AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE	OF	PAGES
	1		22

2. AMENDMENT/MODIFICATION NUMBER	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQUISITION NUMBER	5. PROJECT NUMBER *(If applicable)*
A00001	08/05/2026		951700-26-R-0008

6. ISSUED BY CODE	7. ADMINISTERED BY *(If other than Item 6)* CODE
United States Agency for Global Media Office Of Contracts 330 Independence Avenue SW Cohen Building, Room 4360 Washington, DC 20237	United States Agency for Global Media Office of Contracts 330 Independence Avenue SW Washington, DC 20237

8. NAME AND ADDRESS OF CONTRACTOR *(Number, street, county, State and ZIP Code)*	(X)	9A. AMENDMENT OF SOLICITATION NUMBER
	☒	A00001
		9B. DATED *(SEE ITEM 11)* 08/05/2026
	☐	10A. MODIFICATION OF CONTRACT/ORDER NUMBER
		10B. DATED *(SEE ITEM 13)*
CODE / FACILITY CODE		

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☒ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☒ is extended. ☐ is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning 1 copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or electronic communication which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or electronic communication, provided each letter or electronic communication makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA *(If required)*

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NUMBER AS DESCRIBED IN ITEM 14.

CHECK ONE	
☐	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: *(Specify authority)* THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NUMBER IN ITEM 10A.
☐	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES *(such as changes in paying office, appropriation data, etc.)* SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
☐	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
☐	D. OTHER *(Specify type of modification and authority)*

E. IMPORTANT: Contractor ☐ is not ☐ is required to sign this document and return _____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (*Organized by UCF section headings, including solicitation/contract subject matter where feasible.)*

This solicitation is hereby being amended to incorporate the following change(s):

A.) Provide Response to Questions. See Attached.
B.) Revised Statement of Work (SOW) with changes in RED. See Attached.
C.) To extend the proposal submission due date to no later than 07:00AM(EST) on Wednesday, 12 August 2026.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER *(Type or print)*		16A. NAME AND TITLE OF CONTRACTING OFFICER *(Type or print)* Natalie Ellis	
15B. CONTRACTOR/OFFEROR *(Signature of person authorized to sign)*	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA *(Signature of Contracting Officer)*	16C. DATE SIGNED

A. Site Conditions and Work Areas

1. **QUESTION: Please confirm whether the approximate cleaning areas stated in the SOW—6,569 m² for regularly serviced areas and 1,443 m² for monthly-cleaning areas—represent the complete measurable area to be included in the standard monthly firm-fixed price.**

ANSWER: Please refer to Section 3, Locations for Janitorial Services, of the SOW.

2. **QUESTION: Can the Government provide a detailed floor-area breakdown by building, including the number of floors, rooms, offices, restrooms, kitchens/pantries, workshops, warehouses, guard facilities, and technical areas?**

ANSWER: No. Please refer to the SOW. The Government will not provide additional building or floor-area breakdowns

3. **QUESTION: Can the Government provide current floor plans, site maps, building layouts, or photographs showing the areas covered by the janitorial requirement?**

ANSWER: No. The Government will not provide floor plans, site maps, building layouts, or photographs. Offerors were provided the opportunity to inspect the facility during the site visit.

4. **QUESTION: Please confirm whether all buildings and work areas listed in the SOW are presently occupied and operational.**

ANSWER: Yes.

5. **QUESTION: Are there any buildings or areas expected to be added, removed, renovated, or temporarily closed during the base or option periods?**

ANSWER: The Government cannot confirm future changes at this time. Please refer to Section 3, *Locations for Janitorial Services*, of the SOW

6. **QUESTION: Please identify any areas that require escort, advance coordination, special clearance, restricted access, or work outside normal duty hours.**

ANSWER: Please refer to Sections 1.2.1 and 3 of the SOW.

7. **QUESTION: Are any cleaning areas located at significant distances from one another that would require dedicated transportation between buildings?**

ANSWER: Yes.

8. **QUESTION: Please confirm whether water and electrical outlets will be available in all buildings for cleaning operations and equipment use.**

ANSWER: Yes. No Government-furnished equipment will be provided.

B. Current Staffing and Manpower Requirements

9. **QUESTION: Does the Government have a minimum required number of janitorial personnel, supervisors, relief workers, or drivers for this requirement?**

ANSWER: No. The Contractor shall determine the number of personnel, supervisors, and other resources necessary to perform the required services in accordance with the SOW.

