

**STATEMENT OF WORK
FOR
BASE CUSTODIAL SERVICE**



April 19, 2005

FAIRCHILD AFB, WASHINGTON

1. DESCRIPTION OF SERVICES. The contractor shall plan, program, administer, manage, and execute the work necessary to provide custodial services at Fairchild AFB Washington, in accordance with all federal, state, local laws and regulations, commercial standards and practices and this Statement of Work (SOW). The contractor shall maintain each facility to ensure a healthy, clean, and professional working environment. The contractor shall perform required cleaning services through innovation, technology, manufacturer’s recommendations, or any other means at frequencies determined by the contractor. Quality assurance will be based on the performance outcome, not on frequency or method.

1.1. Scope of Work. The contractor shall work in close coordination with facility managers and facility users. The contractor shall respond to customer needs in a timely, responsive, and flexible manner. Additionally, the contractor shall partner with the base community to continually improve the quality of service offered to customers in the most cost effective manner.

1.2. Levels of Cleaning. Actual cleaning days will be mutually agreed upon between the contractor and the Facility Manager.

LEVEL OF CLEANING	DEFINITION
Prestige	These areas require regular scheduled intensive cleaning of all surfaces whether dirt/dust is visible, dust shelves/desks, and clean Venetian blinds.
Customer Service	These areas, due to traffic volume, require regular scheduled cleaning. These areas include Customer Service Areas and Corridors.
Administrative	These areas require less frequent cleaning. These areas include administrative offices, training areas, classrooms, and industrial areas.
Clinical	In the interest of public health and sanitation these areas require the highest level of cleanliness to remove all bacteria and viruses: All restrooms, kitchens and breakrooms; designated areas of the Child Development Center (CDC), Youth Center, and Gym/Fitness Center.

1.3. Supplies. The contractor is required to supply and replenish all soap, paper products, and garbage bags under this contract. Sanitary products, facial tissue, and toilet seat covers are specifically excluded.

1.4. Exclusions: The following requirements are excluded unless specifically noted. Dusting of furniture, wall hangings, Venetian blinds, telephones; diaper pails; recycling removal; interior/exterior window cleaning, upholstery cleaning, replace light bulbs.

1.5. UNIQUE REQUIREMENTS.

1.5.1. Child Development Center. In the interest of public health and sanitation, on-site custodial personnel are required during all hours of operation, from 0600-1800, Monday thru Friday, with after hours cleaning as needed. Tables used for eating and surrounding floors shall be cleaned after each meal. All remaining tables and chairs shall be cleaned at least daily.

NOTE: Clinical cleaning is required in all areas or spaces that are available to the children and

care givers to include classrooms, bathrooms, and workrooms. The administrative offices in the CDC are designated as Administrative and corridors as Customer Service.

1.5.2. Youth Center. In the interest of public health and sanitation, on-site custodial personnel shall be present from 0630-1800 during non-school days; during school days custodial personnel shall be present from 0730-1000 and 1400-1700. After hours cleaning will be performed as needed, to maintain the highest level of cleanliness. The contractor shall clean up after spills and provide spot cleaning as needed. Tables in the gym used for eating and surrounding floors shall be cleaned after meals. All remaining chairs/benches shall be cleaned at least daily.

1.5.3. Building 2080, Alert Facility (Additional Service). The contractor will be provided a daily occupancy/vacancy list to determine workload required. Work includes but not limited to: make beds daily; exchange/change linen in accordance with daily Occupancy/Vacancy List; change linen weekly for current resident; exchange/change linen for new occupants; dust, vacuum, and empty trash in each guest room; replace towels and washcloths daily. Clean kitchen area daily following lunch hours. The contractor shall identify and report broken or inoperable equipment to the Facility Manager.

1.5.4. Base Gymnasium/Fitness Center. Sauna/Steam and locker rooms shall be cleaned/disinfected, including wooden seats and tiled ledges in the steam room. Floor slide-ins shall be removed for cleaning. Bleachers shall be dusted, damp mopped, and disinfected. All exercise equipment shall be cleaned/disinfected. The indoor pool is considered part of the fitness center.

1.6. Special Situations. The Contractor may be required to perform out of sequence cleaning from normal work schedules due to special events (i.e., major inspections, open house, VIP's, etc.). When such an instance occurs, the Quality Assurance Personnel (QAP) will issue a Special Situation Job Order containing the services to be performed, not to exceed \$2,500 per occurrence. These job orders will be for work within the scope of contract, but above and beyond the basic contract requirements. The contractor will be reimbursed for the cost associated with performing Special Situation Job Orders at the rate specified on the pricing schedule. Performance of this work shall in no way relieve the contractor from performing normal custodial work required under this contract. If this additional work interferes with other contract requirements (such as scheduled cleaning), the contractor shall be allowed a reasonable amount of time to complete all interrupted service. In most cases, the contractor will be notified at least four working days prior to the special situations requirement.

