

1. DESCRIPTION OF SERVICES

The Contractor shall provide all management, tools, equipment, supplies, and labor necessary to ensure that custodial services are performed at Joint Base Charleston in a manner that maintains a satisfactory facility condition and presents a clean, neat, and professional appearance. The Contractor shall accomplish all cleaning tasks and be required to provide and replenish trash can liners, toilet paper, paper towels, and hand soap as identified in Appendices A, Air Force Custodial Common Levels of Service Standards (AFCOLS), and B, Estimated Square Footages and Cleaning Level, to meet the requirements of this PWS and the Service Summary (SS). Cleaning frequencies are established in Appendix A. Facility cleaning levels and estimated square footage are established in Appendix B. Facility drawings of cleaned areas are established in Appendix C: Floor Plans and Maps. All work performed by the Contractor shall be performed in accordance with (IAW) all applicable laws, regulations, Headquarters Air Force (HAF) standards, instructions, and commercial practices.

The contractor shall perform services and invoice the Government in accordance with AFCOLS Level 3. Periodic floor maintenance will be issued via work order for Level 1 Prestige and Level 2 Basic, and the Contractor will only invoice for square footage completed and accepted by the COR.

Floor types are subject to change without notice. Services shall be rendered regardless of floor types. Contractor shall notify the contracting officer's representative (COR) when floor types do not match facility information in Appendix B or services are not provided due to lack of access to the facility, renovations, or other situations. A change in floor type will not generate a modification, but will be tracked and included in the following modification.

1.1 FACILITY CLEANING SERVICES

For all floor types, the following shall be followed: Baseboards, corners, and wall/floor edges shall also be clean. Chairs, trash receptacles, and other easily movable items shall be moved to maintain the floors beneath them and returned to their original and proper positions after cleaning.

1.1.1 NON-CARPETED FLOORS (HARD FLOORS: VINYL TILE, CERAMIC TILE, WOOD, CONCRETE, EPOXY, LAMINATE, LUXURY VINYL TILE, ETC.)

Hard floors shall be maintained free of grit, soil, dust, scuff and heel marks, stains, spills, debris, litter, and other foreign matter by effective routine cleaning. Cleaning shall be accomplished by the most appropriate method (vacuum, sweep, dust mop, damp mop, spot clean, machine scrub, etc.) and with cleaning solutions for the specific floor type. After cleaning, floor surfaces, including grout, shall have a uniform, clean appearance, free of streaks, swirl marks, detergent residue, or any evidence of soil, stains, films, or standing water.

1.1.2 CARPETED FLOORS (ROLL, SQUARE TILES)

Carpets shall be maintained free of soil, dirt, debris, litter, and other foreign matter by effective routine vacuuming. The Contractor shall use efficient commercial-grade vacuum cleaners with high-efficiency particulate air (HEPA) filtration, providing high airflow for more effective soil removal. Any spots and/or spills shall be removed by the carpet manufacturer's approved methods or other commercially accepted practices as soon as they are noticed, at no additional cost. All tears, burns, and raveling shall be brought to the attention of the facility manager or COR. Area and throw rugs shall also receive this service.

1.1.3 STAIRWAYS/ELEVATORS/HANDICAP ACCESSIBLE LIFTS

All floor surfaces shall be cleaned in accordance with paragraph 1.1.1 or 1.1.2, as appropriate. Stair guards, handrails, wall caps, and baseboards shall be free from grease and grime. The Contractor shall remove all marks, dirt, smudges, scuffs, and other foreign matter from adjoining stairwell walls, up to 6 ft. height measured from stair tread level, to provide or maintain a clean, uniform appearance. Elevator cleaning shall include all light fixtures, vents, doors, door tracks, buttons, walls, handrails, guide tracks, floors, and floor guide tracks.

1.1.4 CLEAN FLOOR (WALK-OFF) MATS

Vacuum and/or clean interior and exterior floor mats. Mats shall be free of all visible lint, litter, debris, soil, and other foreign matter. Soil and moisture beneath interior mats shall be removed, and the mats returned to their normal location before departure.

