United States Department of the Interior

National Park Service
Great Smoky Mountains National Park
107 Park Headquarters Road
Gatlinburg, TN 37738

STATEMENT OF WORK

Custodial Services Contract

DATE: March 23, 2026

PURCHASE ORDER PERIOD: One Year Custodial Services Contract

Introduction:

The Great Smoky Mountains National Park straddles the border between North Carolina and Tennessee; it encompasses more than 800 square miles (approximately 522,427 acres) and is dominated by ancient mountains with elevations ranging from 850 feet to 6,643 feet at Clingmans Dome. The park is world-renowned for the diversity of its plant and animal life, beautiful scenery, and the size and integrity of the wilderness sanctuary within its boundaries. It is consistently the most-visited national park in the country, is situated within a day's drive of one-half of the population of the United States and was visited more than 14.1 million times in 2021. The park serves as the economic engine for the region. For every $1 of federal funding invested in the Smokies, $50 is returned to local economies.

The 2025 calendar year monthly visitation at Sugarlands visitor center is as follows:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Sugarlands	32,727	34,744	105,531	104,887	76,271	137,562	151,498	114,502	99,238	130,953	76,982	55,232

The Park is one of the largest protected areas in the eastern United States where black bears can live in wild, natural surroundings. Bears inhabit all elevations of the park. Though populations are variable, biologists estimate that roughly 1,900 bears live in the park. This equals a

population density of approximately two bears per square mile. Over the last 10 years, an average of 339 negative human-bear encounters have been reported annually; many more go unreported.

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SECTION 1.0 GENERAL

1.1 Purpose of Contract: The selected Contractor shall furnish labor, transportation, materials, equipment, and supervision for custodial services at the Great Smoky Mountains National Park located in the town of Gatlinburg TN. The contract will be awarded a One-year contract.

1.2 Applicable laws: All work of this Contract shall be performed in accordance with applicable laws, ordinances, rules, regulations, and standards:

1.2.1 Selected Contractor shall be responsible for their own transportation to the park and to the location within the park. Contractor shall follow all local, state, and Federal laws when operating motor vehicles and ensure vehicles are inspected and registered to operate on public roads.

1.2.2 Selected Contractor shall follow all safety regulations pertaining to use of chemicals and cleaning agents utilized for custodial services. The Contractor shall adhere to 20 CFR 1910 and any other Federal, State, and local laws and regulations to fully comply with this requirement. All applicable personal protective equipment shall be provided by the Contractor to contract employees consistent with Federal, State, and local laws.

1.2.3 The Contractor shall provide appropriate training to their employees and all necessary 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

1.2.4 Selected Contractor shall provide staffing for all custodial activities that have successfully passed a NPS Tier 1 background investigation and where applicable, completed

identification requirements outlined in HSPD-12 for regular and recurring access to Federally controlled property.

1.3 Description of Site: The Great Smoky Mountains National Park is located in the towns of Gatlinburg, Townsend Tennessee, and Cherokee, North Carolina. The Park requires custodial services to be provided at The Sugarlands area within the park with varying frequencies throughout the year based on operational needs. The location subject to this contract encompass 2 facility types/uses. The first type is classified as *Visitor Use/Visitor Service Facilities*. At The Great Smoky Mountains National Park, *Visitor Use/Visitor Service Facilities* include visitor centers and public restrooms. *Visitor Use/Visitor Service Facilities* at the Park are open daily year-round. The second type of facilities served under this contract are *Office/Employee Workspaces*. *Office/Employee Workspaces* at The Great Smoky Mountains National Park encompass 2 buildings and visitor center spaces that serve as year-round offices for the employees and affiliates of the park, it will be open Monday- Friday 8:00 a.m.- 5:30 p.m.

1.3.1 – Visitor Use/Visitor Service Facilities:

- Sugarlands Visitor Center (1420 Little River Road, Gatlinburg TN, 37738)
- Sugarlands Visitor Center Comfort Stations (1420 Little River Road, Gatlinburg TN, 37738)
- Sugarlands Office Employee Workspace (1420 Little River Road, Gatlinburg TN, 37738)

1.4 Submittals: The following information shall be submitted by the Contractor to the CO and COR following the award of the contract. The CO and COR shall review these submittals for conformance to the contract requirements and respond within 10 working days whether the submittal is either accepted or rejected. Any changes to the submittals at any point in the contract shall require a new submittal to the Government for review.

1.4.1 Proposed schedule of operations, by building, to include hours and day(s) of the week, month, or quarter, as appropriate.

1.4.2 Names and phone numbers for primary and alternate decision-makers.

1.4.3 Names of all employees who will be working in Park facilities.

1.4.4 All required paperwork for background security checks for all Contractor personnel to be provided keys and/or alarm codes to Park facilities.