10. **QUESTION: Can the Government provide the current or historical staffing level used to perform the requirement, including the number of cleaners, supervisors, drivers, and relief personnel?**

ANSWER: The current contract staffing is not representative of the requirements of this solicitation. Offerors shall independently determine the staffing necessary to perform the requirements of the solicitation and the SOW.

11. **QUESTION: Is a full-time on-site project manager or supervisor required during all operating hours?**

ANSWER: Please refer to Section 2, *Management and Supervision*, of the SOW.

12. **QUESTION: May the project manager also perform the duties of the on-site supervisor, provided the individual meets all qualification and availability requirements?**

ANSWER: Please refer to Section 2, *Management and Supervision*, of the SOW.

13. QUESTION: Are cleaners required to remain dedicated exclusively to the Kuwait Transmitting Station during their assigned working hours?

ANSWER: Yes. Please refer to Section 1, *Scope of Work*, of the SOW.

14. QUESTION: Please confirm the standard daily working schedule, including authorized start and finish times, meal breaks, and whether the stated Sunday-through-Thursday schedule applies to all personnel.

ANSWER: Please refer to Sections 1 and 3 of the SOW

15. QUESTION: Does the Government anticipate routine work during evenings, Fridays, Saturdays, U.S. holidays, or Kuwait holidays beyond the holiday and long-weekend requirements stated in the SOW?

ANSWER: Please refer to Sections 1.4.4 through 1.4.8 of the SOW. Services shall be performed in accordance with the requirements specified therein.

16. QUESTION: Is there a minimum response time for replacement personnel when an employee is absent?

ANSWER: The Contractor shall maintain adequate staffing to ensure uninterrupted performance in accordance with the SOW. The Contractor is responsible for contingency planning for personnel absences.

17. QUESTION: Are there any minimum education, language, training, certification, or prior-experience requirements for cleaners, supervisors, drivers, or the project manager?

ANSWER: Please refer to Sections 2 and 4 of the SOW

18. QUESTION: Is English proficiency required for all personnel, or only for the project manager and supervisor?

ANSWER: Please refer to Section 2, *Management and Supervision*, of the SOW.

19. QUESTION: Will the Government require resumes for all proposed personnel, or only for the project manager, supervisor, and other key staff?

ANSWER: Please refer to the solicitation and the SOW.

20. QUESTION: Is there an incumbent workforce that may be available for recruitment or transition by the successful contractor?

ANSWER: The Government makes no representation regarding the availability of any incumbent workforce for recruitment or transition.

C. Security, Vetting, and Access

21. QUESTION: Please describe the personnel security-vetting process, required documentation, estimated processing period, and any associated Government or local fees.

ANSWER: Please refer to Section 4.4, *Personnel Security*, of the SOW. The Government will provide the required personnel security processing instructions after contract award.

22. QUESTION: Are personnel required to be Kuwaiti citizens, Kuwait residents, or sponsored under the successful contractor or its approved local subcontractor?

ANSWER: The Contractor shall comply with all applicable Kuwait laws and regulations, including labor and immigration requirements, as applicable.

23. QUESTION: Are third-country national employees permitted to perform the work, subject to valid Kuwait residency, work authorization, and Government approval?

ANSWER: Third-country nationals may be used, provided they comply with applicable Kuwait laws and regulations and successfully complete US Embassy security requirements.

In addition, access will not be granted to individuals holding a Kuwait residency under Article 20 (Domestic Worker) or any other individual who does not meet US Embassy security access requirements.

24. QUESTION: Are any nationalities restricted from accessing the transmitting station?

ANSWER: Access to the transmitting station is subject to Government security requirements. The Government reserves the right to deny access to any individual who does not meet security requirements. Please refer to Section 4.4 of the SOW.

25. QUESTION: Will temporary access be permitted during the initial mobilization period while permanent security approvals are being processed?

ANSWER: Yes. Temporary access may be granted during the initial mobilization period, subject to applicable Government security screening and access procedures.

26. QUESTION: Are employee uniforms, identification cards, badges, safety shoes, or specific PPE subject to Government approval?

ANSWER: Please refer to Sections 4.2.1 and 4.4 of the SOW.

27. QUESTION: Is the contractor responsible for the cost of Government-issued access cards or badges?

ANSWER: Please refer to Section 4.4, *Personnel Security*, of the SOW.