1.1.5 TRASH & RECYCLING COLLECTION/REMOVAL (CENTRALIZED LOCATIONS).

Government personnel shall place trash in designated facilities in centralized locations. Each facility may have multiple centralized locations, and locations are subject to change. The Contractor will coordinate with each facility manager regarding where the centralized trash location(s) exist; the facility manager will determine the location(s). Breakrooms are considered an additional centralized location. If there is no container at the centralized location, the Government personnel shall place trash in tied-up plastic bags at the centralized location(s). The Contractor shall collect and dispose of all trash and recycling from the designated centralized locations. The Contractor shall provide and replace any obviously soiled, worn, or torn plastic trash can liners for designated centralized location receptacles. Containers shall be left clean, free of foreign matter and free of odors. The Contractor is responsible for supplying trash liners for centralized location containers and individual desk containers in supply location(s) designated by the facility manager. The Contractor is not required to replace liners in containers at separate desks. The trash liner supply location shall be easily accessible to all occupants and placed in a common location. If the facility has multiple floors, there must be at least one supply location per floor, and there may be more than one supply location per floor. Building occupants are responsible for “breaking down” cardboard boxes for recycling. The Contractor shall deposit recyclable materials in the nearest designated on-base collection center. NOTE: “Bulk trash” will be removed from the area by building occupants. This could be material accumulated from moving, packaging from new equipment/furniture, disposing of books and binders, and three (3) or more bags of shredded paper.

1.2 RESTROOMS/LOCKER ROOMS CLEANING SERVICES:

1.2.1 CLEAN AND DISINFECT

All surfaces, within 6ft of the floor, including sinks, countertops, mirrors, toilets, urinals, lavatories, showers, shower mats, dispensers, drinking fountains, plumbing fixtures, saunas, partitions, doors, walls, stalls, stall doors, entry doors (including handle, kick plates, ventilation grates, metal guards), walls, and other such surfaces shall be cleaned and disinfected using a germicidal detergent. Restrooms shall have a clean scent or no odor at all. Showers, toilets, and urinals will be free of spots, water spots, scale buildup, soap scum, odors, and any other deposits. Mirrors shall be clean and have no streaks or other removable matter. Partitions shall be smudge- and stain-free. Vents (within six ft. of the floor) shall be clean. Restroom sinks, countertops, and fixtures shall be free from water and scale deposits, soil, streaks, and other removable matter. Walls and grout shall be free of all film, spots, and detergent

buildup. The Contractor shall post a cleaning frequency schedule (CFS) that complies with 4.18 at each restroom door and on the inside of the custodial closet door. Locker rooms and showers are located in other facilities and are not exclusive to fitness centers.

1.2.2 RESTROOM FLOOR CARE.

All floor surfaces shall be maintained in accordance with paragraphs 1.1.1 and 1.1.2 by effective routine cleaning. Moveable items shall be tilted or moved to sweep and damp mop underneath. Grout on the wall and floor tiles shall be free of dirt, scum, mildew, and residue.

1.2.3 STOCK RESTROOM SUPPLIES.

Contractor shall ensure restrooms are stocked sufficiently so that any provided supplies, including trash liners, toilet tissue, paper towels, and hand soap, do not run out, and all dispensers are filled without promoting waste at the time of service. Extra/backup supplies shall be stored in designated locations, with at least one per multi-floor facility. Each facility may have multiple designated places, and locations are subject to change. The Contractor will need to coordinate with each facility, and it shall be a team effort with the Contractor and facility manager to determine the most appropriate location(s). Occupants shall have access to supplies and dispenser locking devices to restock restroom dispensers in between Contractor's scheduled restroom services. If extra/backup supplies run out before the next service date, the Contractor shall provide additional supplies within 2 hours of notification.

1.2.4 DRINKING FOUNTAINS

Contractor shall clean all facility drinking fountains, typically located near or in restrooms and locker rooms. Service shall be provided during restroom services. All porcelain and polished metal surfaces, including orifices and drains, as well as the exterior surfaces of fountains, shall be cleaned and disinfected. Drinking fountains shall be free of streaks, stains, spots, smudges, scale, and other obvious soil.

1.2.5 RESTROOM TRASH REMOVAL

All trash containers, including feminine product disposal containers in restrooms and locker rooms, shall be emptied, the trash disposed of, the liners replaced, and the containers returned to their original locations. The Contractor shall provide and replace any plastic trash can liners that are obviously soiled, worn, or torn. Trash receptacles shall be left clean, free of foreign matter, and free of odors.

1.3 PERIODIC CLEANING SERVICES

The Contractor shall schedule and perform routine periodic services in Level 4, Special. Requirements for cleaning at the frequency listed in Appendix A. Periodic cleaning services for Level 1 (Prestige) and Level 2 (Basic) areas will be issued by written work order. Work orders will be sequentially numbered for ease in tracking. The COR will issue work orders. They will indicate area identification character(s), facility number, square footage, date issued, requested floor maintenance (shampooing, strip/wax, or machine scrub), start and completion dates, and any other pertinent information. A COR-issued work order for periodic floor maintenance will be coordinated with the facility manager. It shall be started and completed within 30 days of issuance, unless otherwise agreed upon. The Contractor shall notify the COR via e-mail when floor maintenance will start and upon completion of routine and work orders. The Contractor will invoice for completed

floor maintenance work orders under the appropriate contract line item (CLIN) in conjunction with the monthly invoice.