1.4.5 Two printed sets and one electronic version of Safety Data Sheets (SDS) for all cleaning products used.

1.4.6 Schedule of Values that breaks down pricing for cleaning services by location. For locations with a weekly service interval, the pricing shall reflect the cost of servicing that location per week, and for locations with a daily service interval, the pricing shall reflect the cost of servicing that location per day. The amounts shall equal the value stated for the annual contract service totals and the Schedule of Values shall be used when determining any equitable adjustment in service pricing.

1.5 Bids & Payment: Bids and payment shall be submitted as follows:

1.5.1 Base Bid

Annual Firm Fixed Cost	
Sugarlands Visitor Center	$_____
Sugarlands Visitor Center Comfort Stations	$_____
Sugarlands Office/Employee Workspace Facilities	$_____

1.5.2 Payment to the selected Contractor shall be provided on a monthly basis upon concurrence of satisfactory completion of services by the COR for the previous month that service was provided. An invoice shall be provided to the COR via email for review and approval before being submitted on IPP for payment. Invoice pricing shall follow the break-down values identified by the Contractor in the Schedule of Values submittal.

1.6 Annual: The year shall commence on the first day of the Month after the effective date of contract award. Dates of service detailed in Section 6, Period of Performance.

SECTION 2.0 REQUIREMENTS

2.1 Provision of Labor: The contractor shall provide all labor necessary to complete the cleaning/custodial services at all the locations specified in Section 3.0 and the frequencies requested herein.

2.2 Insurance: Selected contractor shall be fully insured for damages during the contract period of performance.

2.3 Quality Control: The contractor shall complete the service at each location specified to the satisfaction of the COR. If upon inspection by the COR the service is not satisfactorily completed, the contractor shall be notified either verbally or in writing of the deficiency and provided an opportunity to correct the deficiency. The deficiency shall be corrected within 4 hours if between 8:00 a.m.– 4:30 p.m. or by 8:00 a.m. if reported after 4:30 p.m. of notification to the contractor. If the deficiency is not corrected within 24 hours following notification, the COR may request equitable adjustment in the form of a reduced payment to the contractor in an amount equal to the value of the service not rendered to the Government.

2.4 Corrective Action for Deficiencies: The Government shall notify the contractor if repeated service deficiencies are identified that performance must improve. This notification shall be provided by the Government in writing to the contractor outlining the repeated deficiencies and provide the contractor an opportunity to improve performance. The contractor shall have 14 days to improve performance, without any additional serious deficiencies. The Government may at its discretion terminate the contract if the contractor does not improve performance during the 14-day period or if repeated performance improvement periods are required.

2.5 Communication: Contractor's central office or representative shall be available by phone and email weekdays, Monday through Friday 8:00 am to 4:30 pm.

2.6 Vacuums: The vacuum cleaner used by the contractor shall be a certified "HEPA" vacuum. At no time will a non-HEPA filtration vacuum be acceptable for cleaning of any park facilities.

2.7 Site Closures: Locations that are listed for cleaning may be temporarily inaccessible due to construction. In the event that cleaning at a location, or locations cannot take place, the Government shall notify the contractor of the inaccessible location and provide an estimated time that the location will not require custodial service. The Contractor shall provide the Government an adjustment in pricing for locations that cannot be serviced.

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

SECTION 3.0 SCOPE OF WORK

3.1 Cleaning Supplies: Cleaning agents, disinfectants, cleaning tools/equipment, cautionary signs, and other supplies and materials shall be purchased and provided by the Contractor. The Contractor shall provide to the COR two printed sets and one electronic version of Safety Data Sheets (SDS) for all cleaning products used. To the maximum extent possible, the contractor shall use sustainable "green" products such as biodegradable cleaners. Sources of information include:

- GSA's Sustainable Facilities Tool, aka SFTool - https://sftool.gov/
- EPA's "Safer Choice" - https://www.epa.gov/saferchoice
- CDC guidelines for cleaning products: https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19
- CDC guidelines on how to clean and disinfect: https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html
- Reopening guidelines for cleaning and disinfecting Public spaces, Work places, Businesses, Schools and Home: https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html

3.2 Standards for Cleaning:

3.2.1 BOWLS, URINALS, AND PORCELAIN WARE CLEANING: After cleaning with a cleaner disinfectant, all porcelain and enamel fixtures such as toilets, urinals, sinks, etc., shall be clean, bright, and free of streaks. There shall be no dirt, dust, spots, stains, water rings, rust, deposits, mold, encrustation, or excess moisture. All toilet seats shall be left in a raised position after cleaning. The seats shall be free of spots and stains, and the hinges free of dirt, deposits, mold, and water stains. The plumbing pipes on the toilets, urinals, and sinks shall be clean, bright, and free of mold, dust, dirt, and water stains. The walls near the sinks shall be free of spots and smears. No water or soap shall remain on the sinks, ledges, or floor.

