained by any subcontractors and suppliers, and submit them to the CO. For Federal buildings, final payment shall be withheld until the lists are received.

Safeguarding CUI Documents

CUI building information (both electronic and paper formats) shall be protected. GSA Contractors and subcontractors shall not take CUI building information outside of GSA or their own facilities or network, except as necessary for the performance of that contract. Access to the information shall be limited to those with a legitimate business need to know.

Destroying CUI Building Information

When no longer needed, CUI building information shall be destroyed so that marked information is rendered unreadable and incapable of being restored, in accordance with guidelines provided for media sanitization within GSA CIO 2103.1 Controlled Unclassified Information (CUI) Policy and Appendix A of NIST Special Publication 800-88, Guidelines for Media Sanitization. Alternatively, CUI building information may be returned to the CO.

Notice of Disposal

The Contractor shall notify the CO that all CUI building information has been returned or destroyed by the Contractor and its subcontractors or suppliers with the exception of the Contractor's record copy. This



notice shall be submitted to the CO at the completion of the Contract to receive final payment. The Contractor may return the CUI documents to the CO rather than destroying them.

Incidents

All improper disclosures of CUI building information must be reported immediately to the CO. If the Contract provides for progress payments, the CO shall withhold approval of progress payments until the Contractor provides a corrective action plan explaining how the Contractor shall prevent future improper disclosures of CUI building information. Progress payments shall also be withheld for failure to comply with any provision in this clause until the Contractor provides a corrective action plan explaining how the Contractor shall rectify any noncompliance and comply with the clause in the future.

Subcontracts

The Contractor and subcontractors shall insert the substance of subsection H9, Safeguarding and Dissemination of Controlled Unclassified Information Building Information, in all subcontracts.

H. 10 Prohibited Telecommunications Equipment

The contractor shall comply with Section 889 of the John S. McCain National Defense Authorization Act (NDAA) for Fiscal Year 2019. Section 889 of the NDAA includes two prohibitions regarding certain telecommunications and video surveillance equipment and services (telecom).

- Part A, the Government cannot obtain prohibited telecom: Effective August 13, 2019, the Government may not obtain (through a contract or other instrument) certain telecommunications equipment or services produced by the following companies or their subsidiaries and affiliates:
 - Huawei Technologies Company
 - ZTE Corporation
 - Hytera Communications Corporation
 - Hangzhou Hikvision Digital Technology Company
 - Dahua Technology Company
- Part B, Contractors cannot use prohibited telecom: Effective August 13, 2020, the Government may not contract with an entity that uses telecommunications equipment or services, as a substantial or essential component of any system, or as critical technology as part of any system, produced by the same companies listed in Part A.
 - Use is “regardless of whether that use is in performance of a Federal contract”
 - Section 889 Part B applies to every contract: no matter what your company makes or sells. As of August 13, 2020, any technology the Contractor uses must be checked to ensure that it does not include prohibited components and be able to complete representation/reporting requirements in Federal Acquisition Regulation (FAR) subpart 4.21

H.11 Recording Presence

Each contract employee and subcontractor must sign-in when reporting for duty and sign out when leaving at the end of the workday. GSA Form 139 (Record of Time of Arrival and Departure from Building, which is only designated for use by the Contractor’s personnel), shall be used for this purpose.



H.12 Government Forms

The various Government forms mentioned in this solicitation such as personal history forms, sign out forms, inspection forms, etc. may be obtained from the CO or their designee.

H.13 Other Contractors

The Government may undertake or award other contracts for additional work, and the Contractor shall fully cooperate with the other Contractors or Government employees. The Contractor shall carefully schedule their own work, in conjunction with the additional work, which may be directed by the CO or their designee. In addition, the Contractor shall not commit or permit any act, which will interfere with the performance or work by another Contractor, or by Government employees.

H.14 Ordinances, Taxes, Permits and Licenses

Without additional expense to the Government, the Contractor shall fully comply with: (a) all Federal, State local, and city laws, and regulations and ordinances, (b) be liable for all applicable Federal, state and local taxes and (c) obtain and pay for all permits and licenses governing performance under the contract.

H.15 Discrepancy in the Specifications

In any case of discrepancy in the specifications, the matter shall be immediately submitted to the CO. The decision of the CO as to the proper interpretation of the specifications shall be final, in accordance with the Disputes Clause of this contract.

H.16 Federal Requirements

The Contractor shall comply with all applicable governance documents, including, but not limited to Federal, State and local laws, regulations, and codes. The Contractor is responsible for obtaining access to all referenced documents at their own expense. The Contractor shall obtain all applicable licenses, training, and permits. If a change in law and/or regulation requires the Contractor to implement an action that will result in an increase or decrease in contract price, the Contractor shall implement the required action and within 30 calendar days, submit to the CO a price proposal for such change. If the CO determines an equitable adjustment is substantiated, a modification to the contract shall be issued.

H.17 Space Change Methodology

If contiguous cleanable square feet increases or decreases, for more than 90 days, the **contract will be modified** using the table and formula below.

If contiguous cleanable square feet increases or decreases for less than 90 days, **additions/deductions may be made to the monthly payment** in accordance with the table and formula below.

The requirement to modify the contract or adjust the monthly payment is dictated by the table below. If the space change does not exceed the threshold for the corresponding size of the building, no action is required.

Building NCSF	Threshold
Buildings Under 75K	500 NCSF
Buildings between 75K and 150K	1,000 NCSF



Buildings between 150K and 500K	2,500 NCSF
Buildings over 500K	5,000 NCSF

The annual cost per net cleanable square foot will be determined as follows:

1. Current annual contract cost
2. Subtract grounds maintenance annual cost
3. Subtract trash removal annual cost
4. Divide adjusted annual contract cost by the total net cleanable square feet (NCSF), as shown on the building information sheet
5. Multiply the adjusted annual cost per NCSF by the amount of space to be added/deleted to derive the annual reduction amount
6. Divide the annual reduction amount by 12 to derive the monthly reduction amount
7. Divide the monthly reduction amount by the number of working days in the month to derive the daily reduction amount, if needed

The resulting annual, monthly and daily amounts will be used to add/delete cost from the contract accordingly, without the need for negotiation.

Example:

1. Annual cost of contract: \$500,000
2. Annual grounds maintenance cost: \$12,000
3. Annual trash removal cost: \$15,000
4. Adjusted annual cost of contract:
 - a. \$500,000 minus \$12,000 minus \$15,000= \$473,000
5. NCSF as listed on building information sheet: 363,000 NCSF
6. Annual adjusted cost per NCSF:
 - a. \$473,000 divided by 363,000= \$1.30 annually per NCSF
7. NCSF to be deleted: 12,000
 - a. $12,000 * \$1.30 = \$15,600$ to be deleted per year
 - b. $\$15,600/12 = \$1,300$ to be deleted per month
8. New contract price on effective date:
 - a. \$500,000 minus \$15,600= \$484,400 annually
 - b. $\$484,400/12 = \$40,366.67$ monthly

The Space Change Tool can be found at: <https://insite.gsa.gov/services-and-offices/public-buildings-service/facilities-management/facilities-operations/custodial-operations>

The COR shall notify the Contractor at least 30 days prior to the effective date of the change.