For all floor types, the following will apply: All wax and cleaning solutions shall be removed from baseboards, furniture, trash receptacles, chairs, and other similar items. Chairs, trash receptacles, and other items shall be moved and returned to their original locations after the floor has dried.

1.3.1 PERIODIC HARD FLOOR MAINTENANCE.

Hard floors to include restroom floors shall receive periodic hard floor maintenance as specified in Appendix A. Hard floors shall be cleaned, scrubbed, sealed, polished/burnished, spray buffed, deep scrubbed, recoated, stripped, and waxed as required for the appropriate surface to maintain, protect, and ease routine floor cleanings. After periodic maintenance, floor surfaces, including grout, shall have a uniform, clean appearance, free of streaks, swirl marks, detergent residue, or any evidence of soil, stains, films, or standing water.

1.3.2 PERIODIC CARPET RESTORATIVE CLEANING.

Carpets shall be deep cleaned to remove embedded soil from carpet fibers, as specified in Appendix A. Deep cleaning shall employ an effective technique and/or method to address soil suspension, soil extraction, and drying. After deep cleaning, the carpeted area shall show an improvement in visible appearance.

1.3.3 DUSTING.

(For Level 4 Facilities Only) Low dusting includes surfaces within 6 feet of the floor and must be free of dust, lint, cobwebs, and litter. High dusting includes surfaces from 6 to 10 feet. Surfaces include, but are not limited to, tables, shelves, bookcases, storage lockers, moldings, windowsills, handrails, pictures, clocks, window blinds, ceiling fans, walls, etc.

1.4 SPECIAL CLEANING REQUIREMENTS

The Contractor shall accomplish all cleaning tasks as appropriate for Special Requirement Facilities (Child Development Centers, Youth Centers, School Age Programs, and Fitness Centers) identified in Appendices A and B. Minimum cleaning frequencies are established in Appendix A, AF Common Output Level Standards.

1.4.1 CHILD DEVELOPMENT CENTERS (CDC) AND YOUTH CENTERS (YC).

Designated CDC and YC facilities shall be maintained in accordance with AFI34-144 Child and Youth Programs, summarized below, and Appendix A. Kitchen areas are not part of the Contractor's responsibility for cleaning. Operational hours of CDC(s) and YCs are indicated in 4.1.3 and are subject to change. All cleaning requirements will be performed either before or after CDC operational duty hours, except for any cleaning requirement standard performed more than 1 time daily. For those specific cleaning requirements of 2 or more times daily, at least one cleaning will be performed during operational duty hours. Daily floor cleanings shall be accomplished during operational duty hours as indicated in Appendix A.

1.4.2 SPECIAL CLEARANCE REQUIREMENTS; CHILD DEVELOPMENT CENTER AND YOUTH CENTER.

Clearance requirements are developed to ensure the children's security and safety and are subject to change in accordance with laws, guidance, and AF regulations.

1.4.2.1 BACKGROUNDS & CRIMINAL HISTORY CHECK

In accordance with DoDI 1402.05, "Criminal History Background Checks on Individuals in Child Care Services," a Criminal history background check must be initiated and completed for each contractor employee before being allowed to work in the Child Development Centers and Youth Centers. The Services Squadron Security Monitor shall initiate, receive, and maintain all background checks. The CDC Director shall maintain all results. The following steps are required to process the background check.

- a. An Installation Records Check (IRC), inclusive of a check of the Air Force Central Services Registry (CSR), Security Forces, Family Advocacy Program, and Office of Special Investigations of the Defense Central Index of Investigations (DCII), has been completed on all employees who have lived or worked on a military installation before they were hired. The IRC includes all bases where the individual lived or worked in the last 2 years. (DODI 1402.05, E.6.1.2) (AFI 34-144, 10.7.8).
- b. A State Criminal History Repository Check (SCHR) has been requested from all the states the individual employee or contractor has lived in during the last five years. NOTE: Only required if a completed Tier 1 is not on file. (DODI 1402.05, E.6.1.2) (AFI 34-144, 10.7.13)
- c. Initiate a Federal Bureau of Investigation fingerprint check for all contractors.
- d. Initiate Child Care Tier 1 investigation on contractors before working with children/youth. Child care components for Child Care Tier 1 investigations include State Criminal History Record Checks for current and former states of residence and employment. (AFI 34-144, 10.7.11)
- e. Installation Security Office will not presume individuals are suitable for working alone with children or youth merely because an investigation has not been completed. (T-0). Follow up every five working days for Installation Records Checks. Check the Child Care Tier 1 no later than 60 days after submission, and every 30 days thereafter. If no response from the State(s) is received within 60 days, suitability determination based upon the Tier 1 report may be made. (AFI 34-144, 10.7.15)
- f. Conduct installation records, Federal Bureau of Investigation fingerprint and State Criminal History Record checks every five years for contractors. (AFI 34-144, 10.12.2)
- g. All contract workers shall sign a statement (DD Form 2981, *Basic Criminal History and Statement of Admission*) indicating whether or not they have been arrested or convicted of any crime involving children, drugs, or alcohol. (AFI 34-144, 10.7.3) This statement must be updated annually or earlier if the contract worker is charged or convicted of any crime involving children, drugs, or alcohol.

