PERFORMANCE WORK STATEMENT
for
CUSTODIAL SERVICES
at
Altus AFB, OK

OPR: 97th Civil Engineer Squadron (CES)
Operations Flight (CEO)
Contracting Officer Representative Office (CEOES)
[redacted]

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Custodial Service
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EXHIBITS (Attached separately)

Exhibit A – Estimated Square Footage and Levels of Service

Exhibit B – Window SF

Exhibit C - Recurring Cleaning Schedule

POST AWARD ONLY. Recurring Cleaning Schedule is required for approval within 10 business days of award. This exhibit does not need to be submitted for technical acceptability.

Exhibit D – CDC Flooring Chemical Information

The new Mondo Flex II floors at the CDC have specific guidelines for floor maintenance. These chemicals have been approved by Environmental Flight.

PERFORMANCE WORK STATEMENT (PWS)
FOR CUSTODIAL SERVICES

1. **DESCRIPTION OF SERVICES.** The Contractor shall provide non-personal services to include all management, supervision, personnel, labor, equipment, tools, paper products, and other items and services necessary to perform custodial services at Altus AFB. Services shall be performed in a manner that will maintain a satisfactory facility condition and present a clean, neat and professional appearance. The Contractor shall accomplish all facility, restroom and periodic cleaning tasks to meet the requirements of this PWS and the Service Summary.

1.1. **CLEANING FREQUENCIES.** ALL cleaning frequencies are established in Appendix A and Air Force Common Levels of Service (AFCOLS). Facility cleaning levels and estimated square footages are established in Exhibit A, Estimated Square Footages and Level of Service. Facility drawings of areas cleaned will be provided to the Contractor upon contract award or as changes to square footage/buildings occur. All work performed by the Contractor shall be performed in accordance with (IAW) this PWS, all applicable laws, AFCOLS, other instructions or regulations and commercial practices.

1.1.1. The work performed under this contract will be done at approximately 89 facilities on Altus AFB. The Contractor's on-site manager shall submit a preliminary cleaning schedule to the Contracting Officer Representative (COR) within 10 business days of contract award using Exhibit C. The schedule shall outline tasks to be performed by specific buildings. The on-site manager will work with the COR to come to a satisfactorily agreed upon cleaning schedule. Any temporary or requested permanent changes made to the schedule shall be submitted to the COR within 10 business days. The COR shall document the changes in an MFR if approved. This schedule will not include "as needed" services, which will be issued by a work order by the COR.

1.2. **CLEANING, DISINFECTING AND SANITIZING SOLUTIONS.** The Contractor is responsible to provide all cleaning, disinfection and sanitizing solutions. All chemicals must have HAZMAT approval (see paragraph 4.6.1) prior to bringing the chemicals on base. Chemicals MAY NOT be substituted without **prior coordination and approval** from the Civil Engineer Squadron (CES) Environmental Flight.

1.2.1. Chemicals must be stored in the original container or a container clearly labeled with the contents (i.e. – "Bleach Water"). All cleaning, disinfecting and sanitizing solutions shall be always kept out of the reach of children.

1.2.2. **CLEANING SOLUTION.** Use an approved commercial germicidal detergent to clean visibly soiled areas. Use of a scrub brush or other tool is authorized if it will not harm or damage the surface being cleaned.

1.2.3. **DISINFECTING SOLUTION.** Use an approved commercial disinfectant to prevent infection from ***non-food surfaces and equipment*** by destroying harmful bacteria and other microbes. These chemicals must be registered with the US EPA and marked on the label.

***Examples*:**

- Liquid chlorine bleach (without scent) one-quarter (1/4) cup (5.25% hypochlorite solution) in one (1) gallon of cool water
- One (1) Tablespoon bleach in one (1) quart of cool water, made fresh daily.
- Quaternary ammonium compound mix at 400 ppm or as directed, confirm with test papers.
- Pine oils (must be at least 70% pine oil) follow manufacturer's directions.
- Commercial disinfectants - follow manufacturer's instructions.

Do NOT mix bleach and ammonia together.

1.2.4. **SANITIZING SOLUTION.** Use a limited list of chemical agents that reduce the number of bacteria and viruses to a safe level for public health requirements. Sanitizing solutions are used on any ***food preparation surfaces, food eating surfaces and other associated furniture (i.e. chairs, highchairs) or equipment***. The crucial element to sanitizing is the length of time the solution is left on the surface.

***Examples*:**

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

1.2.5. **CLEANING PRODUCTS APPROVAL.** The Child Development Center (CDC) has flooring which requires special chemicals. Please review Exhibit D. All chemicals must be approved by the Civil Engineer Squadron (CES) Environmental Flight prior to bringing them on base (paragraph 4.6.1). Additionally, the **CDC director has final approval for all cleaning products at the CDC and Youth Center.**

1.3. **CONTRACTOR PROVIDED EQUIPMENT AND SUPPLIES.** The contractor is required to provide all cleaning equipment such as mops, buckets, brooms, dust pans, HEPA vacuums, cloth for dusting, floor scrubbing materials, and all supplies, tools, personal protective clothing and gloves in accordance with **OSHA regulations and 29 CFR 1910, Subpart 1**.

1.4. **FACILITY FLOOR CLEANING SERVICES.** Facility cleaning services are performed on a regular recurring basis. These services include vacuuming carpets and hard flooring, stairwells, elevator cabs and sanitizing drinking/bottle filling fountains. These service requirements apply to all building levels of service categories. Use of water only for mopping is not approved. Contractor is responsible for using appropriate cleaning products for different types of flooring according to the manufacturer's suggested guidelines. Specific frequencies for each level of service can be found in Appendix A.

1.4.1. **HARD FLOORS.** Hard Floors include luxury vinyl tile, tile, wood, concrete, etc. Maintaining hard floor surfaces includes **sweeping and mopping** of floor surfaces. The

Contractor shall maintain all hard floors to be free of grit, soil, dust, scuff and heel marks, stains, spills, debris, litter and other contaminants by effective routine cleaning. This will be accomplished by vacuuming or sweeping and mopping with cleaning solutions for the type of floor. Dust mopping, spot cleaning and other appropriate methods for the type of flooring may be used. After cleaning, ensure floor surfaces, to **include grout,** have a uniform, clean appearance without streaks, swirl marks, detergent or soap residue or any evidence of soil, stain, film or standing water. Wipe down all **baseboards, corners and edges where the wall and floor meet**. Surfaces **from the floor to the top of the baseboards** must be free of dust, lint, cobwebs and litter. Move chairs, trash receptacles and other easily moveable items to maintain floors underneath these items and return them to their original and normal location after cleaning.

1.4.2. **CARPETED FLOORS.** Carpets shall be maintained using a commercial grade vacuum cleaners with **HEPA filtration** that offers high airflow, high efficiency filtration and an **adjustable rotating brush agitation** for more effective soil removal. The contractor shall maintain carpets to be free of soil, dirt, debris, litter and other foreign materials by effective routine vacuuming. Notify the COR of all tears, burns and raveling of the carpet. Area and throw rugs shall also receive this service. Wipe down baseboards from the floor to the top of the baseboard, corners and edges where the wall and floor meet. Move chairs, trash receptacles and other easily moveable items to maintain floors underneath these items and return them to their original and normal location after cleaning.

1.4.3. **SPOT CLEANING CARPET.** Remove any spots and/or small spills using the carpet manufacturer's approved methods or other commercially accepted practices ***as soon as noticed*** (spot clean). Spot cleaning is limited to a 12" x 12" area.

1.4.4. **OTHER FLOORING.** There are some areas that have very different flooring. These may include rubber sports flooring, basketball court flooring, etc. Follow the manufacturer's guidelines for caring for these types of flooring.

1.4.5. **STAIRS AND STAIRWELLS.** Sweep, mop and/or vacuum stair treads and landings as appropriate for the type of flooring. Wipe down handrails and baseboards from floor to top of baseboard. Clean walls to 5 feet from floors so they are free of dirt and grime.

1.4.6. **ELEVATORS.** Vacuum or sweep and mop elevator floor surfaces to remove debris as appropriate to the type of flooring. Spray a disinfectant on a cloth or use wipes to clean elevator buttons and control panels. **Do not spray control panels directly**. Disinfect handrails, interior and exterior door surfaces and stainless-steel elevator interiors with an appropriate cleaning solution.

1.4.7. **CLEAN INTERIOR FLOOR WALK-OFF MATS.** Vacuum and/or sweep interior floor mats. Maintain mats free of all visible lint, litter, debris, soil and other contaminants. Remove soil and moisture from underneath mats and return them to their normal location. Exterior mats are **not** included in this contract.

1.4.8. **TRASH COLLECTION/REMOVAL.** Buildings designated as Level 1, 2, or 3 shall NOT receive trash removal services. Level 4 buildings shall follow specific guidelines for the facilities using required AFCOLS levels.

1.5. **LACTATION ROOMS.** Lactation room contents are the responsibility of the unit. The contractor shall perform cleaning services for designated lactation room(s). Restrooms and Lactation rooms for each building shall be serviced on the same day. Cleaning services shall be accomplished on the **same schedule as the regular recurring restroom services for each building**. The contractor shall provide the COR with the days and approximate times for cleaning each lactation room so the information can be passed to the facility manager for posting a sign on each lactation room door.

Table 1 – Lactation Room Locations (Currently 22 – may increase or decrease)

Building #	Room # and Size		Building #	Room # and Size
1	Rm 221 / 125 SF		285	Rm 201 / 388 SF
52	Rm 1213 / 137 SF		301	Cry Rm / 89 SF
53	Rm 28 / 157 SF		323	Rm 60 / 256 SF
87	Rm 354 / 81 SF		353	Rm 2 / 73 SF
130	Rm 100 / 60 SF		358	Rm 1078 / 84 SF
164	Rm 1084 / 91 SF		369	Rm 100 / 353 SF
174	Rm 215 / 230 SF		395	Rm 120 / 218 SF
193	Rm 105 / 44 SF		424	Rm 108 / 123 SF
215	Rm 128 / 76 SF		428	Rm 2 / 28 SF
225	Rm 134 / 588 SF		525	8th FL / 258 SF
228	Rm 188 / 97 SF		530	Rm 135 / 404 SF

1.5.1. The contractor shall provide gloves for cleaning personnel. Gloves should be worn while performing cleaning services. Service shall include cleaning and disinfecting countertops, tables, chairs and other frequently high-touch surfaces including doorknobs, handles, switches, etc. After cleaning, wipe down all surfaces with disinfectants spray or wipes. Vacuuming or sweeping and mopping shall be performed with each service to ensure a hygienic environment conductive for lactation purposes. Empty trash cans in the lactation room and replace liners with each service for all buildings listed in Table 1. If a refrigerator is present, wipe down the interior weekly to prevent odors. DO NOT re-use wipes, cloth, or gloves to prevent cross contamination.

1.5.2. DEEP CLEANING. This service shall be performed for each lactation room monthly in conjunction with the regular cleaning. Service includes wiping down all the walls up to 6 feet from the floor, wiping down all cabinets, fixtures, doorknobs, furniture and other surfaces to be free of dust and dirt.

1.5.3. The contractor shall use an EPA-registered product with disinfectant properties specifically designed to eliminate bacteria and pathogens. The contractor must check the label to ensure it is approved for the intended use for lactation room(s) settings. EPA products must be approved by Environmental flight.

1.6. **RESTROOM AND LOCKER ROOM CLEANING SERVICES.** Restroom cleaning services are performed on a regular recurring basis. These service requirements apply to all building levels of service categories. Specific frequencies for each level of service can be found in Appendix A. Each restroom shall have all services completed prior to moving to the next restroom to limit the time each restroom is out of service.

1.6.1. **CLEAN AND DISINFECT.** The contractor shall provide cleaning solutions and tools, including toilet brushes, trash bags and disposable gloves for cleaning restrooms and locker rooms. All cleaning solutions must be approved by the Environmental Flight prior to bringing onto Altus AFB. The contractor shall provide the COR with the estimated restroom cleaning schedule so that the Facility Manager may post signs on restroom doors. At the minimum, the schedule shall include the day(s) the cleaning takes place.

1.6.2. Pre-spray disinfectants on urinals, urinal screens, toilets, sinks and surrounding areas that need the recommended dwell time for proper disinfection. Spray a disinfectant on a cloth and prioritize high-touch surfaces like light switches, door handles, handicap bars, sink faucets and toilet flush handles and dispensers. Clean walls, use glass cleaner for mirrors, and clean fixtures to be free of spots, scale buildup, or any other deposits, working from top to bottom. Dust horizontal ledges that are ***within 6 feet of the floor***. Dust doors, door hinges, kick plates, walls, partitions, saunas, dispensers and other such surfaces. Spot clean trash cans and underneath hand-drying stations. Walls, grout and partitions shall be smudge and stain free.

1.6.3. **TOILETS AND URINALS**. Use rubber gloves to clean the urinals and toilets. Clean and disinfect toilets, urinals and fixtures (handles, plumbing pipes, handrails) to be free of water spots and scale build-up. Toilet paper dispensers shall be cleaned and disinfected and free of grime, dust, water spots or streaks. Flush the urinal to rinse disinfectant. Clean toilets with bowl cleaner and a toilet brush. Wipe down the walls, toilet partitions, including inside and outside doors and around the toilet and urinals.

1.6.3.1. **CLOGGED TOILETS AND URINALS.** In the event a toilet or urinal is clogged. The technician should annotate the toilet or urinal stall number from the door location. EXAMPLE – If there are 5 toilets in the restroom, and the clog is in the middle stall of the restroom, the technician should count the stall number from the restroom door – which would be the third stall in this example. Only the stall/toilet and urinal number should be reported to the COR for repairs. Only send pictures of unusual restroom use, such as toilet paper roll in the toilet, trashed restrooms, etc. so that the COR can report abuse. If toilets or urinals are out of service, the custodial staff will still wipe down toilets and urinals to keep them clean.