3.2.2 DAMP-WIPING: Damp-wipe the surface area of all stall partitions, doors, window frames, sills, vents, wastepaper receptacles, and other fixtures (including hand dryers), utilizing a multi-purpose disinfectant-deodorizer cleaner, or plain water, as appropriate. Dirt, dust, water stains, spots, streaks, and smudges will be removed from the surfaces. When using a cleaning agent, rinse with clear water, leaving no film. Wall moldings painted with acrylic paint will be cleaned of any dirt, smudges, scuff marks, and other residue, using a solution of water and light detergent. No paint will be removed from the moldings during the damp-wiping. Walls, stall partitions, and doors shall be free of hand marks, including but not limited to: dust, pen and pencil marks, lipstick smudges, water streaks, mop marks, and mold.

3.2.3 DISPENSERS: Dispenser exteriors shall be clean and free of gum, dust, dirt, fingerprints, water stains, smudges, and soil. Dispensers shall be cleaned without damage to the adjacent surfaces. Abrasive cleaners shall not be used. Contractor shall meet the following standards for replenishing consumable items:

- Toilet Tissue: Two Jumbo rolls will be available in each dispenser.
- Soap: Replenish soap dispensers when no more than 90% empty.

3.2.4 DRINKING FOUNTAINS: Clean, disinfect, and wipe all porcelain and polished metal surfaces, including the orifices and drains. After cleaning is complete, the entire drinking fountain (all surfaces and fixtures) shall be clean and bright and free from streaks, stains, spots, smudges, encrustation, scale, and other obvious soil. The surfaces shall also be free of discarded rubbish, gum, coffee grounds, ink stains, and finger marks, and will present a neat appearance. The wall and floor around the fountain shall be free of spots and watermarks.

3.2.5 DUSTING: After dusting with cloths, feather duster, camel hairbrush, or dry mops, all dust, lint, litter, cobwebs, and dry soil shall be removed from the horizontal and vertical surfaces of stair railings, door moldings, and from horizontal ledges, windowsills, rails, etc. While dusting horizontal spaces, working areas shall not be disturbed. Corners, crevices, molding, grills, wood trim, and ledges shall be free of dust, dirt, and cobwebs. There shall be no oils, spots, or smudges on dusted surfaces caused by dusting tools. When inspected, surfaces shall be clean and reveal few, if any, traces of dust. Where glass is present, both sides shall be clean and free of streaks.

3.2.6 ENTRANCEWAYS: Carpeted walk-off and entrance mats shall be vacuumed to remove soil and grit, and to restore resiliency of the carpet pile. Rubber or polyester mats shall be swept, vacuumed, or washed with soap and water outside to prevent dirt, soil, and grit from being tracked into the building. Soil and moisture underneath entrance mats shall be removed, and the mats returned to their normal locations. Vacuum the full floor area, including corners and edges. Entrances, corridors, and ramps shall be free of wet spots, dirt, salt, snow, and footprints. Clean handrails, doors, and other surfaces without damaging or staining adjacent materials. Clean spots and marks off walls. The tread landings on stairways shall be free of loose dirt, dust, streaks, gum, tar, and other foreign substances.

Wall surfaces, baseboards, and stair risers shall be free of water marks and splashing resulting from mopping.

3.2.7 GLASS CLEANING AND MIRRORS: Glass doors, all windows, mirrors, transoms shall be clean and free of dirt, grime, dust streaks, watermarks, smudges, fingerprints, spots, lipstick, and moisture. Items shall be clear and not give a cloudy appearance. Mirrors in restrooms shall be cleaned (streak-free) with a cleaner-disinfectant.

3.2.8 FLOOR MAINTENANCE: Floors shall have a uniform appearance, be clean and free of dust, dirt, fuzz, scuff marks, heel marks, stains, discolorations, and lint. No dirt shall be left in corners, behind radiators, under furniture, or behind doors. Gum, spots, tar, and other foreign substances that stick to the floors shall be removed. Chairs, trash receptacles, and easily movable items shall be tilted or moved to service the floors underneath. Moved items shall be returned to their proper positions when cleaning operations have been completed. In areas with rugs, the rugs shall be turned back to permit the cleaning and finishing work to be done underneath the rug, at least one foot from the edges. Walls, baseboards, and other surfaces shall be free of finish residues and marks from equipment. Floors shall be free of streaks, mop strands, broom straws, and skipped areas.

- **Spot Cleaning Carpet**: Spots or foreign substances such as gum or tar shall be removed when noticed. An excessive buildup or crusted materials shall be removed along with spots, smears, and stains. There shall be no evidence of fiber damage caused by harsh rubbing or brushing. Cleaned areas shall blend with adjacent areas of carpet.

