



GSA Administrator

APR 03 2008

MEMORANDUM TO ASSISTANT REGIONAL ADMINISTRATORS, PBS

FROM: DAVID L. WINSTEAD  
COMMISSIONER -P

A handwritten signature in black ink that reads "David L. Winstead".

SUBJECT: Custodial Specification

The Public Buildings Service (PBS) is issuing the attached new standard custodial service specification. Regions must begin using this specification effective immediately to deliver services for their new and expiring custodial contract requirements. Services provided using the specification conform to the type and quality of services that are typically provided in the commercial sector.

The issuance of this specification is in response to issues raised by our client agencies, contractors, and stakeholders. This document will ensure consistent services to our customers, present "One GSA" to the marketplace, and promote consistency in contract administration.

This document was produced collaboratively by a team of national and regional property management professionals. The specification was commented on by PBS's business lines and private sector service providers. I commend all those who worked on and supported this initiative. It is your commitment and outstanding efforts that ensure adherence to consistent processes and the delivery of best possible services to our customers.

If you have any questions regarding this memorandum, please contact Cathy Kronopolus, Assistant Commissioner, Office of Real Property Asset Management, at (202) 501-0638.

Attachment

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Office of Real Property Asset Management (RPAM) - PV  
Building Operations and Maintenance Division (PVD)

Building Operations Letter

PVD 2008-01

SUBJECT: Custodial Specification

1. Purpose: The new specification standardizes the requirements for new and expiring custodial contracts.

2. Background: The requirement for a new custodial specification is in response to issues raised by our client agencies, contractors, and stakeholders. The goal for the Public Buildings Service (PBS) is to provide market equivalent services consistently across all regions. This standard custodial specification will ensure consistent services to our customers, present “One GSA” to the marketplace, and promote consistency in contract administration.

The document has been commented on by the PBS business lines and private sector service providers.

3. Effective Date: The specification is effective immediately for new custodial requirements and will be phased in as existing custodial service contracts expire.

4. Termination Date: This specification will remain in effect until further notice.

5. Cancellation Date: Reserved.

6. Applicability: This specification is to be used by all regional property management (PM) professionals to deliver custodial services.

7. References:

a) FAR Part 37.601

b) General Services Administration – Javits-Wagner-O’Day Strategic Alliance

8. Instructions and Procedures: The regional PM office shall use the specification to provide custodial services for new and expiring custodial contracts. The specification is a “minimum” requirement document. Regions have the authority and are encouraged to expand the requirements in the specification to meet unique customer needs and to address issues related to differences in geography. However, requirements in the specification will not be deleted unless they are “Not Applicable” to the regions operations, i.e., child care, snow/ice removal, etc.

Attachment



**SOLICITATION NUMBER:** G S - [REDACTED] P - [REDACTED] - [REDACTED] - [REDACTED]

**SERVICE:** CUSTODIAL AND RELATED SERVICES

**LOCATION(S):** [REDACTED]

**PERIOD OF PERFORMANCE:** [REDACTED]

**SOLICITATION ISSUE DATE:** April 03, 2008

**OFFER RECEIPT DATE/TIME:** April 00, 2008

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## **NOTES TO SPEC WRITER**

**Please remove this page after reviewing**

### **General**

The specifications in this scope of work shall constitute a “minimum” standard of providing custodial services for all regions. Regions that provide any of the services by a separate contract should remove that portion of the scope of work from the specification and make it part of a separate contract. Regions have the overall flexibility to increase the requirements of any portion of this scope of work to meet their specific and unique requirements to provide efficient and effective custodial services to the customers.

### **Contractor Prices**

Contractor prices are to include personnel, labor, equipment, material, tools, supplies, supervision, management, and services, except as may be expressly set forth as Government furnished, and otherwise do all things necessary to, or incident to, perform and provide the work efforts described in Section C of the specification.

### **Integrated Pest Management (IPM) Plan**

The Option B language identified in the IPM Section may be used to develop a separate pest management contract. However, the description of the Integrated Pest Management Plan and the Preventive Pest Management paragraphs must be inserted to create a stand alone Scope of Work (SOW).

### **Snow and Ice Removal**

Snow and ice removal from entrances, walks, landings, etc. is included as part of the standard service. If your Region has significant snow and ice issues where plowing and heavy equipment may be needed, and a separate contract is not desired, you will need to ensure the paragraph remains in the Above Standard Services section that will allow for the ordering of heavy equipment services when needed.

Remember to identify the types of line items required so they can be inserted in the Pricing Schedule. Options include: vehicle with 5-8 ft blade with driver; vehicle with 10 ft blade with driver; front end loader with operator; tandem axle dump truck and driver; snow blower with operator, etc.

### **Communication Matrix**

If this is an AbilityOne (formerly JWOD) contract, you will need to add the Communication Matrix identified in your Strategic Alliance NISH/GSA Regional Agreement.

### **Recycling**

If contracting separately for recycling, refer to the following link for sample SOW:  
[ncr.gsa.gov/recycle](http://ncr.gsa.gov/recycle)

### **Above Standard Services**

Delete any of the services identified in the Above Standard Services section that would not apply to your Region. For those items that do apply, ensure service is depicted in a line item on the pricing schedule, if you choose to obtain pricing with the proposals.

### **Child Care**

Work with local Child Care coordinator to verify State and local requirements and provide a list of products when required.

### **Suspension of Work**

The adjustment below on the Suspension of Work shall be incorporated in either Section G or Section I of the specification

### **Suspension of Work**

In the event services are not provided or required by the Government because the building(s) is closed due to inclement weather, under construction, unanticipated holidays declared by the President, failure of the Congress to appropriate funds, etc., reductions will be computed as follows:

- A. The reduction rate in dollars per day will be equal to the per month contract price for the building(s), divided by the number of working days per month.
  
- B. The reduction rate in dollars per day multiplied by the number of days services were not provided or required. In the event services are provided for portions of days, appropriate adjustments will be made by the contracting officer to assure the Contractor is compensated for services provided.

### **HSPD-12**

In Section H.10, this part of the specification is under review by GSA's General Counsel. The new contract language to implement HSPD-12 will be issued by Central Office under separate cover once approved. Once issued, the HSPD-12 contract language shall be incorporated into Section H.10 in the specification. The Specification Table of Contents must be modified to reflect the inclusion of the HSPD-12 contract language. Also, in the submittals chart, the item on security clearances must be modified to reflect HSPD-12. Until issued in final, the Regions shall use the security contract requirements that are in their existing custodial contracts.

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## A. SOLICITATION/CONTRACT FORM

### A.1 STANDARD FORMS

## **B. SERVICES, ORDERING AND PRICES**

### **B.1 DESCRIPTION OF SERVICES**

## **C. DESCRIPTION/SPECIFICATION/STATEMENT OF WORK**

### **C.1 DEFINITIONS**

#### **C.1.0 GENERAL PROGRAM**

##### **C.1.0.0 Above Standard Services**

Above Standard Services are services not covered in the monthly price of the contract. Contractor prices include all applicable labor, materials, supplies, equipment (except as otherwise provided), supervision, and management.

##### **C.1.0.1 Acceptance**

Constitutes acknowledgment that the supplies or services conform to applicable contract quality and quantity requirements.

##### **C.1.0.2 Approval**

"Approval" means the Government has reviewed submittals, deliverables, or administrative documents (e.g., insurance certificates, MSDS Sheets, etc.), and has determined the documents conform to contract requirements. Government approval shall not relieve the Contractor of responsibility for complying with Federal, State, and local laws and regulations.

##### **C.1.0.3 Building**

A reference to "facility" and "site" is interchangeable with "building". A man made structure or edifice which services are performed within or on the exterior of the formation and is intended to support or shelter any use or continuous occupancy.

##### **C.1.0.4 Contracting Officer (CO)**

Contracting Officer (CO) has the overall responsibility for the administration of this contract. The CO alone, without delegation, is authorized to take actions on behalf of the Government to amend, modify or deviate from the contract terms, conditions, requirements, specifications, details and/or delivery schedules. However, the CO may delegate certain other responsibilities to authorized Government representatives.

##### **C.1.0.5 Contracting Officer's Representative (COR)**

Contracting Officer's Representatives (COR) shall be appointed by letter from the CO. CORs will be the primary Government representatives for the administration of Contract, shall have proper training and experience in inspecting contracts, but will not have the authority to modify the contract.

##### **C.1.0.6 Contractor**

Reference to "Contractor" throughout the SOW even for those references to subcontracted type tasks shall mean the responsibility of the contract service provider.

##### **C.1.0.7 Environmentally Preferable**

Products or services that have a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose. This comparison may consider raw materials acquisition, production, manufacturing, products and

chemicals, packaging, distribution, reuse, operation, maintenance, or disposal of the product or service.

#### **C.1.0.8 Green Cleaning**

Green cleaning is a planned and organized approach to cleaning that uses products and processes that go beyond simple appearance and focuses on reducing impacts on human health and the environment.

#### **C.1.0.9 Custodial**

A reference to “custodial” is interchangeable with “janitorial”. Custodial and related services include cleaning, window washing, trash removal, recycling, landscaping, and maintaining a building or area.

#### **C.1.0.10 Modification**

Modification is a bilateral or unilateral change in the terms of a contract.

#### **C.1.0.11 Ordering Official**

Ordering Officials shall be appointed by letter from the CO. Ordering Officials will be the Government’s representative for the ordering of supplies and services.

#### **C.1.0.12 Product Preference**

Products that are identified as “environmentally preferable”, and bio-based will be selected over those which do not carry such designations. The following factors to consider when selecting products include: environmental performance, cost performance, bio-based, recycled content, biodegradability, technical performance, and availability.

#### **C.1.0.13 Quality Assurance Surveillance Plan (QASP)**

The Government’s surveillance method of monitoring and evaluating the Contractor's performance under a Performance Based Statement of Work (PBSOW).

#### **C.1.0.14 Quality Control Program (QCP)**

The Quality Control Program is a system for identifying and correcting deficiencies in the quality of services before the level of performance becomes unacceptable. Preparation of this document is the responsibility of the Contractor.

#### **C.1.0.15 Performance Based Service Contracting**

The procurement strategy that seeks to issue technical requirements that set forth outcomes for performance instead of specific requirements on how to perform the service. This strategy shifts the risk of performance to the Contractor by allowing the Contractor to design the methods of achieving desired results as defined by the performance quality standards established by the Government.

#### **C.1.0.16 Service Calls**

Service calls are considered standard service requirements, such as nonrecurring requests for rearranging of furniture in a conference room, special event support, spills, replenishing restroom supplies, etc.

### **C.1.0.17 Standard Services**

A standard service is defined as all services that are included in the monthly price or as defined in the Contract document. Prices are to include all applicable labor, materials, supplies, equipment (except as otherwise provided), supervision, and management.

## **C.1.1 ABILITYONE (FORMERLY JWOD) PROGRAM (REGION, DELETE IF NOT A NISH CONTRACT)**

### **C.1.1.0 The Committee for Purchase From People Who are Blind or Severely Disabled (the Committee)**

The independent Government Agency responsible for the AbilityOne Program. For more information, go to website <http://www.AbilityOne.gov>.

### **C.1.1.1 Community Rehabilitation Programs (CRP)**

The local nonprofit agencies that are associated with NISH and perform the work under the AbilityOne Program by employing people with severe disabilities. The local CRPs are in essence the Contractors who perform the work under the contracts.

### **C.1.1.2 Contracting Activity (CA)**

The AbilityOne term for Federal Government agencies contracting under the AbilityOne Program.

### **C.1.1.3 Fair Market Price (FMP)**

The term used for the price established by the Committee for providing a service defined by the Government's Statement of Work at a specific location. The Fair Market Price (FMP) must be established in reference to actual market prices for the same or similar services. Any new service being added to the Procurement List will have an initial FMP established.

### **C.1.1.4 Follow-on Year (FOY)**

The term used instead of contract option year. As long as the requirement exists, the Contracting Activity is required to continue purchasing the service from the Nonprofit Agency designated by the Committee, unless and until, the Committee directs otherwise. The Committee may direct the transfer of the service to another Nonprofit Agency (NPA).

### **C.1.1.5 Impasse**

An Impasse exists when an issue, controversy, or disagreement occurs and either the Contracting Activity (CA), NISH or the Community Rehabilitation Programs (CRP) is unable to proceed with a contract action. The AbilityOne Impasse and Disputes Resolution procedures (published separately by the Committee) are generally used before the Contracts Disputes Act of 1978 to resolve disagreements (<http://www.AbilityOne.gov>).

### **C.1.1.6 NISH**

The Central Nonprofit Agency (CNA) designated by the Committee to assist in creating employment opportunities for people with severe disabilities. NISH is not a Government Agency. For more information go to the website <http://www.nish.org>.

**C.1.1.7 Procurement List (PL)**

The list of services and products performed under the AbilityOne Program as "mandatory source" acquisitions. Services are added to the Procurement List by the Committee and are listed by type and location.

**C.1.1.8 Purchase Exception**

If a CRP and/or workshop can no longer perform at the targeted price and/or FMP, then NISH may grant a purchase exception to the CO to accomplish the required work commercially.

## C.2 OBJECTIVES AND SCOPE

This contract is for custodial and related services with a Performance-Based Statement of Work (PBSOW) for **(type of service(s)) for the (location)**. As a performance-based contract, the requirements are stated in terms of desired results with associated quality standards. The contract shall consist of two major functional areas: standard services, and above standard services.

Custodial services provided by the Contractor are arranged and oversight is provided through one or more of the following entities: GSA's Regional Office, Service Centers, Field Offices, or Local Offices. These entities represent the Occupancy Management (formerly Property Management) organizations that have been adopted by GSA's Regional leadership.

The Contractor shall furnish all personnel, labor, equipment, material, tools, supplies, supervision, management, and services, except as may be expressly set forth as Government furnished, and otherwise do all things necessary to, or incident to, perform and provide the work efforts described in this Section C.

All references incorporated herein as Web pages (URL's) are accurate as of June 21, 2007, and may be subject to change by their web publisher. Web pages are provided to the Contractor for additional clarity. A change to any Web page specified in this contract does not change or alter the Contract Objectives identified above.

Note to Spec Writer: Item C.2.0 should be completed by the Region when the custodial Contractor performance extends beyond the normal working hours in the Building Information Data Sheet

### **C.2.0 Cleaning Hours (Optional - Region, choose or delete):**

The performance of the cleaning shall take place between the hours of \_\_\_\_ a.m. and \_\_\_\_ p.m. The hours shall not be changed unless authorized by the COR.

### **C.2.1 Building Information Data Sheet Estimates (Optional - Region, provide more detail when appropriate):**

The figures contained in the Building Information Data Sheet are estimates. It is the Contractor's responsibility to notify the COR if it is believed that the information provided is incorrect.

### **C.2.2 The Contractor Shall**

1. Be responsible to make the management and operational decisions to meet the quality standards required under this contract.
2. Use innovation, technology and other means and methods to develop and perform the most efficient cleaning services for the building.
3. Implement an effective Quality Control Plan (QCP).
4. Implement an effective service call system, as specified under the Special Requirements section of this contract that results in prompt, professional, and courteous resolution of tenant concerns.



5. Keep the Contracting Officer Representative (COR) informed of current status of the work being performed, provide work schedules and provide other pertinent information needed by the COR.
6. Reduce the environmental impacts of work performed under this contract by using, to the maximum extent, environmentally sound practices, processes, and products.

### **C.3 GREEN CLEANING**

The Contractor shall use green cleaning products and processes, and shall demonstrate such capability by submitting a green cleaning plan to the COR that describes methods, materials, and equipment used under the contract. Green cleaning is a planned and organized approach to cleaning that is designed to protect the occupants and workers' health and reduce the impact on human health and the environment. Unlike a traditional cleaning program, a green custodial program takes a holistic approach to building cleaning and goes beyond simple appearances to focus on health and the environmental impacts.

Green cleaning products and processes include, but are not limited to products containing recycled content, environmentally preferable products and services, vacuum cleaners with HEPA filtration, bio-based products, and products and services that minimize the use of energy, water, and other resources. In addition to compliance with these requirements, the Contractor shall follow all applicable standard industry practices including, but not limited to those published by the National Institute of Building Sciences (NIBS), American Society of Testing Materials (ASTM), and Carpet and Rug Institute (CRI), as well as applicable standards of the Environmental Protection Agency (EPA).

The Contractor shall take every precaution to ensure that if available, only safe and environmentally preferable products are used. Preference shall be given to cleaning products that meet the following: United States Department of Agriculture (USDA) designated bio-based products, Green Seal certified (Standard GS-37 for Commercial and Institutional Cleaners, Comprehensive Procurement Guidelines (CPG)), and applicable Executive Orders.