1.6.4. **SINK AND VANITY AREA**. Clean and disinfect all sinks, plumbing fixtures, countertops and surrounding cabinetry. Clean mirrors at sink/vanity area to be free of water spots, grime and streaks ***up to 6 feet from floor***. Sink and vanity areas shall be free of grime, dust, water spots, scale build-up and soap scum. Clean and disinfect all surfaces of soap dispensers, paper towel dispensers, hand dryers and other dispensers in the restroom or locker room.

1.6.5. **INFANT CHANGING TABLES (IF PRESENT)**. Infant changing tables shall be clean and disinfected to be free of grime, dust and other debris. ***Do not use*** harsh chemicals.

1.6.6. **TRASH**. All trash in the restroom shall be picked up, emptied and removed with each service. The contractor is responsible for replacing all trash can liners in restrooms. ***Small trash cans*** in toilet stalls in female restrooms shall be emptied and cleaned with each service to be free of odor. Trash cans/receptacles shall be cleaned and disinfected ***weekly***. Return trash can/receptacle to the original location.

1.6.7. **RESTROOM FLOORS**. Floors shall be ***swept AND mopped*** to maintain the floors free of grit, soil, dust, stains, debris, and other contaminants. Move trash receptacles and other items on the floor or tilt all movable items to sweep and clean with solutions for the specific floor type. Maintain **grout on floor tiles to be free of dirt, scum, mildew and residue**. If carpet is present, carpet shall be vacuumed, and trash receptacles and other items will be moved to vacuum under these items. ***Flooring shall be cleaned concurrently with restroom services***.

1.6.8. **SHOWERS (IF PRESENT)**. Clean and disinfect shower walls, doors, shower curtains, shower mats and fixtures to be free of water spots, scale build-up and soap scum. Shower curtains shall be cleaned and free from dirt and mold. Drains shall be clean and free of hair and other contaminants. Drains shall have no odor or have a clean scent and shall drain freely. If drains are clogged, notify the COR of the building number.

1.6.9. **FLOOR DRAIN ODOR REMOVAL.** A disinfecting solution may be used on the floor drains to remove odor. ***A liquid chlorine bleach solution of ¼ to one-half (1/2) cup of bleach in 1 gallon of water may be used.*** If the solution does not remove the odor, notify the Facility Manager or the COR so that a work request may be turned in to have the drain inspected.

1.6.10. **OCCUPIED RESTROOMS**. Occupied restrooms require services prior to leaving the facility. Post appropriate signage alerting occupants that the restroom is "closed for cleaning." Do not close all facility restrooms simultaneously unless the facility contains only one restroom.

1.6.10.1. In the event the building personnel disregard the restroom closure, and they are of the opposite sex than the technician, the technician should politely ask them to leave the restroom. If they decline, the technician should step out of the restroom and wait at the door for them to leave. The technician should contact their supervisor to let them know the building, time, date and restroom location where this occurred. The supervisor shall let the COR know as soon as possible so that it can be reported to the facility manager or higher authority.

1.6.11. **DRINKING FOUNTAINS.** Clean and disinfect all facility drinking and water bottle filling station fountains. Clean all metal surfaces with a disinfectant, including the orifices and drain, as well as all exterior surfaces of fountains. Maintain drinking fountains free of streaks, stains, spots, smudges, scale and other obvious soil.

1.6.12. **RE-SUPPLY PAPER AND SOAP**. The contractor is responsible for keeping the toilet paper, paper towels and soap dispensers stocked between restroom services. The building facility manager or staff may request additional stock if the supplies are low.

1.6.13. **COMPLETION OF SERVICES**. Upon completion of Restroom Services, ensure that the restroom is free of odor and has a clean scent.

1.7. **LEVEL 4 CLEANING TASKS.** Level 4 cleaning tasks are for the Fitness Center, Youth Center and CDC ONLY. Contractor personnel shall use **only the main entrance** to enter and leave the buildings.

1.8. **FITNESS CENTER SPECIFIC TASKS.** The Fitness Center shall be maintained **IAW DoDI 1015.10** ***DoD MWR Fitness Standards***. In addition to the facility cleaning and restroom tasks that apply to all facilities, tasks that shall be accomplished twice daily, shall be serviced between 9 a.m. and 11 a.m. and again after 4 p.m. All recurring tasks and frequencies are located in Appendix A.

1.8.1. **RESTROOM/LOCKER ROOM CLEANING AND DISINFECTING.**

1.8.1.1. All surfaces of sinks, toilets, urinals, lavatories, shower mats, showers, dispensers, drinking fountains, plumbing fixtures, saunas, partitions, dispensers, doors, walls, partitions, stalls, stall doors, entry doors (including handle, kick plates, ventilation grates, metal guards), walls and other such surfaces shall be cleaned and disinfected using germicidal detergent.

1.8.1.2. Restrooms shall have a clean scent or no odor at all. Showers, toilets, and urinals will be free of spots, water spots, scale buildup, soap scum, odors, and any other deposits. Mirrors shall be clean and have no streaks or other removable matter. Partitions shall be smudge, stain free. Vents (***within 6 ft. of the floor***) shall be clean. Restroom sinks, countertops, and fixtures shall be free from water and scale deposits, soil, streaks, and removable matter. Walls and grout shall be free of all film, spots, and detergent buildup.

1.8.1.3. The contractor shall provide the COR with the cleaning schedule for each restroom so that the facility manager may place signs on the door and update them as necessary. At the minimum, the schedule shall include the day(s) of the cleaning would take place and a two-hour window for the cleaning to be performed. Clean saunas and disinfect the floor and benches. Clean both sides of glass to be free of streaks. Walls shall be cleaned and disinfected.

1.8.1.4. As needed cleaning for low dusting of restrooms and power scrubbing shower floors and drain covers to be free of dirt, scum and soap film shall be performed when a work order is issued for the service by the COR. See examples of power scrubbing equipment below.

1.8.2. **STOCK RESTROOM SUPPLIES.** The contractor shall ensure restrooms are stocked sufficiently so any provided supplies including toilet tissue, paper towels, and hand soap do not run out. Supplies shall be stored in designated areas in the building or at contractors on base building. If supplies run out prior to the next service date, the contractor shall refill within two hours of notification. If the contractor notices extra stock being removed from the restroom, they will only bring enough to stock till the next cleaning date. If it continues, contact the COR.

1.8.3. **TRASH REMOVAL.** All trash containers in restrooms and locker rooms shall be emptied, trash disposed, liners replaced, and containers returned to their original locations. Trash receptacles shall be left clean, free of contaminants and free of odors.

1.8.4. **DRINKING FOUNTAINS.** Contractor shall clean all facility drinking fountains, typically located near or in the vicinity of restrooms and inside locker rooms. All porcelain and polished metal surfaces, including the orifices and drain, as well as exterior surfaces of fountains shall be cleaned and disinfected. Drinking fountains shall be free of streaks, stains, spots, smudges, scale, and other obvious soil.

1.8.5. **OTHER FITNESS CENTER CLEANING TASKS.**

1.8.5.1. All surfaces of weight scales shall be cleaned and disinfected. The contractor shall clean exercise equipment housing that is in contact with the floor. Rubber floors shall be swept and damp mopped, including baseboards, corners and wall edges.

1.8.5.2. Exercise room mirrors shall be cleaned to be free of streaks. Clean exercise equipment in parent child areas. Clean and disinfect children's play area floor. Clean Basketball and Racquetball Courts. Walls shall be spot cleaned ***up to 6 feet from the floor*** and padded walls around courts shall be cleaned. Clean bleachers and pick up debris on and around bleachers. Contractor personnel are not required to pull out or push back bleachers or remove debris from underneath bleachers. Sweep and mop bleachers and stairs and disinfect bleacher seats.

1.8.5.3. Clean interior glass (both sides) ***up to 6 feet at the racquetball courts***. Push and kick plates and all handles shall be cleaned.

1.8.5.4. Clean admin areas, offices, and equipment checkout areas each Friday. Centralized trash collection shall apply to all admin areas with the collection point at the front desk area.

1.9. **YOUTH CENTER PROGRAMS.** Youth Center facilities shall be maintained in accordance with ***DAFI34-144, Child and Youth Programs***. All Tasks shall be accomplished after 4 p.m. unless otherwise arranged in advance by the COR. Kitchen areas are not part of the contractor's responsibility for cleaning. All cleaning requirements will be performed either before or after Youth operational duty hours. The COR shall contact the Youth Center each month to find out if there are any special programs scheduled for after hours. All recurring tasks and frequencies are in Appendix A.

1.9.1. **RESTROOM CLEANING AND DISINFECTING.** Toilets, sinks and adjacent walls (***up to the height of four feet***) will be cleaned with hot water and detergent and then sanitized with the bleach water or disinfectant solution daily.

1.9.2. **CLEAN FLOORS.** The contractor shall pick up paper towels or other trash items on the floor. Sweep and mop (clean and sanitize) the floors daily.

1.9.3. **STOCK RESTROOM SUPPLIES.** The contractor shall ensure restrooms are stocked sufficiently so any provided supplies including toilet tissue, paper towels, and hand soap do not run out. Limited **supplies shall be stored in designated areas in the building, preferably behind the counter, not in the child restrooms**. If supplies run out prior to the next service date, the contractor shall refill within two hours of notification.

1.9.4. **TRASH REMOVAL.** All trash containers in restrooms shall be emptied, trash disposed, liners replaced, and containers returned to their original locations. Trash receptacles shall be left clean, free of contaminants and free of odors.

1.10. **CHILD DEVELOPMENT CENTER (CDC).** The CDC shall be maintained in accordance with ***DAFI34-144, Child and Youth Programs***. Physical contact by contractor employees shall not be allowed with children. Additionally, contractor employees shall not be alone with children unsupervised. Currently the CDC is under remodel construction. The Custodial supervisor shall be made aware of changes as they occur by the COR. Once all construction is completed, the total square footage shall be increased for the facility. The storage rooms, closets, and kitchen areas are not part of the contractor's responsibility for cleaning.

1.10.1. ALL disinfecting, cleaning and sanitizing solutions shall be always stored out of the reach of children.

1.10.2. The new sports flooring recommended cleaning products are listed in Exhibit D. It is highly recommended that any spills be wiped up immediately, any spills will set and stain the new flooring. Scrub brushes may not be used on the flooring.

1.10.3. In addition to the facility cleaning and restroom tasks that apply to all facilities, tasks that shall be accomplished twice or more daily shall be serviced IAW all recurring tasks and frequencies located in Appendix A.

1.10.4. **FREQUENCIES FOR CHILDREN ROOMS.** Custodial staff shall be required to be available for cleaning eating areas two to three times a day, Monday through Friday. Cleaning will be done after breakfast, lunch and afternoon snacks.

1.10.5. **CLEAN/SANITIZE CLASSROOM TOILETS AND FIXTURES.** Toilets, sinks and adjacent walls (***up to height of four feet***) will be cleaned with hot water and detergent, sanitized with

bleach water or disinfectant solution and then wiped dry at least twice daily. This shall be completed ***after lunch and after hours*** in rooms for children over two years old and after hours each day in rooms for children under two years old.

1.10.6. **STOCK RESTROOM.** The contractor shall ensure restrooms and facility supplies are sufficiently stocked so any provided supplies including toilet tissue, paper towels, and hand soap do not run out before the next scheduled cleaning. Supplies shall be stored in designated areas. If supplies run out prior to the next service date, the contractor shall refill within two hours of notification.

1.10.7. **CLEANING PRODUCTS APPROVAL.** The contractor shall provide a list of all cleaning products to be used in CDCs and Youth Activity Centers to the COR. The COR shall forward this list to the CDC director to ensure that the cleaning products are suitable for use in a childcare environment. The cleaning products, which include warnings that they may not be used in areas occupied by children, cannot be used. Chemical air fresheners are not permitted. All chemicals and other potentially dangerous products (except bleach water or other disinfectant solution) and cleaning supplies (including mops, mop buckets, etc.) must be stored in their original, labeled container in a locked closet inaccessible to children. **Products containing phenolic compounds, such as "Lysol" shall not be allowed or approved for use in Child Development Centers**. The CDC Director has final approval for chemicals and cleaning products at the CDC and Youth Center.

1.10.8. **CLEAN/SANITIZE TABLES, CHAIRS, AND HIGHCHAIRS.** The contractor will clean tables, chairs, and highchairs used for eating after each meal and will sanitize daily. The contractor will sanitize all other remaining tables and chairs daily.

1.10.9. **CLEAN/SANITIZE FOOD PREPARATION AND DIAPER CHANGING TABLES AND ADJACENT WALLS.** The contractor will clean food preparation tables, diaper changing counters, sinks, and adjacent walls at least daily, and as needed, with hot water and detergent and then sanitize with a bleach solution.

1.10.10. **EMPTY TRASH CANS AND DIAPER PAILS.** The contractor shall disinfect trash containers and diapers pails daily, first with hot water and detergent and then sanitized with the bleach water solution or other approved disinfectants/sanitizers. All trash containers shall be emptied, trash disposed, liners replaced, and containers returned to their original locations. Trash receptacles shall be left clean, free of contaminants and free of odors.

1.11. **LEVEL 5 Category C CLEANING – REMOTE AND ISOLATED LOCATIONS.** Force Support Squadron buildings may be added to the contract as remote/isolated locations per ***DAFI 65-106***. This level of cleaning does not fall under AFCOLS. ***Frequency for each task*** is in Appendix B. Level 5 restroom services may vary by building due to the frequency of use and the mission of the building.