1.4.2.2 CRIMINAL BACKGROUND HISTORY CHECK PROCEDURES

Potential contract employees shall report to the Services Flight Security Assistant to initiate and complete a Questionnaire for Non-Sensitive Positions. During this time, the Security Monitor shall request that the individual obtain and complete an Applicant Fingerprint Card from the Joint Base Charleston HRO/CPO Office, located in building 503, AB Room 121. The Security Monitor shall initiate an Installation Records Check (IRC) for each contract employee. The IRC must be completed before the contract employee is authorized to work in the Child Development and Youth Centers. The Security Monitor shall also initiate a Child Care Tier 1 national background check, including a State Criminal History Repository (SCHR) check for each contractor employee. An unfavorable or

derogatory report would include, but not be limited to, the following applicable crimes: any charge or conviction for a sex crime, an offense involving a child victim, a substance abuse felony, or a violent crime. The Security Monitor shall identify all report results, whether favorable, unfavorable, or derogatory, to the appropriate CDC and/or YC Director(s). The CO shall provide the proper documentation for the CDC Director's file. No contract employee shall be allowed to work on Joint Base Charleston with an unfavorable or derogatory Child Care Tier 1 report.

- a. Installation Records Check (IRC). An investigation conducted through the records of all installations of an individual's identified residences for the 2 years before the date of application. This record check must include police (base and/or military police, security office, criminal investigations, or local law enforcement) local files check, Drug and Alcohol Program, Family Housing, and Medical Treatment Facility for Family Advocacy Program, to include Service Central Registry records, and mental health records, and any other record checks as appropriate, to extent permitted by law.
- b. Child Care Tier 1 (National Agency Check, NAC). A personnel security investigation consisting of a records review of certain national agencies, including a technical fingerprint search of the Federal Bureau of Investigation (FBI) files. Contractor employees may be permitted to work before completion of the Child Care Tier 1, provided the employee is working within sight of an individual who has completed a background check
- c. Contractor employees have the right to obtain a copy of the background check report from the Security Monitor. Contractor employees have the right to challenge the accuracy and completeness of any information contained in the report through the Privacy Program described in DoDI 5400.11-R. The CO shall inform the Contractor of employees whose criminal history background checks result in an unfavorable or derogatory report. The contractor shall immediately remove this employee from their service at the CDC or the youth center.
- d. Contractor employees who have previously received a background check must provide proof of the check to the Security Monitor, who will determine if and when a new background check is required.

1.4.3 REQUIRED TRAINING

All contract employees working at the CDC and/or Youth Activity Center shall be required to attend annual training on child abuse prevention, identification, and reporting. (AFI 34-144, 11.16.1) The training will be conducted during regular duty hours by a government-certified trainer. It shall be the Contractor's responsibility to ensure that new employees working at the CDC and/or Youth Activity Center receive this training. Contractor shall ensure that annual training remains current.

1.4.5 REQUIRED DOCUMENTATION.

The Contractor shall provide appropriate CDC and/or YC Director(s) with a summary spreadsheet listing of all employees and alternates proposed to work in CDC and/or Youth Activity Center with the employees name, position, date background checks were initiated and completed, date child abuse training was completed, certification that immunization requirements have been met and employee statement (1.4.2.1, e.) for assignment to work in the CDC and or Youth Activity Center. If an employee is replaced, even temporarily, the replacement shall meet all requirements outlined in paragraph 1.1.1 through 1.1.4, inclusive, and be completed before beginning work. Failure to fulfill these requirements, in sufficient time to replace an employee, will not relieve the Contractor of their responsibilities under this contract. Failure to provide these statements will prohibit Contractor employee(s) from entering

the CDC and/or Youth Center. It shall be the Contractor's responsibility to update the spreadsheet as necessary. Contractor employees shall submit a negative test report from the Health Department or their doctor and current immunization records to the CDC and/or YC Director before starting work on an annual basis.

1.4.6 CLEANING REQUIREMENTS CHILD DEVELOPMENT CENTER.

Physical contact shall not be allowed, and Contractor employees shall not be alone with children unsupervised.