The success of the green program hinges on the principles of stewardship. Stewardship is the shared responsibility for everyone working together to improve human health and the environment through the Government's cleaning program. The Contractor shall develop stewardship activities that help educate building occupants and present them to the COR. Information on stewardship, training plan, and other issues can be found in ASTM E1971-98, Standard Guide on Stewardship for Cleaning Commercial and Institutional Buildings.

### **C.4 STANDARD SERVICES**

#### **C.4.1 INTERIOR**

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

##### **C.4.1.0 Performance Standards**

The Contractor through innovation, technology, or other means shall perform the work in this contract to meet the quality and performance standards in this Section. Evaluations of the

Contractors work shall be based on the standards in this Section and conducted in accordance with the Government's Quality Assurance Surveillance Plan (QASP).

#### **C.4.1.1 Floor Care**

##### **Bare Floors**

Floors: Floors, base moldings, and grout shall be clean and free of debris including but not limited to dirt, water streaks, mop marks, string, gum, tar, and other foreign matter. The floors shall maintain their natural luster and not have a dull appearance.

Wet mopped floors are to be cleaned using disinfectant cleaner(s) with additional scrubbing, if necessary. These floors shall be slip resistant. Surfaces, baseboards, and corners shall be clean and dry. Walls, baseboards, and other surfaces shall be free of splashing and markings from the equipment. There shall be no visible buildup of finish in corners or crevices.

Asbestos Containing Building Material (ACBM): Cleaning of flooring that may contain asbestos material, such as vinyl asbestos tile (VAT), shall comply with the methods prescribed in the National Institute of Building Sciences (NIBS) Guidance Manual, "Asbestos Operations and Maintenance Work Practices". The Contractor shall have a copy of the NIBS Guidance Manual. Upon request, the Government shall make available to the Contractor any asbestos sampling results.

ADP Floors: Damp mopping shall be the only method of wet cleaning for floors in Automated Data Processing (ADP) space.

Asphalt Floors: Damp mopping shall be the only method of wet cleaning for floors containing asphalt material.

Granite and Marble Floors (Crystallization): All applicable floor areas shall be maintained in accordance with industry standards.

Loading Dock Floors: Spill residue and clean-up materials shall be disposed of in accordance with the Environmental Protection Agency (EPA), and/or State and local regulatory agency requirements.

Postal Floors: **(Optional – Region, use or delete):** The quality standard for providing standard service is the same as that described for Postal Space in the Standard Service Section in C.4.1.18.

Stripping and Finishing: The old finish or wax shall be removed and new sealant applied in accordance with standard commercial practices. Spots shall be eliminated. There shall be no evidence of gum, burns, scuffmarks, or wax build-up in corners or crevices. **UNDER NO CIRCUMSTANCES SHALL BURNISHING, HIGH SPEED BUFFING, OR DRY STRIPPING METHODS BE USED.**

Walls, baseboards, and other surfaces shall be free of finish residue and marks from equipment. Floors shall be free of streaks, mop strand marks, and skipped areas. The finished area shall have a uniform luster.

Sealing: Sealant must adhere to the floor. Floor areas must be evenly coated with a slip resistant seal.

Wood Floors: There shall be no water solutions used on wood flooring. There shall be no dry stripping methods used on wood flooring.

#### **C.4.1.2 Carpet and Rugs**

Extraction (Public Areas Only): Build-up, spills, or crusted material shall be removed along with spots and smears. There shall be no areas of deterioration or fuzzing to the carpets and rugs as a result of harsh brushing or scrubbing. Cleaned areas of carpets and rugs shall be reasonably blended with surrounding carpets.

The Contractor shall coordinate with the COR the times when carpet shall be cleaned. The carpet shall be dry before customers occupy the building on the next business day. The Contractor shall take measures to prevent the growth of mold. Moving or duplicating equipment, computer equipment, and similar type electric and electronic equipment is to be coordinated with the COR prior to cleaning of the carpet. Any furnishings moved are to be returned to their original positions.

Spot Cleaning: Carpet surfaces shall be free of removable spots, soiled traffic patterns, dirt, dust, debris, gum, and crusted material.

Vacuuming: Carpet surfaces are to be free of dirt, dust, and other debris. Vacuuming shall be done at a frequency that will protect the integrity of the carpet and prolong wear. The Contractor shall utilize vacuum cleaners that meet the requirements of the Carpet and Rug Institute “Green Label/Green Label Plus” Testing Program, <http://www.carpet-rug.org/commercial-customers/cleaning-and-maintenance/seal-of-approval-products/vacuums.cfm>.

#### **C.4.1.3 Floor Mats and Runners**

The **Government or Contractor (Region, select one)** shall furnish all mats and runners. **(Region, if the Contractor furnishes mats and runners, use this sentence)**: Types and sizes of mats and runners are identified on the Building Information Sheet in Section J. The COR shall approve all mats and runners.

Mats and runners shall be laid out as specified by the COR at main entrances, main lobbies, and main and secondary corridors at all times, and must have finished edges. Replacement mats and runners shall be of the same type as the original mats and runners. Mats and runners shall be free of removable spots, soiled traffic patterns, dirt, debris, gum, and crusted material. There shall be no areas of deterioration or fuzzing as a result of harsh brushing or scrubbing. They shall receive scheduled cleanings and routine inspections based upon the manufacturer's instructions. Any mats and runners that are found to be non-repairable or cannot be cleaned shall be brought to the attention of the COR so they can be replaced. Mats and runners shall be stored in accordance with the ANSI/ASEE A1264.2-2006 Provision of Slip Resistance on Walking/Working Surfaces Guidelines.

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

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

#### **C.4.1.4 Restrooms, Shower Rooms, Locker Rooms, and Holding Cells**

Cleaning: Areas shall be cleaned with a disinfectant cleaner. Fixtures shall maintain a high level of luster and be free of dust, mold, mildew, streaks, and encrustation. Partitions, doors, vents, sills, and walls shall be free of dust, dirt, bodily fluid and waste, and graffiti.

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

Dispensers: The **Government or Contractor (Region, select one)** shall provide dispensers. The Contractor shall replenish supplies and fill dispensers as a standard service. The supplies for the provided dispensers shall be compatible with the dispenser's manufacturer's requirements. Supplies used shall be consistent with the Comprehensive Procurement Guideline (CPG) items. Monies collected from tampon and sanitary napkin dispensers shall be retained by the Contractor who shall provide and replenish the product at their expense.

Floors: The quality standard for providing standard service is the same as that described for Floor Care in the Standard Service Section in C.4.1.1.

Receptacles: The **Government or Contractor (Region, select one)** shall provide receptacles. The Contractor shall empty, clean, and sanitize sanitary napkin and waste receptacles. Sanitary napkin disposal containers shall be lined with new receptacle bags. Disposal of waste shall be treated the same as Blood Borne Pathogens as specified in 29 CFR 1910.1030 ([http://www.access.gpo.gov/nara/cfr/waisidx\\_06/29cfr1910a\\_06.html](http://www.access.gpo.gov/nara/cfr/waisidx_06/29cfr1910a_06.html)).

#### **C.4.1.5 Fixtures**

Clean and Sanitize: Fixtures and surfaces (washbasins, urinals, modesty panels, toilets, shower stalls, etc.) shall be clean with no dust, spots, soil substances, discoloration, mold, build-up, or excess moisture.

Drinking fountains: All fountains shall be free of dirt, watermarks, and all other debris or encrustation. Drinking fountains shall be sanitized and present a lustrous appearance.

#### **C.4.1.6 Surfaces**

Horizontal surfaces: All surfaces shall be free of dust, dirt, oil spots, or smudges. Cabinets and desks with papers, computers, and keyboards shall not be disturbed.

Metal, Brass and Woodwork: Surfaces (including corners, crevices, moldings, ledges, hand rails, grills, doors, door knobs, door frames, kick plates, etc.) shall be free of dust, streaks, spots, hand marks, oil, smudges, dirt, soil substances, encrustation, and streaks. **(Polishing is optional, Region specify).**

Glass Cleaning: All glass, clear partitions, mirror surfaces, bookcases, and other glass (within approximately 70' of the floor) shall be clean and free of dirt, dust, streaks, smudges,

watermarks, spots and grime, and shall not be cloudy. There shall be no water spots on the glass or adjacent fixtures and furniture.

#### **C.4.1.7 Walls**

Clean Spots and Marks: Wall surfaces shall be free of smudges, marks, dirt, and spots. Cleaning should not cause discoloration.

#### **C.4.1.8 High Cleaning**

High Surfaces: Surfaces between 70 inches and \_\_\_\_ inches (**Region, specify**) shall be cleaned free of dirt, dust, and cobwebs. Where glass is present, both sides shall be clean and free of streaks. This does not include removal of vents, tiles, or fixtures.

#### **C.4.1.9 Trash, Wastebaskets, and Ash Receptacles**

Trash: All trash (including restrooms) shall be collected and removed to a location designated by the COR. Trash containers shall be emptied and kept clean, odor-free, and free of dirt, dust, debris, residue, and spilled material. Plastic liners for all trash, debris containers shall not be torn, worn, or contain residue. All ash receptacles shall be free of dust, ashes, odors, tar, streaks, and tobacco residue.

The Contractor shall notify the COR of any item or material identified by the Environmental Protection Agency (EPA), and State and local regulatory agencies as hazardous waste, hazardous materials, or Universal Waste, observed in the trash receptacles. Typical prohibited wastes include but are not limited to fluorescent light bulbs, thermostats, thermometers, most chemicals, and batteries (40 CFR Parts 260-273).

Medical Sharps. Medical sharps shall be disposed of by the Contractor in accordance with State and Federal Department of Transportation requirements (49 CFR Part 173). Waste containers provided by the **Government or Contractor (Region, select one)** shall comply with OSHA, 29 CFR Part 1910.1030 ([http://www.access.gpo.gov/nara/cfr/waisidx\\_06/29cfr1910a\\_06.html](http://www.access.gpo.gov/nara/cfr/waisidx_06/29cfr1910a_06.html)).

#### **C.4.1.10 Recyclables**

Collection: (**Optional – Region, use or delete**): The Contractor shall provide all labor, equipment, and means to collect and transport recyclable materials from recycling bins and containers located throughout the building to storage and loading areas as designated by the COR and as described in the recycling discussion under standard services.

#### **C.4.1.11 Elevator, Escalators, and Stairways**

Door Tracks: Tracks shall be clean and free of dirt, debris, built up grime, dust, smudges, and other extraneous matter.

Exterior and Interior Car Surfaces: Surfaces shall be clean and free of finger marks, smudges, and spills. Carpets and floors shall be free of removable spots, dirt, and debris. Floors requiring a finish shall be maintained at a high luster.

Exposed Surfaces, Treads, Risers and Landings: Stairways, escalators, entrances, landings, railings, risers, ledges, grills, doors, radiators, and surrounding areas shall be free of dirt, dust, litter, and debris.

#### **C.4.1.12 Plate Glass**

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

**NOTE to Spec Writer:** If contracting separately for window washing services use this standard as a minimum in your SOW.

#### **C.4.1.13 Window Washing**

Cleaning: Windows shall be clean and free of dirt, grime, streaks, and moisture and shall not be cloudy. Window sashes, sills, woodwork, and other surroundings of glass shall be wiped free of drippings and other watermarks. Windows shall be cleaned \_\_\_ **(minimum is annually, however, the Region has the option to increase window cleanings as part of the standard services)**. Cleaning frequencies that are above standard shall be completed on a reimbursable basis to the Contractor. Cleanings of both sides of the windows shall be coordinated to maximize cost effective operations as directed by the COR.

#### **C.4.1.14 Blinds and Coverings (Not including Drapes, Curtains, and Unique Coverings)**

Dusting of Blinds and Coverings: All blinds and coverings, cord tapes, and valances shall be clean and free of dust and spots. Blinds and coverings that are not operating properly shall be reported to the COR for repair.

Washing of Blinds and Coverings: Both sides of blinds and coverings shall be washed \_\_\_ **(minimum is annually, however, the Region has the option to increase blind washings as part of the standard services)** and coordinated with the COR. Washing frequencies that are above standard shall be completed on a reimbursable basis to the Contractor.

#### **C.4.1.15 Policing**

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

#### **C.4.1.16 Interior and Atrium Plants (Government Plants)**

**(Optional - Region, choose or delete):** Plants shall be free of dust and dead leaves and properly hydrated. Fertilize, prune, and treat for infestation. Any dead or withered plants, due to Contractor's neglect, shall be replaced by the Contractor at no additional expense to the Government.

#### **C.4.1.17 Concessions**

Cleaning: All public areas (cafeteria furniture and seating areas, snack bars, and vending machine area) shall be clean, sanitized, and free of spillages, food crumbs, spots, smudges, marks, and soil. Floors shall be maintained in accordance to the floor care standard services requirements of this contract. Cleaning of kitchens and areas behind serving tables, and salad and soup bars are the responsibility of the Concessions Contractor.

#### **C.4.1.18 Postal Space**

Cleaning: Postal space areas include, but are not limited to, service and box lobbies, swing rooms, work rooms, restrooms, locker rooms, supply rooms, vestibules, and loading docks. All areas shall be cleaned in accordance to the standard service requirements. The United States Postal Service is responsible for the painting of the floor in work rooms. GSA can perform this

work at the request of the United States Postal Service on a reimbursable basis.

Flooring: All postal floors shall be free of dirt, dust, debris, and other foreign matter. If stripping and refinishing is required, finish or wax shall be removed and reapplied in accordance with standard commercial practices. **UNDER NO CIRCUMSTANCES SHALL BURNISHING, HIGH SPEED BUFFING, OR DRY STRIPPING METHODS BE USED.**

Asphalt Floors: Floors containing asphalt material shall be free of dirt and foreign matter. Damp mopping shall be the only method of wet cleaning. There shall be no buildup of finish in corners or crevices. If asbestos flooring is present, the Contractor shall comply with the methods prescribed in the NIBS Guidance Manual,

Asbestos Operations and Maintenance Work Practices. The Contractor shall have a copy of the NIBS Guidance Manual. If asphalt plank is present, the asphalt plank shall be maintained in accordance with the manufacturer's instructions.

#### **C.4.1.19 Fitness Centers, Health Units, and Laboratories**

Cleaning: Areas such as the fitness centers, health units, and laboratories shall be cleaned with sanitized in accordance to the standard service requirements.

Surfaces: All metal (door frames and handles, fixtures, exercise equipment) and glazed surfaces (including partitions), shall be free of smears, finger marks, and streaks. All metal and glaze surfaces shall have a uniform luster.

Equipment: **(Optional – Region, choose or delete):** All vinyl surfaces of exercise equipment and exercise mats shall be free of dust, dirt, spots, streaks, and smudges.

### **C.4.2 EXTERIOR**

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

#### **C.4.2.0 Performance Standards**

The Contractor shall provide all resources, labor, tools, equipment, transportation, hauling away and disposal, training, supplies, materials, and oversight to ensure that quality and performance standards are successfully achieved.

#### **C.4.2.1 Plate Glass**

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

**NOTE to Spec Writer:** If contracting separately for window washing services use this standard as a minimum in your SOW.

#### **C.4.2.2 Window Washing**

Both sides of the glass shall be clean and free of dirt, grime, streaks and moisture, and shall not be cloudy. Window sashes, sills, woodwork, and other surroundings of interior glass shall be wiped free of drippings and other watermarks. Windows shall be cleaned \_\_\_\_ **(minimum is**

**annually, however, the Region has the option to increase window cleanings as part of the standard services).** Cleaning frequencies that are above standard shall be completed on a reimbursable basis to the Contractor. Cleanings of both sides of the windows shall be coordinated with the COR to maximize cost effective operations.

The Contractor is required to accomplish window washing work consistent with safety requirements promulgated by the Occupational Safety and Health Administration (OSHA). Adequate fall protection for window washers is required to be provided by the Contractor.

#### **C.4.2.3 Canopies**

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

#### **C.4.2.4 Hard Surface Areas**

Cleaning: All areas (sidewalks, brick areas, hard surfaces, parking areas, garages, docks, moats, platforms, driveways, ramps, lanes, etc.) shall be clean and free of dirt, debris, gum, litter, gravel, weeds, oil, and grease. No residual dirt shall remain after the removal of the debris. Spill residue and clean-up materials shall be disposed in accordance with the Environmental Protection Agency (EPA), and State and local regulatory agency requirements.

#### **C.4.2.5 Ash Receptacles and Trash Containers**

Cleaning: All trash shall be collected and removed to a location designated by the COR. Trash containers and ash receptacles shall be emptied and kept clean, odor-free, and free of dirt, dust, ash, cigarette butts, debris, residue, and spilled material. Sand in ash receptacles shall be replenished as necessary. Plastic liners for all trash containers shall not be torn, worn, or contain residue.