1.12. **PERIODIC CLEANING SERVICES.** Periodic cleaning services are those specified as "as needed". ***These services shall be requested by work order only by the COR***. If there are specific dates requested by the customer, that information shall be included on the work order. The COR shall request the service at the beginning of the performance month. The contractor shall use the work orders received from the COR to create a work schedule for the "as needed" performance month. The contractor shall forward the proposed schedule to the COR ***within 2 to 3 days after receiving the request from the COR***. The contractor shall notify the COR after completion of the periodic task so that the area may be inspected by the COR. The contractor shall let COR know if flooring has changed or if services cannot be accomplished for the floor type due to manufacturer's recommendations. Changes will be made by the COR to the periodic schedule as required. The COR will coordinate with the building facility manager to ensure the date(s) for the services are compatible with the building mission requirements. Any refusal by the facility manager to agree to a date and time for these services will result in the service being cancelled by the next scheduled visit. ***ALL "as needed services" are NOT guaranteed.***

1.12.1. **FLOOR BUFFING.** Periodic floor buffing is used as an interim service to extend the floor finish until floor maintenance is required. Building users shall be contacted by the COR to confirm that furniture will be moved, where possible, prior to the floor buffing. Floors shall be cleaned prior to buffing. The contractor shall move chairs, trash cans and other easily moveable items to perform the service. The floor shall have a uniform clean appearance without streaks, swirl marks or residue. Replace chairs, trash cans and other items to their original location.

1.12.2. **PERIODIC HARD FLOOR MAINTENANCE.** Hard floors shall be cleaned prior to performing floor maintenance. Move chairs, trash cans and other easily moveable items to perform the service. If applicable, existing floor wax shall be stripped from the floor using commercial practices and approved chemicals. Floors shall be scrubbed to remove all dirt, grime, stains and scuff marks. Wax shall be applied according to the manufacturer's recommendations. Once applied wax has dried, the floor shall be buffed to polish and seal the floor. Tile floors shall not be waxed. Tile floors and grout shall have a uniform clean appearance. The floor shall have a uniform clean appearance without streaks, swirl marks, residue or any evidence of soil, stain, film, or standing water. Replace chairs, trash cans and other items to their original location.

1.12.3. **PERIODIC CARPET RESTORATIVE CLEANING.** Carpet shall be vacuumed prior to performing floor maintenance. Move chairs, trash cans and other easily moveable items to perform the service. Deep clean the carpet using steam cleaning or shampoo to address soil suspension, soil extraction and drying. Ensure after cleaning that the carpeted area shows an improvement in visible appearance. Remove a cleaning solution residue from baseboards, furniture, trash cans, chairs and other similar items. Move chairs, trash cans and other movable items back to their original location.

1.12.4. **LOW DUSTING (LEVEL 4 ONLY).** Low dusting includes surfaces ***within 6 feet for the floor***. Surfaces must be free of dust lint, cobwebs and litter. Surfaces could include tables, shelves, bookcases, windowsills, handrails, window blinds, etc.

1.12.5. **HIGH DUSTING (LEVEL 4 ONLY).** High dusting includes surfaces up to 8 feet from the floor. Surfaces must be free of dust, lint and cobwebs. Surfaces could include storage lockers, windowsills, clocks, pictures, window blinds, ceiling fans, air vents, etc.

1.12.6. **CLEAN INTERIOR AND EXTERIOR WINDOWS (LEVEL 4 ONLY).** Clean all windows, depending on the work order requirement. This includes indoor glass windows and exterior glass windows and doors. Both sides of the windows will be cleaned. Glass shall show no traces of film, dirt, smudges, streaks or other contaminants.

1.13. **CDC SPECIAL CLEARANCE REQUIREMENTS.** Special clearance requirements exist for the contractor personnel to work at the Child Development Center (CDC). All personnel, to include site manager and supervisors, are required to are required to have favorable background checks and be up to date on all required immunization shots listed at 1.13.3.

1.13.1. The contractor is required to have a **minimum of 8 personnel** that have favorable background checks to be able to perform the services at CDC. Being up to date on all shots is a **REQUIREMENT** for the CDC positions. This requirement also includes the site manager and any supervisors that need to inspect the work accomplished at the CDC during the day. Lack of personnel with access ***DOES NOT relieve*** the contractor from performing the custodial services at these facilities and will result in a deficiency write-up for every service missed at these facilities.

1.13.2. At the beginning of the contract and as needed throughout the contract performance, contractor personnel shall begin in processing for CDC access with the COR at building 358. If the person only needs access to work at the CDC, they will be given instructions by the COR to see the NAF Human Resource Officer – currently Ms. Melissa Arnold. She is in building 52 on the second floor, room 2629 (phone 580-481-6416). Personnel will be required to bring a **current up-to-date shot record** to begin the vetting process. Other required forms will be filled out at Ms. Arnold's office. Additional annual training and classes will be required for CDC staff prior to certification to work at the CDC. These training requirements, including child abuse prevention, shall be provided by the CDC staff during duty hours. The contractor is responsible for ensuring new employees working at the CDC and those requiring annual training complete these requirements.

1.13.3. **REQUIRED IMMUNIZATIONS FOR CDC.** All contractor personnel assigned to the CDC shall be free of communicable diseases, to include tuberculosis, prior to entering either facility. All contractor personnel **MUST** have the following immunizations required by ***AFJI-48-110, "Immunizations and Chemoprophylaxis***," prior to personnel being allowed to work at the CDC. The contractor shall be responsible for providing certification that all personnel meet the above conditions.

Required Immunizations:

Annual Flu Shot	Diphtheria	Hepatitis A Series
Hepatitis B	Measles	Mumps
Polio	Rubella	Tetanus
Tuberculosis Skin Test		Varicella

1.14. **CDC AND YOUTH CENTER CLEANING PRODUCTS.** The contractor shall provide a list of all approved cleaning products to be used in CDC and Youth Center to the CDC Director. The CDC Directors shall ensure that the cleaning products are suitable for use in a childcare environment. Cleaning products containing warnings that they may not be used in areas occupied by children CANNOT be used. Chemical air fresheners are not permitted.

1.14.1. **SOLUTION STORAGE.** Store all disinfecting, cleaning, and sanitizing solutions in their original, labeled containers (except for bleach water solution). Store bleach water solution in a non-brand name container clearly labeled as "BLEACH WATER." Use the same type of container for bleach water throughout the facility. Always keep all cleaning solutions out of children's reach.

1.14.2. **CLEANING EQUIPMENT/MATERIALS.** The contactor shall have use of Janitor closets in facilities where space is available. The contractor is responsible for ensuring that equipment, trash cans, mops, brooms and cleaning buckets are rinsed/cleaned and are free of odor and dirt. Cleaning equipment shall be inaccessible to children.

1.14.3. The contractor shall follow CDC guidance for Personal Protective Equipment (PPE), cleaning methods and cleaning products to accomplish these tasks.

1.15. **CAC ACCESS FOR BUILDINGS.** Contract Personnel that require a CAC (Common Access Card) to access buildings for their cleaning route shall in processing with the COR and then Ms. Goodwin. **CAC holders SHALL NOT allow any other person to use their CAC** to gain access to a building. Doing so will result in the CAC being cancelled permanently for that person and possible removal from base access. **Up to 10 contractor personnel may have a CAC** for building access. If additional are needed, written justification must be sent to the COR.

1.16. **CUSTODIAL SERVICES EXTENDED HOURS OF OPERATION AND SPECIAL RESTRICTIONS.** The facilities listed in table 2 below have extended hours of operation or special service performance restrictions.

Table 2 – Facilities with Extended Hours of Operation and Special Restrictions

Facility Number	Facility Description	Service	Hours of Operation or Restrictions
35	Charlies	Restroom Cleaning	Services Wednesday through Saturday
52	MSG/Finance/Legal, etc.	Restroom Cleaning	High Use building
61	WoF Park Restrooms	Restroom Cleaning	Services ONLY during the months of 1 May through 30 September
89	C-17 Classrooms	Facility and Restroom Cleaning	24-hour operation, Monday through Friday
130	Security Forces	Restroom Cleaning	High Use building and 24-hour operation.

Facility Number	Facility Description	Service	Hours of Operation or Restrictions
156	Fitness Center	Restroom cleaning	Restrooms shall be closed **from 9 to 11 am** for cleaning during normal duty hours. Cleaning must be completed in one restroom prior to moving to the next.
156	Fitness Center	Facility Cleaning	24-hour operation with CAC, Monday through Sunday
164	58th & 730th Admin	Restroom Cleaning	High Use building
172	KC-135 Simulator	Facility and Restroom Cleaning	24-hour operation, Monday through Friday
174	KC-46 Simulator	Facility and Restroom Cleaning	12 to 20 hour operation, Monday through Friday
179	C-17 Simulator	Facility and Restroom Cleaning	24-hour operation, Monday through Friday
181	KC-46 Fuselage Trainer	Facility and Restroom Cleaning	12 to 20 hour operation, Monday through Friday
187	Simulator	Facility and Restroom Cleaning	20-hour operation, Monday through Friday
188	Tanker Sortie Generation Facility	Facility and Restroom Cleaning	24-hour operation, Monday through Friday
189	Simulator	Facility and Restroom Cleaning	20-hour operation, Monday through Friday
190	KC-135 Training	Facility and Restroom Cleaning	15-hour operation, Monday through Friday
191	Training	Facility and Restroom Cleaning	15-hour operation, Monday through Friday
193	Training	Facility and Restroom Cleaning	15-hour operation, Monday through Friday
228	MX Command Bldg	Facility and Restroom Cleaning	24-hour operation, Monday through Friday
284	Aerospace Grounds Equip	Facility and Restroom Cleaning	24-hour operation, Monday through Friday
285	Airlift Sortie Generation/ Inspection Flight Facility	Restroom Cleaning	24-hour operation, Monday through Friday
291	Configurations Bldg	Restroom Cleaning	17-hour operation, Monday through Friday
307	Club Altus	Restroom Cleaning	Services Monday through Saturday
323	Avionics/PMEL	Restroom Cleaning	24-hour operation, Monday through Friday
450	NDI Bldg	Restroom Cleaning	17-hour operation, Monday through Friday

Facility Number	Facility Description	Service	Hours of Operation or Restrictions
476	Munitions **Restricted Area – Escort Required**	Facility and Restroom Cleaning **For optimal efficiency and adherence to security protocols, cleaning must be performed concurrently with the required escort.**	Custodial Personnel **MUST** service building between the hours of 7 am and 4 pm, Monday through Friday
514	Aircraft Fuel Cell Bldg	Restroom Cleaning	24-hour operation, Monday through Friday
517	Manufacturing/Wash Rack	Restroom Cleaning	24-hour operation, Monday through Friday
1866	Youth Center	Facility and Restroom Cleaning	May through August – open 0630 to 1900, Monday through Friday. Some special programs on weekends.
1957	Excellence Park	Restroom Cleaning Middle Room Cleaning	Services ONLY during the months of 1 May through 30 September
1996	Softball Field Restrooms	Restroom Cleaning	Services ONLY during the months of 1 May through 30 September

1.16.1. If for any reason the occupants of a building prevent the contractor from providing scheduled services, cleaning will be forfeit until the next scheduled service. The contractor shall notify the COR in writing with date, building number, specific areas affected and name of person (if given) refusing service.

1.17. CONTRACTOR PROVIDED EQUIPMENT.

1.17.1. **CONTRACTOR-FURNISHED EQUIPMENT/VEHICLES.** Provide and maintain all equipment and vehicles necessary to fulfil the requirements of this contract. The contractor may perform cleaning, minor repair and other normal maintenance requirements of custodial equipment on site. Maintenance and repair of contractor vehicles or their privately owned vehicles shall NOT be accomplished on site. Contractors' commercial vehicles shall prominently display and maintain company name on both sides of vehicles to present a neat, professional appearance. Contractor vehicles shall be used solely for the intended purpose of performing services in this PWS during normal hours of operation. Only commercial contractor vehicles shall be allowed on the flight line.

1.17.2. **EQUIPMENT CONDITION.** All equipment used in the performance of this contract shall carry an Underwriters Laboratory (U/L) listing and be maintained in good operable condition. Equipment found to be unsafe and/or unable to function as designed shall **not** be used in the performance of this contract. The Contracting Officer (CO) or COR may inspect the

contractor's equipment and vehicles at any time and direct the removal of any unsafe or unusable equipment or vehicle from the installation.

1.17.3. **EQUIPMENT QUANTITIES.** The contractor shall provide adequate equipment, items and vehicles to effectively fulfill the scope of this contract. In addition, the contractor shall maintain or have backup capability to provide continued service in the event primary equipment or vehicles are down for extended maintenance or repairs. Equipment failure does not alleviate the contractor from performing any requirement contained in this contract.

1.18. CONTRACTOR PROVIDED SUPPLIES.

1.18.1. One hundred percent of all paper products procured (toilet paper and paper towels) shall contain recycled materials. In accordance with **FAR 52.208-9** ***Contractor Use of Mandatory Sources of Supply or Services***, all contractors provided supplies listed below shall be purchased from the mandatory source AbilityOne when available. The contractor is ONLY required to provide the standard products listed below. Any facility owned dispensers that are not compatible with these standardized products shall be the responsibility of the Facility Manager to provide stock replacement soap and paper products. The Facility Manager may put in a service request to have the non-standard dispenser replaced with a standard dispenser, to be installed by CES. CES will also replace broken dispensers at the facility manager's request.

1.18.2. The contractor shall be required to provide liquid soap, roll paper towels and 2-ply standard toilet paper roll products during regular services and when notified of low stock by the COR. Only the products listed below are restocked by the contractor.