- **Carpet Vacuuming**: Vacuum entire carpeted area during each scheduled service visit. The carpeted floor shall be free of any visible litter, soil, dust balls, dirt, and other debris. Corners and abutments shall receive the same attention, and conform to the same standards, as does the vacuuming of the center of the carpet. Baseboards, furniture, and equipment shall not be damaged during the cleaning operations. No dirt shall be left where vacuuming ended. Tears, burns, and unraveling shall be reported to the COR.

- **Vacuuming**: Vacuumed areas shall be clean and free of any visible litter, soil, dust balls, dirt, and other debris. Corners and abutments shall receive the same attention and conform to the same standards. Baseboards, furniture, and equipment shall not be damaged during the cleaning operations. No dirt shall be left where vacuuming ended. Walls, baseboards, and other surfaces shall be free of scratches, or marks from the cleaning tools striking the surfaces. Vacuuming shall be used on wood, linoleum, brick flooring, concrete, and painted floors.

- **Wet Mopping**: Bathroom floors shall be wet mopped and scrubbed during each scheduled service visit, utilizing the correct type and mixture of cleaner-disinfectant solution according to manufacturer's specifications. After being mopped, the floor, stairs, and landings shall have a uniform appearance, with no streaks, swirl marks, detergent residue, or any evidence of soil, stains, film, debris, gum, grease, tar, or standing water. There will be no splash marks or mop streaks on furniture, walls,

baseboards, or risers, or mop strands remaining in the area. All surfaces will be dry, and the corners and cracks clean after mopping. Wet mopping shall not be used on wood or carpeted floors.

3.2.9 GRAFFITI REMOVAL: Graffiti shall be removed from signs, walls, and surfaces using a cleaner detergent that has been approved by the COR. Neither the cleaning agents nor the technique shall damage the base materials. If the graffiti cannot be removed using cleaning agents, the COR shall be notified as soon as possible, but no later than two working days.

3.2.10 HUMAN AND ANIMAL WASTE: Liquid or semi-liquid waste shall be covered with an absorbent material, allowed to dry, vacuumed, and removed. Solid waste shall be immediately removed. In both cases, the area under and adjacent to the accident site shall be cleaned, deodorized, and disinfected.

3.2.11 TRASH REMOVAL: Waste receptacles in public use areas shall be emptied and returned to their initial location. Boxes, cans, and papers placed near a trash receptacle and marked or otherwise obviously noted as trash shall be removed. Trash shall be disposed of in plastic bags and secured with bag ties. Properly sized plastic liners for the disposal of trash shall be replaced by the contractor when trash receptacles are full. Any soiled, wet, or torn plastic trash receptacle liners shall be replaced. Cans shall be cleaned, disinfected, and deodorized as needed. There shall be no evidence of spots, stains, finger marks, or smears, and the cans free of odors. Trash that has fallen onto the ground during the removal of trash shall be picked up. Trash collected will be contained and sealed in plastic bags and placed in locations identified by the COR.

3.2.12 SANITARY CANS: Sanitary cans in women's restrooms shall be emptied during every scheduled cleaning. They shall be cleaned, disinfected, and deodorized each time they are emptied. There shall be no evidence of spots, stains, finger marks, or smears, and the cans and stall areas free of odors. Sanitary cans shall be lined with a germ-retardant liner, and liners replaced each time the cans are emptied. Bags with refuse from sanitary cans shall be sealed and disposed in locations identified by the COR.
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3.2.13 BABY CHANGING STATIONS: Contractor shall clean at least daily. Surfaces shall be thoroughly cleaned; rinsed with clear water, leaving no film. As the final step, wipe with an approved disinfectant.

3.2.14 KITCHEN/BREAK ROOM SINKS AND COUNTERTOPS: Clean with a disinfecting cleanser, to include sink strainers and drains.

3.2.15 CLOGGED/BLOCKED TOILETS: During the course of cleaning restrooms, there will be incidences of clogged/blocked toilets. Contractor shall utilize a plunger, located in the restroom or supply room at each facility, to try and unblock the problem. If this does not rectify the situation, then the Contractor shall notify a maintenance supervisor that same day. At no time will restroom problems go unreported.

3.2.16 EXHIBIT GLASS: Glass protecting exhibits shall be clean and free of dirt, grime, dust streaks, watermarks, smudges, fingerprints, spots, lipstick, and moisture. Items shall be clear and not give a cloudy appearance. Special cleaner will be required on certain display cases within the exhibit areas. NOVUS is a company that supplies this special cleaner. The contractor will be briefed on these areas of concern.

3.2.17 STAINLESS STEEL SINKS & COUNTER TOPS: Shall be clean, disinfected, and free of dirt, grime, streaks, watermarks, smudges, and soap residue.

