



U.S. Customs & Border Protection

Statement of Work (SOW) For Facility Operations Services

(Including Custodial Services, Land and Grounds Maintenance.

Snow Removal, and Pest Control - Contract Standards)

Location:

Address: Whitefish Border Patrol Station

1335 Hwy 93

Whitefish, MT 59937

Table of Contents

1. INTRODUCTION.....	3
2. GENERAL REQUIREMENTS.....	3
3. SCOPE	3
4. DESCRIPTION OF TASKS AND DELIVERABLES	4
a. CUSTODIAL SERVICES	4
b. LAND AND GROUNDS MAINTENANCE	8
c. TRASH/WASTE REMOVAL	ERROR! BOOKMARK NOT DEFINED.
d. SNOW REMOVAL	11
e. PEST CONTROL.....	13
5. SITE SPECIFIC OTHER ITEMS.....	16
6. GOVERNMENT FURNISHED ITEMS	16
7. CONTRACTOR FURNISHED ITEMS	16
8. CONSERVATION OF UTILITIES.....	17
9. SUPERVISION RESPONSIBILITIES – MANAGEMENT CONTACT	17
10. OTHER CONTRACTOR CONSIDERATIONS.....	18
11. ACCIDENT REPORT PROCEDURES.....	ERROR! BOOKMARK NOT DEFINED.
12. USE OF GOVERNMENT PREMISES	18
13. CONTRACTOR LEGAL REQUIREMENTS, PERMITS/CODE COMPLIANCE.....	19
14. HAZARDOUS MATERIALS	19
15. PHYSICAL SECURITY.....	19
16. CONDUCT, SUPERVISION, SCHEDULES, MANAGER QUALIFICATIONS.....	21
17. QUALITY CONTROL PROGRAM	ERROR! BOOKMARK NOT DEFINED.
18. SURVEILLANCE BY CUSTOMER COMPLAINT	22
19. CONTRACTING OFFICER AUTHORITY	23
20. CONTRACTING OFFICER REPRESENTATIVE (COR)	23
21. POINTS OF CONTACT (POCs)	
22. DEFINITIONS/ACRONYMS.....	23

ATTACHMENT A – TASK AND FREQUENCY CHART - CUSTODIAL, LAND AND GROUNDS MAINTENANCE

Statement of Work (SOW)

1. Introduction

This Statement of Work (SOW) is intended to support the facility services at U.S. Customs and Border Protection (CBP), U.S. Border Patrol (USBP) Whitefish Station. All operational service work shall be performed on CBP properties as specified by this contract. Typical service work will be performed within a 5 to 7 day work week as defined by the building occupants unless changes are specifically approved by the Contracting Officer (CO). Locations covered by this contract are both the owned property to the south and the leased property immediately to the north. The Contractor agrees that the "Task and Frequency Chart" attached to this document as Attachment A shall define the minimum tasks and frequencies of work to be performed by the Contractor.

2. General Requirements

All work shall be performed as specified at the U.S. Customs and Border Protection (CBP) Whitefish Border Patrol Station. Operational contracted services shall be performed within the normal five to seven-day week observed by the building occupants unless changes are specifically approved by the CO.

No work shall be performed when the Government has no work force on duty available for the inspection/ the Contractor's work unless prior approval by the COR is obtained. Heavy duty cleaning shall be scheduled and completed after the normal working hours of the building occupants. Heavy duty cleaning is defined as any custodial cleaning work that will negatively impact the production of the CBP staff. The Border Patrol station's normal Monday thru Friday work hours are set by the station's Patrol Agent in Charge and are typically from 0700 to 1600.

The period of performance (POP) of this contract shall not exceed five years. The contract includes a 12-month base period, and four 12-month option periods which may be exercised based solely on the Government's discretion..

Base Year: 4/1/2023 - 3/31/2024

Option Year 1: 4/1/2024 - 3/31/2025

Option Year 2: 4/1/2025 - 3/31/2026

Option Year 3: 4/1/2026 - 3/31/2027

Option Year 4: 4/1/2027 - 3/31/2028

3. Scope

The Contractor shall provide the services as outlined below in section 4 to properly maintain and maximize the useful life of the Whitefish Station. These include custodial care, land/grounds maintenance, snow and ice removal, and pest control services. The

Contractor shall provide all management, supervision, labor, transportation, supplies, and equipment (except as otherwise provided), to ensure the efficient and thorough execution of these services. The Contractor shall plan, schedule, coordinate and ensure that the facilities are maintained in a clean, neat and professional appearance at all times. The Contractor shall immediately notify the COR of any needed repairs, adjustments, or improvements at the facility that are needed for the successful execution of their assigned tasks or proper maintenance of the facility.

The "Task and Frequency" Chart for this property is set forth in Attachment A of this SOW.

4. Description of Tasks and Deliverables

A check mark has been placed to the left of each of the services to be included in this contract agreement.

- Custodial Services
- Land and Grounds Maintenance
- Snow Removal
- Pest Control

The Contract Services Guidelines for the Contractor are given below, including quality standards for many regularly performed duties. Work should not be limited to just the items listed but should include all actions needed to properly maintain, clean, disinfect, and maximize the useful lifetime of the facilities and related infrastructures. All questions related to the proper execution, permitted alternative methods, and prescribed chemicals needed to properly complete the assigned tasks should be addressed to the COR.

a. CUSTODIAL SERVICES

Vacuum Carpet: The Contractor shall vacuum all carpeted floor areas so that after vacuuming, the carpet is clean, free of all visible litter, dust, and embedded soil. The Contractor shall remove all spots. The Contractor is only responsible for removing spots smaller than two square feet. All stains that cannot be removed, tears, burns, and raveling shall be brought to the attention of the COR so that additional steps can be taken to repair the carpet.

Shampoo Carpet: All locations with carpet shall be shampooed as per the carpet manufacturer's recommendations and shampooing standards, to be kept free of spots, stains, and excessive chemicals and moisture. The carpet along room perimeters and corners shall also be free of spots and stains. The carpet shall be free of unsavory odors including residual cleaning product odors. Spot cleaning shall be done as needed to remove spots and maintain heavy traffic lanes.

Sweep Floors: The Contractor shall sweep or vacuum all non-carpeted floor surfaces, including corners and abutments, so that after sweeping the floors are free of spills, trash, visible litter, dust, and debris. No dirt shall be left in corners, under furniture or

behind doors. The Contractor shall move chairs, trash receptacles, and easily movable items to sweep underneath and return them to their original positions.

Mopping Floors: The Contractor shall damp mop and spray buff vinyl tile and resilient flooring areas as specified by the material manufacturer's recommendations in accordance with the frequency chart. After mopping, they shall be clean and free of dirt, water streaks, rust stains, mop marks, string, gum, grease, tar and other foreign matter and present an overall clean and shiny appearance. The Contractor shall display caution signs when cleaning floors in all areas where people other than contractor's personnel are or will be present before the floors are dry.