- Plastic Trash Can Liners/Bags: Suitable for the type and size of trash receptacle. Recommend 12-to-16-gallon bags for smaller receptacles and 55-gallon bags for high use taller receptacles or trash cans.
- Standard Toilet Paper: Two-ply or higher.
- Paper Towels: Paper towel rolls (P/N 290088) compatible with the installed TorkMatic dispensers currently installed (model 5510282).
- Hand Soap: GoJo 1250 ml foaming liquid anti-bacterial soap, or equal anti-bacterial soap shall be supplied for installed liquid soap dispensers. Soap must work with installed dispensers.

1.18.3. **ANY** change requested by the contractor to install a new "standard" of paper towel dispensers or soap dispensers, must be requested by the contractor in writing along with the company name and part number for the paper towel dispenser, soap dispensers and paper towels if requested. This must be submitted to the COR and Contracting Officer for review. If approved by the Contracting Officer and COR, the PWS will be updated. The contractor will be responsible to purchase ***all new equipment and remove the old equipment prior to installing the new equipment without reimbursement by the Government***. **This is a Contractor Expense**.

1.18.4. The contractor is required to provide enough stock to last through the next scheduled service and weekends/holidays. ***Calls for re-stocking supplies by the COR must be completed within 2 hours' notice***. The contractor shall stock during normal duty hours, 7:30 a.m. to 4:30 p.m., Monday through Friday (except for holidays). Some facilities may have occasional after-

hour events. The facility manager may request extra stocked supplies for these events through the COR.

1.19. **MISCELLANEOUS REQUIREMENTS.** During and after performance of services, the contractor shall:

- Turn off unnecessary lights
- Report fire and safety hazards
- Report toilets in need of repair to the COR. Reference the building number, floor location, men's or women's restroom (room # if available) and the stall number from the restroom door. No pictures needed unless toilets or urinals are broken.
- Report restroom leaks to the COR. Reference to the building number, floor location, men's or women's restroom (room number if available). Pictures of the leak may be submitted for repair.
- Notify the COR the next morning if areas were occupied and unable to be cleaned during scheduled time
- Notify Security Forces when unauthorized or suspicious persons are seen on premises
- When entering any facility or area after it has been secured, enter through one door and lock the door behind yourself. Secure facilities ***at all times***, including the period when work is being performed. Upon completing work in a facility, ensure all doors and windows that were secured upon arrival are closed and secured upon departure.
- Display the appropriate caution signs when cleaning floors or any other surface that might pose a risk of injury for any personnel that are present. **Remove the signs once the area is dry** and safe for facility occupants to use.

1.20. **REQUIRED REPORTS.** All reports listed below shall be turned into the COR and any other designated office within the required time listed. Forms may be done using any Microsoft Office 365 product (or compatible). If a specific form or format is required, the form shall be provided to the contractor.

1.20.1. **ROUTINE CLEANING SCHEDULE.** The contractor shall perform services according to this agreed upon schedule. Changes requested to the routine cleaning schedule shall be submitted to the COR for review and approval. Temporary changes to the routine cleaning schedule shall be coordinated with the COR.

1.20.2. **PERIODIC CLEANING SCHEDULE.** The contractor shall receive work orders from the COR for performance of periodic cleaning services at the start of the performance month. The contractor shall create a cleaning schedule based on the requirements and times available at each building for the work order submitted. The monthly schedule shall be emailed to the COR ***not later than 3 duty days*** after receiving request from the COR. **NOTE:** Funding cuts may reduce the periodic cleaning schedules. Periodic cleaning schedules are **not guaranteed**.

1.20.3. **QUALITY CONTROL INSPECTION SCHEDULE.** The contractor shall provide a copy of the monthly Contractor Quality Control Inspection Schedule to the COR upon request.

1.20.4. **PERSONNEL LISTING.** The contractor shall provide a listing of all contract personnel names to the COR within 30 working days of the start of the contract. The list shall also include the telephone contact information for the Contract Site Manager and supervisors. This list shall be submitted ***monthly*** within the first 5 days of the month.

1.20.5. **Proposed CDC EMPLOYEE LISTING.** A listing of all proposed CDC personnel shall be submitted to the COR within 1 week of the start of the contract. Once employees have completed all requirements to work at the CDC, the COR will request a list of the "certified" employees from the FSS HR office. This list will be given to the Site Manager, CDC director, as well as kept on file by the COR. The list shall include the person's name, date background checks were initiated and completed, date child abuse training was completed, and certification that immunization requirements have been met. If one or more of the personnel are replaced at the CDC, a replacement shall meet all requirements to work at the CDC prior to beginning work. This list shall be submitted any time there is a change to personnel working at the CDC.

1.20.6. **MONTHLY HAZARDOUS MATERIALS USAGE AND PURCHASE REPORT.** The contractor shall submit a monthly hazardous material use and purchase report to the COR and Environmental Element ***within 5 duty days of the end of the month***. The report shall include the name of the chemical, amount used or purchased, use concentration, date and building location of use. Months without usage or purchase of hazardous materials still require a report to be submitted and annotated accordingly. If no hazardous materials are used for this contract, this report shall not be required.

2. **SERVICE SUMMARY (SS).** The contract service requirements are summarized in performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimally acceptable levels of service required for each requirement. The SS and the Contractor's Quality Control Plan provide information on contract requirements, the expected level of contractor performance and the expected method of Government surveillance and confirmation of services provided. These thresholds are critical to mission success. Procedures set forth in FAR 52.212-4 (a), Contract Terms and Conditions - Commercial Items, Inspection/Acceptance, will be used to remedy all deficiencies. During the initial 30 days of the contract, 2 additional errors on each task shall be allowed to identify normal phase-in problems, except for any periodic cleaning service.

Table 3 – Service Summary

Performance Objective	Performance Threshold	Remedy	Method of Assessment
Facility Cleaning Service IAW AFCOLS: 1. Non-carpeted floors 2. Carpeted floors 3. Stairways, Elevators 4. Indoor Walk-off Mats 5. Trash Removal Level 4 Only	No more than five (5) valid defects per month	Re-performance within two (2) hours of notification by COR	Periodic surveillance, Valid customer complaint
Restrooms/Locker Rooms Cleaning: 1. Clean and disinfect all surfaces 2. Clean floors 3. Stock Supplies 4. Clean drinking fountains 5. Trash Removal	No more than five (5) valid defects per month	Re-performance within two (2) hours of notification by COR	Periodic surveillance, Valid customer complaint
Special Cleaning Requirements: 1. Fitness Center 2. Youth Center 3. CDC	No more than five (5) valid defects per month	Re-performance within two (2) hours of notification by COR	Periodic surveillance, Valid customer complaint
All Required Documents for CDC Workers Submitted within 7 Days of Proposed Employee Listing Submitted to COR	Submit all background checks, immunization records and other required documents to FSS HR	CO shall be notified if required documents are not submitted within 7 days	Follow up with FSS HR within 7 days to ensure all documents required are submitted
Periodic Cleaning Services (Issued by Work Order): Create monthly cleaning schedule and submit to COR within 3 days of receipt from COR	No more than three (3) valid defects per month	Re-performance within two (2) duty days or as convenient to customer	Random Sampling, Valid customer complaint
Required Reports: All required reports shall be submitted to COR with 5 duty days of the first of each month	No more than two (2) valid defects per month	Re-performance within one (1) duty day	100% surveillance

2.1. **QUALITY CONTROL.** The contractor shall develop and maintain a quality control program to ensure custodial services are performed IAW commonly accepted commercial practices and services identified in this PWS. The contractor shall develop and implement training practices and procedures to identify and prevent non-performance and continual repeat of defective service. As a minimum, develop quality control procedures addressing the areas identified in ***Table 3, Service Summary***.

2.1.1. **QUALITY CONTROL PLAN (QCP).** A written QCP shall be submitted to the CO and COR for review and feedback. The QCP shall be submitted no later than the post-award conference.

2.1.1.1. **PLAN REQUIREMENTS**. The plan shall specifically address:

- Information about the contractor's program manager and alternate and any quality control inspectors – to include phone number and years of experience
- Intent (if any) to use subcontractors
- Personnel onboarding process
- Personnel Training Plan for each required task – to ensure personnel know the expectations of performance per the PWS and perform with minimal deficiencies. This portion of the plan shall also cover re-training of tasks that require improvement.
- Inspection Plan (Quality Control), Methods of Self-Surveillance and Documentation by the site manager or other individual(s) –such as an app used to document the inspections accomplished or other method of documentation.
- Key Inventory and Control procedures, to include reporting lost or stolen keys
- Personnel Contractor Badge and CAC card control procedures, to include how a badge will be turned to the COR if employment is terminated
- Process and documentation for correcting unsatisfactory performance by contractor personnel.

2.2. **QUALITY ASSURANCE:** The COR shall inspect and evaluate the contractor's performance to ensure services are IAW requirements set forth in this contract. The contractor shall provide work schedules to the COR upon request. The COR shall inspect by validating actual work performance, physically checking the attribute of the completed task, checking a management information report, investigating customer complaints, conferring with facility manager or otherwise inspecting the task or its results to determine whether performance meets the standards contained in this PWS.

2.2.1. The COR will use the contractor's work schedule or modified version thereof, to record validation results. The results of the validation then become the official Air Force record of the contractor's performance. When a performance threshold has not been met or contractor performance has not been accomplished, the COR shall notify the contractor to re-perform the service IAW the Service Summary t**able 3**. Re-performance will not nullify the discrepancy for not meeting the performance threshold.

2.2.2. If correction is not accomplished within the remedy timeline, the COR shall submit a Contract Discrepancy Report (CDR) to the CO. The CO will contact the contractor for remedy. The contractor shall respond to the written CDR IAW instructions provided and return it to the CO within 10 calendar days of receipt.

2.3. **PERFORMANCE ASSESSMENT.** The COR uses the ***Service Summary, Table 3,*** and the ***Performance Rating Scale, Table 4***, to assess contractor performance.

2.3.1. **PERIODIC SURVEILLANCE.** This method requires the COR to employ a "spot check" style of evaluation based on the contractor's cleaning schedules and requirements of the PWS. Periodic surveillance will be conducted on a scheduled basis and may be adjusted, based on quality trends.

2.3.2. **CUSTOMER COMPLAINTS.** The COR will receive and investigate complaints. The COR shall be responsible for initially validating customer complaints. Validated customer complaints, received prior to 10 a.m., shall be re-performed upon notification of the COR. The CO shall make final determination of the validity of customer complaint(s) in cases of disagreement between the COR and the contractor.

2.3.3. **RANDOM SAMPLING.** Random inspections of "as needed services" performed during the month.

2.3.4. **100% SURVEILLANCE.** The COR will perform 100% surveillance on report submissions.

2.3.5. **PERFORMANCE RATING SCALE.** The COR shall use the following rating scale for **monthly** Contractor Performance Reporting. (Rating Scale has been changed to match annual CPARS input.).

Table 4 – Performance Rating Scale.

RATING	DESCRIPTION
Outstanding	Performance significantly exceeds established standards. Contributions to the organization are of marked excellence.
Very Good	Performance achieved above established standards. ***All critical and additional performance from paragraphs 1.2. through 1.12.6 and 1.18.1. to 1.18.2. were met.***
Satisfactory	Expected performance meets the thresholds/objectives listed in ***paragraphs 2.3. through 2.3.5.*** Critical performance met. No more than five (5) discrepancies (including customer complaints).
Marginal	Did not meet satisfactory standards listed in ***paragraph 2.3. through 2.3.5.*** One or more critical performances were not met. Six (6) to seven (7) discrepancies (including customer complaints). A CAR may be issued to the contractor.
Unsatisfactory	Consistently does not meet standards or correct discrepancies within required time (***paragraph 2.3.7.)*** Eight (8) or more discrepancies, in any performance objective areas combined, during the month shall require a CAR be issued to the contractor. If a CAR is issued, the rating standard for the performance objective is automatically "Unsatisfactory".

2.3.6. **UNSATISFACTORY PERFORMANCE.** Any unsatisfactory inspection (deficiency) shall be recorded and reflects toward the monthly performance threshold rating as shown in the table above. When a performance requirement has not been met or contractor performance has not been accomplished according to the contractors schedule (and COR has not been notified of

delays), the COR shall issue a written deficiency notice and request re-performance by the contractor in person or by email.

2.3.7. **RE-PERFORMANCE OF DEFICIENCY.** The COR shall request re-performance of service that receives a deficiency. The deficiency remains recorded and is applied to the performance threshold (by month). From the time of notification by the COR, the contractor must re-perform the service and notify the COR of completion within the following deadlines:

- Routine Facility and Restroom Cleaning Services (all Levels/Buildings) – complete re-performance **within 2 hours**
- As needed Services issued by work order (all Levels/Buildings) – complete re-performance **with 24 hours**
- Re-stock Restroom Supplies – complete re-performance **within 2 hours**
- Required Reports – corrected/submitted within **1 duty day**

2.3.8. **SATISFACTORY COMPLETION OF RE-PERFORMANCE.** Satisfactory completion of the re-performance does not change the unsatisfactory performance record and shall be included in the monthly performance threshold rating.

2.3.9. **FAILURE TO MEET REQUIREMENTS.** Failure to perform or successfully complete re-performance within the deadlines listed in paragraphs 2.3.6 and 2.3.7., shall be written as a Correction Action Report that requires a reply from the contractor. This report shall be sent to the CO for distribution to the contractor. Failing to meet the performance threshold as outlined in the performance objectives in any combination, for any two or more consecutive months during a contract period, shall constitute an immediate Progress Meeting with the Multi-functional Team. All remedies shall be in accordance with the ***FAR 52.212-4(a)***, Contract Terms and Conditions – Commercial Items, Inspection/Acceptance.