1.6.1. Emergency Service. In addition to regularly scheduled service categories, the contractor shall support short notice, rapid response type requests. Service may be required at any time, including holidays. Emergency services shall not effect normally scheduled cleaning. Contractor shall respond within 1 hour of notification during duty hours or within 2 hours after normal duty hours. Contractor shall notify QAP after completion of task. Emergency services will be handled the same as a Special Situation Job Order, not to exceed \$2500 per occurrence.

2. SERVICE DELIVERY SUMMARY (SDS). The Service Delivery Summary summarizes the performance objectives that relate directly to standards of performance required to meet mission needs. The performance threshold briefly describes the minimum acceptable overall levels of service required for each required level of service and Unique Requirement. These thresholds are critical to mission success.

Performance Objective	SOW Para.	Performance Threshold
<i>Prestige:</i> All areas shall be cleaned to meet commercial standards and the SOW.	1.2 & Appendix A & B	No more than (3) valid customer complaints per month.
<i>Customer Service:</i> All areas shall be cleaned to meet commercial standards and the SOW.	1.2 & Appendix A & B	No more than (5) valid customer complaints per month
<i>Administrative:</i> All areas shall be cleaned to meet commercial standards and the SOW.	1.2 & Appendix A & B	No more than (8) valid customer complaints per month.
<i>Clinical:</i> All areas shall be cleaned to meet commercial standards specified by all applicable Safety and Health codes and the SOW.	1.2, 1.5.1, 1.5.2, 1.5.3, 1.5.4, 1.5.5, & Appendix A & B	No more than (7) valid customer complaints per month.
<i>Child Development Center (CDC):</i> All areas shall be cleaned to meet commercial standards and the SOW.	1.2, 1.5.1, & Appendix A & B	No more than (3) valid customer complaints per month.
<i>Youth Center:</i> All areas shall be cleaned to meet commercial standards and the SOW.	1.2, 1.5.2, & Appendix A & B	No more than (3) valid customer complaints per month.
<i>Base Gymnasium/Fitness Center:</i> All areas shall be cleaned to meet commercial standards and the SOW.	1.2, 1.5.4, & Appendix A & B	No more than (3) valid customer complaints per month.
<i>Alert Facility Bldg 2080 (Additional Services):</i> All areas shall be cleaned to meet commercial standards and the SOW.	1.5.3, & Appendix A & B	No more than (3) valid customer complaints per month.

3. GOVERNMENT FURNISHED PROPERTY AND SERVICES.

3.1. Utilities. Electricity, sewage, water, and telephone (on-base and local calls only) will be made available. The contractor shall ensure all his personnel employ energy and water conservation practices.

3.2. Refuse/Recycling. The contractor may use on-base refuse containers for disposal of trash and debris generated by the base populace and collected in performance of this contract. The contractor shall participate in the base-recycling program. Recyclable materials generated in the performance of this contract shall be segregated by type and placed in the designated bulk containers at the 24-hour drop off or recycling collection containers in buildings may be utilized.

3.3. Facilities. The Government will provide 5562 SF (1850 SF: Office; 1034 SF: Break Room; 2678 SF: Storage) at the North East end of Building 2001, Bay A for the contractors use at no charge to the contractor. The contractor shall maintain this facility at the same standards as required by this SOW. This facility shall only be used for the performance of this contract.

3.4. Emergency Services. The Government will provide general on-base security service. Call 911 for emergencies to report a fire, or for medical emergencies.

4. GENERAL INFORMATION.

4.1. Hours of Operation. The normal hours of operation are 0730 to 1630, Monday thru Friday, except where otherwise specified in this SOW and federal holidays (New Years Day, Memorial Day, Columbus Day, Martin Luther King Day, Independence Day, Veteran's Day, Presidents Day, Labor Day, Thanksgiving, Christmas). The contractor will be issued keys, access codes, or escorts to access those areas specified in Appendices A and B, requiring service after normal hours of operation.

4.2. Quality Control. The contractor shall utilize their own internal Quality Control processes in the performance of this contract. The quality control plan and supporting documentation shall be made available to the Government for review upon request, should there be repeated unsatisfactory performance.

4.2.1. Customer Complaint Program. Develop and maintain a customer complaint program with a log/schedule for each area covered in the SOW. This log/schedule should identify each valid customer complaint with the corrective action taken annotating response time, to include validation of the complaint. The contractor shall submit a report to the QAP identifying the above information at the end of each month.