Spray Buff Floors: After the floor surfaces have been cleaned the Contractor shall apply an approved spray buff compound that meets the floor skid coefficient of 0.30-0.43 as established by ASTM E303-93 and buff it into the floors so that the floors are free of scuffmarks, stains and discolorations and have a glossy appearance. The Contractor shall display caution signs when spray buffing floors in all areas where people other than contract personnel are or will be present before the floors are thoroughly dry.

Wax Removal and Apply New Wax: Old Wax may be removed by using stripping pads, stripping solutions, or a combination of both. Strip and wax all resilient surface floors in accordance with the manufacturers specifications for the floor type being waxed that meet the skid coefficient of 0.30-0.43 as established by ASTM E303-93. Avoid getting stripping solution on any surfaces other than the floor. Ceramic tile floors should not usually be waxed. All new coats of wax shall be applied to the floor and allowed to dry so that the finish is clean, glossy and uniform in all areas. There shall be no build-up of wax in corners, at doorstops, or next to carpeted areas. Care shall be taken to assure that stripper or floor wax is not applied or distributed on to doors, walls, cove base, and furniture or cabinetry during this process.

Clean Walk-Off Mats: The Contractor shall vacuum all carpet-type entry walk off mats to remove soil and grit and to restore the resiliency of the mats carpet pile. Severely soiled walk off mats may need to be extracted. The Contractor shall sweep, vacuum, or hose-down rubber or polyester entrance mats to remove their soil and grit. Soil and moisture underneath entrance mats shall be removed by the Contractor and mats returned to their normal location after the surfaces have dried.

Remove Trash: The Contractor shall empty and return to their initial location all wastebaskets, cigarette butt receptacles (ash trays, butt cans, etc), and other trash containers within the area, including exterior receptacles. Boxes, cans, and papers placed near a trash receptacle marked "TRASH" shall be removed by the Contractor. Any obviously soiled or torn plastic trash receptacle liners in such receptacles shall be replaced. The Contractor shall remove ashes and debris from community cigarette butt receptacles and place in a nonflammable container. The Contractor shall dispose of trash in plastic bags secured with bag ties. The Contractor shall pick up any trash that may fall from the dumpsters during the removal of collected trash and police the area.

All solid waste collected as a requirement of this contract shall be placed in dumpster containers on the site.

Perform Low Dusting: The Contractor shall thoroughly remove dust from all horizontal surfaces on windows, walls, and furniture below 8'0" above the floor. After dusting, all dust, lint, litter, and dry soil shall be removed from the surfaces and furnishings, equipment, and from ledges, windowsills, and hand rails, etc.

NOTE: In dusting of horizontal spaces, working papers on desks shall not be disturbed. The Contractor shall not dust typewriters, computers, and other computer equipment, business machines and equipment of a similar nature.

Clean Glass: The Contractor shall damp clean mirrors and both sides of all windows, display cases, glass trim, partitions and bookcases and any other glass within approximately 8'0" of the floor. After cleaning the glass, there shall be no traces of film, dirt, smudges, water, or tape. The cleaned glass shall not be cloudy. Ammoniated glass cleaners shall not be used.

Clean Exercise Room Equipment: Using an approved germicidal disinfectant, wipe down the surfaces of the exercise equipment, including the mats beneath the equipment, to remove perspiration, dirt, soils and bacteria. When done the exercise equipment shall be free of dirt, dust, streaks, and spots. Ensure that the specified chemical dwell time has been met.

Clean Drinking Fountains: The porcelain or stainless-steel surfaces and nozzles shall be kept clean and bright and free from all calcium carbonate, dust, spots, stains, and streaks. Drinking fountains shall be kept free of trash, ink, coffee grounds, chewing gum and other debris during the course of the day.

Perform Spot Cleaning: The Contractor shall perform spot cleaning by removing smudges, fingerprints, marks, and streaks from the washable surfaces of walls, partitions, baseboards, doors, floors, and fixtures. The Contractor shall use an approved germicidal disinfectant to clean restrooms, locker rooms, exercise rooms, break areas, and drinking fountains. The Contractor shall polish brass hardware, floor drains, and clean out covers, aluminum bars, metal fixtures and surfaces, and metal panels on doors with a polishing compound. The cleaning and polishing products should be those recommended by the material manufacturer for the surfaces being polished. All surface damages caused by chemicals and compounds used by the Contractor become the responsibility of the Contractor to repair or replace to the satisfaction of the COR. After spot cleaning by the Contractor, the surface shall have a clean, uniform appearance, free of streaks, smudges, fingerprints, spots, marks, and other evidence of removed soil.

Sweep and Damp Mop Restroom: Locker Room, Exercise Room, Shower Floors, Holding Cells, or Other Tiled or Smooth Surface Floors. The Contractor shall sweep the floor, so it is free of visible litter, dust, and foreign debris, and then damp mop accessible areas. The Contractor shall disinfect all surfaces of partitions, stalls,

commodes, urinals, lavatories, showers, dispensers, and other such surfaces, using a germicidal detergent. Any damaged fixtures or surfaces become the responsibility of the Contractor to repair or replace to the satisfaction of the COR.

De-scaling Restrooms, Showers and Holding Cells: Using an approved chemical de-scaler, the Contractor shall de-scale commodes, urinals, mop sinks, and wash basins to remove accumulated scale and deposits. The entire surface shall be maintained free from streaks, stains, scale, scum, urine deposits, rust stains, and calcium carbonate.

NOTE: Holding cells shall only be entered for the purpose of cleaning or re-supplying when detainees are not present.

Supply Restrooms, Locker Rooms, Kitchen/Break Areas, Holding Cells: The Contractor shall initially supply restrooms, locker rooms, kitchens, break areas, and holding cells with toilet paper, paper towels, plastic garbage bags, trash can liners, and hand soap. After this initial supply, the rooms shall be checked regularly and stocked so that supplies do not run out prior to the next re-supply period. When large activities are scheduled by the command, additional stock shall be made available so that it does not run out during the activity.

NOTE: The Contractor shall replenish all dispensers in all toilet rooms to maximum capacity during the last day of the contract period. Paper supplies and hand soap remaining at the termination of the last official workday shall not be removed from the dispensers. Contractors may elect to change out the dispensers at the beginning of their contract, at their own cost, to allow them to standardize with their paper goods supplier. The old dispensers and any new dispensers shall remain the property of the Government.

Restroom and Locker Room Floors: The Contractor shall remove and re-apply floor finish in accordance with above for vinyl tile floors. Ceramic tile floors should not ordinarily be waxed unless stipulated by the COR.

Perform High Dusting: The Contractor shall perform high dusting, so that after dusting, all dust, lint, cobwebs, litter, and dry soil shall be removed from all surfaces 8'0" or more above the floor surface including window blinds, ceiling fans, crown molding, and air supply/return vents. Frequencies may vary according to accessibility and visibility.

Light Fixtures: Contractor shall clean both permanently mounted and freestanding government light fixtures. All light fixtures shall be kept free of bugs, dirt, dust, grease, or other foreign matter. This includes all light fixtures inside and outside the building except pole mounted fixtures that require a bucket truck to access. Ceiling mounted fixtures above the 8'0" height shall be cleaned on the High Dusting schedule.