28. QUESTION: Are security clearances required for the contractor's management personnel who may visit the facility periodically?

ANSWER: Personnel requiring access to the facility are subject to US Embassy security requirements. Please refer to Section 4.4 of the SOW.

D. Cleaning Materials and Consumables

29. QUESTION: Please confirm whether the contractor must provide all consumables, including toilet paper, paper towels, hand soap, trash liners, disinfectants, air fresheners, and other restroom and pantry supplies.

ANSWER: Yes. Please refer to Sections 1, 5, and 6 of the SOW. The Government will not provide Government-furnished property, equipment, materials, or consumable supplies.

30. QUESTION: Can the Government provide historical monthly consumption quantities for major consumables such as toilet paper, paper towels, hand soap, trash bags, and disinfectants?

ANSWER: The Government will not provide historical consumption data. Offerors shall develop their proposals based on the requirements of the solicitation and the SOW.

31. QUESTION: Can the Government provide the approximate number of employees, contractors, visitors, or daily facility users for consumable-pricing purposes?

ANSWER: The Government will not provide facility occupancy or usage data. Offerors shall develop their proposals based on the requirements of the solicitation and the SOW.

32. QUESTION: Are there existing Government-owned soap dispensers, paper dispensers, waste bins, sanitary bins, and other fixtures that the contractor will refill and maintain?

ANSWER: Please refer to Sections 1 and 5 of the SOW.

33. QUESTION: Please provide the quantities, sizes, brands, models, or specifications of existing dispensers where compatible refill products are required.

ANSWER: The Government will not provide dispenser quantities, brands, models, sizes, or specifications. Offerors shall base their proposals on the requirements of the solicitation and the site visit.

34. QUESTION: Are environmentally preferable, biodegradable, low-odor, non-toxic, or specific approved cleaning chemicals mandatory?

ANSWER: Please refer to Section 5.2, *Quality of Materials and Consumables*, of the SOW.

35. QUESTION: Must proposed cleaning chemicals and consumables be submitted for Government approval before use?

ANSWER: Please refer to Section 5.2, *Quality of Materials and Consumables*, of the SOW.

36. QUESTION: Are Safety Data Sheets and technical data sheets required with the proposal or only after award?

ANSWER: The solicitation does not require submission of Safety Data Sheets or Technical Data Sheets.

37. QUESTION: Are there any prohibited chemical ingredients or specific restrictions due to transmitter equipment, sensitive electronics, floor finishes, or environmental considerations?

ANSWER: Please refer to Section 5.2, *Quality of Materials and Consumables*, of the SOW. Cleaning materials shall be suitable for their intended purpose and shall not damage surfaces, equipment, or fixtures.

38. QUESTION: Is the contractor required to maintain a minimum quantity of consumables and cleaning materials on site?

ANSWER: The Contractor shall provide and maintain sufficient consumables and cleaning materials to perform the required services in accordance with the SOW.

39. QUESTION: Will the Government provide secure storage space for chemicals, consumables, tools, and equipment?

ANSWER: The Government will provide shared, non-conditioned storage space in a Government-designated container. The Contractor remains responsible for the security and safekeeping of all tools, equipment, materials, and consumables.

40. QUESTION: If storage is available, can the Government provide the approximate size and location of the storage area?

ANSWER: Storage space, will be a shared, non-climate-controlled Government-designated container. The exact location and available space will be determined after contract award.

E. Tools and Equipment

41. QUESTION: Please confirm that all cleaning tools and equipment must be contractor-furnished.

ANSWER: Yes. Please refer to Sections 1 and 6 of the SOW. No Government-furnished equipment will be provided.

42. QUESTION: Can the Government provide a recommended or minimum equipment list based on the existing site conditions?

ANSWER: No. The Contractor shall determine and provide all tools and equipment necessary to perform the required services in accordance with the SOW.

43. QUESTION: Are industrial floor scrubbers, carpet extractors, wet-and-dry vacuums, pressure washers, polishing machines, ladders, scaffolding, elevated platforms, or high-level cleaning equipment required?

ANSWER: The Contractor shall determine and provide the tools and equipment necessary to perform the required services in accordance with the SOW. Non-conductive ladders shall be used in electrical hazard areas.