#### **C.4.2.6 Surfaces (signs, vending machines, tables, etc.) (Optional – Region, choose or delete)**

Cleaning: Surfaces shall be clean, with no dirt, dust, residue, streaks, spots, soil substances, discoloration, or cloth streaks. Spill residue and clean-up materials used shall be disposed of properly.

#### **C.4.2.7 Parking Structures, Parking Lot(s), and Dock Areas**

Cleaning: **(Optional – Region, choose or delete):** Areas shall be cleaned and free of dirt, water, streaks, mop marks, and oil spill(s). Spill residue and clean-up materials shall be disposed in accordance with the Environmental Protection Agency (EPA), and State and local regulatory agency requirements.

#### **C.4.2.8 Excrement Removal (Human, avian and rodent)**

Cleaning: **(Optional – Region, choose or delete):** All steps and stairs, entrances, sidewalks, arcades, landings, balconies, and ledges shall be cleaned of all excrement while following established safety precautions as outlined in the Center of Disease Control protocols. Knowledge of cautionary requirements in cleaning areas contaminated by bat, pigeon, or other avian pest excrement is required. The Contractor shall fully train all employees designated to perform these services in accordance with OSHA standards and OSHA approved State plans.

#### **C.4.2.9 Policing Outside Areas**



Policing: **(Optional – Region, choose or delete)**: All areas including lawn, grounds, planted areas, sidewalks, hard surfaces, parking areas, garages, docks, platforms, driveways, ramps, lanes, etc) shall be clean of gum, litter, debris, paper, trash, and other discarded material.

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

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

### **C.4.3 SNOW AND ICE REMOVAL (Optional - Region, Choose or Delete)**

The Contractor shall perform snow and ice removal standard services for the snow and ice removal program. Snow and ice removal from entrances, steps, landings, sidewalks, and approaches **(Optional – Region, specify additional paved areas other than those identified above) are** included in the standard service price. This does not include snow and ice removal requiring heavy equipment (ride-on equipment such as front end loaders, backhoes, bobcats, snow plows, etc.)

A. The Contractor shall clear snow and ice **before** the normal building operating hours to prevent a slip hazard. The Contractor shall clear snow and ice **during** normal building operating hours and is authorized to divert work to accomplish the task. The Contractor shall notify the COR of the diversion within \_\_\_\_ **(Region, insert timeframe)**. The COR retains the right to determine what type of services and the duration of diverted services for the removal of snow and ice.

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

C. The Contractor shall submit a detailed snow removal plan that meets the needs of the GSA. At a minimum, the snow removal plan shall include the following items:

- Coordination measures to ensure appropriate levels of effort for the conditions of the building.
- Equipment
- Personnel
- Snow removal event triggers
- Treatment areas requiring de-icing
- Approved materials and chemicals
- Safety plan
- Notification procedures

D. Chemicals and sand shall be used to reduce safety hazards due to ice and snow. All chemicals used shall be approved by the COR prior to the first inclement weather event. The Contractor shall ensure there is an adequate supply of chemicals and sand on site or readily available to cover unexpected snow and ice occurrences.

### **C.4.4 GROUNDS MAINTENANCE**

**NOTE to Spec Writer:** If contracting separately for grounds maintenance services remove, and use this standard as a minimum in your SOW.

The Contractor shall perform grounds maintenance standard services.

#### **C.4.4.0 Grounds Maintenance Services**

General: Maintain all plants, trees, shrubs, ground cover, and lawns in a manner that prolongs life and sustains a healthy appearance. The Contractor shall seek to prevent pollution by, among other things, reducing fertilizer and pesticide use, using integrated pest management techniques, recycling green waste, and minimizing runoff. Grounds maintenance services in the standard services and above standard services requirements shall benefit the environment and generate cost savings to the Federal Government by preserving and protecting the native plants and wildlife habitat entrusted to us.

#### **C.4.4.1 Composting (Optional - Region, choose or delete)**

To reduce the amount of material being disposed of in landfills, the Contractor is required to compost to the greatest extent possible, yard waste generated by the Contractor's operations. The Contractor shall not compost material on-site unless authorized by the COR. The Contractor shall utilize an approved recycling or composting facility or compost the material at the Contractor's own facility.

#### **C.4.4.2 Trees and Shrubs**

Maintenance: Tree supports should be kept in good condition and functioning at all times and removed when no longer needed. All trees and shrubs should be fully protected. Tree stakes, tree ties, and guy wire shall be of materials that comparable to those existing on site, and shall be replaced or repaired by the Contractor as needed. Supports or braces are to be repositioned as often as necessary to prevent damage to the tree or shrub trunk. Sand pans can be used for trees and shrubs to protect the plant trunk from the mower, and help to avoid over-watering. Keep shrubs and trees trimmed to present an attractive appearance.

Pruning: To promote optimum efficiency and safety for all foot and vehicular traffic, trees and shrubs shall be kept pruned to clear all roads, drives, and walking areas. Any limbs and branches touching or brushing buildings or other structures are also to be pruned to provide clearance and free air circulation around the plant. When pruning the Contractor shall remove all dead or diseased foliage or branches.

Survey: **(Optional - Region, choose or delete)**: A certified grounds maintenance professional shall provide a survey of the trees and an evaluation of their condition.

This shall be completed within 30 days from the start date of each year the contract is in effect. The evaluation shall include a plan and price list for any special treatment not covered by this contract. Soil samples shall be taken and analyzed at the Contractor's expense by an approved testing laboratory, from areas where plant health problems occur. Recommendations of the testing laboratory should also be submitted with a plan and price list for any special treatment not covered by this contract. Plans and price lists shall be submitted to the COR.

#### **C.4.4.3 Mulching (Optional - Region, choose or delete)**

Contractor shall maintain and replace existing mulch as necessary. Replacement mulch shall be commercial grade shredded hardwood bark, synthetic composite (such as Rubberific), or equivalent. It shall be free of sticks, stones, clods, or other foreign material. A sample of

proposed mulch and chips shall be submitted to and approved by the COR prior to use. All areas to be mulched shall be raked, debris removed, edge reestablished, and any excessive mulch buildup worked into existing soil or removed, at the discretion of the COR, prior to mulch application.

#### **C.4.4.4 Mowing and Edging**

Contractor shall mow and edge all turf areas at a frequency and method that ensures that all areas present an attractive appearance at all times. Mulching mowers are to be used; however, non-mulching mowers are permitted at some sites and shall be approved by the COR. Grass clippings shall be cleared from walkways and roadways, and disposed of properly.

#### **C.4.4.5 Leaf Removal**

The Contractor shall remove leaves, as necessary, to maintain a neat and clean appearance. Throughout the year, the Contractor shall remove minor accumulations due to isolated leaf drop and shall check all storm drain openings on the premises and remove any leaves or debris that have accumulated. Care shall be taken to remove leaves in existing mulched areas to maintain a neat and clean appearance without substantial reduction in mulch depth or damage to herbaceous or woody plant material.

#### **C.4.4.6 Over Seeding, Dethatching, and Plugging**

Over-seed, dethatch, and plug as necessary to prevent bare areas and promote even growth of turf areas following common and local landscaping practices.

#### **C.4.4.7 Fertilization**

All lawn, trees, and ground cover shall be fertilized consistent with common local landscaping practices. Fertilizer used shall be of a balanced type that supplies all nutrients required for providing sustainable growth and development. The fertilizer application rate for the trees will be determined by tree type, girth, and height. Prior to application, the Contractor shall schedule time of application with the COR.

#### **C.4.4.8 Flowerbeds and Plants**

Flowerbeds are to be free from weeds and debris. **(Optional - Region, choose or delete):** Replacement plants shall be supplied by the **Contractor and approved by the COR or Government (Region, select one)**, and shall be arranged in an attractive and professional manner.

#### **C.4.4.9 Soil and Ground Cover**

Aeration: Soil shall be aerated (frequency is dependent on the type of soil and grass but no less than one aeration-per year) by manual or mechanical methods of piercing the ground to provide an adequate air supply to the soil and promote sustained plant life.

Cultivation: Soil shall be cultivated to ensure the topsoil is loose for the purposes of gas exchange, water penetration, and soil aeration.

Groundcover: All areas shall be maintained to promote healthy and sustained growth. Ground cover must present a neat appearance.

#### **C.4.4.10 Unimproved Grounds (Optional - Region, choose or delete)**

Contractor shall mow unimproved grounds to present a neat, well-maintained appearance. Height of weeds, native grasses, etc. on unimproved grounds at border stations shall not exceed \_\_\_\_ inches in height. **(Region, specify. If not specified, 6 inches is the default height)**

#### **C.4.4.11 Fence Lines (Optional - Region, choose or delete):**

Maintenance: Grass, native grass, weeds, and other growth at the fence lines at border stations, shall be controlled and not exceed \_\_\_\_ inches in height **(Region, specify. If not specified, 6 inches is the default height)**. Any chemical treatment used must be approved by the COR prior to use. Application of any chemicals must be accomplished by a Licensed Pest Control Operator.

#### **C.4.4.12 Weeds**

Maintenance: All areas (excluding unimproved grounds) are to be free of weeds and unwanted growth.

#### **C.4.4.13 Irrigation**

Initial Deficiency Walk-Through: The Contractor shall conduct a walk-through and inspect all irrigation systems (sprinklers, rain and freeze sensors, and drip systems) and submit a list of all damages to those systems to the COR.

#### **C.4.4.14 Watering**

Watering: All watering cycles shall be conducted at times that minimize inconvenience to the building occupants and visitors, and maximize percolation. Entrances and Exits shall not be wet during the arrival and departure of occupants and visitors. Watering shall be accomplished using a drip, soaker hose, or other water-saving irrigation system devices. The Contractor shall operate watering systems that use automatic timers coupled with rain/freeze sensors, in an efficient manner that considers local weather and local mandates. During periods of water restrictions, watering guidelines by the local water district shall apply. The Contractor shall not be responsible for the replacement of landscaping materials that die as a result of a lack of proper access to water during these periods of water restrictions by municipalities.

Hand Watering: When mechanical irrigation is not available or is malfunctioning, Contractor shall use alternative hand watering methods such as gator bags, or equivalents to ensure, promote, and maintain healthy growth.

#### **C.4.4.15 Adjust, Clean, and Set Automatic Controllers (Optional - Region, choose or delete)**

Maintenance: Irrigation systems on automatic controllers shall be adjusted, cleaned, and set for the most energy efficient watering periods. When watering lawns, the Contractor must make sure that the sprinklers and drip heads are clean and adjusted so that the water ejects evenly and covers all lawn areas and shrubs.

Irrigation systems that are damaged by the Contractor due to neglect shall be repaired by the Contractor. The Contractor shall be responsible for all costs incurred to repair and test the system. Repairs shall be performed by the Contractor, the Contractor's sub-contractor, or the O&M Contractor. All repairs shall be performed by qualified individuals using industry practices.

Notifications: The Contractor shall be responsible to notify the Government in the event of operational malfunctions, breakages, or failures to the irrigation system, which affect the Contractor's ability to provide proper irrigation to building(s) landscaping. Failure to make timely notification to the COR shall result in the Contractor replacing damaged landscaping.

#### **C.4.4.16 Integrated Pest Management Plan**

The Contractor shall utilize the Integrated Pest Management Plan for controlling pests and disease to ensure that landscape, trees, and shrubs are free of disease and infestation.

#### **C.4.4.17 Plant Replacements**

The Contractor shall be responsible for all costs associated with the replacement of all planted materials that have been damaged as a direct result of the Contractor's lack of oversight, neglect, or lack of proper care and maintenance.

### **C.5 ABOVE STANDARD SERVICES**

The Contractor shall provide interior and exterior above standard services to fulfill the Government's intermittent need for work. These services are in addition to the services specified as a standard service.

The Contractor shall not divert workforce to accomplish above standard services.

**(Region must select Option A or Option B. Delete one that does not apply)**

**Option A: Refers to contracts issued without a proposal for the line item services:**

Submit to the COR after contract award a commercial price list for the above standard listed item(s). The commercial price(s) shall include the duration that the price is valid, minimum quantities to be ordered and any other stipulations that may apply. Unless otherwise requested by the Ordering Official, commercial prices for these services should be given by the square foot for any work defined in terms of its floor space. Work items whose unit of quantity is listed as "each" should be on a "per item" basis (per blind, per window, per tree, etc.). However, the Ordering Official may request that the Contractor provide work line items on another basis, "per job" (quantity times unit price).

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

**OR**

**Option B: Refers to contracts issued with above standard pricing submitted as part of the initial proposal:**

Submit as part of your initial proposal the pricing for the following above standard services in Section B.

### **SERVICES WITH QUALITY STANDARDS**

**Note to Spec Writer:** Delete any of the following services that would not apply to your Region. For those items that do apply, ensure service is depicted in a line item on the pricing schedule, if you choose to obtain pricing with the proposals.

#### **C.5.0 Carpet Extraction (Private Areas)**

The quality standard for providing above standard service is the same as that described for Carpet and Rugs in the Standard Service Section in C.4.1.2.

#### **C.5.1 Window Washing**

The quality standard for providing above standard service is the same as that described for Window Washing in the Standard Service Section in C.4.1.13.

#### **C.5.2 Postal Lock Boxes and Mail Cases**

Cleaning: All glass view plates and other surfaces of the lock boxes and mail cases shall be free of dirt, dust, streaks, and spots. Coordination with the COR and the postal lock box manager is required.

#### **C.5.3 Blinds and Coverings (Not Including Drapes, Curtains, and Unique Coverings)**

Contractor shall wash both sides of the blinds and coverings. The Contractor shall coordinate this requirement with the COR.

#### **C.5.4 Pressure Washing and Steam Cleaning**

Cleaning: The Contractor shall remove all dirt, debris, residue, gum, grease, and tar within the exterior areas of the building(s) with the approval of the COR. Clean-up shall be done in an environmentally sound manner to minimize the amount of waste washed into the storm sewers or onto the ground.

#### **C.5.5 Tree Thinning**

Tree thinning shall reduce the density of live branches towards developing the natural branching structure. Thinning shall result in an even distribution of branches on individual limbs and throughout the crown to provide free air circulation through the remaining limbs and branches. Not more than 25 percent of the crown should be removed within an annual growing season.

Tree maintenance shall be performed only by arborists or arborist trainees who, through related training or on-the-job experience, or both, are familiar with the practices and hazards of arboriculture and the equipment used in such operations. This standard shall not take precedence over arboricultural safe work practices. Operations shall comply with applicable Occupational Safety and Health Administration (OSHA) standards, ANSI Z133.1, as well as State and local regulations.

Climbing spurs shall not be used when climbing and pruning trees. Tree branches shall be removed in such a manner so as not to cause damage to other parts of the tree or to other plants or property. Branches too large to support with one hand shall be pre-cut to avoid splitting of the wood or tearing of the bark. Where necessary, ropes or other equipment shall be used to lower large branches or portions of branches to the ground.

### **C.5.6 Government Furnished Trees and Plants (Planted in Ground or Planters)**

Government furnished trees and plants shall be planted in the ground or planter as approved by the COR.

### **C.5.7 Snow and Ice Removal for Areas Requiring Heavy Equipment**

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

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

## **C.6 SERVICE CALLS**

Contractor shall provide adequate staff to respond to service calls during building(s) operating hours (see Building Information Data Sheet in Section J) AND during the Contractor's regular cleaning schedule. Historically, custodial related service calls for this building(s) have been \_\_\_\_ hours per month. Contractor shall detail in its QCP how it will monitor and respond to service calls.

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

The costs of all service calls shall be reimbursed to the Contractor if the request is outside the building(s) operating hours AND outside the Contractor's regular cleaning schedule.

The Contractor shall respond to ALL service call requests (custodial issues, moving, arranging, and rearranging furniture within a conference room, special event support, etc.) using building specific service call procedures.

Service calls that the COR determines to be urgent (spilled water in traffic areas, lack of toilet supplies, etc.) shall be handled immediately.

## **C.7 COMMUNICATION PLAN**

The Contractor shall prepare and provide to the CO and COR a communication plan detailing how the Contractor's plans on using technology (two-way digital communication) to communicate with GSA, to receive and respond to service calls, emergencies, status of projects, etc. The plan shall be submitted as part of the bid package for the Governments review and approval.

## **C.8 TRASH AND SOLID WASTE DISPOSAL AND REMOVAL**

### **C.8.0 Extent of Work**

The Contractor shall not collect hazardous materials unless specifically contracted to recycle them. Typical prohibited wastes include but are not limited to fluorescent light bulbs, thermostats, thermometers, most chemicals, and batteries (nickel-cadmium and small, sealed lead acid batteries in electronic equipment, mobile phones, portable computers, and emergency lighting). In addition, electronic equipment such as computers and printers shall not be discarded in the trash containers. The Contractor shall notify the COR of any prohibited or unauthorized items observed in the trash receptacles.