2.4. PERIODIC PROGRESS MEETINGS.

2.4.1. **MEETINGS.** The CO will schedule periodic meetings as requested. The CO, Contract Administrator (CA), Functional Commander/Director, COR, other Government personnel and the contractor shall meet, when scheduled, to discuss the contractor's performance. Issues to be discussed include opportunities to improve the contract, any modifications required of the contract, unsatisfactory inspections and valid customer complaints, trends against each performance objective observed, positive performance and steps taken by the contractor to prevent unsatisfactory occurrences in the future. The contractor shall provide a summation of unsatisfactory inspections and customer complaints and provide insight into any identified trends.

2.4.2. **MEETING MINUTES.** The minutes of these meetings will be reduced to writing, signed by the CO and any other signatures as deemed appropriate, distributed to the Functional Commander, COR and the contractor. Should the contractor not concur with the minutes, the contractor will provide a written notification to the CO identifying areas of non-concurrence for resolution.

3. GOVERNMENT FURNISHED PROPERTY AND SERVICES

3.1. **GOVERNMENT FURNISHED FACILITIES.** The Government will provide ***specified office and storage space in building 369***. The facilities are provided "as-is." No alterations to the office space shall be made without the specific written permission by the 97 CES and the CO as coordinated and approved through the NexGen TRIRIGA system. Such changes will be at no cost to the Government unless otherwise approved by the CO. In case of alterations necessary for compliance with OSHA, such permission shall not be reasonably withheld. The contractor shall ensure facilities are maintained in a neat, clean and professional manner. The CO reserves the right to reallocate and relocate the contractor during the term of the contract. Upon completion or termination of this Contract, or upon such reallocations or relocations, the contractor shall return facilities to the Government in the same condition as received, fair wear and tear and approved modifications.

3.1.1. **JANITORIAL CLOSETS.** Janitorial closets will be available for use by the contractor in most facilities, without cost, for the purpose of storing materials and equipment, excluding flammable materials. The contractor will be required to maintain odorless and clean closets. Closets will be free of clutter and debris. Cleaning supplies and tools will be stored and organized in such a manner as to allow easy access and movement in closet. Closets provided for janitorial service use will be locked if locks are available. The Government will not be responsible for contractor's stored supplies or equipment kept in the building or janitor's closets or for the contractor personnel's personal belongings. The contractor is responsible for using a strainer basket in all sinks and floor drains in the closet. The contractor shall notify the COR if a sink is blocked or leaking.

3.1.2. **PROPERTY KEYS.** The contractor shall be issued keys for building 369 and CES owned buildings under this contract. Other facility keys shall be issued by the Facility Manager of the facility. The contractor shall be responsible for security and control of all keys issued. The contractor shall establish and implement a key inventory and control procedures in the QCP to ensure keys issued are properly safeguarded and not used by unauthorized personnel. ***A copy of the key inventory shall be given to the COR within 30 days after the contract award and as changes are made.*** Contractor personnel shall not use keys to open work areas for personnel other than contractor personnel engaged in the performance of duties. The contractor shall NOT duplicate keys issued by the Government. Lost keys shall be reported to the COR immediately. The Government replaces lost keys or performs re-keying. The total cost of lost keys, re-keying or lock replacement may require reimbursement to the Government at the discretion of the CO. An annual inventory of all keys shall be done jointly with the contract manager and the COR.

3.2. **GOVERNMENT FURNISHED SUPPLIES AND EQUIPMENT.** The Government shall be responsible for furnishing all trash containers for buildings serviced under this contract.

3.3. **GOVERNMENT FURNISHED UTILITIES AND SERVICES.** The Government will furnish electricity, water and sewage services as necessary for accomplishment of work IAW this contract. The contractor shall adhere to all base level utility conservation practices or requirements. The contractor shall be responsible for operating under conditions that prevent waste of utilities.

3.3.1. **TELEPHONE SERVICE.** The Government shall only provide base and local commercial telephone service. The ***contractor shall provide long distance service and internet service at the contractor's expense to enable communications with the home office and submittal of payroll.***

3.3.2. **SECURITY, FIRE AND MEDICAL SERVICES.** The Government will provide police and fire protection on Altus AFB. In the event of a medical emergency, call "911" for transportation of injured personnel to the local hospital. The Government will provide emergency medical treatment on site for life-threatening emergencies only until a civilian ambulance arrives.

3.3.3. **SOLID WASTE COLLECTION AND DISPOSAL.** The contractor shall use existing bulk containers to dispose of trash or solid waste generated from accomplishment of services detailed in this PWS. The contractor shall adhere to all base level recycling programs.

4. GENERAL INFORMATION.

4.1. **CONTRACT PERSONNEL.** Contractor personnel shall present a neat appearance. Contractor personnel shall be easily recognizable while on the installation in conjunction with this contract. This shall be accomplished through the wearing of distinctive clothing, overcoats or hats bearing the company name or logo. The coloring or design of the items selected should be such that it identifies personnel easily and quickly for reasons of safety and personal protection.

4.1.1. **CONTRACT MANAGER.** The contractor shall establish and maintain an office through which the contract manager or alternate(s) can be contacted during work hours. The contract manager or alternate shall be available during normal duty hours to meet on the installation within 1 hour with the COR to discuss problem areas. The contractor shall provide the CO and COR telephone number(s) where validation results and complaints can be reported. The contractor shall also provide to the CO the names and phone numbers of contractor POCs for after business hours including nights, weekends, and holidays. This information will be kept updated by the contractor whenever personnel changes occur. ***The contract manager or alternate shall have full authority to act for the contractor on all contract matters relating to the daily operation of this contract.***

4.2. **HOURS OF OPERATION.** Perform the services required under this contract during the following hours. The contractor is not required to perform services on Federal Holidays.

4.2.1. **NORMAL BASE HOURS.** Base hours of operation are 7:30am to 4:30 pm, Monday through Friday, except Federal Holidays. Some facilities may have 24-hour operations ***(see paragraph 1.16. - Table 2).***

4.2.2. **CONTRACT SERVICES HOURS OF OPERATION.** Perform facility cleaning, restroom/locker room cleaning services under this contract after the hours of 3:00 pm unless otherwise noted in ***paragraph 1.16. – Table 2*** or task is performed more than once a day. All periodic cleaning services (issued by work order) shall be accomplished after duty hours and may be accomplished on weekends by the contractor at no additional cost to the Government.

4.2.3. **RECOGNIZED FEDERAL HOLIDAYS.**
New Year's Day - 1 January
Martin Luther King Jr. Day - 3rd Monday in January
President's Day - 3rd Monday in February
Memorial Day - Last Monday in May
Juneteenth National Independence Day – 19 June
Independence Day - 4th July
Labor Day - 1st Monday in September
Columbus Day - 2nd Monday in October
Veteran's Day - 11 November
Thanksgiving Day - 4th Thursday in November
Christmas Day – 25th December

NOTE: If these holidays fall on Saturday, the preceding Friday will be observed. If these holidays fall on Sunday, the following Monday will be observed. If a holiday falls on a scheduled service day, the contractor will be responsible for rescheduling services for the first day after the holiday observance.

4.2.4. **BASE CLOSURES.** Work scheduled but not accomplished because of base closure due to weather, exercises or real-world events will be accomplished as soon as possible after reopening the base. The contractor shall not be penalized for work not accomplished under these circumstances.

4.2.5. **PERFORMANCE OF SERVICE DURING CRISIS OR HEIGHTENED SECURITY.** Services at Altus AFB are considered mission essential and limited service will continue in the event of a crisis or heightened security caused by a national emergency, natural disaster or other cause, as necessary, in support of the Air Force mission. Contractor personnel with approved background checks will be allowed access to the base for performance of work, except during "Charlie" conditions. If the "Charlie" condition exists for an extended duration, some services may be required. The CO may direct that services continue, on a case-by-case basis.

4.3. **SECURITY REQUIREMENTS**. Contractor employees shall comply with Altus AFB security requirements. These regulations are available for review in the contracting office. The contractor shall comply with all Altus AFB policies regarding entry to the installation, rules of the road, contingency operations compliance and photography prohibitions.

4.3.1. **BASE ACCESS**. Contractor employees shall provide information to assist in the completion of background checks for employees requiring access to Altus AFB. This information shall consist of but is not limited to, full name (first, middle, last), social security number, date of birth, address, driver's license number and state of issue, number of years residency in the state of Oklahoma and Jackson County. This information will be protected under the procedures listed in the Privacy Act of 1974. A background check must be completed prior to access to Altus AFB. If the background check reveals a contractor employee or prospective employee with an adverse criminal history or as a potential threat to the health, safety, operational mission of the installation, then the Government reserves

the right to restrict or deny access to Altus AFB for that individual.

4.3.2. **BADGE ISSUANCE.** The contractor shall request a Contractor Badge Application form for each employee from the COR. The personal information shall be filled out by the employee. The form will be brought back to the COR for authorization and then the employee can take the form, with two (2) forms of identification, to the South Gate for badge issuance. All employees requesting access must be REAL ID compliant or must present a passport.

4.3.3. **Contractor Badges.** The contractor Site Manager is responsible for tracking and retrieving badges from employees upon their separation, termination and/or completion of business on Altus AFB, OK. Badges from employees who are no longer employed on the contract must be retrieved and turned into the COR within 10 days of the individual's separation or termination. Employees who abuse their badge privileges by attempting base access beyond the dates, times, locations or specified work and other limitations may be subject to revocation of base access. Businesses may lose base pass privileges if they fail to control use of the badges or do not return them upon completion of use. Failure to control or turn in badges may result in contract termination or a decision not to exercise the option periods of this contract.

4.3.4. **MAIN BASE ACCESS.** Security access restrictions at Altus AFB require all contractor vehicles (which are the size of a standard bread delivery truck or larger) to enter through the South Gate only. Contractor vehicles may be subject to search prior to gaining base entry. The contractor should plan and allow for delays because of increased and ever-changing security procedures.

4.3.5. **SECURITY AUTHORITY.** The contractor shall brief all employees that they shall ***immediately leave any area*** upon notification by the CO, COR, constituted authority, Security Forces or when directed as occasional operational requirements, real world activities or emergencies dictate. If direction is given by personnel other than Security Forces or the CO or COR, notify the COR of this action and include the name of the individual, if available.

4.3.6. **RESTRICTED/CONTROLLED AREAS**. Contractor performance within restricted/controlled areas (inside red-line areas at the flight line at 3 different areas) shall require Contractor compliance with various levels of security. Notify the COR of the dates and times required to work in these controlled areas so that an escort can be present.

4.3.6.1. **Escorts.** The COR shall arrange for escorts at flight line areas with prior notice from the contractor.

4.3.7. **ANTI-TERRORISM.** Altus Air Force Base has an Antiterrorism program that is responsible for helping secure and protect the base and its personnel from terrorist attacks. All contractor personnel and sub-contractors are required to obey all orders from Security Forces and adhere to all security measures implemented during Force Protection Condition (FPCON) changes and Random Antiterrorism Measures (RAM's). Security Forces

members may conduct spot checks and inspections of you and your sub-contractors to ensure you are in authorized areas.

4.3.7.1. Altus Air Force Base is currently in FPCON Bravo, meaning an increased and more predictable threat of terrorist activity exists. All contractor personnel and sub-contractors are expected to report any suspicious persons, activities, packages, or items you see while conducting work on Altus Air Force Base to base Security Forces. Suspicious activities could include personnel conducting surveillance of the installation, unauthorized personnel requesting access to the installation, or somebody asking many questions about the base.

4.3.7.2. In the event of an emergency, there are multiple mass warning notification systems on Altus Air Force Base (At Hoc, weather radios, telephone notification, and giant voice system).

4.3.7.3. All contractor personnel and sub-contractors obtaining a CAC must complete Antiterrorism Level I training within 30 days of receiving your CAC, and on an annual basis thereafter. This training is conducted via Joint Knowledge Online (https://jkodirect.jten.mil), course #JS-US007. In addition, Altus Air Force Base has an Antiterrorism binder available for review at the Pass and Registration Office located at the Visitor Control Center, building #428. If there are any questions regarding Antiterrorism, contact (580) 481-7350.

4.3.7.4. **CONTRACTOR VEHICLES.** All vehicles shall be registered, insured, and always operated by a licensed operator. Contractor vehicles must be always maintained in safe and operational condition while on Altus AFB. All contractor vehicles used in the performance of this contract shall be readily identified as property of the company and be maintained to always present a professional appearance. Contractor personnel shall operate vehicles in compliance with base traffic regulations. Any violations of base traffic regulations are considered federal offenses and are adjudicated at federal court in Oklahoma City, OK. The current policy for contractor personnel receiving a Driving Under the Influence (DUI) charge, on base, shall result in that person having their driving privileges on base revoked for a minimum of one year. See **DAFFARS 5352.242-9000**, entitled "Contractor access to Air Force Installations" for more information about contractor vehicles.

4.3.7.5. **REPORTING REQUIREMENTS.** Contractor personnel shall report to an appropriate authority any information or circumstances of which they are aware may pose a threat to the security of DoD personnel, contractor personnel, resources and classified or unclassified defense information.

4.4. **CONTRACTOR PERSONNEL REQUIRED BACKGROUND CHECKS.** The Site Manager shall initiate the process for background checks through the COR. The site manager shall annotate on the Contractor In-Processing Checklist with the full name, start date, duty title, and if a CAC and or CDC clearance is requested. The site manager will then send the person

with the In-Processing Checklist to the COR office (building 358, room W123) to fill out a Mission Partner worksheet. Personnel must bring a photo ID with them.

4.4.1. **BACKGROUND CHECKS FOR CDC REQUIREMENTS.** After the Mission Partner Worksheet is completed, contractor personnel that will be working at the CDC will be instructed to take a copy of their CURRENT shot records to building 52, second floor, room 2630 to see the NAF Human Resource Officer (currently Ms. Melissa Arnold). If the shot record is not up-to-date, shots will need to be updated prior to going to see Ms. Arnold. She will provide all the required documents to be filled out to start the CDC access process. Once the background checks have been completed, CDC personnel will require additional training by CDC staff before being allowed to work.