44. QUESTION: What are the floor-surface types and approximate quantities for ceramic tile, carpet, vinyl, concrete, marble, linoleum, metal flooring, or other surfaces?

ANSWER: The Government will not provide a breakdown of floor-surface types or quantities. Offerors shall base their proposals on the requirements of the solicitation, the SOW, and the site visit.

45. QUESTION: Are any areas subject to special anti-static, non-conductive, or electrical-safety cleaning-equipment requirements?

ANSWER: Please refer to Sections 1.2 and 5.2 of the SOW.

46. QUESTION: What is the approximate maximum working height for windows, lighting fixtures, vents, ceilings, gutters, and other elevated cleaning locations?

ANSWER: Please refer to the SOW for the required cleaning services. Offerors shall base their proposals on the requirements of the solicitation, the SOW, and the site visit.

47. QUESTION: Will mobile scaffolding, manlifts, boom lifts, or other access equipment be necessary for any quarterly, semiannual, or annual cleaning task?

ANSWER: Offerors shall determine the equipment necessary to perform the required services in accordance with the solicitation, the SOW, and the site conditions.

48. QUESTION: Is exterior-window cleaning required from ground level only, or are elevated exterior windows included?

ANSWER: Please refer to the SOW 1.4.2 and 1.4.3 for the required window cleaning services.

49. QUESTION: Is the contractor permitted to store large equipment at the station, or must equipment be transported to and from the site each day?

ANSWER: Yes. The Contractor remains responsible for the security and safekeeping of all tools and equipment.

50. QUESTION: Are electrical outlets compatible with standard Kuwait-voltage cleaning equipment, and are there any restrictions on power consumption?

ANSWER: Yes

F. Vehicle Cleaning

51. QUESTION: Please confirm the current number and type of vehicles requiring cleaning.

ANSWER: Please refer to Section 1.4.2.10 of the SOW for the vehicle cleaning requirements.

52. QUESTION: Is vehicle cleaning required weekly, monthly, quarterly, or only when directed by the COR?

ANSWER: Please refer to Section 1.4.2.10 of the SOW for the vehicle cleaning requirements.

53. QUESTION: Are vehicles to be cleaned internally and externally at the transmitting station?

ANSWER: Yes. Please refer to Section 1.4.2.10 of the SOW for the vehicle cleaning requirements.

54. QUESTION: Will the Government provide a designated vehicle-washing area, water supply, drainage, and electrical connection?

ANSWER: Yes. A designated vehicle parking/washing area with existing water and electrical connections is available for vehicle cleaning.

55. QUESTION: Does vehicle cleaning include engine compartments, undercarriages, equipment beds, buses, and heavy-equipment cabins?

ANSWER: Vehicle cleaning shall be performed in accordance with Section 1.4.2.10 of the SOW. No additional vehicle cleaning requirements are included.

56. QUESTION: Are specialized vehicle-washing chemicals, pressure washers, vacuum systems, or water-recovery equipment required?

ANSWER: The Contractor shall determine and provide the tools, equipment, and cleaning materials necessary to perform the required vehicle cleaning services in accordance with the SOW.

57. QUESTION: Are there environmental restrictions on washing vehicles or discharging wastewater at the station?

ANSWER: The Contractor shall comply with all applicable Kuwait laws and regulations while performing the required services.

G. Waste Management and Disposal

58. QUESTION: Please clarify the contractor's responsibility for waste removal. Is the contractor required only to collect waste and transfer it to an on-site Government-designated collection point, or to transport and dispose of waste off site?

ANSWER: The Contractor shall collect and transport all waste to the Government-designated disposal area in accordance with Section 1.4.1.9 of the SOW.

59. QUESTION: If off-site disposal is required, can the Government provide historical waste volumes, collection frequency, waste types, and the approved disposal location?

ANSWER: The Contractor shall collect and transport all waste to the Government-designated disposal area in accordance with Section 1.4.1.9 of the SOW.

60. QUESTION: Are waste-disposal tipping fees, municipal charges, permits, containers, and transportation costs the contractor's responsibility?

ANSWER: The Contractor shall collect and transport all waste to the Government-designated disposal area in accordance with Section 1.4.1.9 of the SOW.

61. QUESTION: Are hazardous, electronic, medical, chemical, or classified wastes included in the janitorial scope?

ANSWER: No. The SOW does not include the handling or disposal of hazardous, electronic, medical, chemical, or classified waste.