4.3. Physical Security. The contractor shall be responsible for safeguarding Government property. At the end of each work period, all Government facilities, equipment, and materials shall be secured.

4.4. Key Control. The contractor may obtain keys from facility managers for all areas that will be cleaned after normal hours of operation. The contractor shall establish and implement methods of safeguarding all keys issued to the contractor. In the event keys are lost or duplicated, the contractor may be required to reimburse the Government for replacement costs of the key, the affected lock or re-keying services.

4.5. Vacated Facilities Notification. The contractor shall immediately report any facilities found to have been vacated, demolished, under construction, or appear to be no longer occupied. Upon notification, the Government will determine if cessation of custodial service is warranted and will notify the contractor of appropriate action to be taken.

4.6. CDC Security Requirements. Contractor shall conduct and coordinate National Security Checks (NAC) on all employees responsible for performing custodial services in any childcare facility prior to beginning work in such facilities to determine their suitability for working with or around children. NAC shall be in accordance with AFI 34-248 Chapter 5, paragraphs 5.3

through 5.3.3. Contractor is required to maintain and make available to the government the proof of initiated NAC's.

4.7. Environmental Management. In order to comply with federally mandated environmental preference programs and Department of Defense (DOD) "Green Procurement Program" (GPP) policy, Fairchild AFB requires the use of environmentally preferable products and services. These program elements include: recovered material products, energy and water efficient products, alternative fuels and fuel efficiency, bio-based products, non-ozone depleting substances, priority chemicals, and environmentally preferable products. These program elements are described on the Office of the Federal Environment Executive website (<http://www.ofee.gov>).

4.7.1. Products and Materials. Custodial cleaning products required in the performance of this SOW shall meet as a minimum, Green Seal Product Standards (<http://www.greenseal.org/certproducts.htm>). If it is determined that a product does not meet Government performance requirements, the contractor shall submit a proposed alternative that would meet the performance requirements with the lowest environmental impact for evaluation and acceptance. Products that fall under the Environmental Protection Agency (EPA) Comprehensive Procurement Guidelines (CPG) (<http://www.epa.gov/cpg>) shall meet the minimum recovered (recycled) content. Bio-based products shall be used upon issuance of the bio-based product listing from the United States Department of Agriculture (USDA) (<http://www.usda.gov>). The contractor shall purchase and use Energy Star or other energy-efficient items listed on the Department of Energy's Federal Energy Management Program (FEMP) Product Energy Efficiency Recommendations product list. Supplements or amendments to listed publications from any organizational level may be issued during the life of the contract. Before implementing any change that will result in a change to the contract price, the contractor shall submit to the Contracting Officer a price proposal within 30 calendar days following receipt of the change. An equitable adjustment (increase or decrease) will be negotiated, if applicable, under the "Changes" clause of the contract.

4.8. PUBLICATIONS. Compliance with the following publications is mandatory. All references to Air Force publications can be found at www.e-publishing.af.mil and www.afcee.brooks.af.mil.

Publication	Title	Date
Air Force Instruction (AFI) 34-248, Chap. 5 (5.3, 5.3.1, 5.3.2, 5.3.3), Chap. 11 (11.3.3)	Child Development Centers (CDC)	1 October 1999
Green Seal Product Standards	GS-37: Industrial and Institutional Cleaners	19 October 2000
	GS-40: Floor Care Products	12 November 2004
Engineering Technical Letter	ETL00-1: EPA Guideline Items in Construction and Other Civil Engineering Specifications	5 January 2000

4.9. PERFORMANCE OF SERVICES DURING CRISIS DECLARED BY THE PRESIDENT, SECRETARY OF DEFENSE OR THE COMBATANT COMMANDER.

IAW DoDI 3020.37 (Continuation of Essential DoD Contractor Services During a Crisis), and aforementioned Air Force implementation, unless otherwise directed by an authorized Government representative, it is determined that services to the Child Development Center (CDC), Youth Center, Bldg. 2080 Alert Facility are essential for performance during a crisis. In the event of a crisis, additional areas may be identified by the Contracting Officer.