#### **(Optional - Region must select Option A or Option B)**

**Note to Spec Writer:** In both Option A and Option B below, every effort shall be made to minimize the amount of time that waste remains on site i.e., a full dumpster should not remain in the loading dock over the weekend. If the normal frequency is weekly, then set the pick-up to Friday (AM, PM better) where possible Saturday AM is acceptable.

**Option A.** A separate Government contracted trash removal company shall haul all solid waste and non-recyclable trash from the premises to an approved solid waste disposal facility. The custodial Contractor shall collect and transport all solid waste, trash, and debris to designated locations on the loading dock or other designated holding areas for removal from the premises. Holding areas for solid waste accumulation will be identified by the COR. All such materials shall be emptied into the appropriate containers with no overflow of these materials in the area around the container. The overflow of materials from containers and dumpsters shall be picked up by the Contractor from the ground and floor area of the waste removal equipment. The custodial Contractor shall immediately report to the COR any spillage of hydraulic fluids and oil at the collection site. Areas for solid waste disposal will be identified by the COR. If trash compactors are used at the building, the Contractor shall operate the compactor. The Government COR shall coordinate with the trash removal contractor to provide training to appropriate custodial Contractor personnel in the safe and proper operation of the compactor.

**OR**

**Option B.** The custodial Contractor shall provide trash or solid waste removal and disposal services as described herein.

The Contractor shall collect and transport all solid waste, trash, and debris to designated locations on the loading dock or other areas (holding areas) for removal from the premises. Holding areas for solid waste accumulation shall be identified by the COR. If trash compactors are used at the building, the Contractor shall operate the compactor. The door is interlocked with the compactor and will not operate unless the door is closed. The **Government COR or custodial Contractor (Region, select one)** shall ensure that the appropriate Contractor personnel receive training in the safe and proper operation of the compactor.



All solid waste collected as a requirement of this contract shall be removed from the premises and transported to a solid waste disposal facility that has been certified by the appropriate state agency responsible for solid waste management, or by the Environmental Protection Agency. The Contractor shall provide a sufficient number of waste removal containers to accommodate all trash generated between pick-up dates. The COR shall approve all container styles, types, and storage locations prior to placement. The Contractor shall be responsible for the delivery, maintenance, repair, cleanliness, labeling, and removal of storage containers and equipment, throughout the contract period. The containers must be kept free of holes, pests, grease, oil, and odors, etc. All Contractor-supplied equipment and materials shall remain the property of the Contractor during and subsequent to the contract period.

The overflow of materials from containers and dumpsters shall be picked up from the ground and floor area used to collect and consolidate the materials. The Contractor shall remove all hydraulic fluid and oil spillage caused either by the collection vehicles, or released from containers at the designated centralized collection site (loading dock, etc.). Spill residue and clean-up materials shall be disposed in accordance with the Environmental Protection Agency, and State and local regulatory agency requirements.

#### **C.8.1 Solid Waste Records and Reports**

In Option A or Option B, the Contractor shall submit a quarterly report showing the total weight or cubic yards of trash hauled and shall be provided to the COR, so that the report can be submitted as required by the Resource Conservation and Recovery Act.

If the Contractor can not provide total weight or cubic yards of trash hauled, the Contractor shall provide to the COR the container size, the number of containers, and the number of pickups and/or tips for each quarter.

Reports prepared by the Contractor shall be submitted to the Government electronically. When electronic submittals are not available, hard copy reports shall be used. Paper used by the Contractor shall be double printed paper containing a minimum of 30 percent post consumer recycled content.

### **C.9 RECYCLING**

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

#### **C.9.0 Extent of Work**

It is the intent of the Government to keep the maximum amount of material from the landfill through aggressive recycling.

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

Materials to be recycled may include, but are not limited to: hard and soft bound books, telephone books, magazines and catalogs, legal briefs, publications, all types of office paper, computer paper, manila file folders, newspapers, junk mail, corrugated containers, manila envelopes, cardboard packaging, packing cartons, metals, used aluminum, plastic and glass beverage containers, unusable wood pallets, Universal Wastes, electronics, and old carpeting.

The Contractor shall remove all hydraulic fluid and/or oil spillage caused either by the collection vehicles, or released from containers at the designated centralized collection site (loading dock, etc.). Spill residue and clean-up materials shall be disposed in accordance with the Environmental Protection Agency (EPA), and State and local regulatory agency requirements.

Unless specifically contracted to recycle items or material identified by the EPA, and State and local regulatory agencies as hazardous waste, hazardous materials, or Universal Waste, the Contractor shall not collect these items. Typical prohibited wastes include but are not limited to fluorescent light bulbs, thermostats, thermometers, most chemicals, and batteries. Electronic equipment, such as computers shall not be discarded in the recycle bins. The Contractor shall notify the COR of any prohibited or unauthorized items observed in the recycling receptacles.

The Contractor shall recycle to the maximum extent possible.

#### **C.9.1 Recyclable Materials Disposition**

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

#### **C.9.2 Recycling Containers**

Recycling Collection Containers: The **Government or Contractor (Region, select one)** shall provide the necessary collection containers/bins and other equipment for use throughout the building, for the collection of recyclable materials. Containers shall be in sufficient quantities for the collection of recyclable material prior to removal to the designated holding area.

Storage Containers: The **Government or Contractor (Region, select one)** shall provide the necessary storage containers and other equipment for use in designated holding areas. Containers shall be in sufficient quantities for the storage of the recyclable materials in the holding area prior to removal from the premises by the recycling Contractor.

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

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

### **C.9.3 Recyclables**

Collection: Contractor shall ensure that recyclables are collected and placed in the designated holding areas on a schedule that will maximize the quantity of materials removed from the premises as scheduled. Additional collections of recyclable materials may be required on an irregular basis, and will be coordinated with the COR.

**(Optional - Region, choose Option A or Option B. Delete the one that does not apply)**

**Option A: For use when the custodial Contractor is responsible for obtaining a recycling contract and all associated costs.**

### **C.9.4 The Contractor Shall**

A. Arrange for the removal of recyclables from premises. Be responsible for all fees, if any, associated with recycling.

B. Remove all recyclable materials to a storage area designated by the COR. Recyclable materials may be found in **(Region, choose one by checking appropriate box):**

- Central Recycling bins and containers (located in common areas such as hallways, break rooms, conference rooms, snack bars, cafeteria and/or restrooms, etc.)
- Desk side recycling bins and containers.
- Both.

C. Place recyclable materials in containers, dumpster, or compactor provided by recycler. The Contractor shall monitor containers to prevent littering of holding area. No trash shall accumulate in holding area.

D. Bale corrugated materials if a baler is available.

E. Ensure that all custodial staff involved in the recycling program fully understand the recycling procedures and requirements.

F. Coordinate additional pickups within 24 hours of notification by the COR.

G. Retain/Return **(Region, choose one by checking appropriate box)** any proceeds that result from the sale of recyclable materials covered by this contract. Verification of the amount of proceeds received from the sale of recycled materials shall be furnished to the COR upon request.

### **C.9.5 Restriction on Use**

Recyclable paper purchased under this contract shall be used or sold as recyclable paper only; i.e., for processing at a pulp mill to be made into new paper products. The Contractor shall not

use, allow access to, or offer for resale any papers, documents, or file record material for the information contained therein.

### **C.9.6 Recycling Records and Reports**

The Government is required to report the percentage of the building's total waste stream diverted to recycling. Records showing the cost and amount of material hauled will be provided to the COR so that this report can be submitted as required by the Resource Conservation and Recovery Act (RCRA). Reports from the Contractor should provide all required data for the RCRA 6002

Report as it relates to products and services used/provided by this contract. Reports prepared by the Contractor shall be submitted to the Government electronically. When electronic submittals are not available, hard copy reports shall be used. Paper used by the Contractor shall be double printed paper containing a minimum of 30 percent post consumer recycled content.

Reports. The Contractor shall submit two reports to the COR:

1. Quarterly Reports. The Contractor shall submit a quarterly report listing the types and weights, including commingled items, of each material recycled. The Contractor shall maintain information and receipts indicating the items, including those commingled, that are recycled, and their weight, for review by the COR.
2. Annual Recycling Report: The Contractor shall submit a listing of the types and weights, including commingled items, of materials recycled for a 12-month period covering October through September. If full year data is not available, the COR may request partial year data.

**OR**

**Option B: For use when the Government arranges a recycling contract and all associated costs.**

### **C.9.7 The Government Shall**

A. Contract with a recycling company to remove recyclables from premises. The Government shall be responsible for all fees, if any, associated with recycling.

B. Require the custodial Contractor to:

1. Remove all recyclable materials to a storage area designated by the COR. Recyclable materials may be found in **(Region, choose one by checking appropriate box):**
  - Central Recycling bins and containers (located in common areas such as hallways, break rooms, conference rooms, snack bars, cafeteria and/or restrooms, etc.)
  - Desk side recycling bins and containers.
  - Both.
2. Place recycled materials in containers, dumpster, or compactor provided by recycler. The Contractor shall monitor containers to prevent littering of holding area. No trash shall accumulate in holding area.

3. Bale corrugated materials if a baler is available.
4. Ensure that all custodial staff involved in the recycling program shall fully understand the recycling procedures and requirements.

## **END OF OPTION B**

**Note to Spec Writer:** If contracting separately for recycling, refer to the following link for sample SOW: see <http://ncr.gsa.gov/recycle>

### **C.10 INTEGRATED PEST MANAGEMENT PLAN**

The Contractor shall employ practices and techniques as they relate to cleaning, trash, and materials handling that reduce the sources of food, harborage, and access routes used by pests in and around buildings. Techniques may include, but are not limited to, keeping containers closed, removal of debris, etc.

The Integrated Pest Management (IPM) Plan is a preventive maintenance process that coordinates many different programs to reduce sources of pest on a long-term basis for both the interior and exterior areas of a building as defined in 7 U.S.C. 136r-1 <http://uscode.house.gov/uscode-cgi/fastweb.exe?getdoc+uscview+t05t08+1738+48+++%28definitions%29%20%20AND%20%28%287%29%20ADJ%20USC%29%3ACITE%20%20%20%20%20%20%20%20%20>. The custodial Contractor shall employ practices and techniques, as they relate to cleaning, trash, and materials handling, that reduce the sources of food and water, harborage, and access routes used by pests in and around the building. Techniques may include but are not limited to keeping containers closed, removal of debris, etc.

Throughout the life of this contract, the Contractor shall be responsible for notifying the COR, in writing, of updates to this plan regarding any sanitary or procedural modifications deemed necessary to eliminate pest infestation.

#### **C.10.0 Preventive Pest Maintenance**

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

- Self-contained compactors rather than dumpsters or stationary dumpsters for storing solid waste awaiting pickup.
- Pressure washing of trash rooms, loading docks, and food preparation facilities.
- Food preparation and storage areas remain clean.
- Dedicated, tightly covered receptacles for food waste in indoor areas with chronic pest problems.
- Replacement of dense ground cover in landscapes with chronic rodent problems.

**Option A:** If you choose to have the custodial Contractor also accomplish an Initial Pest Assessment and provide Recommendations for Eradication as part of the IPM program - include the next two paragraphs and delete this requirement in the IPM Requirements in Option B. The Initial Pest Assessment shall be performed by personnel licensed/certified in the area of IPM.

### **C.10.1 Initial Pest Assessment**

The Contractor shall conduct a thorough, initial assessment of the interior space and exterior grounds and paved areas. The purpose of the initial assessment is for the Contractor to identify areas or practices that may contribute to pest infestation.

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

### **C.10.2 Recommendations and Eradication and Control**

Application of pesticides and trapping methods to address current pest infestations is not a part of this base contract. As required above, the Contractor shall submit an assessment of practices that may contribute to pest infestation. The report shall also include recommendations for eradicating current pest infestations. Eradication methods recommended shall include non-pesticide practices where possible (vacuum or trapping methods). Each control recommendation shall include a price which the Contractor would charge separately from this contract. Prices shall reflect service from personnel qualified to apply pesticide chemicals. GSA may order the control services via a credit card or separate purchase order. In the event that pesticide application or trapping methods are required on a regular basis, this contract may be modified to include those services. The GSA may choose to obtain these services from a separate vendor.

**Option B.** If you choose to have the custodial Contractor to be responsible for ALL components of the IPM program (preventive maintenance, trapping, and pesticide application) by obtaining the services through a qualified subcontractor – include description and preventive pest maintenance and incorporate the IPM paragraphs below.

### **C.10.3 General**

The Contractor shall accomplish the surveillance, trapping, and pesticide application components of the IPM program. The Contractor shall also provide detailed, site-specific recommendations for structural and procedural modifications necessary to achieve pest prevention.

### **C.10.4 Pest Included and Excluded**

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

Populations of the following pests are excluded from this contract:

- Birds,
- Bats,
- Snakes,
- Termites, and
- Other wood-destroying organisms.

However, the following shall be controlled under the terms of this contract:

- Individuals of all the above excluded pests that are incidental invaders inside the facilities, and
- Winged termite swarmers.

### **C.10.5 Initial Pest Assessment**

The Contractor shall conduct a thorough, initial assessment of the interior space and exterior grounds and paved areas. The purpose of the initial assessment is for the Contractor to identify areas or practices that may contribute to pest infestation.

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

### **C.10.6 Pest Control Plan**

Prior to initiation of services, the Contractor shall submit to the COR a Pest Control Plan within 15 calendar days following the initial assessment.

The Pest Control Plan shall consist of four parts:

- A. Proposed methods for control, including labels and Material Safety Data Sheets (MSDS) for all pesticides to be used. A list of brand names of trapping devices, pest monitoring devices, and any other control devices or equipment shall be included.
- B. A schedule for each building or site. Frequency of contract visits shall depend on the specific pest control needs of each premise. Large office facilities, or specified office areas within such facilities, with a history of pest infestations, will be visited more frequently.
- C. A description of any structural or operational changes that would facilitate the pest control effort.
- D. A copy of the Commercial Pesticide Applicator Certificate or License for every Contractor representative who will be performing on-site service in accordance with this exhibit.

### **C.10.7 Pesticide Application**

The Contractor shall not apply any pesticide product that has not been included in the Pest Control Plan or approved in writing by the COR. Only qualified, trained, and licensed/certified personnel shall apply chemicals. Uncertified individuals working under the supervision of a Certified Applicator shall not be permitted to provide service under the terms of this contract. Chemicals shall be applied according to manufacturers' recommendation and shall be applied evenly. Chemicals shall be applied with extreme care to avoid hazard to any person or animal in the immediate or adjacent areas, or property damage. All chemicals shall be in the original manufacturer's containers and properly labeled.

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

### **C.10.8 Structural and Procedural Recommendations**

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

### **C.10.9 Record Keeping**

The Contractor shall be responsible for maintaining a pest control logbook or file for each building or site specified in this contract. These records shall be kept on Government property and maintained by the Contractor.

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

A. A copy of the Pest Control Plan, (including labels and MSDS for all pesticides used), brand names of all pest control devices and equipment, and the Contractor's service schedule,

B. Completed copies of GSA Form 3638, Pest Control Work and Inspection Report, or an equivalent. The forms are available from GSA's Website at <http://www.gsa.gov/Portal/gsa/ep/formslibrary.do?formType=ALL> and shall be used to advise the Contractor of routine service requests and to document the performance of all work. The Contractor shall also document on the GSA Form 3638 all information on pesticide application that is required by statute in the jurisdiction where service is actually performed. Upon completion of a service visit to a building, the Contractor's representative performing the service shall complete, sign, and date the GSA Form 3638, and return it to the log book.

### **C.10.10 Manner and Time to Conduct Service**

Routine pest control services that do not adversely affect tenant health or productivity shall be performed during the tenants' normal working hours. When it is necessary to perform work outside of the tenants normal working hours, the Contractor shall notify the COR at least one day in advance.

### **C.10.11 Pest Control**

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

- Portable vacuums
- Trapping devices

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

- Bait stations and other types of bait formulations rather than sprays



- As a general rule, liquid, aerosol, or dust formulations shall be applied only as crack and crevice treatments.
- Application of pesticide liquid, aerosol, or dust to exposed surfaces, and pesticide space sprays (including fogs, mists, and ultra-low volume applications), shall be restricted to unique situations where no alternative measures are practical.

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

#### **C.10.12 Safety and Health**

All work shall comply with the applicable requirements of 29 CFR 1910, ([http://www.access.gpo.gov/nara/cfr/waisidx\\_06/29cfr1910a\\_06.html](http://www.access.gpo.gov/nara/cfr/waisidx_06/29cfr1910a_06.html)), state and municipal safety and health requirements. Where there is a conflict between applicable regulations, the most stringent shall apply.

### **C.11 CHILD CARE CENTER**

The Contractor shall maintain a clean, sanitary, safe, and healthy physical environment for children and teachers. Children and their families have a right to expect their stay in a GSA Child Care center to be as safe, clean, and comfortable as possible. High standards of cleanliness are particularly important. Since children will touch any surface they can reach (including floors), all surfaces in a Child Care center may be contaminated and can spread infectious agents. Therefore, a frequent and responsive cleaning service is essential to ensure all surfaces are properly sanitized.