62. QUESTION: Are sanitary-waste disposal services and sanitary bins required?

ANSWER: Please refer to the SOW. The Contractor shall provide the services and consumables required by the solicitation.

63. QUESTION: Is recycling or waste segregation required, and will the Government provide dedicated containers?

ANSWER: No. The SOW does not require recycling or waste segregation, and the Government will not provide dedicated recycling containers.

H. Insurance, Licenses, and Local Compliance

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64. QUESTION: Please confirm all required insurance policies and minimum coverage limits applicable to the contractor and its subcontractors.

ANSWER: Section7 has been updated. The insurance requirements are as specified in Section 7.0 of the solicitation. The Contractor shall provide, at a minimum, the insurance required under the solicitation and any additional insurance required by applicable local law. The Contractor is responsible for ensuring that its subcontractors maintain insurance as required for the performance of their work.

65. QUESTION: In addition to general liability and workers' compensation, are automobile liability, employer's liability, professional liability, environmental liability, or other insurance policies required?

ANSWER: Section7 has been updated. The solicitation specifies the minimum insurance requirements. The Contractor shall obtain any additional types of insurance required by applicable local law or that are ordinarily or customarily maintained for the work being performed, as stated in Section 7.3 of the solicitation.

66. QUESTION: Must insurance be issued by a Kuwait-authorized insurer?

ANSWER: The solicitation does not specify the insurer's jurisdiction. The Contractor is responsible for obtaining insurance that complies with all applicable local laws and the requirements of the solicitation.

67. QUESTION: Must the United States Government be named as an additional insured on all policies or only on the general liability policy?

ANSWER: Refer to Section 7.

68. QUESTION: Is evidence of insurance required with the proposal, or may the successful offeror provide it within ten calendar days after award as stated in the SOW?

ANSWER: Evidence of the required insurance is not required with the proposal. The successful Contractor shall provide evidence of insurance within ten (10) calendar days after contract award, as specified in Section 7.8 of the solicitation.

69. QUESTION: Are local commercial licenses, manpower-supply licenses, cleaning-service licenses, environmental permits, municipal approvals, or waste-transport permits required at proposal submission?

ANSWER: Offerors are not required to submit such licenses or permits with their proposals unless specifically required elsewhere in the solicitation. The successful Contractor shall obtain and maintain all licenses, permits, and approvals required by applicable laws and regulations to perform the contract.

70. QUESTION: May the prime contractor rely on the licenses and permits of its proposed Kuwait subcontractor?

ANSWER: The prime Contractor remains responsible for ensuring compliance with all contract requirements. Any reliance on subcontractor licenses or permits shall be in accordance with applicable local laws and regulations and does not relieve the prime Contractor of its contractual responsibilities.

71. QUESTION: If a license is being renewed or obtained, will evidence of application or a commitment to obtain the license before performance be acceptable?

ANSWER: The Contractor shall possess and maintain all licenses and permits required by applicable law prior to performing work under the contract. Evidence of application or renewal does not waive this requirement.

72. QUESTION: Please confirm whether Defense Base Act insurance applies to any U.S. citizen, U.S. resident, or third-country national personnel under this requirement.

ANSWER: Please refer to Section 7.9.

I. Government-Furnished Support

73. QUESTION: Please confirm whether the Government will provide any of the following:

- **Water**
- **Electricity**
- **Storage space**

- **Office or desk space for the supervisor**
- **Internet or telephone access**
- **Waste containers or dumpsters**
- **Soap and paper dispensers**
- **Access equipment**
- **Employee lockers or changing areas**
- **Parking**
- **Rest areas or dining areas**

ANSWER: The Government will provide water, electricity, shared non-climate-controlled storage space, access to the dining facility, waste containers, soap and paper dispensers and parking for Contractor vehicles, subject to availability.

74. QUESTION: Will the contractor be charged for utilities, storage, parking, access cards, or any other Government-provided facilities?

ANSWER: No.

75. QUESTION: Is there a designated area where contractor personnel may take breaks, change uniforms, store personal belongings, and consume meals?

ANSWER: Yes. A designated break room is available. Contractor personnel shall coordinate with other on-site contractors regarding break and meal schedules. The Government will not provide dedicated locker or changing facilities.

J. Quality Control and Reporting

76. QUESTION: Does the Government have a required format for the Quality Assurance Plan, Quality Control Plan, inspection checklist, or monthly performance report?