5. APPENDICES.

A. Estimated Workload Data

B. Drawings

APPENDIX A
ESTIMATED WORKLOAD DATA

Building/Area	PRESTIGE Square Footage	HIGH USE Square Footage	BASIC Square Footage	CLINICAL Square Footage	FIXTURE Total Number
Bldg 1 - Site 1, JPRA			867	150	7
Bldg 2 - Site 1, JPRA			1628	154	6
Bldg 3 - Site 1, JPRA			2543	405	13
Bldg 11 - White Bluff, JPRA			0	273	10
Bldg 12 - Site 1, JPRA		0	7264	1203	46
Bldg 15 - Site 1, JPRA			1276	290	11
Mob Fac #1 - Site 1, JPRA			1317	26	2
Mob Fac #2 - Site 1, JPRA			1333	25	2
Bldg 1 - Base Ops		5410	5920	1033	29
Bldg 615 - Life Skills Clinic		1650	1116	208	10
Bldg 617 - Family Advocacy		2828	696	502	20
Bldg 617 - 2nd Floor					7
Bldg 644 - Post Office		4306	157		0
Bldg 644 - Military Hall/Restroom		682		234	8
Bldg 644 - OSI		1238	3181	535	13
Bldg 1204 - Control Tower			2990	30	4
Bldg 1207 - Survival Museum			5300		0
Bldg 1249 - 366 TRSS Supply			0	431	10
Bldg 1252 - Student Administration			1138		0
Bldg 1254 - Parachute Training Facility			5442	321	12
Bldg 1255 - Intel Training Facility			5148	808	25
Bldg 1256 - Academic Training Facility		0	25346	990	38
Bldg 1306 - Survival Fitness Facility		7323		422	16
Bldg 1324 - Survival HQ			4666	214	8
Bldg 1334 - Survival Clinic		1388	3767	1092	42
Bldg 1342 - Survival Clinic			4623	930	47
Bldg 1352 - CES Zone 3			1894	162	5
Bldg 1354 - 2 SS		0	8029	490	12
Bldg 2001B - APTF		0	9009	723	16
Bldg 2005 - 92 ARS		3440	23493	856	27
Bldg 2007 - 92 OSS		3071	24364	910	27
Bldg 2025 - CES Snowbarn		1268	582	330	13
Bldg 2036 - 36 RQS			8775	248	20
Bldg 2040 - 92 Comm Sq		7981	22515	750	34
Bldg 2045 - Flightline Support		5143	14571	1027	40
Bldg 2048 - Flight Simulator			6720	471	19
Bldg 2050 - 92 MXS		7548	33080	2528	89
Bldg 2060 - Wing Plans			7974	646	39
Bldg 2065					
Bldg 2071 - 92 SFS		4213	10607	665	29
Bldg 2075 - CATM			1626	289	11
Bldg 2080 - Alert Facility		4304	6322	679	41

Bldg 2090			11941	849	29
Bldg 2096 - EOD			268	348	4
Bldg 2097 - 93 ARS		3473	23521	849	28
Bldg 2102 - Commercial Inspection Facility			251	67	2
Bldg 2115 - Vehicle Maintenance		0	4229	768	20
Bldg 2120 - 92 AGS/FTD		512	22221	494	17
Bldg 2125					
Bldg 2140 - Command Post			5115	415	13
Bldg 2163 - Restrooms			0	1780	4
Bldg 2170 - 92 Trans			4751	307	11
Bldg 2185 - Deel Community Center		6630	11978	741	20
Bldg 2190 - Housing Office		2010	1918	240	8
Bldg 2245 - MPF/Comptroller		8734	25583	1502	54
Bldg 2248 - Comm		1084	4771	270	7
Bldg 2248 - HAWC		3913	1281	881	9
Bldg 2249 - TMO		1159	9265	487	4
Bldg 2249 - TMO/Pool/Fitness Center		39946	19486	8031	20
Bldg 2285 - Wing HQ	2215	8174	20047	1489	50
Bldg 2310 - Youth Center		3254	6616	680	11
Bldg 2336 - Miller Park Restrooms		0		267	10
Bldg 2365 - Family Support Center		3169	4126	371	11
Bldg 2380 - Education Center/Library		39364	4667	1440	60
Bldg 2428 - Vet Clinic		530	182	104	4
Bldg 2447 - Service Sq		0	20676	800	36
Bldg 2451 - Contracting/CES		2429	47234	1806	57
Bldg 2460 - Satellite Pharmacy	1042			47	2
Bldg 2500 - Child Development Center		3723	1516	15553	79
Bldg 4200 - Base Chapel		9481	3692	867	29
Bldg 4203 - Entry Screening Facility		678	395	114	9
Bldg 4209 - POV Inspection Facility			92		0
Bldg 4325 - Pass & Registration		630	122	52	2
Bldg 9010 1st Floor - Corps of Engineers			6215	459	11
Bldg 9010 2nd Floor - Audit			3751	514	8
Bldg 9010 2nd Floor - DSS			1363	0	0
Bldg 9010 3rd Floor - Contingency Hospital			3499	480	22
Bldg 70006 - POL			1175	75	3
TOTAL Square Footages	3,257	200,686	537,226	64,197	

TOTAL ALL AREAS/LEVELS

805,366