3.2.18 SOFT PRESSURE WASHING: A deep cleaning shall be conducted once a month to include pressure washing all wall tile and restroom partitions where applicable. The contractor will be informed of the specific task that will be completed in these areas. All surfaces shall be wiped down and free of soap, water, and streaks when pressure washing is complete. Pressure wash in its entirety the outside of all buildings, sidewalks, and stonework Quarterly to eliminate dirt, grime and other substances stuck to these surfaces.

3.3 Cleaning Areas and Frequencies: The following areas shall be cleaned according to the specified frequencies using the supplies and standards outlined in Sections 3.1, 3.2 and 3.3.

3.3.1 Visitor Use/Visitor Service Facilities: Sugarlands-All facilities listed below under A and B (comfort station), shall be completely cleaned before 8:00 am each day of the period of performance. Facilities A, and B (comfort station) shall be cleaned daily Year-round. Comfort station shall receive a second cleaning daily at 12:00 p.m. and a third cleaning at 4 pm. Spot checks, including restocking and cleaning shall be conducted in between these times. Contractor shall maintain a presence throughout the day for any custodial needs.

Daily – Year-Round (Except For Christmas Day A&B are Closed)

During Cleaning intervals 1 of each side Mens and Womens shall remain open for visitor use, After Cleaning interval when Cleaners leave the open restroom shall be cleaned and fully stocked and the restroom that is Locked for future use shall be clean, fully stocked, and ready for use.

A. **Sugarlands Visitor Center Visitor Use Areas** (1420 Little River Road, Gatlinburg TN, 37738) – approximately 8,000 square feet. Daily – January 1 to December 31. Shall clean the following: everyday of the year except December 25.

    a. Visitors use rooms, Museum/exhibit space, Theater foyer, and Front Desk/Lobby.
        <u>Every Visit:</u>
        3.2.6 ENTRANCEWAYS
        3.2.7 GLASS CLEANING

3.2.8 FLOOR MAINTENANCE
A. Carpet Vacuuming
B. Hard surface floors (Sweeping or Dust mops, damp mopping, floor care machine)
3.2.11 TRASH REMOVAL (Including 4 Exterior Cans Located in the courtyard)
3.2.17 EXHIBIT GLASS
As Needed:
3.2.13 COBWEBS
3.2.5 DUSTING
3.2.9 GRAFFITI REMOVAL
3.2.2 DAMP-WIPING OF EXHIBITS AND FURNITURE
3.2.8 FLOOR MAINTENANCE
A. Spot Cleaning Carpet

B. Sugarlands Visitor Center Comfort Station (Restrooms & Foyer Entrance) (1420 Little River Road, Gatlinburg TN, 37738) - approximately 2,500 square feet. Daily – January 1 to December 31. Shall clean the following: every day of the year except December 25. This area requires 3 cleanings a day at 8:00 a.m., 12:00 p.m., and 4:00 p.m. Spot checking for cleaning and restocking toilet paper and soap between these times will be required. Shall clean the following:

a. 2Women's room w/ 16 toilets /12 sinks, 2 Men's room w/ 6 toilets, 8 urinals, 8 sinks, 1 utility room & entry hallway:
Every Visit:
3.2.6 ENTRANCEWAYS
3.2.1 BOWLS, URINALS, AND PORCELAIN WARE CLEANING
3.2.2 DAMP-WIPING
3.2.3 DISPENSERS
3.2.7 GLASS CLEANING AND MIRRORS
3.2.5 DUSTING
3.2.4 DRINKING FOUNTAINS
3.2.8 FLOOR MAINTENANCE
A. Wet Mopping
3.2.14 BABY CHANGING STATIONS
3.2.11 TRASH REMOVAL
3.2.12 SANITARY CANS
3.2.18 STAINLEASS STEEL SINKS AND COUNTERTOPS

As Needed:
3.2.16 CLOGGED/BLOCKED TOILETS
3.2.9 GRAFFITI REMOVAL
3.2.10 HUMAN AND ANIMAL WASTE
3.2.13 COBWEBS

3.3.2 Office/Employee Workspace Facilities: Shall be cleaned on a regular recurring weekly basis, year-round. Facilities listed below;

Weekly – Year Round

A. Sugarlands Visitor Center (Training Room)(Below Comfort Station) (1420 Little River Road, Gatlinburg TN, 37738) - approximately 2,500 square feet. Once a week – January 1 to December 31. Shall clean the following:

Every Visit:
3.2.6 ENTRANCEWAYS
3.2.7 GLASS CLEANING
3.2.8 FLOOR MAINTENANCE
- A. Rug Vacuuming
- B. Hard surface floors (Sweeping or Dust mops, damp mopping, floor care machine)

3.2.11 TRASH REMOVAL

As Needed:
3.2.13 COBWEBS
3.2.5 DUSTING
3.2.9 GRAFFITI REMOVAL
3.2.2 DAMP-WIPING
3.2.8 FLOOR MAINTENANCE (Buffing, Stripping, and Waxing)