1.4.6.1 DISINFECTING, CLEANING, AND SANITIZING SOLUTIONS.

The Contractor shall store cleaning solutions in a non-brand-name container that is clearly labeled. The solution shall be kept out of children's reach at all times.

Cleaning Solution: Use of soap and water to remove visibly soiled areas.

Disinfecting Solution: Use of a chemical agent to prevent infection from non-food surfaces and equipment by destroying harmful bacteria and other microbes. These chemicals must be registered with the United States Environmental Protection Agency (US EPA) and so stated on the label.

Examples:

- Liquid chlorine bleach (without scent), one-quarter (1/4) cup (5.25% sodium hypochlorite) in one (1) gallon of water (or 1 Tablespoon bleach in 1 quart water), made fresh daily.
- Quaternary Ammonium Compound mix at 400 ppm or as directed and confirm with test papers. - Pine Oils (must be at least 70% pine oil) follow the manufacturer's directions.
- Commercial Disinfectants follow the manufacturer's instructions.

Sanitizing Solution: A limited list of chemical agents that reduce the number of bacteria and viruses to a safe level for public health requirements. Use sanitizers on food-contaminated surfaces and equipment.

- Examples:

- Liquid chlorine bleach (without scent), 1 Tablespoon (5.25% sodium hypochlorite) in one (1) gallon of water, made fresh daily; must be left on for 2 minutes to be effective.
- Quaternary Ammonium Compound mix as directed and confirm with test papers. Check the label to ensure it is recommended for food surfaces. Ammonium compounds are deactivated by soap and detergents and may not protect against all bacteria. Follow the manufacturer's instructions and allow time for the product to work.

1.4.6.2 CLEANING PRODUCTS APPROVAL.

The Contractor shall provide and maintain a current list, along with a copy of each Safety Data Sheet (SDS) of all cleaning products to be used in CDCs and Youth Activity Centers, to the directors of those facilities to ensure that the cleaning products are suitable for use in a child care environment. The cleaning products, which include warnings that they may not be used in areas occupied by children, cannot be used. Chemical air fresheners are not permitted. All chemicals and other potentially dangerous products (except bleach water or other disinfectant solutions) and cleaning supplies (including mops, mop buckets, etc.) must be stored in their original, labeled containers in a locked,

child-inaccessible closet. Products containing phenolic compounds, such as “Lysol,” shall not be allowed or approved for use in Child Development Centers.

1.4.6.3 CLEANING EQUIPMENT/MATERIALS.

Trash, mops, brooms, cleaning buckets, and any cleaning solutions and tools used in the performance of services shall be inaccessible to children.

1.4.6.4 CLEAN/SANITIZE TABLES, CHAIRS, AND HIGHCHAIRS.

The Contractor will clean tables, chairs, and highchairs used for eating after breakfast and lunch meals and will sanitize them daily. The Contractor will sanitize all other remaining tables and chairs daily.

1.4.6.5 CLEAN/SANITIZE FOOD PREPARATION AND DIAPER CHANGING TABLES AND ADJACENT WALLS.

The Contractor will clean food preparation tables, diaper-changing counters, sinks, and adjacent walls at least daily, as needed, with hot water and detergent, then sanitize with a bleach solution.

1.4.6.6 SWEEPING/MOPPING NON-CARPETED FLOORS.

The Contractor shall sweep and mop (clean and sanitize) the floors underneath all eating tables after each meal as well as clean and sanitize adjoining walls.

1.4.6.7 OTHER NON-CARPETED FLOORS.

All other floors (excluding restrooms) shall be swept, mopped with hot water and detergent, and sanitized with bleach water or a disinfectant solution daily.

1.4.6.8 CLEAN/SANITIZE CHILDREN’S TOILETS AND FIXTURES.

Toilets, sinks, and adjacent walls (up to a height of four feet) will be cleaned with hot water and detergent and then sanitized with the bleach water or disinfectant solution at least twice daily (after lunch and in the evening, after hours) for children over two years old rooms and once per day for children under two years old rooms.

1.4.6.9 SWEEP/MOP CHILDREN’S BATHROOM FLOORS.

The Contractor shall sweep and mop the children’s bathroom floors twice a day, first with hot water and detergent, and then sanitize with the bleach water or disinfectant solution.

1.4.6.10 NON-CARPETED FLOOR MAINTENANCE.

The Contractor shall provide all periodic floor care maintenance services in accordance with Appendix A for all non-carpeted floors where applicable. These tasks shall occur after operating hours. The Contractor shall remove all movable furniture before maintenance and return it to its original or proper location upon completion.