The highest level of sanitation is usually required in the following areas, but not limited to:

- classrooms;
- bathrooms;
- diaper changing areas;
- kitchens

All surfaces contaminated by bodily fluids: saliva, mucus, vomit, urine, stool, or blood must be cleaned and sanitized immediately in accordance with service call requirements.

With the exception of policing and trash removal, cleaning of the Child Care center shall be done when there are no children present in the immediate area of cleaning.

#### **C.11.0 Products**

The Contractor shall properly train their staff in regard to different cleaning methods and products to satisfactorily clean and sanitize the variety of surfaces found within a Child Care center. The use of products should follow appropriate environmental considerations, as it relates to the health, hygiene, and safety of staff, children and the public.

The Contractor shall clean surfaces prior to sanitizing, unless using a cleaner disinfectant capable of performing both functions simultaneously. Industrial products that meet the Environmental Protection Agency's (EPA) standards for "hospital grade" germicides (solutions

that kill germs) may be used for sanitizing. Use of EPA approved green products for general cleaning are preferred where appropriate. All surfaces touched by hands, such as light switches, door knobs, handles, and telephone receivers, shall be cleaned and sanitized.

### **C.11.1 Standards**

**Note to Spec Writer:** Work with Child Care Coordinator to verify State and local requirements.

The Contractor employees that clean Child Care centers are subject to Federal, State, and local laws governing health-screening and security background check requirements. All required health certifications shall be provided to the COR prior to starting work in the Child Care center, including the evidence of being tested for tuberculosis.

All Child Care centers in the GSA controlled space must achieve accreditation from the National Association for the Education of Young Children (NAEYC). Part of this accreditation process includes meeting Cleaning Standards and is incorporated within this specification. Successfully achieving accreditation from the NAEYC requires both the Child Care provider and the cleaning Contractor sharing the responsibility. The Child Care center staff is responsible for cleaning the toys, children's furniture and appliances in the kitchen after use, as well as immediate room activity clean up. <http://www.naeyc.org/accreditation/criteria/sanitation.html>

### **C.11.2 Guidance**

Specific guidance on sanitizing in Child Care centers can be located at:

[http://nrc.uchsc.edu/CFOC/HTMLVersion/Appendix\\_I.html](http://nrc.uchsc.edu/CFOC/HTMLVersion/Appendix_I.html)

Further information on Child Care cleaning questions can be found through the Caring for Our Children, National Health and Safety Performance Standards: Guidelines for Out-of Home Child Care Programs by the American Academy of Pediatrics, the American Public Health Association and the Health Resources and Service Administration (HRSA) Maternal and Child Health Bureau of the Department of Health and Human Services:

<http://nrc.uchsc.edu/CFOC/PDFVersion/list.html>

### **C.11.3 Safety**

Ensure that cleaning, and maintenance equipment and supplies are well secured from the children. Report to the COR any potential hazards that could conceivably cause injury to a child.

### **C.11.4 Cleaning Requirements**

The following areas have been assigned a minimum cleaning frequency to establish a required base level of cleaning. However, cleaning in these areas may require more attention than the minimums listed to achieve desired results.

#### **DAILY**

**Policing:** Entrance and Outdoor Play areas

A. Entrances: Police and clean all entrance and exit areas, including entrance doors and the cleaning and sanitizing of drinking fountains.

B. Police playground area in the morning before playground activity begins: Remove trash, check for any hazards in general area, along the fence and equipment; remove any foreign substances or spillages.

### **Restrooms and Diapering Areas**

- A. Clean and sanitize all restroom fixtures, faucets, sinks, and surrounding counters, vents, shelving, partitions, mirrors, waste receptacles, wall surfaces, toilets, soap/paper towel dispensers, doorknobs, cabinet handles, toilet seats, toilet basins, toilet handles, and other touchable surfaces. Clean and sanitize diaper change tables including sinks and vertical surfaces. Surfaces and fixtures shall be cleaned using a cleaner disinfectant.
- B. Clean and sanitize floors, including flooring under floor mats.
- C. Empty trash and other waste material. Trash shall be collected and disposed of at a location designated by the COR. Empty and sanitize waste and soiled diaper receptacles. Receptacles shall be clean and sanitized.
- D. **Twice Daily:** Remove and seal plastic bags from soiled diaper receptacles to designated area.
- E. Replenish paper towel, soap, toilet paper. All dispensers shall be filled with Contractor provided supplies; soap must be compatible with the provided dispenser.

Mops and cleaning rags must be cleaned and sanitized before and after a day of use. Mops and cleaning rags used in restrooms and diapering areas shall not be used to clean any other areas.

### **Classrooms, Multi-purpose Areas, and Food Areas**

- A. Empty trash, clean, and sanitize waste receptacles. Trash shall be collected and disposed of at a location designated by the COR.
- B. All vertical and horizontal surfaces including countertops and tabletops shall be clean and sanitized.
- C. Sinks and mirrors shall be cleaned and sanitized.
- D. Door and cabinet handles shall be cleaned and sanitized.
- E. All carpets, mats, and area rugs shall be thoroughly vacuumed and spot cleaned. Carpet surfaces are to be free of dirt, dust, and other debris. Vacuuming shall be done at a frequency that will protect the integrity of the carpet and prolong wear. The Contractor shall utilize vacuum cleaners that meet the requirements of the Carpet & Rug Institute “Green Label/Green Label Plus” Testing Program, <http://www.carpet-rug.org/commercial-customers/cleaning-and-maintenance/seal-of-approval-products/vacuums.cfm>.
- F. All floors shall be cleaned and sanitized.
- G. Spot clean walls, windows, view panels, and mirrors.

### **Kitchen Area**

- A. Empty trash, clean, and sanitized trash receptacles. Trash shall be collected and disposed of at a location designated by the COR.
- B. All vertical and horizontal surfaces including countertops, cabinet handles, and appliance fronts shall be cleaned and sanitized.
- C. All floors including under floor mats shall be cleaned and sanitized.

## WEEKLY

Damp wipe and vacuum lofts.

## MONTHLY

A. Clean carpets and rugs where non-walking children play. Use cleaning methods approved by the National Resource Center for Health & Safety in Child Care (NRC-H&S-CCC).

B. Damp wipe both sides of glass doors, view windows, partitions, bookcases, and any other glass or plexiglass within 70" above the floor.

## QUARTERLY

A. Clean carpets and area rugs in other classrooms, multipurpose areas, with a carpet cleaning method recommended by the NRC-H&S-CCC. Excluded are small throw rugs which are the responsibility of the Child Care center staff and can be cleaned in a washing machine.

B. Clean by dusting, damp wiping, or vacuuming surfaces and objects approximately 70" or more above the floor. This includes but is not limited to the wall and ceiling area adjacent to ventilating and air conditioning outlets, tops of partition, wall fans, pictures, ceiling diffusers, file/book cases, etc.

## SEMI-ANNUALLY

Upholstered furniture shall be deep cleaned using accepted commercial equivalent practices or manufacturer's recommendation.

## ANNUALLY

Wall Washing: (rooms, toilet areas, and kitchen). Clean with a germicidal solution all walls including surfaces and objects approximately 70" or more above the floor. This includes but is not limited to the wall and ceiling area adjacent to ventilating and air conditioning outlets, tops of partition, wall fans, pictures, ceiling diffusers, file/book cases, etc.

### **C.11.5 Quality Standards for Child Care**

A. **Entrance and Exit:** All entrance and exit areas (including fire exits) should be visibly clean and free of all trash, paper, and other discarded materials. There shall be no evidence of gum and other foreign substances and spillages. Entrance doors shall be clean of smudges, marks, and spots. Drinking fountains shall present a clean appearance with no build up and encrustation.

B. **Room Cleaning:** The room shall be clean and when necessary the Contractor may be required to move furniture and furnishings. This shall be done with extreme care and furnishings shall be replaced to their original positions to make area ready for use.

C. **Wall Fixtures:** Switches, sockets, or data points shall be clean and be free of blood, body substances, dust, dirt, debris, cello tape, and spillages.

D. **Walls:** All wall surfaces (including skirting) shall be clean and free of blood, body substances, dust, dirt, debris, adhesive tape, and spillages. Walls shall be free of streaks and spots. There shall be no signs of overlapping. There shall be no smudge spots where cleaning of

the upper and lower halves of the wall overlap. Walls shall be uniformly clean. Frames on doors, windows, moldings, etc shall be clean.

E. **Ceiling:** All ceiling surfaces shall be clean and free of dust, dirt, and debris.

F. **Horizontal and Vertical Surfaces:** All horizontal surfaces shall be clean and free of dust, dirt, debris, and spillages. DUSTING: There shall be no dust, streaks, oils, spots, and smudges on surfaces.

G. **Built in Furniture and Lofts:** Damp wipe and vacuum surfaces to be clean and free of dust, dirt, and, spillages.

H. **Bare Floors:** All floors shall be clean and free of dust, dirt, debris, and spillages (refer to manufacturers' specifications for maintenance). The cleaning of linoleum flooring shall follow industry standards.

I. **Carpet and Area rugs:** All carpets and area rugs shall be clean and free of dust, dirt, debris, and spillages. Carpets shall be carefully protected from soiling or damage after cleaning. If necessary, the Contractor shall protect all carpeting by placing protective non-absorbent pads or foil between the cleaned carpet and the furnishings. Any damage resulting from Contractor's lack of carpet protection shall be corrected by the Contractor.

J. **Mats:** All mats shall be clean and free of dust, dirt, debris, and spillages.

K. **Sinks and mirrors:** All sinks and mirrors shall be clean and free of dust, dirt, debris, and smearing.

L. **Toilets and Toilet closets:** All toilet areas shall be clean and sanitized, and be free of dust, dirt, debris, and spillages.

M. **Dispensers:** Dispensers shall be cleaned and adequately stocked.

N. **Receptacles:** Empty, clean, and sanitized sanitary napkin and waste receptacles. Sanitary napkin disposal containers shall be lined with new receptacle bags. Disposal of waste shall be treated the same as Blood Borne Pathogens as specified in 29 CFR 1910.1030.

O. **Doors:** All parts of the door structure, including handles, frames and jambs shall be clean and free of blood, body substances, dust, dirt, debris, adhesive tape, and spillages.

P. **Glazing, including partitions:** All internal glazed surfaces shall be clean and sanitized and free of smears, grime, and tape substances.

Q. **Trash removal:** All trash shall be removed as scheduled and by the end of the day if not indicated. All trash (including trash in restrooms) shall be collected and removed to a location designated by the COR. Trash containers shall be emptied and kept clean and odor-free, and free of dirt, dust, debris, residue, and spilled material. Plastic liners for all trash, debris and recycling containers shall not be torn, worn, or contain residue. Please refer to the trash and recycling portion of these specifications.

R. **High Cleaning surfaces above 70 inches:** Surfaces shall be cleaned and free of dust and cobwebs. This does not include the removal of vents, tiles, or fixtures to accomplish high cleaning. Where glass is present, both sides shall be clean and free of streaks (interior of building only).

S. **Outdoor and Playgrounds- External areas -** The complete external areas including playground areas shall be clean and free of trash, paper, and other discarded materials. There shall be no evidence of gum and other foreign substances on the hard surfaces. Any hazardous conditions or items in need of repair should be identified and a written notice immediately given to the COR.

T. **Outdoor Equipment and Rubber and Hard (concrete and asphalt) Surfaces:** These surfaces shall be clean and free of gum, other foreign substances, spillages, and droppings. Pressure washing should be used where appropriate. The cleaning of playgrounds with resilient surfaces shall follow industry standards.

**U. Window Treatments (blinds, shades, curtains):** Window treatments shall be clean and free of dust, dirt, debris, and spillages. All sides of blinds, cord tapes, and valances are to be clean and free of dust.

**V. Window Washing:** Windows shall be clean and free of dirt, grim, streaks, tape substances, and excessive moisture. Window sashes, sills, woodwork, and other surroundings of interior glass shall be free of drippings and other watermarks. Windows that have window film shall be cleaned using the manufacturer's instructions for window washing.

**W. Furniture:** All furniture shall be free of dust, dirt, spillages, and spots.

## **C.12 QUALITY CONTROL PLAN (QCP)**

The Contractor shall establish and implement a complete Quality Control Plan (QCP) to assure the requirements of the Contract are met. The QCP is a system for identifying and correcting deficiencies in the quality of services before the level of performance becomes unacceptable. The QCP shall be prepared by the Contractor and provided to the CO and COR as part of the bid package for review and acceptance by the Government.

The QCP is a living document and may be subject to change depending on the needs of the contract. When the QCP is revised the Contractor is required to provide an updated QCP, maintenance schedule and listing of current employees to the CO and COR for acceptance.

The QCP shall include the following, as a minimum:

- A. How the Contractor will control quality of supplies and services.
- B. How project management, inspections, plan implementation, process improvement changes, correction of deficiencies, and green cleaning compliance will be accomplished.
- C. An inspection plan or checklist tailored to the specific building(s) being cleaned and serviced under this contract. The inspection plan or checklist shall detail how services at the work site shall be inspected to ensure that the outcome of the work meets all the quality standards set forth in the Contract and shall include, but is not limited to:
  - Date of inspection performed
  - Location of inspection
  - Description of findings
  - Description of action(s) taken (if necessary)
  - Signature and date of completion
- D. A training program to ensure that Contractor employees are capable of successfully accomplishing all work task(s) under this contract.
- E. A Strike Contingency Plan for separation of employees and employee absence.
- F. How Contractor shall monitor deficiencies of work output in relation to the performance standards, methods of informing employees of deficiencies in their area(s) of responsibility, and a process to ensure that the deficiencies are corrected and do not reoccur.
- G. Service calls and how they shall be monitored and responded to in a timely manner is required in item C.6 Service Calls in the specification.
- H. A Communication Plan for the Contractor to communicate with GSA to receive and respond to service calls as required in item C.7 Communication Plan in the specification.

## **C.13 CLEANING SCHEDULES**

The cleaning schedule is considered the Contractor's efficient approach to the work, and shall not limit the Contractor to specific levels of staffing, means or methods. Changes necessary for achieving the contract performance work statement requirements shall be the responsibility of the Contractor. Cleaning schedules and any revisions are to be submitted to the COR.

The Contractor's cleaning schedule shall, as a minimum, include the following frequency:

- A. Daily cleaning
- B. Periodic
  - Weekly cleaning
  - Monthly cleaning

- Other frequencies

#### **C.14 COMMUNICATION REQUIREMENTS (OPTIONAL - REGION, CHOOSE OR DELETE)**

A. Tenant Meetings: **(Optional - Region, choose or delete)**: The Contractor shall attend a minimum of **(Optional - Region, choose one and delete the rest)** monthly, quarterly, semi-annually, annually tenant meetings. They will be on the agenda to communicate program specific information, improvements, or work that will impact the tenants.

B. Quality Control Meetings: **(Optional - Region, choose or delete)**: The Contractor shall attend monthly meetings will be held between the Contractor and the COR. The purpose of these meetings will be to discuss the Contractor’s performance, areas of deficiencies, areas of satisfaction, and tenant needs or concerns. Frequencies of these meetings may be increased or decreased depending upon performance as determined by the COR.

C. Partnering Meeting: **(Optional - Region, choose or delete)**: The Contractor shall attend at least one partnering session with GSA after the Post-Award conference. Other sessions may take place during the course of the contract at the option of either GSA or the Contractor. Partnering is working together towards a common interest or goal. The Contractor is required to attend at least one partnering session with GSA after the Post-Award conference. Other sessions may take place during the course of the contract at the option of either GSA or the Contractor. Both parties will re-visit the idea of having a partnering session on the anniversary date of the contract. Each partnering session will be held at a mutually agreed time and location.

D. Regional Communication Matrix **(Optional - Region, choose or delete)**: **Note to Spec Writer**: If this is a NISH NPA Contractor you must incorporate the Regional communication matrix identified in your Strategic Alliance NISH/GSA Regional Agreement.



**The QCP shall be submitted to the CO and COR for review and acceptance. The Contractor is not authorized to start work until the QCP is accepted and the proper security clearances obtained. Refer to Section H of the solicitation, in regard to proper security clearance requirements.**

#### **C.15 FEDERAL REQUIREMENTS**

A. The Contractor shall comply with all applicable Federal, state and local laws, regulations and codes, including any supplements or revisions. The following list includes, but is not limited to, those publications required by this contract. The Contractor is responsible for procuring the ANSI Z245.1 “Mobil Refuse Collection and Compactor Equipment-Safety Requirements.” The COR shall provide the Contractor with a hard copy or electronic access to the “GSA Property Management Business Practice Handbook (PBS P 5800.36A).” The Contractor shall obtain all applicable licenses and permits. If a change in law and regulation requires the Contractor to



implement an action that will result in an increase or decrease in Contract price, the Contractor shall implement the required action and within 30 calendar days submit to the CO a price proposal for such change. If the CO determines an equitable adjustment is substantiated a modification to the Contract will be issued.