Sugarlands Visitor Center Employee Area (Entryways, Hallways, and Breakroom) (1420 Litle River Road, Gatlinburg TN, 37738) Approximately 2,500 square feet. Once a week – January 1 to December 31 Shall clean the following:

Every Visit:
3.2.6 ENTRANCEWAYS
3.2.7 GLASS CLEANING
3.2.9 FLOOR MAINTENANCE
- C. Rug Vacuuming
- D. Hard surface floors (Sweeping or Dust mops, damp mopping, floor care machine)

3.2.11 TRASH REMOVAL
3.2.18 STAINLEASS STEEL SINKS AND COUNTERTOPS

As Needed:
3.2.13 COBWEBS
3.2.5 DUSTING

3.2.2 DAMP-WIPING
3.2.8 FLOOR MAINTENANCE (Buffing, Stripping, and Waxing)

3.3.3 Office/Employee Workspace Facilities: Shall be cleaned January 1 to December 31. Shall clean the following: every day of the year except December 25.

Sugarlands Visitor Center (Employee Area) Restrooms

a. Upper Restroom room (Employee area) w/1 toilets, 1 sink,
b. Utility rooms:

Every Visit:
3.2.1 BOWLS, AND PORCELAIN WARE CLEANING
3.2.2 DAMP-WIPING
3.2.3 DISPENSERS
3.2.7 GLASS CLEANING AND MIRRORS
3.2.5 DUSTING
3.2.8 FLOOR MAINTENANCE
A. Wet Mopping (on hard surfaces)
3.2.11 TRASH REMOVAL

As Needed:
3.2.16 CLOGGED/BLOCKED TOILETS
3.2.13 COBWEBS
A. Restock supplies toilet paper, paper towels, and soap.

b. Lower Restroom room (Employee area) w/1 toilets, 1 sink,
c. Utility rooms:

Every Visit:
3.2.1 BOWLS, AND PORCELAIN WARE CLEANING
3.2.2 DAMP-WIPING
3.2.3 DISPENSERS
3.2.7 GLASS CLEANING AND MIRRORS
3.2.5 DUSTING
3.2.8 FLOOR MAINTENANCE
A. Wet Mopping (on hard surfaces)
3.2.11 TRASH REMOVAL

As Needed:
3.2.16 CLOGGED/BLOCKED TOILETS
3.2.13 COBWEBS
A. Restock supplies toilet paper, paper towels, and soap.

SECTION 4.0 GOVERNMENT FURNISHED PROPERTY

4.1 Consumable Supplies: The Government shall furnish all toilet paper, paper hand towels, and hand soap refills, trash bags, sanitary bags to be used by the contractor for replenishing restrooms. The Government will provide these supplies to the Contractor to

be picked up by the Contractor at a central location for use within the park. The Contractor shall notify the Government within 1 week of the need for any restocking of materials.

4.2 Carpet Vacuums: Contractors shall furnish a HEPA filtration vacuum with a rotating carpet brush at the location specified in Sections 3.3.1.

4.3 Keys & Access Codes: Each employee shall be given an individual code. The park will provide keys for comfort stations that are not same as others. Under no circumstances may additional keys be cut. Keys issued to the Contractor, the Contractor's personnel, or subcontractors shall be signed for and not transferred to other personnel. The Contractor is financially liable for the cost of rekeying if keys are lost or not recovered from employees or subcontractors.

SECTION 5.0 SECURITY

5.1 Background Check: Before starting work under this contract, a Tier 1 background investigation and FBI fingerprint check will be initiated for all staff assigned to custodial duties at the park. Contractor staff applying for clearance shall be screened through the Tier 1 background investigation and FBI fingerprint check to determine the individual's suitability for the position. If the results of the investigation are favorable, the applicant shall be able to conduct custodial services at the locations specified in Section 3.3.1, A, B. The Current cost of the Tier 1 background investigation is $170. Costs for the investigations will be paid for by the contractor.

5.1.1 Staff without a Background Check: Temporary Employees who have not completed a background check shall not be utilized for any of the custodial services subject to this contract.

5.1.2 Background Check Forms and Processing: The COR shall provide the Contractor with required forms for obtaining necessary clearances. The Contractor shall fill out, at a minimum the OF-306 form to initiate the background investigation process. The Contractor shall be required to return forms to the Government for processing not later than 14 days following being provided by the Government.

5.1.3 Scheduling Access: The Contractor shall be responsible for planning and scheduling its work in such a manner as to account for facility access issues. Difficulties encountered by the Contractor in gaining access to facilities by its employees and subcontractors shall not be an excuse for non-performance under the contract.