Check and Replace Light Bulbs: The Contractor shall check all interior and exterior lighting fixtures regularly to determine which bulbs have failed. The Contractor shall report the pole mounted lights that are not working to the COR for replacement. All other lights shall be re-lamped within 24 hours. When new bulbs are installed by the

Contractor, the month/year shall be recorded in ink on the base of the bulb. Any fixtures that do not illuminate after re-lamping shall be reported to the COR for additional repair efforts. The Government shall provide a user stock of bulbs for each facility's standard bulbs. Specialty bulbs that are not stocked should be noted and requested by the Contractor through the COR. The Contractor shall request additional user stock when their supplies get low from the COR.

Window Blinds: All window blinds shall be cleaned regularly to maintain a clean and fresh appearance. All louvers, sashes, cords, and panels shall be cleaned and kept free from dust, dirt, stains, and shall not be sticky to the touch. Any broken louvers or cords or defective blinds shall be reported to the COR for additional repair efforts.

Dusting Window Blinds: Dust or vacuum all blinds. Both sides of blind slats shall be dusted with a dry cloth or dusting tool so that after dusting, no dust or lint remains.

Kennel and Stable Areas: The animal areas are ordinarily cleaned by the animal handlers. The Contractor is not responsible to clean up animal feces. Light bulb changing, dusting and cleaning of the rest room and office spaces in these areas is expected. The sidewalks leading to the kennel should also be kept free of waste, dirt, litter and debris. Semi-annually or as directed by the COR, all surfaces shall be pressure cleaned with non-toxic disinfectants safe for use in animal kennel areas to a height of 96 inches. Agents will remove animals from these areas before any cleaning will be done. After the cleaning, the Contractor shall ensure that all the animal areas have been closed and re-secured.

Snow and Ice Removal under 2 inches: Snow removal under 2" will be considered to be part of the regular custodial services. Snow will be removed from the regular high traffic and entrance walkways out 10' from the building. De-icer will be applied as needed to keep these areas free from ice.

b. LAND AND GROUNDS MAINTENANCE

NOTE: Because of varying, uncontrollable, weather conditions that affects the growth of vegetation, work requirement frequencies specified in this section only define normal requirements. The Contractor is expected to maintain the grounds in a manner that will present a well-groomed appearance throughout the year and eliminate unwanted vegetative growth.

The Contractor will sign into the station log or provide notice upon arrival to the COR before beginning work. All completed work shall be reviewed by COR and the Contractor should check with the station before departure to be alerted to any issues that have developed during the day.

Perform Grounds Cleaning: The Contractor shall clean grounds, landscape beds, driveways, parking areas, indoor parking areas, and sidewalks, so that after cleaning

they are free of dirt, dust, paper, trash, bottles and other discarded material. The Contractor shall remove empty boxes, litter and containers from the premises.

Grass Mowing: Grass shall not be cut while wet from heavy dew or rainfall, unless the job is specifically ordered by the COR. The Contractor shall mow all lawn areas on the property such that a uniform grass height between 1½" to 3" is maintained at all times. The uniform grass height can be altered by the COR for each facility. All grass shall present a well-groomed appearance at all times. Where practical, each successive mowing will be in different directions, at approximately right angles to the direction of the previous mowing. The cutting edges of all mowing equipment used shall be kept in sharp condition. Bruising (grass blade ends turn brown) or rough cutting of grass will not be acceptable. Mowers shall be of a type that causes clippings to be distributed evenly over the cut area. Cut grass clippings will not be visible when dried. Use of a mulching mower or clippings catcher may be used. If the mowers used cause the grass to windrow, the windrowed grass shall be removed and hauled away from Government property to prevent thatch buildup. Aeration shall be completed every other year or as needed. Additional aeration will be requested by the COR and paid separately outside of the terms of this contract.

Maintaining of Non-irrigated Areas: The Contractor shall mow all non-irrigated landscape areas including the Barrow ditch along the road and areas around swales, ponds and water retainage areas at regular intervals during the year so that the vegetative growth does not exceed a height of 6" inches. The COR will define the maximum height per individual area. Cuttings in these areas will not be left in rows or piles that deprive the vegetation of sunlight but shall be removed or dispersed by mulching type blades.

Fence Lines: The base of fence lines shall be maintained as a "no grow" band 3-4 inches wide on each side of the fence base. Non-permanent chemical (long lasting Round-Up or equivalent) means may be used to prevent vegetative growth. **All noxious weeds, vines, and other un-wanted vegetation shall be removed weekly from all asphalt, concrete and building foundation perimeters. Either by mechanical or by non- permanent chemical means.**

Grass Edging: Grass adjacent to asphalt or concrete walks or driveways shall be trimmed and present a neat appearance. The Contractor shall trim grass so as to maintain a growth free area between 1" and 1½" away from obstacles such as buildings, curbs, walkways, flagpoles, signs, parking lots, and mow curbs. The Contractor shall remove the roots of all weeds so as to maintain a 12" diameter growth free area around the trunks of all trees and shrubs. Edging shall be achieved through mechanical non-chemical means.

Weed Control: Weeds on building grounds shall be controlled and eliminated in order to present a neat, well-maintained appearance at all times. The Contractor shall maintain all landscaped areas (lawn and flowerbeds) free of unwanted vegetation. Environmentally safe chemicals approved for public use, or available off the shelf in

stores, can be applied. If applicable, MSDS sheets must be presented to the COR prior to the application.

Fertilizing: The Contractor shall spread a granular fertilizer over landscaped areas so that the fertilizer covers the area evenly. Lawn areas shall have a healthy green color and appearance. The contractor shall provide equipment to spread fertilizer. The areas where fertilizer has been spread shall be watered to a depth of 1" after applying fertilizer. Fertilizing shall be completed four (4) times a year, equally divided during the normal growing season.

Watering: The Contractor shall water shrubs, flowerbeds, hedges, trees and lawn areas. Watering shall be accomplished so that all landscaped areas are watered as needed per the specific plant needs and weather conditions, during the growing season. The Government shall provide hoses and sprinklers if no irrigation system is installed.

Lawn Irrigation System: The Contractor shall maintain the installed irrigation system to ensure that all shrubs, flowerbeds, hedges, trees, and irrigated lawn areas receive proper watering. The Contractor shall properly maintain and winterize the irrigation system or hoses to prevent freeze damage and provide re-activation service when the threat of cold weather damage has safely passed. The Contractor shall verify that all features of the irrigation system are in proper operating order and all obstructions periodically removed. This includes all valves and controls of the irrigation system. Contractor is responsible for the maintenance and repair of the irrigation system up to the main water shut off valve for the system for sprinklers and minor repairs. All surface items, sprinklers, minor valve adjustments are to be repaired and maintained under this contract.

Rake and Remove Leaves: Fence areas, shrub beds, flowerbeds, turf areas, sidewalks, drains, roadways and other surfaces shall be maintained free of leaves and other debris. Leaves shall be removed from all areas where they have been blown or scattered.