<b><u>PUBLICATION</u></b>	<b><u>TITLE</u></b>	<b><u>PORTION</u></b>
29 CFR Part 1910	OSHA General Industry Standards ( <a href="http://www.access.gpo.gov/nara/cfr/waisidx_06/29cfr1910a_06.html">http://www.access.gpo.gov/nara/cfr/waisidx_06/29cfr1910a_06.html</a> ),	ALL
PBS P 5800.36A	GSA Property Management Business Practice Handbook	ALL
41 CFR Part 102-74, Subpart C. - FMR	Facility Management <a href="http://www.access.gpo.gov/nara/cfr/waisidx_06/41cfr102-74_06.html">http://www.access.gpo.gov/nara/cfr/waisidx_06/41cfr102-74_06.html</a>	ALL
40 CFR	Protection of the Environment <a href="http://ecfr.gpoaccess.gov/cgi/t/text/text-idx?sid=cb067c6143d1efa48ac4d122120a7b6&amp;c=ecfr&amp;tpl=/ecfrbrowse/Title40/40tab_02.tpl">http://ecfr.gpoaccess.gov/cgi/t/text/text-idx?sid=cb067c6143d1efa48ac4d122120a7b6&amp;c=ecfr&amp;tpl=/ecfrbrowse/Title40/40tab_02.tpl</a>	All Applicable Sections of Chapter I
ANSI Z245.1	Mobil Refuse Collection and Compactor Equipment-Safety Requirements <a href="http://webstore.ansi.org/ansidocstore/product.asp?sku=ANSI+Z245.1-2007">http://webstore.ansi.org/ansidocstore/product.asp?sku=ANSI+Z245.1-2007</a>	ALL
Executive Order 13423	Strengthening Federal Environmental, Energy, and Transportation Management and all implementing guidance documents. <a href="http://ofee.gov/eo/eo13423_main.asp">http://ofee.gov/eo/eo13423_main.asp</a>	ALL
Recovered Materials Advisory Notices	<a href="http://www.epa.gov/cpg">http://www.epa.gov/cpg</a>	ALL
BioBased Products	<a href="http://biobased.oce.usda.gov">http://biobased.oce.usda.gov</a>	ALL
Comprehensive Procurement Guidelines (CPG)	<a href="http://www.epa.gov/cpg/about.htm">http://www.epa.gov/cpg/about.htm</a>	ALL

B. The Contractor shall give preference to supplies and products that are "environmentally preferable".

The list of Comprehensive Procurement Guideline (CPG) items and their associated Recovered Materials Advisory Notices (RMANs) are available at <http://www.epa.gov/cpg>. Items such as paper products (seat covers & towels should contain 40 - 100% recovered fiber, with 40 - 60% from post consumer fiber and toilet tissue should contain 20 - 100% recovered fiber, with 20 - 60% from post consumer fiber), trash bags, mulch and hoses are on the CPG list. Information on CPG items can be found at: <http://www.epa.gov/cpg/products.htm>.

This includes concentrated and ready-to-use cleaning chemicals (spray bottles must be labeled with the contents) that use ecologically sound packaging, are phosphate-free, non-corrosive, non-combustible, non-poisonous, non-reactive, and non-aerosol; contain no carcinogens, mutagens and teratogens; contain no ozone-depleting substances; and are bio-based and fully

biodegradable. Such products shall have lower toxicity, and reduced potential for skin, eye, and, respiratory irritation than comparable products used for the same purpose and shall contain no unnecessary dyes or fragrances. Concentrates are preferable compared to ready-to-use products and should be used wherever possible. Furthermore, dilution control equipment (use equipment or systems consistent with those specified or recommended by the manufacturer of the concentrate products) should be employed to ensure correct dilutions of concentrates and to protect workers from exposure to concentrated chemicals. Preference shall be given to cleaning products meeting the following Green Seal Standards: GS-37 for Commercial and Institutional Cleaners for those product categories covered by this Standard and GS-34 for Degreasers (<http://www.greenseal.org/findaproduct/index.cfm#cleaners>).

For those categories not covered by the Green Seal Standards, the Contractor shall give preference to products that meet the California Code of Regulations (GSA requirement for all GSA-controlled space) maximum allowable VOC levels for the appropriate cleaning product category (California Air Resource Board and California Code of Regulations (CCR), Title 17 CCR Section 94509 - (Topic cited: Standards for low VOC cleaning products at [www.calregs.com](http://www.calregs.com))).

The Contractor shall give preference to floor finishes and floor maintenance products that are free of metals, such as zinc, arsenic, lead, cadmium, cobalt, chromium, mercury, nickel, or selenium. The Contractor shall furnish to the COR all Material Safety Data Sheets (MSDS) for any materials used in the performance of this contract. All new products used during the life of the contract must have MSDS provided to the COR prior to bringing these products on site and being used. The Contractor shall use only commercially available products that meet Federal, State, and local codes. These requirements should include those identified in Executive Order 13423.

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

### C.16 SUBMITTALS CHART (CONTRACTOR DELIVERABLES)

Note to Spec Writer: CO and COR would provide any applicable submit dates for the items listed below.

ITEM	SUBMIT DATE or N/A	RECEIVED	
		YES	NO
<b>Section C</b>			
Green Cleaning Plan			
List of Environmental Preferable Products and Equipment			
Floor Maintenance Schedule			
Window Cleaning Schedule			
Blind Cleaning Schedule			
Snow and Ice Removal Plan			
Tree Survey/Remediation Plan/Price List			
Soil Sample			
Initial Deficiency List for Irrigation System			
Price List for Above Standard Items			
Communication Plan			
Trash Report			
Recycling Quarterly Report			
Recycling Annual Report			
Integrated Pest Management Plan			
Initial Pest Assessment			
Pesticide Control Plan			
Periodic IPM Inspection			
Material Safety Data Sheets (MSDS)			
Quality Control Plan			
Work Schedule (operation plan)			
Cleaning Schedule			
Inventory List of Products			
<b>Section H</b>			
Written Notice of Designation of Contractor's Representative			
List of Names, Phone Nos, and Addresses of On-site Supervisors			
Security Clearances			
Recycled Content Product Certification			
Asbestos Awareness Certification			
Exposure Control Program			
Strike Contingency Plan			
Contractor Pandemic Plan			
Green Cleaning Training (Stewardship)			

### C.17 DISPUTE RESOLUTION MATRIX

Insert the Region's Dispute Resolution Matrix if contracting with NISH service providers.

## **D. PACKAGING & MARKING**

## **E. INSPECTION & ACCEPTANCE**

## **F. DELIVERIES OR PERFORMANCE**

## **G. CONTRACT ADMINISTRATION DATA**

## **H. SPECIAL CONTRACT REQUIREMENTS**

### **H.1. CONTRACTOR RESPONSIBILITIES**

#### **H.1.0 Supervisors**

A supervisor or designee shall be available and onsite at all times when the contract work is in progress, to receive notices, reports, or requests from the CO or COR. The Contractor shall furnish the COR with a list of telephone numbers where an authorized representative may be contacted seven (7) days per week at any hour of the day or night to provide required services.

#### **H.1.1 Communication**

Contractor shall provide key operational personnel (managers or supervisors) with portable electronic means to communicate with GSA (and PBS National Contact Center) for service calls, emergencies, status of projects, etc. Electronic receiving and transmitting methods may include the following:

A. A text-messaging device used to send and receive messages. Contractor is responsible for all costs associated with electronic messaging device. Some examples are two-way pager (Nextel), cell phone with text messaging, BlackBerry, etc.

B. Fax receiving and sending is acceptable only as secondary communication method for locations that have problems with no or poor quality wireless device signal strength. Delayed receipt due to combined usage of voice and fax on the same line is not acceptable.

#### **H.1.2 Uniforms**

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

#### **H.1.3 Personal Protective Equipment (PPE)**

The Contractor shall provide all employees shall wear proper PPE when required by Federal, State and local regulations.

#### **H.1.4 Blood Borne Pathogens Program**

The Contractor shall provide all equipment and services required to perform clean-up of blood borne pathogens and fully comply with the requirements of the Blood Borne Pathogen Standard, listed in 29 CFR 1910.1030.

#### **H.1.5 Exposure Control Program**

The Contractor shall develop and maintain an Exposure Control Program fully compliant with OSHA (29 CFR 1910.1030) for each building under the contract. A copy of this document shall be made available to the COR upon request.

#### **H.1.6 Qualifications of Personnel**

##### **A. Qualifications of Supervisory Employees**

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



## B. Qualifications of Other Contractor Personnel

1. The personnel employed by the Contractor shall be capable employees, trained and qualified in the related type service requirements.
2. The building(s) shall be fully staffed beginning the first day of work under the contract, unless authorized by the CO or COR. The Contractor's employees shall be familiar with the building(s) fire alarm system. In the event of a fire the Contractor shall leave the building and not enter until authorized by Fire officials. The Contractor staff should also be familiar with the building's Occupancy Emergency Plan, which includes shelter in place program. Further information on the program shall be provided by the COR.

### H.1.7 Miscellaneous Requirements

1. Lights and faucets shall only be used in areas where and when the work is actually being performed.
2. The workers will not adjust mechanical equipment controls for heating, ventilation and air conditioning systems.
3. Participate in building fire and civil defense drills.
4. Report fires, hazardous conditions, and items in need of repair; e.g. inoperative lights, broken windows or doors, torn carpets, leaking sinks, urinals or commodes, dead trees or shrubs, etc., to the COR.
5. If applicable, lock rooms after cleaning and return keys to designated office.
6. Turn in lost and found articles to the COR.
7. Notify the security on duty when unauthorized or suspicious person(s) are seen on premises.
8. Notify COR of any observed hazardous material, or Universal Waste materials in trash or recycling receptacles.
9. **(Optional – Region, take out if the custodial Contractor does not have this responsibility)**. Raise, lower, and half-staff the United States Flag, agency pennants, and other flags (POW flag). This service shall be provided when directed by the COR and shall comply with requirements in the Flag Policy.

## H.2. STRIKE CONTINGENCY PLAN (SCP)

The Contractor shall prepare a Strike Contingency Plan to be used in the event of a strike by his employees. The Strike Contingency Plan (SCP) shall be submitted to the COR **5 calendar days prior to contract start date and updated annually**. At a minimum, the SCP shall include the following information:

A. Support Personnel: The SCP shall describe in detail how the Contractor shall staff the building to provide the services defined in this specification in the event of strikes by his employees. This includes HSPD-12.

B. Training and Certifications: The SCP shall describe in detail how the Contractor shall provide personnel that meet experience requirements, assuring the Government that all temporary or replacement employees (including sub-contractor employees) shall meet the experience and certification requirements defined in this contract.

### **H.3. OCCUPANCY EMERGENCY PLAN (OEP)**

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

### **H.4. CONTRACTOR PANDEMIC PLAN**

The Government is required by the National Strategy for Pandemic Influenza Preparedness and has prepared a plan that safeguards its employees and provides for continued operations in the event of an influenza pandemic. The Contractor shall also prepare a plan that outlines the steps that they must take to prevent and reduce the spread and mitigate the potential effect of an influenza pandemic on custodial operations. Given the unpredictable length and severity of a pandemic, the Contractor's plan shall link their planned actions to the periods and phases established the World Health Organization for a pandemic cycle. For information on the phases of a pandemic cycle see [http://www.who.int/csr/disease/avian\\_influenza/phase/en/](http://www.who.int/csr/disease/avian_influenza/phase/en/). The plan shall be submitted to the COR within thirty (30) calendar days of the start of the contract. See components of Pandemic Planning at <http://www.ed.gov/admins/lead/safety/emergencyplan/pandemic/planning-guide/basic.pdf>

### **H.5. ENERGY**

Conservation is a planned and organized approach designed to conserve energy in our buildings and reduce our dependency on non-renewable sources of energy. Contractor shall ensure that work under this contract is performed in a manner that conserves energy and other Government resources. Contractor shall take the necessary steps through training, communication, and implementing appropriate procedures in their use of energy consuming equipment. This will ensure that their employees are assisting the GSA in conserving energy.

The Contractor shall ensure that their employees support the Government's efforts to comply with Section 102 of the Energy Policy Act of 2005 (EPAAct) and Energy Independence and Security Act of 2007 which requires the Government to reduce Agency energy use.

The Contractor shall close window blinds when practical, especially in the summer time, over long weekends, and extended closures of the building.

The Contractor shall use their equipment in an efficient manner by turning it off during times it is not in use. When replacing existing equipment, Contractor shall strive to acquire replacement equipment in the top 25% of efficiency as per the Energy Star guidelines. The Contractor shall never turn off or unplug Government equipment in the space they are cleaning without prior written approval by the COR.

### **H.6. AFFIRMATIVE PROCUREMENT PROGRAM (APP)**

As a Federal procuring agency, the GSA is required by the Resource Conservation and Recovery Act (RCRA), Section 6002, Executive Order (EO) 13423 Strengthening Federal Environmental, Energy, and Transportation Management to procure and use products containing post-consumer

content (recycled material); environmentally preferable; and bio-based products. RCRA Section 6002, and Letter 92-4 requires Federal agencies to develop and implement an Affirmative Procurement Program to facilitate the procurement of these products.

A. Affirmative Procurement Products

In addition to those regulatory requirements specified in Section C of the specification, the following considerations and sources shall be used by the Contractor.

This includes:

1. Compliance with appropriate clauses and subparts of FAR 7, 11, 12, 13, and 23.
2. Cleaning chemicals or materials, which shall be selected with consideration to minimizing the impact on both human health and safety as well as the reducing other potential environmental impacts.
3. Cleaning tools, equipment, and supplies shall also be selected with regard to similar health and environmental considerations.
4. Cleaning processes, work practices, and procedures shall minimize exposures to workers, building occupants and contribute to the promotion of environmental stewardship.
5. GSA offers a variety of environmental products to its Federal customers to assist in their efforts to comply with procurement responsibilities outlined in Federal environmental laws and regulations. Information is available at the GSA Federal Acquisition Service (FAS) Environmental Homepage at <http://gsa.gov/enviro>
6. Additional information on environmentally preferable products may be found through sources such as the U.S. EPA's Environmentally Preferable Purchasing Program's website: <http://yosemite1.epa.gov/oppt/epstand2.nsf> or information published by the Office of the Federal Environmental Executive at <http://ofee.gov/gp/gp.asp>.

B. Recycled Content Product Certification

In accordance with the FAR 52.223-9, Certification and Estimate of Percentage of Recovered Material Content for EPA-Designated Items, the Contractor must provide to the COR the required certification and estimate at contract completion. In addition, interim annual reports, estimating the percentage of total recovered material used in contract performance, including, if applicable, the percentage of post-consumer material content, shall be provided by the Contractor to the COR **no later than November 1 of each year**, with data for the preceding twelve-month period ending September 30th.

C. Green Cleaning Training

The Contractor shall provide training to their employees that stress proper *stewardship* in cleaning practices. The Contractor shall submit written certification to the COR within five (5) days of the completion of training. Information on stewardship, training, and other issues can be found in ASTM E1971-98: Standard Guide for Stewardship for the Cleaning of Commercial and Institutional Buildings ([www.astm.org](http://www.astm.org)). The focus of this training is to address appropriate cleaning activities and processes, to maximize eco-efficiency and to minimize adverse impacts on the building occupants, cleaning personnel, the building structure itself, and the environment. Adherence to the principles set forth in this guide can lead to greater tenant and occupant satisfaction, reduced operational costs, and greater productivity (of occupants and cleaning personnel).

## **H.7. ASBESTOS AWARENESS TRAINING**

**(For buildings which contain asbestos or where it has been presumed):** The Contractor shall ensure that all employees, including replacement workers, receive asbestos training and refresher training in accordance with CFR 40-763

[http://www.access.gpo.gov/nara/cfr/waisidx\\_06/40cfr763\\_06.html](http://www.access.gpo.gov/nara/cfr/waisidx_06/40cfr763_06.html) and 29 CFR 1910. The Contractor shall follow all instructions for each asbestos class job as outlined in 29 CFR 1910. The training shall be provided by the Contractor for their employees, at no additional expense to the Government, at least sixty (60) calendar days after the start date of the contract. The Contractor shall submit written certification to the COR within five (5) days of the completion of training.

## **H.8. LEED (OPTIONAL - REGION, CHOOSE OR DELETE)**

This building will seek Leadership in Energy and Environmental Design (LEED) certification, and will require more stringent guidelines and record keeping. Criteria for specific LEED existing buildings (EB) credits will be provided by the LEED EB Project Manager or designee. More information on LEED EB can be found at [www.usgbc.org](http://www.usgbc.org).