4.4.2. **BACKGROUND CHECKS FOR CAC REQUIREMENTS.** After filling out the Mission Partner Worksheet, contractor personnel that will require a CAC card for building access, will be required to fill out DD Form 306 Declaration for Federal Employment and DD Form 2583 Personnel Security Action Clearance forms at the COR office. Once these forms are completed, COR will take the contractor personnel and the DD forms to the CES Security Manager - Ms. Goodwin, to fill out any additional paperwork. Next, contractor personnel will be sent to building 72 for finger printing for the background check. The contractor personnel will receive an email to complete an online registration for background check. This MUST be completed within **3 days**. CAC background checks may take around 2 months to be completed.

4.4.3. **BACKGROUND CHECK RESULTS FOR CAC.** Once the background check has been completed, the COR will let the Site Manager know that the person's background was favorable or unfavorable. If the result is favorable, the COR will initiate the CAC issuance process. This will include an email from the MP ICAM Sponsor. Once the required online forms have been completed and submitted, they will be approved by the COR. Another email will tell the individual to go to building 52, second floor to get their CAC card made. The CAC is a controlled item and **must always be kept secure**.

4.4.3.1. **CAC REQUIREMENT FOR DELIVERIES.** The Site Manager and supervisors may be listed as authorized signatories for signing delivery drivers on to base. The COR will be responsible for providing the required documents for submission.

4.4.4. **BACKGROUND CHECK RESULTS FOR CDC.** The COR shall request a status from Ms. Arnold to give to the Site Manager, so they are aware of the outcome.

4.4.5. **RE-VERIFICATION OF BACKGROUND CHECKS.** Contractor personnel with a CAC shall be contacted by the CES Security Manager to initiate a re-verification of background clearance close to the 5-year mark. CDC contractor personnel will be required to initiate re-verification of their background checks every 5 years.

4.5. **CDC REQUIRED ANNUAL TRAINING. All contractor personnel working at the CDC** shall be required to attend initial and annual training on child abuse prevention and identification and reporting training per **DAFI 34-144, para 9.10**. The training will be conducted during normal duty hours by a government certified trainer or online. It shall be the

contractor's responsibility to ensure contractor personnel working at the CDC receive this training in person or online at https://www.Virtuallabschool.org.

NOTE: Contact the CDC Director if help is required to set up an account. After the courses are completed, a copy of the **completion certificate must be turned in to the CDC Director**.

4.5.1. Failure to fulfill these requirements in sufficient time to replace contractor personnel, **WILL NOT** relieve the contractor of their responsibilities under this contract. Failure to provide the training certificates will prohibit contractor personnel entrance into the CDC.

4.5.2. **CONTRACTOR CAC ANNUAL TRAINING.** Contractor personnel with a CAC must complete the Anti-Terrorism Training annually in October.
4.5.3. **ADDITIONAL TRAINING.** Training requirements may change at any time. The COR or automated email will advise contractor personnel of any training requirement changes.

4.6. **ENVIRONMENTAL REQUIREMENTS.** In addition to all applicable Federal, State and local environmental codes and regulations, the following specific guidance is provided. Hazardous Materials (HM) are defined in **49 CFR 172.101 and 40 CFR 301-304**. Absolutely no HM shall be brought onto Altus AFB until that material is authorized for use by the CE Environmental Element at (580) 481-7156. The contractor shall take appropriate actions to comply with waste minimization and pollution prevention practices and policies.

4.6.1. **HAZARDOUS MATERIALS**. The contractor shall submit his request for hazardous materials to the COR in accordance with installation's procedures. The COR shall work with the CE Environmental Element for approval of all HM brought on-site by the contractor prior to use. The contractor shall request approval by submitting a list of chemicals with attached Safety Data Sheet (SDS) and other supporting documentation for each HM prior to their use to the COR. The Environmental Element has the right to prohibit the use of hazardous materials it deems to be especially hazardous to human health and environment. In the event the Environmental Element does not approve hazardous material for use, they may provide the contractor with a list of suitable substitutes. However, the contractor shall retain responsibility for finding an acceptable substitute.

4.6.2. **CLEANING AND RESTROOM SUPPLIES.** All cleaning supplies must be approved prior to use on the installation. Any new cleaning supplies added to the contract will need acceptance before being used on the installation. The contractor shall be responsible for the proper disposal of all their cleaning supplies. A **Safety Data Sheet (SDS)** shall also be provided for each cleaning and restroom supply item. Contractor personnel will be trained by the contractor, on the proper use and disposal of each item. All cleaning supplies shall be non-flammable. The cleaning inventory supply list shall contain the following information:

- Product name
- Manufacturer
- Item use
- Disposal procedures if material remains after usage
- Storage material

NOTE: Products containing ***chlorofluorocarbons (CFC's) or ozone depleting substances shall not be allowed or approved for use***. Products ***containing phenolic compounds, such as "Lysol"*** shall not be allowed or approved for use in Child Development Centers.

4.6.3. **HAZARDOUS MATERIALS INVENTORY.** The contractor shall maintain an up-to-date hazardous material inventory with copies of SDS(s) for all materials used on the job site. The contractor shall maintain a complete copy of all approved SDS(s) and AF Forms 3952.

4.6.4. **SPILL RESPONSE.** The contractor shall always maintain spill control material on hand sufficient to contain a worst-case spill, both volume and hazard level. Contractor is responsible for disposal of all material used during spill clean-up. Materials must be disposed of IAW local, state and/or federal regulations.

4.6.5. **FINAL REPORT.** The contractor shall submit a final inventory, not later than 10 duty days following termination/completion of this contract, of all hazardous materials used since the last hazardous usage report to the COR and CE Environmental Element. The final inventory will list all hazardous materials used, total amount of each used and a description of the disposition of any remaining hazardous material.

4.6.6. **CONTRACTOR ENVIRONMENTAL AWARENESS TRAINING.** The contractor shall ensure all personnel that work on Altus AFB complete the Altus AFB Environmental Management System (EMS) Awareness training IAW DAFI 32-7001, paragraph on Environmental Management within 30 days of starting work. The EMS Contractor Awareness training can be accessed at http://www.altus.af.mil/altusafbenvironmentalnews.asp. The contractor shall submit a list of the personnel names that have completed this training to the COR. This is a one-time requirement for all current and new contractor/contract personnel working on Altus AFB.

4.7. **SAFETY REQUIREMENTS AND REPORTS.** The contractor shall perform work and maintain equipment in a safe manner as required by Occupational Safety and Health Administration (OSHA) standards, and DAFMAN 91-203, Air Force Occupational Safety, Fire and Health Standards.

4.7.1. Provide a verbal report to the CO or COR as soon as possible of each occurrence of damage to Government property or an accident resulting in death, injury, occupational disease or adverse environmental impact. Provide a completed copy of the required AETC Form 435, *Mishap Data Worksheet*, to the CO and COR within 5 calendar days of each occurrence.

4.7.2. **INSPECTIONS.** The contractor is subject to inspection by federal, state or local agencies.

4.8. **SERVICE CONTRACT REPORTING.** The contractor shall report all contractor labor hours (including sub-contractor labor hours) required for performance of services provided under this contract for "U.S. Air Force" using the SAM.gov website – https://sam.gov/content/entity-reporting. Reporting inputs will be for the labor executed during the period of performance during each Government fiscal year (FY), which runs October 1 through September 30th. While inputs may be reported any time during the FY, ***all data shall be reported no later than October 31*** of each calendar year.

4.9. **CONTRACTING OFFICER (CO) AND CONTRACTING OFFICER REPRESENTATIVE (COR).** The CO will appoint a primary and alternate representative for management of the day-to-day activities of the contract. The identity, title and authority of this representative will be provided in writing to the contractor after contact award.

4.10. **AIR FORCE COMMON OUTPUT LEVEL STANDARDS (AFCOLS).** This contract is based on common levels of output that may be implemented during the life of the contract. These are called Air Force Common Output Level Standards (AFCOLS). This contract shall be awarded at AFCOLS level 3.

4.11. **CONTRACT MODIFICATIONS.**

4.11.1. **CHANGES IN SCOPE OF WORK.** The Government may request additions or deletions from services under this contract or request a change in AFCOLS level. A change in AFCOLS level may result in re-competition of the contract if it changes more than 25% of the scope.

4.11.2. **EXISTING FACILITY FLOOR PLAN CHANGES.** Modifications for a price increase or decrease to the contract shall only be made when the overall identified "cleaning area" square footage of a facility increases or decreases. Modification of unit pricing shall be implemented as identified in paragraph.

4.11.3. **NEW FACILITY AND/OR NEW FACILITY ADDITION.** Modifications for a price increase to the contract shall only be made when a new facility or addition is officially added to the contract. Only the Contracting Officer may modify the contract.

4.11.4. **MODIFICATIONS UNIT PRICING.** ALL modifications to the contract shall be based on the contract award unit price for a particular Contract Line-Item Number (CLIN) (based on level of service, square footage, etc.). The square footage changes shall be multiplied by the unit price (per square foot) to calculate the new rate for a particular CLIN. The unit price shall follow the contract award unit pricing for each period of performance. All changes to the contract square footage/pricing shall be submitted to the contractor not later than 10 calendar days prior to the end of each month for the next applicable month's performance under the contract.

5. APPENDICES.

APPENDIX A – AFCOLS Custodial Tasks and Frequency of Services Standards
APPENDIX B – Level 5 - Category C Buildings and Frequency of Services
APPENDIX C – Required Reports/Forms
APPENDIX D – Floor Plans and Maps

APPENDIX A
AFCOLS 3 – AF CUSTODIAL TASK AND FREQUENCY STANDARDS

LEVEL 1 (PRESTIGE). Buildings or areas for General Officer, Wing/Base CC, Base Operations, Library, Community Centers, Chapels, Parks, Theater, and Restrooms at facilities in operation over 10 hours per day.

Recurring Services will be billed monthly. As needed Services billed at Completion.

FACILITY CLEANING TASKS	**FREQUENCY**
Clean and Disinfect Water Fountains	Three Times a Week (M, W, F)
Sweep AND Mop Floors (includes baseboards, corners, wall edges and under easily moved items)	Once a Week
Vacuum Carpet (includes baseboards, corners, wall edges and under easily moved items. Spot Clean as needed)	Once a Week
Clean Walk-Off Mats	Once a Week
RESTROOM CLEANING TASKS	**FREQUENCY**
Sweep AND Mop Floors (includes baseboards, corners, wall edges and under easily moved items)	Three Times a Week (M, W, F)
Clean and Disinfect Showers (includes fixtures, walls, curtains or doors)	Three Times a Week (M, W, F)
Clean and Disinfect Sinks Areas and Countertops (includes fixtures, mirrors, cabinets)	Three Times a Week (M, W, F)
Clean and Disinfect Toilets and Urinals (includes plumbing pipes, handles, sides and bases)	Three Times a Week (M, W, F)
Resupply Paper Products (includes toilet paper, paper towels) and Liquid Hand Soap.	Three Times a Week (M, W, F) AND as Required
Clean and Disinfect Infant Changing Tables	Three Times a Week (M, W, F)
Clean Small Trash Cans in Female Toilets	Three Times a Week (M, W, F)
Remove Trash	Three Times a Week (M, W, F)
Clean Trash Cans	Once a Week with First Service
Clean Walls, Partitions and Doors	Once a Week with First Service
AS NEEDED SERVICES	**Billed Upon Completion/Inspection**
Floor: Buff (includes admin)	Issued by Work Order by COR
Floor: Strip and/or Wax (includes admin)	Issued by Work Order by COR
Carpet Shampoo (includes admin)	Issued by Work Order by COR
Power Scrub Restroom Floors	Issued by Work Order by COR
Descale Toilets, Urinal, Shower, Faucet	Issued by Work Order by COR

LEVEL 1 RESTROOMS, LEVEL 2 FLOORS. Buildings 52, 130, 164, 188, 191, 193, 228, 285, 291, and 517 receive Level 1 restroom cleaning frequency due to the high volume of personnel traffic in the buildings and longer hours that the buildings are occupied. The floors are serviced under Level 2 cleaning frequency

Recurring Services will be billed monthly. As needed Services billed at Completion.

FACILITY CLEANING TASKS	FREQUENCY
Clean and Disinfect Water Fountains	Two Times a Week (T & TH)
Sweep AND Mop Floors (includes baseboards, corners, wall edges and under easily moved items)	Once Every Two Weeks
Vacuum Carpet (includes baseboards, corners, wall edges and under easily moved items. Spot Clean as needed)	Once Every Two Weeks
Clean Walk-Off Mats	Once Every Two Weeks
RESTROOM CLEANING TASKS	**FREQUENCY**
Sweep AND Mop Floors (includes baseboards, corners, wall edges and under easily moved items)	Three Time a Week (M, W, F)
Clean and Disinfect Showers (includes fixtures, walls, curtains or doors)	Three Time a Week (M, W, F)
Clean and Disinfect Sinks Areas and Countertops (includes fixtures, mirrors, cabinets)	Three Time a Week (M, W, F)
Clean and Disinfect Toilets and Urinals (includes plumbing pipes, handles, sides and bases)	Three Time a Week (M, W, F)
Resupply Paper Products (includes toilet paper, paper towels) and Liquid Hand Soap.	Three Time a Week (M, W, F) AND as required
Clean and Disinfect Infant Changing Tables	Three Time a Week (M, W, F)
Clean Small Trash Cans in Female Toilets	Three Time a Week (M, W, F)
Remove Trash	Three Time a Week (M, W, F)
Clean Trash Cans	Once a Week with First Service
Clean Walls, Partitions and Doors	Once a Week with First Service
AS NEEDED SERVICES	**Billed Upon Completion/Inspection**
Floor: Buff (includes admin)	Issued by Work Order by COR
Floor: Strip and/or Wax (includes admin)	Issued by Work Order by COR
Carpet Shampoo (includes admin)	Issued by Work Order by COR
Power Scrub Restroom Floors	Issued by Work Order by COR
Descale Toilets, Urinal, Shower, Faucet	Issued by Work Order by COR

LEVEL 2 – BASIC SERVICES. Buildings for General Administration, Industrial Areas, Wing Staff agencies, Admin Offices, PME Schools, Command Sections, Hangars, Shops, Auditoriums, Breakrooms, Lobbies, Conference Rooms, etc.