1.4.6.11 VACUUM.

The Contractor shall maintain all carpeted areas free of visible soil and vacuum them at least once per day when children are not present in the activity rooms to sustain clean and sanitary conditions. Soiled areas should be cleaned as necessary.

1.4.6.12 CARPET MAINTENANCE.

The Contractor shall steam-clean or use a similar extraction method on all carpets in accordance with the standards listed in Appendix A, on weekends or after operating hours, to ensure carpets are completely dry when children are present.

1.4.6.13 EMPTY TRASH CANS AND DIAPER PAILS.

The Contractor shall empty trash cans once daily and diaper pails three times daily. The Contractor shall provide and replace worn, torn, or otherwise soiled plastic trash bags suitable for the type of trash containers within the entire facility. Contractor shall empty all diaper pails and trash cans after hours of operation, ensuring contents do not sit in the containers overnight.

1.4.6.14 CLEAN/SANITIZE TRASH CONTAINER AND DIAPER PAIL.

The Contractor shall disinfect trash containers and diaper pails daily, first with hot water and detergent and then sanitized with the bleach water solution or other approved disinfectants/sanitizers.

1.4.6.15 STOCK RESTROOM.

The Contractor shall ensure restrooms and facility supplies are sufficiently stocked so that any provided supplies, including trash liners, toilet tissue, paper towels, and hand soap, do not run out before the next scheduled cleaning. Supplies shall be stored in designated areas. If the facility's supplies run out before the next service date, the Contractor shall provide additional supplies within 2 hours of notification. Occupants are responsible for restocking the dispenser when it is empty in between services or leaving it empty until the Contractor's next scheduled cleaning time. Contractor is responsible for providing product and stocking all dispensers, regardless of location in the facility, to the fullest capacity.

1.4.6.16 DUSTING.

Low dusting includes surfaces within 6 feet of the floor and must be free of dust, lint, cobwebs, and litter. High dusting includes surfaces from 6 to 10 feet. Surfaces include, but are not limited to, tables, shelves, bookcases, storage lockers, window sills, moldings, handrails, pictures, clocks, window blinds, ceiling fans, walls, etc.

1.4.6.17 WINDOWS/INTERIOR GLASS.

All windows and interior glass, including glass in doors, partitions, walls, display cases, and directory boards up to 10 ft., shall show no traces of film, dirt, smudges, water, or other foreign matter. Windows will refer to those that have an exterior side, outside in the environment, and an interior side; the Contractor will be required to clean the exterior side and interior side of windows per the frequency in Appendix A. Glass refers to that which has both sides of the pane interior to the facility.

1.4.6.18 CLEAN DRINKING FOUNTAINS

Clean drinking fountains with sanitizing solution once daily to the standard set in 1.2.4

1.4.6.19 CLEAN DOOR KNOBS

Clean door knobs with a sanitizing solution once daily.

1.4.7 SPECIAL REQUIREMENTS (AND LEVEL 4 CLEANING).

The Contractor shall accomplish all cleaning tasks IAW 1.1, 1.2, 1.3, and 1.4 as appropriate, for Special Requirement Facilities (Youth Center, School Age Programs, Fitness Centers), identified in Appendices A and B, to meet the requirements of this PWS and the Service Summary (SS). Minimum cleaning frequencies are established in Appendix A, AF Common Levels of Service Standards.

1.5 CONTRACTOR-PROVIDED EQUIPMENT AND SUPPLIES.

1.5.1 CONTRACTOR-FURNISHED EQUIPMENT/VEHICLES.

The Contractor shall provide and maintain all equipment and vehicles necessary to perform the requirements of this contract. The Contractor may perform cleaning, minor repairs, and other standard maintenance on equipment on site. Maintenance and repair of contractor vehicles or their privately owned vehicles shall not be accomplished on site. Contractor vehicles shall have the company name prominently displayed on both sides of the vehicle and be maintained to present a neat, professional appearance. Contractor vehicles shall be used solely for the intended purpose of performing services in this performance work statement during regular hours of operation.

All equipment used in the performance of this contract shall be in good operable condition and carry a U/L (Underwriters Laboratory) listing. Equipment found to be unsafe and unable to function as designed shall not be used in the performance of this contract. The CO or contracting officer designated representative (COR) may inspect the Contractor's equipment and vehicles at any time and direct the removal of any unsafe or unusable equipment or vehicle from the installation.

The Contractor shall provide adequate numbers of equipment items and vehicles to fulfill the scope of this contract effectively. In addition, the Contractor shall maintain, or have backup capability to provide, continued service if primary equipment or vehicles are down for extended maintenance or repairs. Equipment failure shall not relieve the Contractor from performing any requirement contained in this contract.

1.5.2 CONTRACTOR FURNISHED TRASH LINERS AND RESTROOM SUPPLIES.

Plastic Trash Can Liners/Bags: Suitable for the type of trash receptacle.