## **H.9. PROVIDED BY THE GOVERNMENT (NOT IDENTIFIED ELSEWHERE IN THE SPECIFICATION)**

- A. Electrical power at existing outlets for the Contractor to operate equipment which is necessary in the conduct of its work.
- B. Hot and cold water as necessary, limited to the normal supply provided in the building. No special heating or cooling of the water will be provided.
- C. Space in the building including locker rooms, if available. Any existing equipment within GSA custodial space such as lockers, tables, benches, chairs, etc., placed within the building by the Government may be used by the Contractor during the term of the contract provided authorization is received from the COR. This space and equipment must be kept neat and clean and returned to the Government at the expiration of the contract in reasonably the same condition as at the time of entering into the contract.
  - 1. Space in the building for the storage of an inventory of supplies and equipment that will be used in the performance of work under the contract. The Contractor shall maintain this space in a clean neat and orderly condition. Under no circumstances will the Contractor store flammable or explosive liquids (naphtha, gasoline, etc.) in the building. The Government will not be responsible in any way for damage or loss to the Contractor's stored supplies, materials, replacement parts, or equipment.
  - 2. Custodial closets, where available, at various points throughout the building, for storing equipment, including mops, brooms, dust cloths, and other items. These closets and the stored equipment shall be kept clean and in an orderly manner by the Contractor. Sinks and buckets shall be kept clean and free of standing water; hoses shall not be left connected to faucets when not in use.
  - 3. Space in the building, when available, furniture and furnishings (to include telephone for restricted use) for a supervisor's office to be for official business only in the performance of this contract. If the Government supplies telephones, they shall only be used for communication related to the Contract. The Contractor or the Contractor's employees shall

not use government property in any manner for any personal advantage, business gain, or other personal endeavor.

4. Heating and air conditioning of space to be cleaned will be provided during normal building operating hours.

**5. Optional - Region to add list of additional Government furnished space, parking, equipment or property here. Also, notify CO to add any applicable clauses.**

#### **H.10. SECURITY REQUIREMENTS AND PERSONAL IDENTITY VERIFICATION PROCEDURES (NON-CLASSIFIED CONTRACT)**

**NOTE:** This part of Section H is under review by GSA's General Counsel. The new contract language to implement HSPD-12 will be issued by Central Office under separate cover once finalized. Once issued the new contract language on HSPD-12 shall be inserted here. Until issued in final, the Regions shall use the security contract requirements found in their current custodial contracts.

#### **H.11. IDENTIFICATION CREDENTIAL**

A. Upon receipt of favorable suitability determination as indicated herein, each employee of the Contractor will be issued an identification credential. At all times while working on the contract a Contractor employee, including sub-contractor employees, must have in his/her possession the specific Government identification credential issued to them by the Government. The identification credential shall be displayed and be visible at all times while on Government property. The COR, GSA personnel designated by him/her, Government law enforcement, or security personnel shall periodically verify passes of Contractor employees with their personnel identification. Contractor employees shall comply with security verification procedures at all times.

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

C. The Contractor shall be responsible for ensuring that all identification credentials are returned to the Contracting Officer's Representative as his employees leave the contract (contract is completed, employees leave employment of the company, employees are dismissed or terminated). The Contractor will notify the Contracting Officer's Representative when employee badges are lost.

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

#### **H.12. ESCORT REQUIREMENTS**

It may be necessary to escort temporary contract employees that do not have favorable preliminary or final suitability determinations and must work in Federally-controlled space. In those cases, ALL uncleared contract employees must be escorted in non-public space by a

Government employee or another responsible cleared contract employee that is approved by the Contracting Officer or his/her designee. Other Government agencies may have specific agency security requirements for their own space that may only allow escort by Government employees or those designated by their agency. Government employees or approved cleared contract employees that provide escorts for uncleared contract employees must always be in close proximity and eyesight of the uncleared contract employee. The contract escort must watch uncleared employees and remain with uncleared contract employees for the entire time they are in the building and/or Federally-controlled space. An uncleared employee can not be left alone or out of eyesight at anytime they are in non-public space. A cleared and approved escort may not bring several uncleared contract employees, into Federally-controlled space, that are not within close proximity or eyesight at all times. A cleared and approved escort may not have multiple uncleared employees in non-public space on different parts of one floor or different floors at the same time. Any security violation of escort requirements by a cleared and approved contract employee will result in immediate removal from the contract of all contract employees involved, i.e., escorts and uncleared escorted contract employees. Also, violations of escort requirements by contract employees in accordance with security requirements may be grounds for termination of the contract.

### **H.13. STANDARDS OF CONDUCT**

The Contractor shall be responsible for maintaining satisfactory standards of employee competency, conduct, appearance, and integrity and shall be responsible for taking such disciplinary action with respect to his employees as may be necessary. The Contractor is responsible for ensuring that his employees do not disturb papers on desks, open desk drawers or cabinets, or use Government telephones, except as authorized. Each employee is expected to adhere to standards of behavior that reflect favorably on his/her employer, and the Federal Government. No smoking is allowed in the building.

### **H.14. REMOVAL FROM CONTRACT WORK**

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

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

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

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

- A. Failure to receive a suitability determination, temporary clearance, or clearance from GSA or a tenant agency.
- B. Violation of Federal, State, or local law.

- C. Violation of the Rules and Regulations Governing Public Buildings and Grounds, 41 CFR 101-20.3. This includes the carrying or possession of explosives, or items intended to be used to fabricate an explosive or incendiary device.
- D. Neglect of duty, including sleeping while on duty, unreasonable delays, or failure to carry out assigned tasks, conducting personal affairs during official time, refusing to render assistance, or cooperate in upholding the integrity of the security program at the work site.
- E. Falsification or unlawful concealment, removal, mutilation, or destruction of any official documents or records, or concealment of material facts by willful omissions from official documents or records.
- F. Disorderly conduct, use of abusive or offensive language, quarreling, intimidation by words or actions, fighting, or participation in disruptive activities, which interferes with the normal efficient operations of the Government.
- G. Theft, vandalism, immoral conduct, or any other criminal actions.
- H. Selling, consuming, or being under the influence of intoxicants, drugs, or substances which produce similar effects while in or on Federally-controlled property.
- I. Improper use of Government identification.
- J. Unauthorized use of communication equipment on Government property.
- K. Violation of security procedures or regulations.
- L. Violation of Title 18, U.S.C., Section 930, which prohibits the knowing possession or the causing to be present of firearms or other dangerous weapons in Federal facilities and Court facilities.

The Contracting Officer will make all determinations regarding the removal of any employee(s) from work site(s), except under certain conditions. When a Contracting Officer is not available, either during the day or after hours, or in situations where a delay would not be in the best interest of the Government or is identified as a potential threat to the health, safety, security, general well being or operational mission of the facility and its population, the Contracting Officer's Representative will have the authority to immediately remove the contract employee from the work site.

Law enforcement officers of the DHS/ICE/Federal Protective Service will have the authority to immediately remove any contract employee from the work site who is found to be in violation of any of the items mentioned above and where a delay in removal would not be in the best interest of the Government, security, or is identified as a potential threat to the health, safety, security, general well being or operational mission of the facility and its population. The Contracting Officer will be notified as soon after the incident as practical or at the beginning of the next business day if an action happened after hours. The Contracting Officer will make all official notifications to the Contractor. In the event of a dispute, the Contracting Officer will make a final determination. Specific reasons for removal of an employee(s) will be provided to the Contractor in writing.

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

#### **H.15. SENSITIVE BUT UNCLASSIFIED (SBU) BUILDING INFORMATION**

- A. GSA Contractors that do not have HSPD-12 compliant clearances can not obtain Sensitive But Unclassified (SBU) information (Privacy Act data, building information, and financial information) through GSA's IT systems.
- B. Contractors and prospective bidders with a need to know, that do not have HSPD-12 clearances and access rights to GSA IT systems, can be provided SBU building information,

drawings, etc., in accordance with GSA Order 3490.1 that provides for the dissemination of paper and electronic SBU building information for all Federally-controlled space (owned, leased, and delegated).

C. SBU information includes but is not limited to:

1. Paper and/or electronic documentation of the physical facility information
2. Building designs (such as floor plans)
3. Construction and renovation/alteration plans and specifications
4. Equipment plans and locations
5. Building operating plans
6. Information used for building service contracts and/or contract guard services

For all GSA controlled facilities, any other information considered a security risk, shall be considered covered under this category.

D. All SBU building information, either in electronic or paper formats, shall have specific imprinting on each page to designate it is Government property and indicate the prohibition of copying, dissemination, and distribution

E. Contractors authorized to receive SBU information shall provide the following identification:

1. A copy of a valid business license
2. Verification of a valid DUNS Number
3. A Valid IRS Tax ID Number
4. A Valid picture state driver's license

F. Contractors shall sign a Document Security Notice when they receive the information.

G. Contractors shall be responsible for safeguarding SBU information. At the completion of work, secondary and other disseminators shall be required to turn over their Document Security Notice dissemination records to GSA to be kept with the permanent files.

H. Authorized contract users shall destroy all SBU information and documents when no longer needed. Destruction shall be done by burning or shredding hardcopy, and/or physically destroying CD's, deleting and removing files from the electronic recycling bins, and removing material from computer hard drives using permanent erase utility or similar software.

I. All authorized contract users of SBU building information shall notify the GSA Disseminator in writing that they have properly disposed of the SBU building information/documents.

J. The GSA Disseminator shall maintain all records of SBU building information disposal (along with the signed Document Security Notices) pursuant to the GSA system of keeping long-term records and plans. All Document Security Notices and Records of Disposals shall be kept with the permanent files.

## **H.16. RECORDING PRESENCE**

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



#### **H.17. GOVERNMENT FORMS**

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

#### **H.18. OTHER CONTRACTORS**

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

#### **H.19. ORDINANCES, TAXES, PERMITS AND LICENSES**

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

#### **H.20. DISCREPANCY IN THE SPECIFICATIONS**

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

## I. CONTRACT CLAUSES

**J. LIST OF ATTACHMENTS  
(LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACHMENTS)**

# **EXHIBIT 1**

## **BUILDING INFORMATION SHEET**

## J.1. BUILDING INFORMATION SHEET

The figures below are estimates only. When necessary, the COR will provide access to assignment drawings and blueprints.

### 1. BUILDING DATA:

Name and building number: \_\_\_\_\_  
Location: \_\_\_\_\_  
Number of stories: \_\_\_\_\_  
Normal Building Operating Hours: \_\_\_\_\_

### 2. BUILDING STATISTICS:

#### INTERIOR

Gross .....\_\_\_\_\_ SF\*  
Rentable .....\_\_\_\_\_ SF\*

#### EXTERIOR

Outside area to be policed .....\_\_\_\_\_ SF\*  
Paved and Parking lot area .....\_\_\_\_\_ SF\*

### 3. CHILD CARE CENTERS (Optional – Region, delete if not applicable):

Operating Hours: \_\_\_\_\_

\*Square footages identified below are included in item 2 above.

Interior .....\_\_\_\_\_ SF  
Playground .....\_\_\_\_\_ SF

# **EXHIBIT 2**

## **QUALITY ASSURANCE SURVEILLANCE PLAN**

## **J.2. QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)**

**CONTRACT No. G S - \_\_\_\_ P - \_\_\_\_ - \_\_\_\_ - \_\_\_\_**

### **INTRODUCTION**

This Quality Assurance Surveillance Plan (QASP) is designed to provide the General Services Administration (GSA) with an effective surveillance method of monitoring and evaluating the Contractor's performance under a Performance-Based Statement of Work (PBSOW) for custodial and related services.

In accordance to Federal Acquisition Regulation (FAR) Part 37.601, performance-based contracting methods are intended to ensure that the required performance quality levels are achieved and that the total payment is related to the degree that services performed or outcomes achieved meet contract standards. The role of the GSA is quality assurance by ensuring that the Contractors are achieving the performance quality levels required under the custodial and related services contracts and focusing on the Contractors' quality control programs. The GSA periodically validates the execution of the Contractors' quality control programs by reviewing such areas as the Contractors' inspection forms, service call logs, tenant reports, tenant satisfaction surveys, and the timeliness of corrective actions.

Inspections conducted through the QASP and histories of contractor performance in the Contractor Performance System (CPS) or successor system assist GSA in obtaining those services that are contracted and delivered as agreed upon. The systems also help ensure that contract awards and deductions are executed in accordance with the contract requirements. The regional OM Office is responsible for capturing the appropriate contractor performance information that will be entered into CPS by the CO.

### **A. PURPOSE OF THE QASP**

#### **1. The QASP is intended to accomplish the following:**

- a. Defines the roles and responsibilities of participating government officials;
- b. Identifies the performance objectives based upon the PBSOW in accordance with FAR Part 46.401(a) (1);
- c. Identifies the performance quality level standards in accordance with FAR Part 37.601(a) (2);
- d. Describes the methods of surveillance for the GSA to identifying quality levels in accordance with FAR Part 46.401(a) (2);
- e. Establishes a method to provide feedback to the Contractor regarding quality and timeliness of the service performance, i.e., copies of inspection forms, copies of tenant reports, data on tenant satisfaction scores; and any other drivers or measures of performance that are required by the CO or COR.

- f. Establishes timeframes for communication and performance improvement if needed; and
- g. Establishes specified procedures for changes to the contract price when services are not performed or do not meet contract requirements in accordance to FAR Part 37.601(a) (3).

2. The Contractor has developed a Quality Control Plan (QCP) that establishes procedures and responsibilities for controlling the quality of work to be performed. The Contractor is responsible for the implementation of the QCP.

**B. ROLES AND RESPONSIBILITIES OF GOVERNMENT OFFICIALS**

The following government officials will participate in assessing the quality of the Contractor's performance. Their roles and responsibilities are described as follows:

- 1. \_\_\_\_\_ or person designated by the CO will serve as the Contracting Officer Representative (COR). The COR is responsible for monitoring, assessing, recording, and reporting on the performance of the Contractor. The COR shall have the primary responsibility for completing forms that will be used to evaluate the Contractor's performance.
- 2. \_\_\_\_\_ or person designated as the CO will have overall responsibility for overseeing the Contractor's performance. The CO shall be responsible for the monitoring of the Contractor's performance in the areas of contract compliance, contract administration, reviewing of COR's assessments of Contractor performance, and resolving any discrepancies that may arise between the parties involved. To assist in this area the CO and COR shall use the Contractor Performance System (CPS)

**C. TYPES OF WORK TO BE PERFORMED**

1. The Contractor performance in providing the following custodial and related services shall be evaluated by the Government:

**(REMOVE ANY SERVICES THAT DO NOT APPLY)**

- a. Standard Services
  - Interior
  - Exterior
  - Snow and Ice Removal
  - Grounds Maintenance
- b. Above Standard Services
- c. Service Calls
- d. Communication Plan
- e. Trash and Solid Waste Disposal and Removal
- f. Recycling
- g. Integrated Pest Management Plan
- h. Child Care Center
- i. Other services as identified in Section C



#### **D. METHODS OF SURVEILLANCE**

The method of surveillance is based on the performance criteria of the contract terms and specifications. Each requirement will describe the tasks to be performed and the standard for successful performance. The GSA intends to monitor and evaluate the Contractor's performance based on any or all of the following four (4) surveillance methods:

1. **Periodic Surveillance Inspections:** This method consists of selected surveillance tasks by the Government that do not require 100% inspection, or are performed on a random basis. The COR will evaluate the Contractor's reports, surveys, etc. on a weekly, biweekly, monthly or quarterly basis.
2. **Tenant Interviews:** All tenant concerns received through the COR will be documented and evaluated on a planned schedule developed by the COR. This method may help the COR focus on areas that may require further action from the CO.
3. **Service Call Documentation:** This method of surveillance will provide information to the COR such as, identification of the types of service calls received, the frequencies, the corrective action taken, timeliness of completion, and any other pertinent data. At a minimum, this method should be performed on a monthly basis.
4. **Tenant Satisfaction Surveys:** The Gallup Organization conducts surveys for one-third of GSA's tenants in Government-owned and leased buildings. These surveys gather important data in many areas, including specific categories pertaining to the cleanliness of GSA's buildings. A specific category is the "Satisfaction with Cleaning" in the areas of elevator maintenance, restroom supplies, restroom cleanliness, lobby and common areas, workspace, and frequency of cleaning. The surveys provide the COR with satisfaction scores that can be further evaluated to determine if there are any weaknesses within the various programs. There are various measures that can be taken such as, reviewing of the survey's comments, obtaining further feedback from the tenants or sharing of the scores with the Contractor to establish a plan of action.