Parking Lots, and Driveways: The Contractor shall clean all asphalt and concrete parking lots and driveways, so that they are free of trash, gravel, mud, weeds, leaves, rocks and other debris. Air blowers can be used to assist with the cleaning as long as all remaining loose unsightly debris is removed before the Contractor departs. Unwanted vegetation growing in cracks shall be mechanically removed or eliminated by the use of an environmentally safe herbicide. The MSDS information for the herbicide shall be provided by the Contractor to the COR. Oil spills shall be cleaned, using an oil absorbent compound or COR approved alternate environmentally safe material provided by the Contractor. The absorbent compound shall not be left on the lot overnight. The Contractor shall take full responsibility for the proper disposal of oil contaminated materials. The driveway or parking lot shall be free of oil or stains that can be tracked onto the sidewalks or into the building. Vehicles which have apparent leaks of oil, coolant, fuel, or other liquids shall have their license plate information provided to the COR so that vehicle repairs can be made to control the leakages. Gravel driveways

and lots shall be kept weed and debris free. Areas being cleaned shall be marked off with Contractor provided traffic cones.

c. Snow Removal

The guidelines outlined in this document DO NOT in any way supersede the CBP Emergency Procedures Manual, but provide supplemental guidance for site security, and achieving the maximum vehicle and pedestrian safety relative to snow and ice conditions on this property.

NOTE: The Contractor shall sign in or provide notice upon arrival to the COR and review the completed work with the COR for acceptance before signing out.

General Requirements: The Contractor shall take full responsibility for the plowing, collection and removal of snow and ice. De-icing and sanding shall be performed as needed in order to have the sidewalks and pavement as bare as the weather will permit, and all hazardous ice slipping areas are eliminated. The Contractor must have the equipment necessary to perform these tasks efficiently and maintain a satisfactory record of these services. The Contractor shall meet with the COR initially and each November thereafter to review, develop and submit an annual snow removal plan tailored for the site. This plan shall include snow piling points or storage areas, priority areas for clearing, structures and low curbs, manhole covers, grates, and speed bumps that will need to be avoided when the snow is being pushed and collected. A schedule shall be established that provides sufficient time for the parking and traffic lanes to be cleared before the scheduled workday. Historically this is 6am on weekdays, local time. Snow removal will be a set rate for a 6-month period beginning in November and ending in April.

Priority of Service: If the Contractor or snow removal sub-contractor performs other snow removal services in the local community the CBP property shall be listed and serviced as the highest priority property, other than hospitals and emergency routes, on the Contractor's snow removal commitment list. Services shall begin automatically and immediately without request or call from the Government, when local daily or overnight snow accumulations reach two (2) inches. The contractor shall insure that snow and ice removal shall be completed 30 minutes prior to the time that building occupants report for work, normally 6am local time. That means that snow and ice removal services need to start around 5:00 am to be done before 6am.

Snow Removal Service: The Contractor shall perform snow removal when snow accumulations reach two (2) inches or more on a level surface. Ice or other hazardous conditions shall be treated with approved ice removal materials only. Safety for the employees and the general public will determine the need for specific additional services.

The Contractor shall be responsible for monitoring snow and ice conditions and responding with the additional manpower and equipment to ensure the removal areas are clear of ice and snow accumulations each day before 6:00 am. With a snowfall (or

continuous snowfall) deep enough to cause drifting or six (6) inches or more, removal areas shall be automatically plowed, blown or pushed clear 30 minutes before 6:00 am in order to ensure safe essential pedestrian and vehicle traffic.

Granular and liquid ice melt shall be used to reduce slipping hazards due to ice and snow as needed. MSDS will be provided as applicable by the Contractor. Calcium Chloride, or other non-concrete damaging product, is to be used on all concrete surfaces and concrete sidewalks. Ice melt and other acceptable methods, as approved by the COR, can be used on concrete and asphalt surfaces. Ice melt products must be "Pet Safe" for dogs and horses. A clear path, at least 36 inches wide, must be made 10ft out from any entrance or egress door into areas such as parking lots or other non-sidewalk areas.

Snow and ice shall be removed when time permits from all on-site catch basins and curb drains to allow adequate run off of melting ice and snow. No snow or ice shall be dumped on or near trees, shrubs, or flower beds. Grass areas and other collection areas identified on the snow removal plan shall be used as the primary accumulation areas as approved by the COR. Snow should initially be deposited in the storm water run-off retaining areas and ponds. No snow should be piled over areas that are above septic system drain field areas.

When there is insufficient space on the property – or, when it becomes so high that it interferes with the operations or parking on the property - it must be moved off site. This snow and ice must be removed and hauled off site by the Contractor to an appropriate snow dump area in compliance with City, County and other local ordinances.

All snow and ice removal work shall be performed in a manner so as not to encumber walkways, entrances, exits, or streets. The primary focus of all these removal efforts is to maximize the safety of the Border Patrol station staff and the general public.

Removal Areas: Removal areas include entrances, steps, landings, sidewalks, roadways, parking areas and other hard surface areas subject to vehicle and pedestrian traffic. Normally used pathways by staff shall also be kept as clear as the weather permits. All vehicle and man gates, gate traverse pathways, sensors, card readers, and signage shall be kept clear to allow for their proper functioning.

Special Removal Areas: Snow shall be removed from in front of garage doors. Shovel around bulk gasoline tanks, gates, generators, gate access controls, outside HVAC condensers and equipment, areas around the dumpster, and gate entrance and exit traffic lanes. The area around gasoline fuel stations will include bare concrete from the tank to the edge of the island slab. Areas around card swipe access points shall also be kept clear of snow to allow for full access by either a vehicle or a pedestrian, based on the individual intended type of access.

Cleaning: The Contractor shall remove all debris prior to beginning the work of snow removal. The area shall be policed for any remaining trash and debris and hauled away from Government property by the Contractor. After the last snowfall that required

plowing, the Contractor shall remove all excess sand, rock, and debris that have accumulated on the landscaped areas, sidewalks, driveways, and parking areas during the course of the winter. This excess material shall be removed from the site as needed so as not to accumulate on landscaped areas, or clog on site drainage systems.

Administrative: A separate line item is established for a monthly firm-fixed-price fee for all snow and ice removal costs. Snow removal shall be billed at a monthly fixed flat rate for November, December, January, February, March, and April. The snow removal fees shall be determined by the Contractor and quoted as part of their monthly fixed flat rate fee for snow and ice removal based on the average snowfall and ice accumulation levels established by the National Weather Service. These fees shall be inclusive of all associated labor, equipment, materials, and supervision costs. If additional snowfall occurs that requires removal outside the snow removal months established by this contract, those fees shall be billed separately as something not covered by this contract at the same monthly flat fee.

Damage Repair/Replacement: The Contractor is responsible for the repair or replacement of any damage caused by the snow removal activities to include, but not limited to, lawns, landscaping, fencing, light poles, pavements, curbs, sidewalks, etc. The preferred method is for the Contractor to identify all obstructions, low curbs, manhole covers, drainage grates, bollards, and other elements on the government's buildings and grounds and mark them by flagging and noting them on the snow removal plan to minimize damage during the snow and ice removal periods.