ANSWER: No. The Government does not prescribe a specific format for the Quality Control Plan, inspection checklists, or monthly reports. The Contractor shall develop and submit them in accordance with the SOW.

77. QUESTION: Is the contractor required to maintain a dedicated quality-control inspector separate from the on-site supervisor?

ANSWER: The Contractor shall implement an effective quality control program in accordance with the SOW. The Contractor is responsible for determining the staffing necessary to meet the contract requirements.

78. QUESTION: What are the anticipated inspection frequency, acceptable quality levels, and deduction methodology for deficient services?

ANSWER: Government inspections will be conducted in accordance with the QASP. The performance standard is no more than one (1) valid customer complaint per month. Valid deficiencies shall be corrected within five (5) calendar days after notification. Failure to correct deficiencies may result in appropriate contractual action by the Contracting Officer in accordance with the terms and conditions of the contract.

79. QUESTION: Are there historical recurring deficiencies, customer complaints, or high-priority areas that offerors should address in their technical approach?

ANSWER: No. Offerors shall develop their technical approach based on the requirements of the solicitation and the SOW.

80. QUESTION: Will the Government provide the final Quality Assurance Surveillance Plan to the successful contractor after award?

ANSWER: The Quality Assurance Surveillance Plan (QASP) is included in the solicitation. The successful Contractor shall perform in accordance with the contract requirements and the QASP.

81. QUESTION: Is an electronic reporting system required, or will paper and email reports be acceptable?

ANSWER: No. The solicitation does not require an electronic reporting system. Paper or email reports are acceptable.

K. Mobilization and Transition

82. QUESTION: What is the anticipated award date?

ANSWER: By 1 September 2026

83. QUESTION: How many calendar days will be allowed between award and the September 1, 2026 performance start date?

ANSWER: Anticipated; 5 days or less.

84. QUESTION: Is a formal transition period anticipated with the incumbent contractor?

ANSWER: No. Please refer to the SOW. No transition services are required.

85. QUESTION: Will the successful contractor be permitted to access the site before the start date for mobilization, staff orientation, measurement verification, equipment delivery, and security processing?

ANSWER: Yes. The successful Contractor may be granted site access prior to the contract start date, as coordinated with the COR and subject to Government approval and completion of applicable security requirements, for mobilization, equipment delivery, personnel orientation, and security processing.

86. QUESTON: Are there any Government-required pre-performance meetings, training sessions, inspections, or material approvals?

ANSWER: Yes. The successful Contractor shall attend a post-award meeting with the Government. Additional meetings or inspections may be scheduled by the COR as necessary.

87. QUESTION: Will the Government consider a reasonable adjustment to the performance commencement date if security clearances or personnel-access approvals are delayed for reasons beyond the contractor's control?

ANSWER: The Contracting Officer will evaluate any request for an adjustment to the performance commencement date on a case-by-case basis if Government security processing delays affect contract performance, in accordance with the terms and conditions of the contract.

L. Pricing and CLIN Clarifications

88. QUESTION: Please confirm that the monthly firm-fixed price must include all daily, periodic, monthly, quarterly, semiannual, annual, holiday, vehicle-cleaning, supervision, transportation, supplies, equipment, and waste-handling requirements identified in the SOW.

ANSWER: Yes. The monthly firm-fixed price shall include all labor, supervision, transportation, tools, equipment, materials, consumables, supplies, vehicle cleaning, waste handling, and all other services required to perform the work in accordance with the SOW.

89. QUESTION: Please confirm whether all periodic, quarterly, semiannual, and annual services must be included in the monthly price rather than separately invoiced when performed.

ANSWER: Yes. The monthly firm-fixed price shall include all services required by the SOW, including periodic, quarterly, semiannual, and annual services. Separate invoicing for these services is not permitted.

90. QUESTION: Should the offeror apply anticipated annual escalation separately to each option-year monthly rate?

ANSWER: The offeror will have to make that determination.

91. QUESTION: Will the Government evaluate the total of the base year and all four option years, including each annual $7,500 NTE emergency-services CLIN?

ANSWER: Yes, however, evaluating the NTE CLIN lines will not be necessary, as those values are already established.

92. QUESTION: Please confirm that the $7,500 emergency-services CLIN is an estimated maximum amount and is not guaranteed to be ordered or paid.