5.2 DOI Access Card: The performance of this contract requires Contractor personnel to have a Federal government-issued Personal Identity Verification (PIV) credential before being allowed unsupervised access to locations specified in Section 3.3.2, A, B, & C. A Personal Identity Verification (PIV) credential is required for custodial services specified in Section 3.3.2, A, B, & C. A PIV credential may be issued for an individual who has a favorable Tier 1 background investigation. If the result of the investigation is unfavorable, the credentials cannot be issued, and the Contractor must make other arrangements for the performance of the work for locations specified in Section 3.3.2 at no additional cost to the Government. In the event of a disagreement

between the Contractor and the Government concerning the suitability of an individual to perform work under this contract, the Contract Officer shall have the right of final determination.

5.2.1 Requests for New Credentials: At least two weeks before start of contract performance, the Contractor must identify all contractor and subcontractor personnel who will require access to federal offices Section 3.3.2, A, B, C & D. Physical Access means routine, unescorted or unmonitored access to nonpublic areas of a federally controlled facility.

5.2.2 Use of Another Agency Credentials: Alternatively, if an individual has already been credentialed by another agency through OPM, and that credential has not yet expired, further investigation may not be necessary. In that case, the contractor must provide the COR with documentation that supports the individual's credentialed status.

5.2.3 Requesting Official: The COR will be the requesting official and will make arrangements through a DOI Access Card Sponsor for personal identity verification.

5.2.4 Credential Activation: Contractor employees who have been successfully adjudicated will be issued Personal Identity Verification (PIV) credentials, which must be activated at a USAccess Credentialing Center.

5.2.5 Changes in Staffing: During performance of the contract, the Contractor must keep the COR apprised of changes in personnel to ensure that performance is not delayed by compliance with credentialing processes.

5.2.6 Suitability Determination: Failure of a regular employee to receive a favorable suitability determination shall be cause for removal of the employee from the work site and from other work in connection with the contract.

5.2.6 Lost or Damaged Credentials: Cards that have been lost, damaged, or stolen must be reported to the COR and Issuing Office within 24 hours. The Contractor shall notify the Contracting Officer or their designee when employee credentials are lost. The Contractor shall be responsible for paying the Government for replacement credentials at the current cost per unit.

5.2.6 Expired Credentials: If reissuance of expired credentials is needed, it must be coordinated through the COR. If credentials were supplied by another Agency, the Contractor shall coordinate with that Agency the reissuance of expired credentials. Expired credentials are considered invalid and unusable for the purpose of granting access to Contractor employees to restricted areas.

5.2.7 Returning Credentials: At the end of contract performance, or when a contractor employee is no longer working under this contract, the Contractor must ensure that all identification cards are returned to the COR.

5.3 Background Investigations: Contractor employees must give, and authorize others to give, full, frank, and truthful answers to relevant and material questions needed to reach a suitability

determination. Refusal or failure to furnish or authorize provision of information may constitute grounds for denial or revocation of credentials. Government personnel may contact the contractor personnel being screened or investigated in person, by telephone or in writing, and the Contractor must ensure they are available for such contact.

5.4 Display of Identification: All contract employees shall display identification upon request while working on site to verify identity and status as an employee of the contractor. Identification shall be furnished by the Contractor at no additional cost to the Government. Contractor staff issued a PIV credential shall use that credential as the primary form of identification.

5.5 Employee Removal from Contract Work: The CO or COR may require the Contractor to remove any employee(s) from Park buildings or other real property should it be determined that the individual(s) is either unsuitable for security reasons or otherwise unfit to work on Park property. This shall include, but not be limited to, instances where an employee is determined, in the Government's sole discretion, contrary to the public interest, inconsistent with the best interests of security, or a potential threat to the health, safety, security, general well-being or operational mission of the facility and its population.

> **5.5.1 Replacement Employees:** The Contractor shall be responsible for providing replacement employees in cases where contract employees are removed at no additional cost to the Government.

5.6 Employee Removal from Park: The Contracting Officer or their designee may also request the Contractor to immediately remove any employee(s) from the work site(s) when it is determined that individuals are being assigned to duty who have been disqualified for suitability or security reasons, or who are found to be unfit for performing duties during their tour(s) of duty. The Contractor employees who are removed from contract work shall be required to leave the work site immediately. The Contractor must comply with any removal request. For clarification, a determination to remove an employee will be made for, but is not limited to, incidents involving the most immediately identifiable types of misconduct or delinquency, as set forth below:

- Violation of Federal, State, or local law.
- Neglect of duty including upholding the integrity of the security program at the work site.
- Falsification or unlawful concealment, removal, mutilation, or destruction of any official documents or records, or concealment of material facts by willful omissions from official documents or records.
- Disorderly conduct, uses of abusive or offensive language, quarreling, intimidation by words or actions, fighting, or participation in disruptive activities that interfere with the normal efficient operations of the Government.
- Theft, vandalism, immoral conduct, or any other criminal action.