Equipment and Labor Requirements: The Contractor shall furnish the necessary labor and supervision to clear snow and ice from the facility. The Contractor shall furnish trucks, snow blowers, and other equipment as required to complete the snow plowing or snow and ice removal process in a timely manner. The Contractor shall furnish capable, trained, and licensed drivers in sufficient numbers to ensure that the equipment is operated safely and efficiently. The Contractor shall furnish relief drivers, when extended periods of work require it, in accordance with State and Federal laws. All equipment must be in proper mechanical operating condition and fully equipped with all safety harnesses, traction chains and tracks, guards, accessories, and lights as required for their safe and efficient operation. All vehicles shall be properly registered and insured in accordance with State Laws.

d. **Pest Control**

Supervision Responsibilities: The Contractor shall furnish all supervision, labor, material and equipment necessary to accomplish the surveillance, trapping and pesticide application components of the Integrated Pest Management (IPM) Plan. The Contractor shall also provide detailed, site-specific recommendations for any structural or procedural modifications necessary to achieve thorough pest elimination and prevention.

General Worksite Information: Access to facilities shall be coordinated with the COR for each location during hours of operation as specified. The Contractor shall physically

show the COR where the extermination materials were applied during the visit. External bait traps shall be child and animal safe and be periodically checked for damage, movement and proper bait levels.

Initial Inspection of Facilities: The Contractor shall conduct a thorough initial inspection of each site. The purpose of the initial inspections is for the Contractor to evaluate the pest control needs of all premises, to identify problem areas, and to determine what procedures will be implemented in the different areas of the compound.

Pest Suppression: The Contractor shall eliminate and adequately suppress the following pests including, but not limited to: Indoor invasions and outside populations of wasps, hornets, yellow jackets, and other stinging insects; rodents, rats, mice, cockroaches, ants, fire ants, pharaoh ants, flies, spiders, ticks, fleas, winged termite swarms and any other arthropod pests. Snakes shall be excluded by both barrier and repellents at checkpoints, stables, hay and feed storage areas, and K-9 areas.

Integrated Pest Management (IPM) Plan: Before rendering service, the Contractor shall provide a comprehensive IPM Plan for the building sites specified in this document. Control strategies in an IPM Plan shall extend beyond the application of pesticides to include structural and procedural modifications that reduce the food, water, harborage, and entries points used by pests. Each IPM shall be accepted and approved by the COR.

Proposed Methods and Equipment for Service: The Contractor shall provide a summary of proposed control methods including current labels and Material Safety Data Sheets (MSDS) of all pesticides to be used. MSDS include brand names of pesticides, application equipment, rodent bait boxes, insect and rodent trapping devices, pest monitoring devices, pest surveillance and detection equipment and any other pest control devices or equipment that may be used to provide service.

Service Schedule and Times: The Contractor shall provide complete service schedules that include planned frequency of Contractor visits and approximate duration of each visit. The Contractor must notify the property 48 hours in advance of their planned extermination visit and the property must agree with the scheduled date. The Contractor shall perform routine pest control services during hours of operation. In the event of a possible need for an emergency treatment, the COR shall work with the Contractor to determine whether an emergency situation exists before applying any pesticides.

Commercial Applicator Technician Licenses: The Contractor and technicians shall have the proper Pest Control licenses for State and any other applicable regulatory agency.

Proposed Methods of Monitoring and Surveillance: The Contractor shall work with the COR to establish population levels that constitute acceptable levels of pest presence for the site and their individual buildings. Any problem issues that arise during a property visit will be reported to the COR in writing.

Record Keeping: The Contractor shall be responsible for maintaining a pest control logbook or file for each building site specified in this contract. Each logbook shall contain the approved Pest Control Plan for that facility, including labels and MSDS sheets for all pesticides used, all pest control devices and equipment used in the building and the service schedule for the building. Each service ticket shall include report forms documenting all information on pesticide applications that include the type of pesticide, the application rate, and the total amount applied. Notes regarding any pest sightings, local customer complaints and an evaluation of the sanitation and environmental status of the building and grounds shall be made.

Use of Pesticides: The Contractor shall be responsible for proper and safe application of pesticides according to the manufacturer's specifications and labeling. All pesticides used by the Contractor must be registered with the U.S. Environmental Protection Agency (EPA). Transport, handling and use of all pesticides shall be in strict accordance with the manufacturer's instructions and all state and local regulations.

The Contractor shall adhere to the following rules for pesticide selection and use: The Contractor shall use non-Pesticide methods of control wherever possible. Pesticide application shall be made to address specific needs and not by any schedule. As a general rule, application of pesticides in any inside or outside area shall not occur unless visual inspections or monitoring devices indicate the presence of pests in those areas. Preventive pesticide treatment of areas where surveillance indicates a potential insect or rodent infestation, are acceptable, as approved by the COR. When it is determined that a pesticide must be used in order to obtain adequate control, the Contractor shall employ the least hazardous material using the most precise application technique and the minimum quantity of pesticide necessary to achieve control. Application of pesticide liquid, aerosols or dust to exposed surfaces be restricted to unique situations where no alternative measures are practical, and application is approved by the COR. The Contractor shall take all necessary precautions to ensure staff and all necessary steps to ensure the pesticides are well contained to their site of application.

Rodent Control: As a general rule, rodent control inside occupied buildings shall be accomplished with mechanical trapping devices. 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. Trapping devices shall be checked on a schedule approved by the COR. The Contractor shall be responsible for disposing of all trapped rodents and all rodent carcasses in an appropriate and timely manner. In circumstances when rodent pesticides are deemed essential for adequate rodent control inside occupied buildings, the Contractor shall obtain the approval of the COR prior to making any interior rodent pesticide treatment. All rodent pesticides, regardless of packaging shall be placed either in locations inaccessible to children, pets, wildlife and domestic animals - or in EPA-approved, tamper-resistant bait boxes. As a general rule, rodent

pesticide application(s) outside buildings shall emphasize the direct treatment of rodent burrows, wherever feasible.

Pest Control Billing: Billing shall be on a quarterly basis as a separate line item. Dates of coverage shall be listed on the invoice.

5. Site Specific Other Items

K-9 Kennels and Horse Stalls: K-9 kennels and horse stall areas shall be cleaned on a daily basis by BP agents. The Contractor shall coordinate with the COR and the local K-9 and Horse Patrol supervisor for semi-annual cleaning and disinfecting of the kennels and horse stalls as needed.

Horse Arena: Concrete floor area. There will be trash that needs to be collected and trash containers emptied.

Vehicle Garage: Garage floors may not be adequately sloped to all floor drains. This may result in additional cleaning when mud or snow conditions leave excessive amounts of debris. The Garage areas will normally be heated to 40 degrees in cold weather so there will be snow/ice melting from vehicles. This may require daily clean up. Monitoring to identify and remove snow, ice, and liquids, oils, and lubricants that drip off of the vehicles should be frequent enough to ensure that they don't get spread around by vehicular or pedestrian traffic. Any required movement of vehicles shall be coordinated with the COR.