Toilet Tissue: Two-ply. Paper Towels: Bi-Fold, Tri-Fold, Dispenser type.

Hand Soap: Liquid anti-bacterial soap for installed liquid soap dispensers, and/or hand-size push/pump liquid anti-bacterial soap when installed dispensers are non-operational.

Recycled Products: 100 percent of all paper products procured (toilet tissue and paper towels) shall contain recycled materials.

There may be several types of dispensers (pump, single/double/tri-fold, and multiple-roll). The contractor is responsible for ensuring the proper product is inserted into the correct dispenser. With CO approval, Contractor may replace the dispenser, at no additional cost to the Government, with a standardized dispenser in approved locations. If agreed to install dispensers, Contractor shall be required to maintain, repair, or replace broken or defective dispensers. All Contractor-provided dispensers shall become the property of the Government at the end of the contract. Descriptive literature of dispensers and materials/supplies to be used shall be submitted with the proposal package.

1.5.3 MISCELLANEOUS REQUIREMENTS

Turn off unnecessary lights based on current building occupancy, shift, and security requirements.

Report fire hazards, conditions, and items in need of repair to the COR

Turn in lost and found articles to the COR

Notify COR when unauthorized or suspicious persons are seen on the premises.

Employees entering any facility or area after it has been secured shall enter through one door and lock the door behind them. These facilities or areas shall not be left unsecured at any time, including during work. Upon completing work in a facility or location, Contractor employees shall ensure that all doors and windows secured upon their arrival are closed and secured upon their departure.

The Contractor shall display appropriate caution signs when cleaning floors or any other surface that might pose a risk of injury to personnel present, and shall not remove them until dry and safe for facility occupants to use.

Notify COR of circumstances preventing the completion of services.

1.6 EMERGENCY CLEANING/COVID-19

The Contractor shall follow the most recent Cleaning and Disinfection Recommendations for COVID-19 from the Centers for Disease Control and Prevention (CDC). Cleaning & Disinfection must be completed within 24 hours of the CO or COR issuing the work order. The contractor shall notify the CO/COR once cleaning is completed to allow occupants back into the facilities. The latest CDC guidance can be found at <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaningdisinfection.html>.

1.6.1 FACILITY DAILY CLEANING

The contractor shall disinfect “high-touch surfaces” twice a day during the facility’s business hours. The number of facilities and these “high touch surfaces” will be provided in a table below. The contractor shall follow CDC guidance for PPE, cleaning method, and consumable products to accomplish these tasks. The contractor shall provide the COR with the cleaning schedule, which shall display the approximate cleaning time for each facility.

Bldg. #	Egress/Ingress (EA)	Door handles/knobs (EA)	Light Switches (EA)	Chairs/tables (conference room) (EA)

2 SERVICE SUMMARY (SS):

The contract service requirements are summarized in performance objectives that directly relate to mission-essential items. The performance threshold briefly describes the minimally acceptable levels of service required for each requirement. The Service Summary and the Contractor’s Quality Control Plan (QCP) provide information on contract requirements, the expected level of Contractor performance, and the expected method of government validation and confirmation of services provided.

These thresholds are critical to mission success. Procedures as outlined in the Federal Acquisition Regulation (FAR) 52.212-4 (a), Contract Terms and Conditions - Commercial Items,

Inspection/Acceptance will be used to remedy all deficiencies. During the first 30 days of the contract, two additional errors per task shall be allowed to identify everyday phase-in problems, except for periodic cleaning services.

Performance Objective (PO)	PWS Para	Performance Threshold (per month)	Method of Surveillance
PO-1 - Facility Cleaning Service.	1.1 inclusive		Periodic & Verified Customer Concern
a. Non-Carpeted Floors		Excellent: 0 defects	
b. Carpeted Floors		Very Good: 1-2 defects	
c. Stairways / Elevators / Accessible Lifts		Satisfactory : 3 defects	
d. Walk-off Mats		Marginal: 4 defects	
e. Trash Removal		Unsatisfactory: More than four defects	
PO-2 - Restrooms/Locker Rooms Cleaning Services	1.2 inclusive		Periodic & Verified Customer Concern
a. Clean and Disinfect		Excellent: 0 defects	
b. Floors		Very Good: 1-2 defects	
c. Supplies		Satisfactory : 3 defects	
d. Drinking Fountains		Marginal: 4 defects	
e. Trash Removal		Unsatisfactory: More than four defects	
PO-3 - Periodic Cleaning Services	1.3 inclusive	Excellent: 0 defects	Periodic & Verified Customer
a. Hard Floor Maintenance		Very Good: 1 defect	