Recurring Services will be billed monthly. As needed Services billed at Completion.

FACILITY CLEANING TASKS	**FREQUENCY**
Clean and Disinfect Water Fountains	Two Times a Week (T & TH)
Sweep AND Mop Floors (includes baseboards, corners, wall edges and under easily moved items)	Once Every Two Weeks
Vacuum Carpet (includes baseboards, corners, wall edges and under easily moved items. Spot Clean as needed)	Once Every Two Weeks
Clean Walk-Off Mats	Once Every Two Weeks
RESTROOM CLEANING TASKS	**FREQUENCY**
Sweep AND Mop Floors (includes baseboards, corners, wall edges and under easily moved items)	Two Times a Week (T & TH) or (W & F)
Clean and Disinfect Showers (includes fixtures, walls, curtains or doors)	Two Times a Week (T & TH)
Clean and Disinfect Sinks Areas and Countertops (includes fixtures, mirrors, cabinets)	Two Times a Week (T & TH)
Clean and Disinfect Toilets and Urinals (includes plumbing pipes, handles, sides and bases)	Two Times a Week (T & TH)
Resupply Paper Products (includes toilet paper, paper towels) and Liquid Hand Soap.	Two Times a Week (T & TH) AND as Required
Clean and Disinfect Infant Changing Tables	Two Times a Week (T & TH)
Clean Small Trash Cans in Female Toilets	Two Times a Week (T & TH)
Remove Trash	Two Times a Week (T & TH)
Clean Trash Cans	Once a Week with First Service
Clean Walls, Partitions and Doors	Once a Week with First Service
AS NEEDED SERVICES	**Billed Upon Completion/Inspection**
Floor: Buff (includes admin)	Issued by Work Order by COR
Floor: Strip and/or Wax (includes admin)	Issued by Work Order by COR
Carpet Shampoo (includes admin)	Issued by Work Order by COR
Power Scrub Restroom Floors	Issued by Work Order by COR
Descale Toilets, Urinal, Shower, Faucet	Issued by Work Order by COR

LEVEL 3 (ACADEMIC). Academic Facilities such as Technical Training and Pilot Training Simulators. (Note – Briefing rooms do not qualify as Academic Facilities).
Recurring Services will be billed monthly. As needed Services billed at Completion.

FACILIY CLEANING TASKS	**FREQUENCY**
Clean and Disinfect Water Fountains	Five Days a Week (M – F)
Sweep AND Mop Floors (includes baseboards, corners, wall edges and under easily moved items)	Five Days a Week (M – F)
Vacuum Carpet (includes baseboards, corners, wall edges and under easily moved items. Spot Clean as needed)	Two Days a Week (M – F)
Clean Walk-Off Mats	Five Days a Week (M – F)
RESTROOM CLEANING TASKS	**FREQUENCY**
Sweep AND Mop Floors (includes baseboards, corners, wall edges and under easily moved items)	Five Days a Week (M – F)
Clean and Disinfect Showers (includes fixtures, walls, curtains or doors)	Five Days a Week (M – F)
Clean and Disinfect Sinks Areas and Countertops (includes fixtures, mirrors, cabinets)	Five Days a Week (M – F)
Clean and Disinfect Toilets and Urinals (includes plumbing pipes, handles, sides and bases)	Five Days a Week (M – F)
Resupply Paper Products (includes toilet paper, paper towels) and Liquid Hand Soap.	Five Days a Week (M – F) AND as Required
Clean Small Trash Cans in Female Toilets	Five Days a Week (M – F)
Remove Trash	Five Days a Week (M – F)
Clean Trash Cans	Once a Week with First Service
Clean Walls, Partitions and Doors	Once a Week with First Service
AS NEEDED SERVICES	**Billed upon Completion/Inspection**
Floor: Buff (includes admin)	Issued by Work Order by COR
Floor: Strip and/or Wax (includes admin)	Issued by Work Order by COR
Carpet Shampoo (includes admin)	Issued by Work Order by COR
Power Scrub Restroom Floors	Issued by Work Order by COR
Descale Toilets, Urinal, Shower, Faucet	Issued by Work Order by COR

LEVEL 4 – SPECIAL REQUIREMENTS. Special Requirements are for the Fitness Center, Youth Center and CDC due to specific AFI and Accreditation Requirements.
Recurring Services will be billed monthly. As needed services will be billed at Completion

FITNESS CENTER

RESTROOMS, LOCKER ROOMS	
RESTROOM/ LOCKER ROOM CLEANING TASKS	**FREQUENCY**
Sweep AND Mop Floors (includes baseboards, corners, wall edges and under easily moved items) and pick-up debris	Two Times Daily, Seven Days a Week
Vacuum Carpet (includes baseboards, corners, wall edges and under easily moved items. Spot Clean as needed)	Two Times Daily, Seven Days a Week
Clean and Disinfect Showers (includes fixtures, walls, curtains or doors)	Two Times Daily, Seven Days a Week
Clean and Disinfect Sinks Areas and Countertops (includes fixtures, mirrors, cabinets)	Two Times Daily, Seven Days a Week
Clean and Disinfect Toilets and Urinals (includes plumbing pipes, handles, sides and bases)	Two Times Daily, Seven Days a Week
Resupply Paper Products (includes toilet paper, paper towels) and Liquid Hand Soap.	Two Times Daily, Seven Days a Week AND as Required
Clean and Disinfect Infant Changing Tables	Two Times Daily, Seven Days a Week
Clean Small Trash Cans in Female Toilets	Two Times Daily, Seven Days a Week
Remove Trash	Two Times Daily, Seven Days a Week
Clean Trash Cans	Once a Week with First Service
Clean Walls, Partitions and Doors	Once a Week with First Service
SAUNAS	
LOCKER ROOM CLEANING TASKS	**FREQUENCY**
Clean Floors, Benches	Five Days a Week (M – F)
Clean Interior and Exterior Glass	Five Days a Week (M – F)
Clean Walls	Once a Week with First Service
HALLWAYS, CORRIDORS, LOBBIES, STAIRWELLS, STAIRS, ENTRANCE WAYS	
FACILITY CLEANING TASKS	**FREQUENCY**
Clean Weight Scales	Two Times a Day, Five Days a Week (M – F)
Clean and Disinfect Water Fountains	Five Days a Week (M – F)
Sweep AND Mop Floors (includes baseboards, corners, wall edges and under easily moved items)	Five Days a Week (M – F)
Vacuum Carpet (includes baseboards, corners, wall edges and under easily moved items. Spot Clean as needed)	Five Days a Week (M – F)
Clean Walk-Off Mats	Five Days a Week (M – F)
Clean Entryway Glass and Doors	Five Days a Week (M – F)
Empty Trash	Five Days a Week (M – F)
Spot Clean Walls (up to 6 feet from floor)	Once a Week with First Service
FACILITY CLEANING TASK	**FREQUENCY**
Spot Clean Walls in Courts (up to 6 feet)	Once a Week with First Service
Clean Padded Walls Around Court	Once a Week with First Service

MULTI-PURPOSE EXERCISE AND WEIGHT ROOM AREAS	
FACILITY CLEANING TASK	**FREQUENCY**
Clean Exercise Equipment Housing in Contact with Floor	Five Days a Week (M – F)
Sweep AND Damp Mop Floors (includes baseboards, corners, wall edges and under easily moved items) and pick-up debris	Five Days a Week (M – F)
Clean Mirrors	Five Days a Week (M – F)
Spot Clean Walls (up to 6 feet)	Once a Week with First Service
ADMIN AREAS INCLUDING HAWC	
FACILITY CLEANING TASK	**FREQUENCY**
Sweep AND Mop Floors (includes baseboards, corners, wall edges and under easily moved items)	Once a Week
Vacuum Carpet (includes baseboards, corners, wall edges and under easily moved items.	Once a Week
CENTRALIZED Trash Removal (Front Desk area)	Once a Week - Each Friday
MULTI-PURPOSE EXERCISE AND WEIGHT ROOM AREAS	
FACILITY CLEANING TASK	**FREQUENCY**
Clean Exercise Equipment Housing in Contact with Floor	Five Days a Week (M – F)
Sweep AND Damp Mop Floors (includes baseboards, corners, wall edges and under easily moved items) and pick-up debris	Five Days a Week (M – F)
Clean Mirrors	Five Days a Week (M – F)
Spot Clean Walls (up to 6 feet)	Once a Week with First Service
ADMIN AREAS INCLUDING HAWC	
FACILITY CLEANING TASK	**FREQUENCY**
Sweep AND Mop Floors (includes baseboards, corners, wall edges and under easily moved items)	Once a Week with First Service
Vacuum Carpet (includes baseboards, corners, wall edges and under easily moved items. Spot Clean as needed)	Once a Week with First Service
CENTRALIZED Trash Removal	Once a Week **Each Friday**
AS NEEDED SERVICES FOR FITNESS CENTER	
AS NEEDED SERVICES	**Billed Upon Completion/Inspection**
Floor: Buff (includes admin)	Issued by Work Order by COR
Floor: Strip and/or Wax (includes admin)	Issued by Work Order by COR
Floor: Carpet Shampoo (includes admin)	Issued by Work Order by COR
Floor: Power Scrub Restroom and Showers	Issued by Work Order by COR
Descale: Toilets, Urinal, Shower, Faucet	Issued by Work Order by COR
Low Dusting (up to 6 feet from floor – includes ledges, windowsills, tables, etc.)	Issued by Work Order by COR
High Dust (6 to 10 feet – includes ceiling, lights, fans, vents, etc.)	Issued by Work Order by COR
Clean Interior High Glass (over 6 to 10 feet)	Issued by Work Order by COR
Clean Exterior High Glass (over 6 to 10 feet)	Issued by Work Order by COR

YOUTH CENTER

HALLWAYS, CORRIDORS, LOBBIES, ENTRANCE WAYS	
FACILITY CLEANING TASK	**FREQUENCY**
Clean and Disinfect Water Fountains	Five Days a Week (M – F)
Sweep AND Mop Floors (includes baseboards, corners, wall edges and under easily moved items)	Five Days a Week (M – F)
Vacuum Carpet (includes baseboards, corners, wall edges and under easily moved items. Spot Clean as needed)	Five Days a Week (M – F)
Clean Walk-Off Mats	Five Days a Week (M – F)
Empty Trash	Five Days a Week (M – F)
Spot Clean Walls (up to 6 feet from floor)	Once a Week with First Service
YOUTH (TEEN) ACTIVITY ROOMS	
FACILITY CLEANING TASK	**FREQUENCY**
Sweep AND Mop Floors (includes baseboards, corners, wall edges and under easily moved items)	Five Days a Week (M – F)
Vacuum Carpet (includes baseboards, corners, wall edges and under easily moved items. Spot Clean as needed)	Five Days a Week (M – F)
Clean and Sanitize Tables and Chairs	Five Days a Week (M – F)
Clean and Disinfect Doors, Doorknobs/Handles and Surrounding Area	Five Days a Week (M – F)
Empty Trash	Five Days a Week (M – F)
Clean and Disinfect Trash Cans	Once a Week with First Service
Clean Interior Glass and Mirrors	Once a Week with First Service
Spot Clean Walls (up to 6 feet from floor)	Once a Week with First Service
COURTS AND MULTI-PURPOSE ROOMS	
FACILITY CLEANING TASK	**FREQUENCY**
Sweep AND Mop Floors	Five Days a Week (M – F)
Pick up Debris on and Around Bleachers (remove gum)	Five Days a Week (M – F)
Sweep AND Damp Mop Bleachers and Stairs. Clean and Disinfect Bleacher Seats	Once a Week
Spot Clean Walls (up to 6 feet from floor)	Once a Week
Clean Padded Walls Around Court	Once a Week
HALLWAYS, CORRIDORS, LOBBIES, ENTRANCE WAYS	
FACILITY CLEANING TASK	**FREQUENCY**
Clean and Disinfect Water Fountains	Five Days a Week (M – F)
Sweep AND Mop Floors (includes baseboards, corners, wall edges and under easily moved items)	Five Days a Week (M – F)
Vacuum Carpet (includes baseboards, corners, wall edges and under easily moved items. Spot Clean as needed)	Five Days a Week (M – F)
Clean Walk-Off Mats	Five Days a Week (M – F)
Empty Trash	Five Days a Week (M – F)
Spot Clean Walls (up to 6 feet from floor)	Once a Week with First Service