6. Government Furnished Items

Electric Power: Electrical power at existing outlets for the Contractor to operate such equipment as is necessary in the conduct of work under this contract.

Hot and Cold Water: Hot and cold water as necessary, limited to the normal water supply provided in the building. No special heating or cooling of the water will be provided.

Storage Space: At some locations, space in the building for the storage of supplies and equipment to be used in the completion of work under the contract will be provided. The Contractor shall maintain this space in a neat and orderly condition. No flammable or explosive liquids such as gasoline will be stored inside the buildings. The Government will not be responsible for damage or loss to the Contractor's stored supplies or equipment. Secured janitor's closets, where available, will be provided for storing supplies and equipment.

7. Contractor Furnished Items

Permits/Licenses: In performing the work hereunder, the Contractor shall obtain and maintain in effect all necessary permits and licenses required by Federal, State or Local government or subdivisions thereof, or of any other duly constituted public authority.

Further, the Contractor shall obey and abide by all applicable laws and ordinances.

Supervision, Supplies, Materials, Transportation and Equipment: This contract calls for the Contractor to furnish all supervision, supplies, materials, transportation and equipment necessary for the completion of the work of this contract unless otherwise specified. Upon request of the COR, the Contractor shall submit a list with the names of the manufacturer, the brand name, and the intended use of each of the cleaning chemicals or agents intended for use in the completion of the work. Contractor must provide the MSDS sheets for all chemicals and cleaners. The Contractor shall supply trash can liners, paper towels, hand soap, and toilet tissue. These products shall be of a type and style which will be compatible with dispensers already installed in the building unless the contractor decides to replace them to facilitate their own products. The products must also meet the Environmental Requirements of the applicable clauses included within this contract.

Safety and Equipment condition: The Contractor shall use only chemicals which are environmentally safe. The Contractor shall furnish and display caution signs to be used when cleaning floors where people other than Contractor personnel are present before the floors are dry. All equipment shall have bumpers and guards to prevent marking or scratching of fixtures, furnishings, walls, floors and other building surfaces.

8. Conservation of Utilities

Operating Conditions: The Contractor shall instruct its employees in utilities conservation practices. The Contractor shall be responsible for operating under conditions, as noted below, which minimize the waste of utilities.

Lights: Lighting shall be used only in areas where and when work is being performed.

Controls for Heating, Ventilation and Air Conditioning Systems: Workers shall *not* adjust mechanical equipment controls for heating, ventilation and air conditioning systems.

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

Malfunctioning Faucets, Electrical outlets, Switches, etc.: Any malfunctioning faucets, electric outlets, switches, and other building elements are to be identified by room number and location and presented to the COR for follow up as soon as they are found.

9. Supervision Responsibilities – Management Contact

Supervision: The Contractor shall be responsible for the supervision of their personnel while performing work under this contract. The COR will perform periodic inspections in order to ensure compliance with requirements of this Contract but will not attempt to directly supervise the Contractor's employees.

Verbal Correspondence: The Contractor shall designate an English-speaking contact person/representative who shall be the point of contact on behalf of the Contractor. Whenever the Contractor has personnel at a property, at least one member will be able to communicate with Border Patrol personnel in English.

Contact Information: The Contractor must provide the name(s), addresses, and phone numbers of persons representing the Contractor to the COR five (5) days prior to beginning the work under this contract. All prospective employees must pass a wants and warrants police check before they are permitted to work within Border Patrol facilities.

Inspection Reviews: The Contractor is required to have their representatives review the work being performed to ensure compliance with the terms and specifications of this contract. These inspection reviews shall be completed at least once per week throughout the duration of the contract. The representatives may also serve in a supervisory capacity if the Contractor so desires. Monthly written review reports will be provided to the COR.

Contract Authority: The Contractor's representatives designated in writing by the Contractor shall have complete authority to act for the Contractor during the duration of this contract. The representatives shall be contacted by the COR in the event of any problems or special circumstances.

10. Other Contractor Considerations

Loss of Equipment: The Government shall not be held responsible for loss of tools, equipment, and materials owned by the Contractor.

11. Personnel or Property Accident Reporting: In the event of an accident involving Government personnel or property, where the COR perceived a lack of effective completion by the Contractor's personnel was a factor, the Contractor shall submit a report within 1 workday after an accident to the Contracting Officer in letter form that will include the following: time and date of occurrence; the place of occurrence; a list of personnel directly involved; a narrative description of the accident that includes a chronological order of the accident and circumstances; and witnesses names and contact information.

12. Use of Government Premises

Operation of Premises: The Contractor shall comply with all regulations and security requirements governing the operation of the premises, which are occupied, or the area in which the contract work is to be done.

Interruption/Interference with Government business: The Contractor shall perform the contract in such a manner as to not interrupt or interfere with the conduct of Government business.

13. Contractor Legal Requirements, Permits/Code Compliance

Local, City, County and State Licenses, and Permits: The Contractor shall obtain at his own expense, all necessary local, city, county and state licenses, permits, and shall conform to all laws, regulations, and ordinances and code requirements applicable to satisfactory completion of this contract. Full responsibility for compliance with this clause shall rest with the Contractor and the Government shall assume no liability for failure.

14. Hazardous Materials

Disposal and chain of disposal: Hazardous materials or waste, including, but not limited to, blood borne pathogens, bodily fluids, medical waste such as sharps containers, hazardous cleaning chemicals, weapons cleaning trash, and other dangerous materials will be properly disposed of by the Contractor and the chain of disposal given to the COR. Some of this disposal may be on an as needed basis.

15. Physical Security

Background Investigation (BI) Requirements:

A current favorable background investigation (BI) is required for work on this contract. CBP's Personnel Security Division (PSD) must vet contractor employees prior to beginning any work under this contract.

The Contractor shall pay particular attention to the terms and conditions of the included clause entitled Special Security Requirement – Contractor Pre-Screening (SEP 2011). Contractor shall nominate to the CBP BI process only those personnel who have passed all requirements of the pre-screening clause. When submitting documentation for candidates to the CBP BI process, Contractor shall additionally provide written proof that pre-screening has been completed and all pre-screening requirements have been met for the candidate.

The BI process is thorough, and proper pre-screening of potential Contractor employees is critical to completion of this task and the ability of the Contractor to successfully meet the requirements of the contract.

Each contractor employee that will enter the CBP site for completion of work under this contract shall submit the forms as listed below. Contractor leadership shall provide assistance to contractor personnel as needed to promptly complete all forms, submit without errors and track forms accordingly.