ANSWER: The Not-To-Exceed emergency-service CLIN is the maximum amount, and if requested and approved by a Government Official, it will be paid.

93. For emergency and unscheduled work, may the contractor price labor, equipment, materials, transportation, and disposal based on the actual task-specific estimate submitted for COR approval?

ANSWER: Yes. For work ordered under the Not-to-Exceed (NTE) CLIN, the Contractor shall submit a task-specific quotation for Government review and approval prior to commencing the work. No work shall begin without Contracting Officer or authorized Government approval, in accordance with the contract.

94. QUESTION: Are overtime, weekend, holiday, and after-hours costs for routine scheduled services required to be included in the standard monthly firm-fixed price?

ANSWER: Yes. The monthly firm-fixed price shall include all labor and associated costs required to perform routine scheduled services, including overtime, weekend, holiday, and after-hours work, as required by the SOW.

95. QUESTION: Can the Government provide historical monthly invoice values or total annual expenditures for the incumbent contract, excluding any information considered proprietary?

ANSWER: No. The Government will not provide historical contract pricing or expenditure information. Offerors shall base their pricing on the requirements of the solicitation and the SOW.

96. QUESTON: Can the Government provide the historical amount ordered under the emergency and unscheduled-services CLIN for each of the previous contract years?

ANSWER: No. The Government will not provide historical ordering or expenditure information for the emergency and unscheduled services CLIN. Offerors shall base their pricing on the requirements of the solicitation.

97. QUESTION: Are Kuwait taxes, customs duties, permit fees, and local government charges to be included in the offeror's firm-fixed price?

ANSWER: Yes. Offerors shall include all applicable taxes, duties, fees, permits, and other costs necessary to perform the contract in their firm-fixed-price proposal, unless otherwise provided in the solicitation.

98. QUESTION: Please confirm whether VAT is not applicable to this contract, as stated in the solicitation.

ANSWER: Yes. VAT is not applicable to this contract, as stated in the solicitation

99. QUESTION: Will any foreign-procurement tax withholding be applied to payments to a U.S.-registered prime contractor using a Kuwait subcontractor?

ANSWER:

Please refer to the applicable tax provisions of the solicitation. Offerors are responsible for complying with all applicable tax laws and regulations.

100. QUESTION: Are offerors permitted to submit assumptions regarding building occupancy, consumable usage, waste volume, vehicle-cleaning frequency, and equipment requirements when site information is unavailable?

ANSWER: Offerors shall base their proposals on the information provided in the solicitation and the SOW.

M. Site-Visit Information

101. QUESTION: Will the Government issue site-visit minutes, photographs, attendance information, measurements, questions and answers, or other information presented during the site visit to all prospective offerors?

ANSWER: No. The Government will not issue site visit minutes, photographs, measurements, or other site visit information. Any official clarifications to the solicitation will be issued by amendment.

101. QUESTON: Were any material conditions, quantities, access limitations, Government-furnished facilities, or operational requirements identified during the site visit that are not presently stated in the solicitation?

ANSWER: No. The site visit was conducted to allow prospective offerors to observe the facility.

102. QUESTION: To maintain equal access to procurement information, will the Government provide all material information communicated during the site visit through a written amendment or formal question-and-answer response?

ANSWER: Yes. Any material information affecting the solicitation will be provided to all prospective offerors through a written amendment or formal question-and-answer response

103. QUESITON: Warehouse Shelving Cleaning
For the warehouse shelving, is the Contractor required to remove all stored materials from the shelves to perform dusting and cleaning, or is cleaning only required for accessible exposed surfaces without disturbing stored items?

ANSWER: The Contractor shall clean all accessible exposed surfaces. The Contractor shall not remove or disturb Government-stored materials unless specifically directed by the COR.

104. QUESTION: Approved Cleaning Chemicals
Are there any Government-approved or environmentally approved cleaning chemicals/products that the Contractor is required to use? Additionally, are there any restrictions on cleaning agents due to the presence of transmitting or other sensitive electronic equipment?

ANSWER: The Contractor shall use cleaning products suitable for the intended application and in accordance with the manufacturer's recommendations. There are no Government-specified approved cleaning chemicals. Cleaning activities shall be performed in a manner that does not damage Government property or equipment.

105. QUESTION: Trash Disposal
Will Government-provided dumpsters or designated waste collection points be available at the facility for disposal of collected trash, or is the Contractor responsible for transporting waste off-site?