## QASP STANDARDS

Performance-based Task	Services to be inspected	Standard for successful performance	Quality Assurance Surveillance Method
<p><u>SECTION C</u> Contractor shall provide interior custodial services.</p>	<p><u>FLOOR CARE</u></p> <p><u>BARE FLOORS</u> (lobbies, corridors, restrooms, etc.)</p> <p>ADP Floors</p> <p>Asphalt Floors</p> <p>Granite and Marble Floors (Crystallization)</p> <p>Loading Dock Floors</p>	<p>Floors, base moldings and grout shall be clean and free of debris, including but not limited to, (dirt, water streaks, mop marks, string, gum, tar and other foreign matter). The floors shall maintain their natural luster and not have a dull appearance.</p> <p>Damp mopping shall be the only method of wet cleaning for floors in Automated Data Processing (ADP) space.</p> <p>Damp mopping shall be the only method of wet cleaning for floors containing asphalt material.</p> <p>All applicable floor areas shall be maintained in accordance with industry standards.</p> <p>Spill residue and clean-up materials shall be disposed of in accordance with the Environmental Protection Agency (EPA), and State and local regulatory agency requirements.</p>	<p>The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.</p>

Performance-based Task	Services to be inspected	Standard for successful performance	Quality Assurance Surveillance Method
<u>SECTION C</u> <u>CONT</u>	Postal Floors  Strip and Finish  Sealing  Wood Floors	<p><b>(Optional – Region, use or delete):</b> Refer to the Standard Services – Interior Section on Postal Space</p> <p>The old finish or wax shall be removed and new sealant applied in accordance with standard commercial practices. Spots shall be eliminated. There shall be no evidence of gum, rust, burns, or scuffmarks, or wax build-up in corners or crevices. <b>UNDER NO CIRCUMSTANCES SHALL BURNISHING, HIGH SPEED BUFFING OR DRY STRIPPING METHODS BE USED.</b></p> <p>Sealant must adhere to the floor. Floor areas must be evenly coated with a slip resistant seal.</p> <p>There shall be no water solutions used on wood flooring. There shall be no dry stripping methods used on wood flooring.</p>	The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.
	<u>CARPETED FLOORS</u>	Free of visible dirt, dust, and other debris.	The Government may evaluate performance

Performance-based Task	Services to be inspected	Standard for successful performance	Quality Assurance Surveillance Method
<p><u>SECTION C- Standard Services (Public Space) and Above Standard Service for other areas.</u></p>	<p><u>CARPET EXTRACTION</u></p>	<p>No spots, smears, crusted material, or spills.</p> <p>No fuzzing caused by harsh rubbing or brushing of carpet.</p> <p>Build-up, spills, or crusted material is to be removed along with spots and smears. Cleaned areas of carpets and rugs shall be reasonably blended with surrounding carpets.</p>	<p>based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.</p> <p>The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.</p>
<p><u>SECTION C CONT</u></p>	<p><u>MATS AND RUNNERS</u></p>	<p>Mats and runners shall be free of removable spots, soiled traffic patterns, dirt, debris, gum and crusted material. There shall be no areas of deterioration or fuzzing as a result of harsh brushing or scrubbing.</p>	<p>The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.</p>

Performance-based Task	Services to be inspected	Standard for successful performance	Quality Assurance Surveillance Method
<u>SECTION C</u> <u>CONT</u>	<u>RESTROOMS, SHOWER ROOMS, LOCKER ROOMS, AND HOLDING CELLS</u>	<p>Areas shall be cleaned with a disinfectant cleaner. Fixtures shall maintain a high level of luster and be free of dust, mold, mildew, streaks, and encrustation. Partitions, doors, vents, sills, and walls shall be free of dust, dirt, bodily fluids, and waste and graffiti.</p> <p>Restrooms shall be free of discarded material and trash shall be emptied to prevent the containers from overflowing.</p>	The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.
	<u>FIXTURES</u>	Fixtures and surfaces (washbasins, urinals, modesty panels, toilets, shower stalls etc.) shall be clean with no dust, spots, soil substances, discoloration, rust, mold, build-up, or excess moisture.	The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.

Performance-based Task	Services to be inspected	Standard for successful performance	Quality Assurance Surveillance Method
<p><u>SECTION C</u> <u>CONT</u></p>	<p><u>SURFACES</u> Metal, Brass, and Woodwork</p> <p>Glass Surfaces</p>	<p>Surfaces (including corners, crevices, moldings, ledges, hand rails, grills, doors, door knobs, door frames, kick plates, etc.) shall be free of dust, streaks, spots, hand marks, oil, smudges, dirt, soil substances, rust, encrustation, and streaks.</p> <p>All glass, clear partitions, mirror surfaces, bookcases, and other glass (within approximately 70 inches of the floor) shall be clean and free of dirt, dust, streaks, smudges, watermarks, spots and grime, and shall not be cloudy. There shall be no water spots on the glass or adjacent fixtures and furniture.</p>	<p>The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.</p>
	<p><u>WALLS</u></p>	<p>Free of smudges, marks, dirt, and spots with no discoloration.</p>	<p>The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.</p>

Performance-based Task	Services to be inspected	Standard for successful performance	Quality Assurance Surveillance Method
<u>SECTION C</u> <u>CONT</u>	<u>HIGH SURFACES</u>	Surfaces above 70 inches and _____ inches ( <b>Region, specify</b> ) shall be cleaned free of dirt, dust, and cobwebs. Where glass is present, both sides shall be clean and free of streaks. This does not include removal of vents, tiles, or fixtures.	The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.
	<u>TRASH, WASTEBASKETS, AND ASH RECEPTACLES</u>	Trash containers shall be emptied and kept clean, odor-free and free of dirt, dust, debris, residue, and spilled material. Plastic liners for all trash, debris containers shall not be torn, worn, or contain residue. All ash receptacles shall be free of dust, ashes, odors, tar, streaks, and tobacco residue.	The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.
<u>SECTION C</u> <u>CONT</u>	<u>ELEVATOR, ESCALATORS, AND STAIRWAYS</u>	Door tracks shall be clean and free of dirt, debris, built up grime, dust, smudges, and other extraneous matter. Surfaces shall be clean and free of finger marks, smudges, and spills. Carpets and floors shall be free of removable spots, dirt, and debris. Floors requiring a finish shall	The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.

Performance-based Task	Services to be inspected	Standard for successful performance	Quality Assurance Surveillance Method
		<p>be maintained at a high luster. Stairways, escalators, entrances, landings, railings, risers, ledges, grills, doors, radiators, and surrounding areas shall be free of dirt, dust, litter, and debris.</p>	
	<p><u>PLATE GLASS (all glass - glass over and in exterior and vestibule doors, all plate glass around entrances, lobbies vestibules, and spandrel)</u></p>	<p>Shall be clean and free of dirt, grime, streaks and moisture, and shall not be cloudy.</p>	<p>The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.</p>
	<p><u>WINDOW WASHING</u></p>	<p>Windows shall be clean (minimum is annually) and free of dirt, grime, streaks and moisture, and shall not be cloudy. Window sashes, sills, woodwork, and other surroundings of interior glass shall be wiped free of drippings and other watermarks.</p>	<p>The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.</p>
	<p><u>BLINDS AND COVERINGS</u></p>	<p>All blinds and coverings, cord tapes, and valances shall be clean and free of dust and spots.</p>	<p>The Government may evaluate performance based on any or all of the following: tenant</p>



Performance-based Task	Services to be inspected	Standard for successful performance	Quality Assurance Surveillance Method
		Blinds and coverings shall be washed (minimum is annually) on both sides and coordinated with the COR.	satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.
	<u>POLICING (All building areas both interior and exterior)</u>	All trash, and other discarded material shall be removed.	The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.
	<u>INTERIOR AND ATRIUM PLANTS (government plants)</u>	Plants shall be free of dust and dead leaves and be properly hydrated.	The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.
	<u>CONCESSIONS</u>	Public areas shall be clean, sanitized, free of spillages, food crumbs, spots, smudges, marks, and soil	
	<u>POSTAL SPACE</u>	All postal floors shall	The Government

Performance-based Task	Services to be inspected	Standard for successful performance	Quality Assurance Surveillance Method
		<p>be free of dirt, dust, debris, and other foreign matter. If stripping and refinishing is required, finish and wax shall be removed and reapplied in accordance with standard commercial practices. UNDER NO CIRCUMSTANCES SHALL BURNISHING, HIGH SPEED BUFFING OR DRY STRIPPING METHODS BE USED.</p>	<p>may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.</p>
	<p><u>FITNESS CENTERS, HEALTH UNITS, AND LABORATORIES</u></p>	<p>Areas such as the fitness centers, health units, and laboratories, shall be cleaned with disinfectant.</p> <p>All vinyl surfaces of exercise equipment and exercise mats shall be free of dust, dirt, spots, streaks, and smudges.</p> <p>All metal (door frames and handles, fixtures, equipment) and glazed surfaces (including partitions), shall be free of smears, finger marks, and streaks and shall maintain a uniform luster.</p>	<p>The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.</p>
<p><u>SECTION C – Standard Services - Exterior</u></p>	<p><u>CANOPIES</u></p>	<p>Shall be clean and free of dirt, dust, cobwebs, nests, bird excrement, trash, and debris.</p>	<p>The Government may evaluate performance based on any or all of the following: tenant satisfaction,</p>

Performance-based Task	Services to be inspected	Standard for successful performance	Quality Assurance Surveillance Method
			surveys, tenant interviews, periodic inspections, and service call documentation.
	<u>HARD SURFACE AREAS (sidewalks, brick areas, hard surfaces, parking areas, garages, docks, etc.)</u>	Shall be clean and free of dirt, debris, gum, litter, gravel, weeds, oil, and grease. No residual dirt shall remain after the removal of the debris.	The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.
	<u>EXTERIOR SURFACES (signs, vending machines, tables, etc.)</u>	<b>(Optional – Region, choose or delete):</b> Shall be clean, with no dirt, dust, residue, streaks, spots, soil substances, discoloration, or rust.	The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.
	<u>SNOW AND ICE REMOVAL</u>	Shall be free of snow and ice which may cause slip hazard.	The Government may evaluate performance based on any or all of the following: tenant satisfaction,

Performance-based Task	Services to be inspected	Standard for successful performance	Quality Assurance Surveillance Method
			surveys, tenant interviews, periodic inspections, and service call documentation.
	<u>GROUNDS MAINTENANCE</u>	<p>Maintain all plants, trees, shrubs, ground cover, and lawns in a manner that prolongs life and sustains a healthy appearance and free from pests.</p> <p>Entrances and Exits shall not be wet from watering, during the arrival and departure of occupants and visitors.</p> <p>(REGION TO ADD SPECIFIC STANDARDS)</p>	The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.
<u>SECTION C CONT</u>	<u>RECYCLING</u>	Paper shall be transported from recycling bins to storage containers in designated area.	The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.

Performance-based Task	Services to be inspected	Standard for successful performance	Quality Assurance Surveillance Method
<p><u>SECTION C</u> Contractor shall provide surveillance, trapping, extermination and pesticide application components of the integrated pest management (IPM) program</p>	<p><u>IPM INITIAL INSPECTION</u></p>	<p>Shall provide a thorough initial inspection of interior space and exterior grounds and paved areas.</p> <p>Shall identify all areas including equipment, structural features or practices that contribute to pest infestation.</p>	<p>The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.</p>
	<p><u>IPM PERIODIC INSPECTION</u></p>	<p>Shall conduct quarterly inspections to determine if treatment is required.</p>	<p>The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.</p>
	<p><u>IPM PLANS</u></p>	<p>Shall obtain approval from the COR <u>BEFORE</u> treatment is rendered.</p>	<p>The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.</p>
	<p><u>NON-PESTICIDE</u></p>	<p>Shall use non-pesticide</p>	<p>The Government</p>

Performance-based Task	Services to be inspected	Standard for successful performance	Quality Assurance Surveillance Method
	<u>PRODUCTS AND USE</u>	methods of control whenever and wherever possible.	may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.
	<u>CHILD CARE CENTERS</u>	See Section C "Child Care"	The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.

## **E. QUALITY ASSURANCE FORMS AND REPORTS**

Inspection Form: The GSA-1181-A or equivalent forms will be used to document and evaluate the Contractor's performance. The COR will evaluate each event in accordance with the performance standards and performance requirements stated in the PBSOW. All tasks that are considered to have unacceptable performance shall be substantiated and documented on the GSA-1181-A form or equivalent. The form will be completed and submitted to the Contractor within 24 hours. The Contractor shall return the GSA-1181-A form or equivalent identifying the corrective action taken within time allotted by the COR.

Inspection of Services Clause: The CO shall fill in applicable commercial or non-commercial clause as appropriate, i.e., FAR Part 52.246.4 paragraphs (e) and (f).

## **F. ANALYSIS OF SURVEILLANCE RESULTS (Optional - Region, choose or delete)**

Monthly CO Report: At the end of each month the COR will summarize the overall results of the Contractor's performance for the previous month and send to the CO. If appropriate, the CO may investigate the event(s) further to determine if all the facts and circumstances surrounding the event(s) are accurate. The CO may discuss with the Contractor an event or trend that indicates unacceptable performance.

# **EXHIBIT 3**

## **SURVEILLANCE FORMS**





**J.4. QUALITY DEFICIENCY NOTICE**

This form shall be filled out and submitted to the contractor when deficiencies are found during the COR's inspections.

**QUALITY DEFICIENCY NOTICE**

NAME OF CONTRACTOR  
ADDRESS

**XXXX Cleaning Services  
333 Smith St. Ste. 201  
San Francisco, CA 94102**

CONTRACTOR

CONTRACT NO.

**GS-09P-06-KSD-0000**

A deficiency exists in your quality control system. The nature of the deficiency is

**Continuous findings on 3rd floor men's restroom (M) 3-5171-Rust on toilet base under bolt of toilet. Rust needs to be removed and base needs to be cleaned.**

Immediate action is required to correct the deficiency and the condition that caused it. Failure to take acceptable corrective action on time may result in termination of your right to proceed with this contract.

Please provide a written response of corrective action taken to the COR within \_\_\_\_\_ workdays after receiving this notice.

OAS NAME AND SIGNATURE  
ADDRESS

**COR**

**450 Golden Gate Ave., Ste #7  
San Francisco, CA 94102**

DATE

**11/5/06**

RECEIPT ACKNOWLEDGED

CERTIFIED RECEIPT NO.

**EVALUATION OF CORRECTION ACTION**

Corrective action verified and found acceptable

Corrective action not acceptable and /or not implemented (Explain below)

**This matter is being referred to the Contracting Officer for action. Direct further correspondence on this matter to the CO.**

QAS SIGNATURE

DATE

RECEIPT ACKNOWLEDGED

DATE

**J.5. QASP MONTHLY INSPECTION REPORT**

**BUILDING NAME & LOCATION:** Phillip Burton Federal Building & US Courthouse  
**CONTRACT NO.:** GS-09P-06-KSD-0000  
**CONTRACTOR NAME:** XXX Cleaning Service

Please report all deficiencies found during the previous month inspection(s). Attach copies of all **GSA 3539 Forms** submitted to the contractor with this form. If there were no deficiencies, please submit this form indicating there were no deficiencies reported for the month. This form will become a part of the official QA documentation.

DEFIENCIES & CORRECTIVE ACTIONS	COMMENTS
Documented on the Contract Cleaning Inspection Reports	All deficiencies minor, corrected by the contractor

SAMPLE

**COR**

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**J.6. COR'S CHECKLIST FOR INSPECTIONS**

	<b>CUSTODIAL AND RELATED SERVICES</b>	<b>COMMENTS</b>
	<p><b>Submittals:</b></p> <ul style="list-style-type: none"> <li>-a list of names and telephone numbers of on-site supervisors</li> <li>-security clearance documentation (current &amp; new employees)</li> <li>- work schedules</li> <li>- floor maintenance schedules</li> <li>- MSDS documentation</li> <li>- initial IPM inspection report</li> </ul>	
	<p><b>Quality Control Plan (QCP)</b></p> <ul style="list-style-type: none"> <li>- description of training programs</li> <li>- description of disciplinary procedures</li> <li>- description of contingency plan for separation of employees</li> </ul>	
	<b>Inspection Reports</b>	
	<b>Service Call Logs</b>	
	<b>Tenant Reports</b>	
	<b>Integrated Pest Management (IPM) Quarterly Reports</b>	
	<b>Recycling Reports</b>	

**NOTE: This checklist does NOT represent an all-inclusive list of items that may be reviewed during an inspection. It is provide ONLY as guidance for the COR.**

**K. REPRESENTATIONS, CERTIFICATIONS, AND OTHER  
STATEMENTS OF BIDDERS/OFFERORS**

**L. INSTRUCTIONS, CONDITIONS, AND NOTICES TO  
BIDDERS/OFFERORS**

## **M. EVALUATION FACTORS FOR AWARD**