1. Forms will be provided by the Contracting Officer's Representative (COR) at

time of award:

- i. CBP Form 77, Contractor Employee Initial Background Investigation (BI)*
- ii. CBP Form 78, Background Investigation Requirements Determination (BIRD) Form*
- iii. Fair Credit Reporting Act (FCRA) Disclosure Act Form*
- iv. e-QIP (Electronic Questionnaires for Investigations Processing)*

Keys, Codes and Proximity Cards: The Contractor shall establish and implement methods of ensuring that all keys, codes and proximity cards issued to the Contractor by the Government are not lost, or misplaced, and are not used by unauthorized persons. No keys, codes or proximity cards issued to the Contractor by the Government shall be duplicated or leave the premises.

Key Control: The Contractor shall develop procedures covering key control that will be included in the Quality Control Plan (QCP-Section 17.0). The Contractor shall report loss of keys, access codes or cards immediately to the COR. The QCP shall include the control procedures for Government provided key lock combinations.

Use of keys and assigned work areas: It is the responsibility of the Contractor to prohibit the use of keys, codes and proximity cards issued by the Government by any person other than the Contractor's employees. It is also the responsibility of the Contractor to prohibit the opening of locked areas by the Contractor's employees engaged in the completion of assigned work in those areas.

Security Badges: In addition to Personal Identity Verification (PIV) cards that will be issued as part of the BI process, prior to commencing work on this contract, the Government may furnish security badges to the Contractor and the Contractor's employees, which must be worn at all times while on the government installation.

Security Processing and Badge Fabrication: When any Contractor or sub-contractor personnel enter the facility for the first time, the Contractor shall allow one hour for security processing and the fabrication of the buildings security badge or pass, as may be required by the COR.

Security Badge Reviews: Security badges shall be subject to periodic review by the COR. The Contractor's employees shall present themselves for the issuance of renewed badges when required by the Government as scheduled by the COR.

Sign-in and Sign-out at Facility: The Government reserves the right to require Contractor personnel to "sign-in" upon entry and "sign-out" upon departure from the facilities.

Lost badges/passes: The Contractor shall notify the COR immediately when employee's badges or passes are lost and immediately apply for re-issuance of a replacement badge or pass.

Contract Employee dismissed/terminated/reassigned: It is the Contractor's responsibility to return all keys, badges, codes, PIV and proximity cards to the COR or his designee when a contractor's employee is dismissed, terminated or assigned to duties not within the scope of this contract.

Level of site access: The Government reserves the right to set the conditions of access for contract personnel. Depending on security levels of designated offices, contract personnel may require a government employee escort.

16. Conduct, Supervision, Schedules, Manager Qualifications

Orientation of Facility: The Contractor and his employees and any sub-contractor shall become familiar with and obey all station regulations, including fire, traffic and security regulations. All contract employees must have attended an orientation conducted by the COR (or his or her designee). The orientation will include an explanation of the occupant agency's function and may include a tour of the building/facility. It will also familiarize contract employees with key client agency personnel and areas of the building/facility requiring special attention. The Contractor's managers and supervisors shall be able to read, write, speak and understand English to the satisfaction of the COR. All personnel shall keep within the limits of the work area and not enter any restricted areas unless required to do so and are cleared for such entry. The Contractor shall be responsible to the Government for acts and omissions of his own employees and of sub-contractors and their employees.

Detainees: The Department of Homeland Security has taken aliens from various nations into physical custody at some facilities pending the conclusion of immigration hearings, release on bonds, recognizance or supervision. The Contractor's employees must realize that the detainees are detained against their will and would seize any opportunity to escape. The Contractor's employees should not have contact with detainees. Contractor employees shall not engage in conversation with detainees.

Appearance: Contractor personnel shall present a neat appearance and be easily recognized. This shall be accomplished by wearing clothing bearing the name of the company or a company identification badge.

Submittal of daily work schedules: Managers and supervisors shall be responsible for submitting the Contractor employees daily work schedules one week prior to the execution of the work.

Timeline regarding dismissed/terminated/reassigned contract employees: The Contractor shall notify the COR in writing the names of any employees no longer working on the project within one (1) workday after that employee is terminated or no longer expected to work under this contract. The Contractor must return all security

badges, keys, access codes, and proximity cards issued by DHS to the COR after an employee of the Contractor is no longer working on the project.

17. Management Personnel:

Contract Manager - One (1) Contract Manager as Key Personnel for this contract. Reference clause (HSAR) 48 CFR 3052.215-70, Key Personnel.

Contract Manager engaged in directing the work to be accomplished under this contract shall possess at least 2 years of recent experience (within the past 5 years), directing cleaning-type operations in a manager capacity for buildings of the approximate size of the building(s) to be cleaned under this contract. Contract Manager must have a minimum of 2 years of Project and/or Contract Management experience as demonstrated by their Resume. At the discretion of the Contracting Officer, experience may be substituted for formal training.

The Contractor shall provide at least one Contract Manager who shall be responsible for the performance of the work. The name and contact information of this person and alternate(s), along with his/her qualifications, must be sent in writing to the CO and Contracting Officer's Representative (COR) within fifteen (15) calendar days of notification prior to contract award. The Contract Manager(s) and alternate(s) are subject to CO approval. The Contract Manager(s) shall have full authority to act for the Contractor on all contract matters relating to the daily operations of this contract. The Contract Manager(s) and alternate(s) must be able to read, write, speak, and understand English sufficiently to understand and convey information to the Government's COR and CO in order to carry out the duties of this contract.

Quality Control Plan: The plan will be site specific and will inform the COR how the work, supervision, project management and follow up will be performed in this contract to ensure compliance with all requirements. The QCP is intended to provide a structured process and detailed plan that will help the Contractor manage the project and identify any deficiencies before the work execution becomes unacceptable.

The QCP must be kept current at all times to reflect all contract modifications and changes in plan. If anything in the plan is revised, the plan must be physically updated, and the changes are to be reported to the COR and approved by the Contracting Officer.

18. Surveillance by Customer Complaint

Investigation/Validation/Notification and Record archive: When a complaint is received, the COR will investigate, validate the complaint and notify the Contractor of the defect and maintain a record of the complaint. The contractor shall then take

appropriate action to resolve the complaint and notify the COR when it has been corrected.

19. Contracting Officer Authority

Issuing Modifications and Change Orders: The Contracting Officer retains the sole right to issue modifications to this contract. In no event shall any understanding or agreement, contract modification, or other matter in deviation from the terms of this contract, between the Contractor and a person other than the Contracting Officer, be effective or binding upon the Government. All such actions must be formalized by a proper contractual document executed by the Contracting Officer.

20. Contracting Officer Representative (COR)

COR Responsibilities: The Contracting Officer will designate the COR at the time of contract award. The responsibilities of the COR include, but are not limited to inspecting contractor work to ensure compliance with the contract requirements; documenting through written inspections reports and conferring with representatives of the Contractor regarding any problems encountered in the successful execution of the work.

Review of Contractor provided service level being performed: The COR will make a periodic walk through the building and other areas covered by this contract to ascertain the level of services being performed. The Contractor will be notified of any deficiencies noted and given adequate time to resolve the issues.