b. Carpet Restorative Cleaning		Satisfactory: 2 defects	Concern
		Marginal: 3 defects	
		Unsatisfactory: More than three defects	
PO-4 - Quality Control	2.1 inclusive		Periodic & Verified Customer Concern
Inspection procedures are followed and documented in accordance with the Contractor’s Quality Control Plan (incorporated into contract after award).		Excellent: 0 defects	
		Very Good: 1 defect	
		Satisfactory: 2 defects	
		Marginal: 3 defects	
		Unsatisfactory: More than three defects	
PO-5- Special Requirements	1.4 inclusive		Periodic & Verified Customer Concern
a. Child Development Center(s)		Excellent: 0 defects	
b. Fitness Center		Very Good: 1 defect	
c. Youth Center		Satisfactory : 3 defects	
d. School Age Program		Marginal: 4 defects	
		Unsatisfactory: More than four defects	

2.1 QUALITY CONTROL

The Contractor shall develop and maintain a quality control program to ensure custodial services are performed in accordance with commonly accepted commercial practices and services identified in this PWS. The Contractor shall develop and implement procedures to identify, prevent, and ensure that nonperformance and the continued occurrence of defective service do not occur. At a minimum, the Contractor shall develop quality control procedures addressing the areas identified in paragraph 2 of the Service Summary.

2.2 QUALITY CONTROL PLAN (QCP)

A written QCP shall be submitted to the CO in accordance with solicitation requirements. The QCP shall specifically address the Contractor's strategy for providing quality workmanship, continual process improvement, and procedures for correcting deficiencies. Contractor shall also include in the QCP: facility key control procedures; quality assurance efforts (measurable standards, i.e., a specific number of internal quality control inspections within a particular period of time); training; and other relevant aspects of custodial services the contractor will use to comply with this contract. Quality control is the responsibility of the contractor and not the government. The Contractor may change the QCP at any time, provided a revised copy is provided to the CO and COR before implementing the changes.

2.3 QUALITY ASSURANCE

The Government will periodically inspect and evaluate the Contractor's performance to ensure that services are delivered in accordance with the requirements outlined in this contract. The COR will use the PWS and the Contractor's submitted cleaning frequency schedule to conduct surveillances and record the results.

2.4 PERFORMANCE ASSESSMENT

2.4.1 VALIDATIONS

This method requires the COR to employ a "spot check" style of evaluation based on the Contractor's submitted cleaning frequency schedule. Validation will be conducted on a no-notice basis (e.g., daily, weekly, monthly, quarterly, semi-annual, or annually) and may be adjusted based on quality and performance trends. Results of all inspections will be documented. An unsatisfactory inspection (discrepancy) result shall be recorded and may lead to a customer concern. The Contractor shall reperform the service in accordance with the timeframes established for the applicable SS after issuance of the discrepancy notice.

2.4.2 CUSTOMER CONCERN

The COR will receive and investigate concerns from facility occupants. The COR is responsible for validating customer concerns when possible. When a performance requirement has not been met or Contractor performance has not been accomplished, the COR may initiate and provide the Contractor with an electronic customer concern form/discrepancy report via email. Customer concern forms will be numbered to facilitate tracking. The Contractor shall respond to the customer's concern by providing the appropriate action and electronically submitting the completed feedback to the COR within 2 days of receipt (excluding holidays and weekends). If the Contractor disagrees with the customer's concern, the Contractor shall immediately notify the COR. The COR will determine whether the customer concern is valid or invalid and will provide a written determination.

2.4.3 PERFORMANCE THRESHOLD

Exceeding the performance threshold limits listed in the column on the service summary chart for any performance objective in any one month may result in additional documentation from the CO. Should the Contractor continue to exceed the performance threshold of these performance objectives repeatedly and/or develop a negative trend, additional options may be taken by the CO, such as, but not limited to, a progress meeting with the multi-functional team (MFT) or a letter of management concern.

2.4.4 PROGRESS MEETINGS

The CO, COR, Functional Director, and other Government personnel, as appropriate, and the Contractor may periodically meet to discuss the Contractor's performance. The following issues may be addressed: opportunities to improve the contract, any modifications required to the contract, unsatisfactory inspections, and valid customer concerns regarding each performance objective observed and the steps taken by the Contractor to prevent recurrence. The Contractor shall provide a summary of performance, including internal quality inspections, and provide insight into identified trends. The CO will request that all parties submit agenda items in written form a few days before the meeting, if possible. The CO and any other signatories will sign the minutes of these meetings deemed appropriate, distribute them to the functional area and the Contractor, and file them. Should the Contractor not concur with the minutes, the Contractor will provide a written notification to the Contracting Office identifying areas of non-concurrence for resolution.