YOUTH (TEEN) ACTIVITY ROOMS	
FACILITY CLEANING TASK	**FREQUENCY**
Sweep AND Mop Floors (includes baseboards, corners, wall edges and under easily moved items)	Five Days a Week (M – F)
Vacuum Carpet (includes baseboards, corners, wall edges and under easily moved items. Spot Clean as needed)	Five Days a Week (M – F)
Clean and Sanitize Tables and Chairs	Five Days a Week (M – F)
Clean and Disinfect Doors, Doorknobs /Handles and Surrounding Area	Five Days a Week (M – F)
Empty Trash	Five Days a Week (M – F)
Clean and Disinfect Trash Cans	Once a Week with First Service
Clean Interior Glass and Mirrors	Once a Week with First Service
Spot Clean Walls (up to 6 feet from floor)	Once a Week with First Service
COURTS AND MULTI-PURPOSE ROOMS	
FACILITY CLEANING TASK	**FREQUENCY**
Sweep AND Mop Floors (includes baseboards, corners, wall edges and under easily moved items)	Five Days a Week (M – F)
Pick up Debris On/Around Bleachers (remove gum)	Five Days a Week (M – F)
Sweep AND Damp Mop Bleachers and Stairs. Clean and Disinfect Bleacher Seats	Once a Week with First Service
Spot Clean Walls (up to 6 feet from floor)	Once a Week with First Service
Clean Padded Walls Around Court	Once a Week with First Service
FRONT DESK AND ADMIN OFFICES	
FACILITY CLEANING TASK	**FREQUENCY**
Sweep AND Mop Floors (includes baseboards, corners, wall edges and under easily moved items) and remove debris	Once a Week with First Service
Vacuum Carpet (includes baseboards, corners, wall edges and under easily moved items. Spot Clean as needed)	Once a Week with First Service
CENTRALIZED (One Location) Trash Removal	Once a Week *each Friday*
RESTROOMS	
FACILITY CLEANING TASK	**FREQUENCY**
Sweep AND Mop Floors (includes baseboards, corners, wall edges and under easily moved items)	Five Days a Week (M – F)
Clean and Disinfect Sinks Areas and Countertops (includes fixtures, mirrors, cabinets)	Five Days a Week (M – F)
Clean and Disinfect Toilets and Urinals (includes plumbing pipes, handles, sides and bases)	Five Days a Week (M – F)
Resupply Paper Products (includes toilet paper, paper towels) and Liquid Hand Soap.	Five Days a Week (M – F) AND as Required (Store extra at Front Counter)
Remove Trash	Five Days a Week (M – F)
Clean Trash Cans	Once a Week with First Service
Clean Walls, Partitions and Doors	Once a Week with First Service

SCHOOL AGE PROGRAM CLASSROOMS	
FACILITY CLEANING TASK	**FREQUENCY**
Sweep AND Mop Floors (includes baseboards, corners, wall edges and under easily moved items)	Five Days a Week (M – F)
Vacuum Carpet (includes baseboards, corners, wall edges and under easily moved items. Spot Clean as needed)	Five Days a Week (M – F)
Clean and Sanitize Food Prep Counters and Surfaces, Sinks and Serving Tables or Surfaces	Five Days a Week (M – F)
Clean and Sanitize Tables and Chairs	Five Days a Week (M – F)
Clean and Disinfect Doors, Doorknobs /Handles and Surrounding Area	Five Days a Week (M – F)
SCHOOL AGE PROGRAM CLASSROOMS	
FACILITY CLEANING TASK	FREQUENCY
Remove Trash and Disinfect Trash Can	Five Days a Week (M – F)
Clean and Disinfect Cabinets (includes doors)	Once a Week with First Service
Spot Clean Walls (up to 6 feet from floor)	Once a Week with First Service
Clean interior glass and mirrors	Once a Week with First Service
OUTDOOR PLAYGROUNDS (FENCED AREA ADJACENT TO BUILDING)	
FACILITY CLEANING TASK	**FREQUENCY**
Empty Trash	Five Days a Week (M – F)
AS NEEDED SERVICES FOR ALL AREAS	
AS NEEDED SERVICES	**Billed Upon Completion/Inspection**
Floor: Buff (includes admin)	Issued by Work Order by COR
Floor: Strip and/or Wax (includes admin)	Issued by Work Order by COR
Carpet Shampoo (includes admin)	Issued by Work Order by COR
Power Scrub Restroom Floors	Issued by Work Order by COR
Descale Toilets, Urinal, Shower, Faucet	Issued by Work Order by COR
Low Dusting (up to 6 feet from floor – includes ledges, windowsills, tables, etc.)	Issued by Work Order by COR
High Dust (6 to 10 feet – includes ceiling, lights, fans, vents, etc.)	Issued by Work Order by COR
Clean Interior High Glass (6 to 10 feet)	Issued by Work Order by COR
Clean Exterior High Glass (6 to 10 feet)	Issued by Work Order by COR

CDC

CLASSROOMS		
FACILITY CLEANING TASK	**FREQUENCY – CHILDREN *UNDER 2 YEARS***	**FREQUENCY – CHILDREN *OVER 2 YEARS***
Sweep AND Damp Mop Floors in ***Eating Areas*** (includes baseboards, corners, wall edges and under easily moved items)	***Three*** Times a Day (After Breakfast, Lunch and PM Snack) Five Days a Week (M – F)	***Two*** Times a Day (After Breakfast, Lunch), Five Days a Week (M – F)
Clean and Sanitize Tables, Chairs and High-Chairs	***Two*** Times a Day, Five Days a Week (M – F)	
Clean and Disinfect Diaper Changing Tables	Five Days a Week (M – F)	N/A
Empty Soiled Diaper Container	***Two*** Times a Day, Five Days a Week (M – F)	N/A
Clean and Disinfect Soiled Diaper Container	Five Days a Week (M – F)	N/A
Clean and Sanitize Food Prep Counters and Surfaces, Sinks and Serving Tables or Surfaces	Five Days a Week (M – F)	
Clean and Disinfect Cabinets (includes doors)	Five Days a Week (M – F)	Once a Week
Clean and Disinfect Doors, Doorknobs /Handles and Surrounding Area	Five Days a Week (M – F)	
Sweep AND Damp Mop Floors in ***Non-Eating*** Areas (includes baseboards, corners, wall edges and under easily moved items)	Five Days a Week (M – F)	
Vacuum Carpet (includes baseboards, corners, wall edges and under easily moved items. Spot Clean as needed)	Five Days a Week (M – F)	
Spot Clean Walls up to 6 feet from floor	1 to 2 Days/week as needed	
Empty Trash and Clean and Disinfect Can	Five Days a Week (M – F)	

CLASSROOMS		
FACILITY CLEANING TASK	**FREQUENCY – CHILDREN *UNDER 2 YEARS***	**FREQUENCY – CHILDREN *OVER 2 YEARS***
In-Room Restroom Area – Clean and Disinfect Sinks Areas and Countertops (includes fixtures, mirrors, cabinets)	Five Days a Week (M – F)	
In-Room Restroom Area – Clean and Disinfect Toilets (includes plumbing pipes, handles, sides and bases)	Five Days a Week (M – F)	***Two*** Times a Day, Five Days a Week (M – F)
In-Room Restroom Area – Clean and Disinfect Walls, Partitions and Doors	Five Days a Week (M – F)	
In-Room Restroom Area – Resupply Paper Products (includes toilet paper, paper towels) and Liquid Hand Soap.	Five Days a Week (M – F) AND as Required	
Clean Interior Glass and Mirrors	Once a Week with First Service	

LAUNDRY ROOM	
FACILITY CLEANING TASK	**FREQUENCY**
Sweep Floors	Once a Week with First Service
Mop Floors	Two Times a Month (2nd & 4th Week)

OUTDOOR PLAYGROUNDS (FENCED AREA ADJACENT TO BUILDING)	
FACILITY CLEANING TASK	**FREQUENCY**
Empty Trash	Five Days a Week (M – F)

HALLWAYS, CORRIDORS, LOBBIES, ENTRANCE WAYS	
FACILITY CLEANING TASK	**FREQUENCY**
Clean and Disinfect Water Fountains	Five Days a Week (M – F)
Sweep AND Mop Floors (includes baseboards, corners, wall edges and under easily moved items)	Five Days a Week (M – F)
Vacuum Carpet (includes baseboards, corners, wall edges and under easily moved items. Spot Clean as needed)	Five Days a Week (M – F)
Clean Walk-Off Mats	Five Days a Week (M – F)
Clean Entryway Glass and Doors	Five Days a Week (M – F)
Empty Trash	Five Days a Week (M – F)
Clean & Disinfect Trash Cans	Once a Week with First Service
Spot Clean Walls (up to 6 feet from floor)	Once a Week with First Service
Wipe Down Hallway Benches	Once a Week

ADMIN OFFICES	
FACILITY CLEANING TASK	**FREQUENCY**
Sweep AND Mop Floors (includes baseboards, corners, wall edges and under easily moved items)	Every Other Week (1st and 3rd Week)
Vacuum Carpet (includes baseboards, corners, wall edges and under easily moved items. Spot Clean as needed)	Every Other Week (2nd and 4th Week)
CENTRALIZED (One Location) Trash Removal - Front Desk Area or other agreed Upon Area	Once a Week *each Friday*
RESTROOMS	
FACILITY CLEANING TASK	**FREQUENCY**
Sweep and Mop Floors (includes baseboards, corners, wall edges and under easily moved items)	Five Days a Week (M – F)
Clean and Disinfect Sinks Areas and Countertops (includes fixtures, mirrors, cabinets)	Five Days a Week (M – F)
Clean and Disinfect Toilets and Urinals (includes plumbing pipes, handles, sides and bases)	Five Days a Week (M – F)
Resupply Paper Products (includes toilet paper, paper towels) and Liquid Hand Soap.	Five Days a Week (M – F) AND as Required
Remove Trash	Five Days a Week (M – F)
Clean Trash Cans	Once a Week with First Service
Clean Walls, Partitions and Doors	Once a Week with First Service
Low Dust (up to 6 feet from floor – includes walls, ledges, windowsills, tables, etc.)	Once a Week with First Service
AS NEEDED SERVICES – CLASSROOMS, HALLWAYS, LOBBIES, ADMIN	
FACILITY CLEANING TASK	**Billed Upon Completion/Inspection**
Shampoo Carpet Admin	Issued by Work Order by COR
Shampoo Carpet Classrooms Under 2 Yrs	Issued by Work Order by COR
Shampoo Carpet Classrooms Over 2 Yrs	Issued by Work Order by COR
Buff Floors	Issued by Work Order by COR
Descale Toilets	Issued by Work Order by COR
Clean Exterior Windows	Issued by Work Order by COR
Strip and/or Wax Floors	Issued by Work Order by COR
High Dust (6 to 10 feet – includes ceiling, lights, fans, vents, etc.)	Issued by Work Order by COR
Strip & Wax Floors (Admin Areas)	Issued by Work Order by COR
Buff Floors (Admin Areas)	Issued by Work Order by COR
Low Dusting (up to 6 feet from floor – includes walls, ledges, windowsills, tables, etc.)	Issued by Work Order by COR
Descale Toilets, Urinals and Showers	Issued by Work Order by COR
Power Scrub Floors	Issued by Work Order by COR

APPENDIX B
Level 5 - Category C Buildings and Frequency of Services

LEVEL 5 - CATEGORY C (REMOTE/ISOLATED). Remote/Isolated facilities are authorized under DAFI 65-106 and **NOT INCLUDED IN AFCOLS**. These facilities include Golf Course buildings (except the Pro Shop), Club facilities and other Force Support Squadron activities (as added to the contract).

Recurring Services will be billed monthly.

RESTROOM CLEANING TASKS – BLDG 35 CHARLIES	**Building Opens at 4 p.m.**
Sweep and Mop Floors (includes baseboards, corners, wall edges, and under easily moved items)	Wednesday through Saturday, each afternoon
Clean and Disinfect Sinks Areas and Countertops (includes fixtures, mirrors, cabinets)	Wednesday through Saturday, each afternoon
Clean and Disinfect Toilets and Urinals (includes plumbing pipes, handles, sides and bases)	Wednesday through Saturday, each afternoon
Resupply Paper Products (includes toilet paper, paper towels) and Liquid Hand Soap.	Wednesday through Saturday, each afternoon
Empty Small Trash Cans in Female Toilets	Wednesday through Saturday, each afternoon
Remove Trash	Wednesday through Saturday, each afternoon
Clean Trash Cans	Once a Week with first service
Clean partitions, walls and doors	Once a Week with first service
RESTROOM CLEANING TASKS – BLDG 307 – CLUB ALTUS	**Building Opens approximately 4 p.m.**
Sweep and Mop Floors (includes baseboards, corners, wall edges, and under easily moved items)	Monday through Saturday, each afternoon
Clean and Disinfect Sinks Areas and Countertops (includes fixtures, mirrors, cabinets)	Monday through Saturday, each afternoon
Clean and Disinfect Toilets and Urinals (includes plumbing pipes, handles, sides and bases)	Monday through Saturday, each afternoon
Resupply Paper Products (includes toilet paper, paper towels) and Liquid Hand Soap.	Monday through Saturday, each afternoon
Empty Small Trash Cans in Female Toilets	Monday through Saturday, each afternoon
Remove Trash	Monday through Saturday, each afternoon
Clean Trash Cans	Once a Week with First Service
Clean Walls, Partitions and Doors	Once a Week with First Service

APPENDIX C
Required Reports/Forms

Required	Due Date
Submit Cleaning Product list to COR for Environmental Review/Approval and CDC Director Approval	Within 10 days of start of contract
In process CDC workers. Annual Child Abuse Prevention Training for CDC custodial personnel	Within 30 days of contract start, annually and as changes in personnel occur
Proof of Immunizations	Prior to start of work at CDC and as required
Base Pass for Contractor Personnel	Upon date of hire
Contractor Primary/Alternate POCs	Upon Contract Award and as changes occur
Hazardous Material Purchase and Usage Report	Monthly (if hazardous materials are approved for contract)
Contractor's QCP	Upon Contract Award and as changes occur
In process CAC workers. Required Training for CAC Holders	Upon Contract Award, annually and as changes in personnel occur
AF Form 3952 - Chemical/Hazardous Material Authorization	Upon Contract Award (if hazardous materials are approved for contract) and as needed
Personnel Listing (includes CDC)	Upon Contract Award and each month where there is a change in personnel

APPENDIX D
FLOOR PLANS AND MAPS

A copy of all floor plans/maps shall be printed and distributed to the contractor within the first 30 days after Contract award.