21. Points of Contact (POCs)

21.1 Contracting Officer (CO)

Connie McKay
U.S. Customs and Border Protection
Border Enforcement Contracting Division – Pacific Branch
Connie.a.mckay@cbp.dhs.gov

21.2 Contract Specialist (CS)

Dominique Brown
U.S. Customs and Border Protection
Border Enforcement Contracting Division – Pacific Branch
Phone: 317.715.5265
Email: dominique.u.brown@cbp.dhs.gov

21.3 Contracting Officer's Representative (COR)

James Whiteaker
Title: Facility Operations Specialist
Phone: (509) 476-3622 x307

Email: james.c.whiteaker@cbp.dhs.gov

21.4 Program Management Office (PMO) POC

To be provided at award.

22. Definitions/Acronyms

As used throughout this contract, the following definitions/acronyms shall have the meaning set forth below:

AQL - Acceptable Quality Level - The allowable leeway from a standard that can occur before the Government will reject the specific service.

BE – Business Entity - Site descriptions for Building Entity (BE) are located on the “Worksite Identification” Fact Sheet as Attachment A.

Carpet Spotting – To remove soil marks on carpet surfaces differing sharply in color from the surrounding area. A stain or blot.

CBP – Customs and Border Protection - One of the Department of Homeland Security’s largest and most complex components, with a priority mission of keeping terrorists and their weapons out of the U.S. It also has a responsibility for securing and facilitating trade and travel while enforcing hundreds of U.S. regulations, including immigration and drug laws.

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

Cleaner – A person, release agent, equipment or substance that will remove stains and built-up materials without harm to the object being cleaned.

CDR – Contract Discrepancy Report - A report, sent by the COR/GAR to the Contractor, whereby the Contractor is required to complete when completion of a task is unsatisfactory. The CDR requires the Contractor to explain to the COR/GAR, in writing within 5 calendar days, why the task wasn’t done in a satisfactory manner, how task completion shall be returned to satisfactory levels, and how recurrence of the problem shall be prevented in the future.

CO – Contracting Officer - The U.S. Customs and Border Protection person for the Department of Homeland Security with the authority to enter into contracts, administer, and terminate contracts and make related determinations and findings.

Contractor - The entity that provides the services described in the Statement of Work.

Contractor Manager – That person, or designated alternate, responsible for insuring that required services are performed properly, and who is the one point of contact responsible for interaction with government personnel. They are also responsible for

supervising the Contractor's employees.

COR – Contracting Officer Representative - An employee who is designated and authorized by the Contracting Officer to answer technical questions, provide for inspections, certify invoices for payment and assist in administering the contract. They are not usually on site.

Damp Mop - The use of a damp mop to pick up soil, dirt, residue or dust from the floors.

Defective Service - A service output that does not meet the standard of work established by this contract.

Detainee - Any person confined under the auspices and the authority of any federal agency, primarily the Department of Homeland Security. (DHS reserves the right to place detainees who are in the custody of the Bureaus of Prisons, the U.S. Marshals Service or any person confined under the auspices and the authority of the DHS or any other federal agency.) Many of those being detained may have substantial and varied criminal histories.

DHS – Department of Homeland Security – The Department of Homeland Security has a vital mission: to secure the nation from the many threats we face. This requires the dedication of more than 225,000 employees in jobs that range from aviation and border security to emergency response, from cyber security analyst to chemical facility inspector. Our duties are wide-ranging, but our goal is clear – keeping America safe.

Disinfect - "Disinfect" shall be defined as cleaning in order to destroy any harmful microorganisms by application of an approved chemical agent. Unless approved or specified elsewhere this will ordinarily be achieved through the usage of an approved quaternary ammonium disinfectant.

Emergency - Any significant disruption of normal facility procedure, policy or activity caused by riot, strike, escape, fire, medical emergency, natural disaster or other serious incident.

EPA – Environmental Protection Agency - The EPA leads the nation's environmental science, research, education and assessment efforts. The mission of the Environmental Protection Agency is to protect human health and the environment. Since 1970, EPA has been working for a cleaner, healthier environment for the American people.

Floor Stripping - To remove the floor finish by the use of a floor finish remover without harm to the surface of the floor. After completion there should not be any residue of the old floor

Floor Rinse - To remove the surface deposits by the use of a water-based liquid usually without harm to the surface of the floor. The liquid may be picked up by mechanically or by means of a vacuum. Some drying time is usually required before foot traffic can resume.

Germicide - A chemical agent used to destroy germs.

GAR – Government Authorized Representative - An employee who is designated and authorized by the Contracting Officer, or Contracting Officer's Representative to answer questions, provide for inspections, certify invoices for payment and assist in administering the contract. They are usually on site.

Heavy Duty Cleaning - This is defined as any custodial cleaning work that will negatively impact the production of a work group or cause a disruption due to excessive noise levels. It will also apply to Quarterly, Semi-Annual, or Annual task deliverables that require the movement of furniture, equipment, or other fixtures, when not in use, in order to complete the cleaning process. This work will be done during non-business hours.

IPM – Integrated Pest Management Plan - The Integrated Pest Management (IPM) is an effective and environmentally sensitive approach to pest management that relies on a combination of common-sense practices. IPM programs use current, comprehensive information on the life cycles of pests and their interaction with the environment. This information, in combination with available pest control methods, is used to manage pest damage by the most economical means, and with the least possible hazard to people, property, and the environment.

Janitorial/Custodial – Interchangeable within contract.

MSDS – Material Safety Data Sheet - The MSDS is a detailed informational document prepared by the manufacturer or importer of a hazardous chemical. It describes the physical and chemical properties of the product. Material Safety Data Sheets contain useful information such as flash point, toxicity, procedures for spills and leaks, and storage guidelines. Information included in a Material Safety Data Sheet aids in the selection of safe products, helps you understand the potential health and physical hazards of a chemical and describes how to respond effectively to exposure situations

Paper Towels – Heavyweight paper hand towels, single ply designed for use in bathroom dispensers at each location.

Policing – To make an area clean in appearance by removing obvious debris, spillage, etc.

Polishing - To make the material surface smooth and bright using a polishing compound or pad. Otherwise, damp wiping is done with a damp cloth.

QA – Quality Assurance - A method used by the Government to provide control over the quality of purchased goods and services.

QC – Quality Control - Those actions taken by a Contractor to control the execution of required services so that the standards of the contract are met.

QCP – Quality Control Plan - The plan will be site specific and will inform the

COR/GAR how the work, supervision, project management and follow up will be performed in this contract to ensure compliance with all requirements.

Response Time – Response time is defined as the time allowed the Contractor after initial notification of a work requirement to have personnel physically on the premises at the work site, with appropriate tools, equipment, and materials, ready to perform the work required.

Sanitize – To make a surface free from dirt and germs.

SOW – Statement of Work - This Statement of Work (SOW) is intended to support the facility services at U.S. Custom and Border Protection (CBP) sites.

Space - A space is an area to receive custodial services that may or may not be considered a room by common definition. Examples of spaces are definable sections of hallways, stairwells, lobbies, offices, entrances and elevators.

Spot Clean - To remove dirt, grease or other material, that gives visual appearance of soiling, from an area without cleaning the entire surface.