- Selling, consuming, or being under the influence of intoxicants, drugs, or substances which produce similar effects while in or on Federally controlled property.

- Improper use of Government identification.

- Unauthorized use of communication equipment on Government property.

- Violation of security procedures or regulations.

- Violation of Title 18, U.S.C., Section 930, which prohibits the knowing possession or the causing to be present firearms or other dangerous weapons in Federal facilities.

Law enforcement officers of the National Park Service or local authorities 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. The Contracting Officer or their designee shall be notified as soon after the incident as practical or at the beginning of the next business day if an action happened after hours. The Contracting Officer or their designee shall make all official notifications to the Contractor. In the event of a dispute, the Contracting Officer or their designee shall make a final determination. Specific reasons for removal of an employee(s) will be provided to the Contractor in writing. The Contractor is responsible for providing replacement employees at no additional cost to the Government in cases where contract employees are removed from working at the work site or on the contract.

5.7 Government Property: The Contractor is responsible for ensuring that employees do not disturb papers on desks; open desk drawers or cabinets; or use Park supplies, equipment, or telephones, except as authorized. Each employee is expected to adhere to standards of behavior that reflect favorably on their employer, and the Federal Government.

5.8 Alarms: The COR shall coordinate alarm access with the Contractor to provide access to locations with alarm panels. Alarm codes shall not be shared and shall remain confidential to only the applicable staff working under this contract. Contractor will notify the COR of any need for additional alarm codes and staff that need alarm codes.

> **5.8.1 False Alarms:** In the event of a false alarm, the Contractor shall immediately notify the Ranger on Duty of the alarm. The local towns charge fees for accidental alarms which are responded to by local EMS. The contractor will be responsible for payment of these charges in the event of a false alarm caused by the Contractor. (Current fee is $50 per accidental alarm – fee subject to increases.)

SECTION 6.0 PERIOD OF PERFORMANCE

The period of performance for this contract shall consist of One Year

6.1 Year: The contract shall commence on 1st day of the month after Contract award.
The period of performance for the year is 12 months

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SECTION 7.0 CONTRACTOR'S USE OF PREMISES

7.1 Hours: Park facilities listed as Employee use areas shall not be serviced between the hours of 8:00 am and 4:30 pm. All custodial services shall be coordinated outside these hours.

7.2 Securing Facilities: Park facilities are secured daily by Park staff. The contractor shall secure all facilities being cleaned to prevent unauthorized access. All park facilities shall be locked and secured by the contractor whenever work is performed. Facilities that are locked upon arrival by the contractor shall remain locked.

7.3 Protecting Property: All work shall be completed in such a way as to create no damage and to protect the surrounding government property, belongings etc. The contractor shall ask the COR for clarification if the need arises.

7.4 Utilities: Water and power is available at all locations. If either is unavailable, the Contractor shall notify the COR immediately. The contractor's employees use lights and faucets only in those areas where and when the work is actually being performed. Once leaving, all lights and water faucets in the work area shall be turned off.

7.5 Use of Dumpsters: Contractor is responsible for the disposal of all trash and recycling generated by the contract and shall dispose of all trash and recycling in on-site dumpsters specified by the COR. The contractor shall not dispose of any waste not connected to this contract in National Park Service trash receptacles or containers.

7.6 Vehicle Parking & Storage: The Contractor shall not park or otherwise store vehicles or trailers in the park. Contractors staff will need to comply with the Parking pass program while parked inside of the national park.

7.7 Mechanical Equipment: Ensure that workers do not adjust mechanical equipment controls for heating, ventilation, and air conditioning systems.

7.8 Hazardous Conditions: Ensure that the reporting of fires, hazardous conditions, and items in need of repair (e.g., inoperative lights, broken windows or doors, torn carpets, leaking sinks, urinals, or commodes, etc.), to the CO or their designee.

7.9 Lost & Found: Ensure that lost and found articles by the Contractor's employees are turned in to the COR.

7.10 Suspicious Persons: Ensure that the Contractor employees notify the Ranger on duty when an unauthorized or suspicious person(s) is seen on premises.

SECTION 8.0 RESTRICTIONS

8.1 Historic Objects: No physical contact with historic artifacts is permitted without the approval of the COR.

8.2 Audio Devices: No audible listening devices such as radios, Bluetooth speakers, etc. shall be permitted while work is conducted.

8.3 Smoking Policy: Ensure that the Contractor's employees adhere to the Park's 'No Smoking Policy'. No smoking is allowed inside or within 50 feet of any Park facility.

SECTION 9.0 DEFINITIONS

9.1 Federal Holidays are as follows: New Year's Day, Martin Luther King Jr.'s Birthday, President's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, and Christmas Day; the preceding Friday when one of the above holidays falls on a Saturday; the following Monday when one of the above holidays falls on a Sunday.

CONTRACTING OFFICER'S REPRESENTATIVE

TBA