ANSWER: The Government will provide a designated on-site waste collection point. The Contractor shall collect and transport waste to the designated disposal area in accordance with the SOW.

106. QUESTION: Facility Occupancy

Please provide the estimated average daily (24-hour) personnel occupancy at the facility. This information is requested to accurately estimate the consumption of Government-furnished consumable items such as hand soap, paper towels, toilet paper, and paper cups.

ANSWER: The Government will not provide facility occupancy information. Offerors shall base their proposals on the requirements of the solicitation and the SOW.

107. QUESTION: Contractor Vehicle Access

Will Contractor transportation vehicles be authorized to enter the facility to support the performance of janitorial services, including the transportation of personnel, equipment, and supplies?

ANSWER: Yes. Contractor vehicles required for contract performance will be permitted to enter the facility, subject to Government security procedures and access requirements.

108. QUESTION: Supervisor Mobile Phone Authorization

Will the Contractor's on-site supervisor be permitted to carry and use a smartphone within the facility for operational coordination and communication purposes?

ANSWER: No. Smartphones are not permitted within the facility. Standard mobile phones may be authorized, subject to Government security approval and applicable security procedures.

109. QUESTION: Access for High-Level Cleaning

For cleaning of high-level items such as light fixtures, air-conditioning diffusers, and air grilles, will the Government provide access equipment (e.g., ladders, mobile platforms, or lifts), or is the Contractor expected to furnish all required access equipment?

ANSWER: The Contractor shall furnish all tools, equipment, and access equipment required to perform the services in accordance with the SOW. No Government-furnished access equipment will be provided.

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U.S. AGENCY FOR GLOBAL MEDIA

UNITED STATES BROADCASTING BOARD OF GOVERNORS

STATEMENT OF WORK (SOW) – Revised 8.5

Janitorial services

George A. Moore Jr. - Kuwait Transmitting Station

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1. Scope of Work

The Contractor shall perform janitorial services in all designated spaces, including but not limited to halls, offices, restrooms, work areas, entranceways, lobbies, storage areas, stairways, kitchens/pantries, and other interior and exterior areas identified in this Statement of Work (SOW).

The Contractor shall furnish all management, supervision, administrative support, labor, tools, equipment, transportation, and consumable supplies necessary to perform the required services under this contract. Such supplies and equipment shall include, but are not limited to, toilet tissue, paper towels, liquid soap, trash bags, wax, brushes, detergents, disinfectants, vacuum cleaners, pressure washers, mops, brooms, rags, paper drinking cups, and all related cleaning materials required to maintain U.S. Government facilities in a clean, sanitary, safe, and professional condition.

The Contractor shall provide all direct labor personnel necessary to accomplish the work required under this contract. Contractor employees shall be on site only for performance of contractual duties and shall not be present for any non-contractual or personal business purposes.

The purpose of this firm-fixed-price contract is to obtain janitorial services for real property owned or managed by the U.S. Government at the **George A. Moore Jr. Kuwait Transmitting Station, U.S. Agency for Global Media (USAGM), Umm Al-Rimam (Adbally Road), Kuwait**.

The Contractor shall provide qualified personnel in sufficient numbers to perform janitorial services in all designated buildings and areas of the Station. The Contractor shall perform services during the Station's normal working hours, Sunday through Thursday, 0700 to 1530 local Kuwait time, unless otherwise approved by the COR. The Contractor shall schedule work in a manner that minimizes disruption to Station operations.

The COR will provide general guidance regarding workforce requirements and work priorities. The Contractor shall submit draft cleaning instructions, schedules, and management procedures to the Contracting Officer's Representative (COR) for review within 30 calendar days after contract award. The COR must approve such instructions and schedules prior to implementation.

The Contractor shall ensure that custodial services are performed in a manner that maintains satisfactory facility conditions and presents a clean, neat, sanitary, and professional appearance at all times.

Certain areas at the Station contain energized equipment, high-voltage systems, operating transmission equipment, machinery, maintenance tools, sensitive electronics, or restricted access conditions. Janitorial personnel shall not touch, move, operate, or interfere with any technical, electrical, or mechanical equipment unless specifically authorized by the COR or designated Government representative. Cleaning of sensitive transmitter components, energized enclosures, and other prohibited technical spaces shall not be performed unless expressly directed and controlled by the Government.

1.1 General Instructions

The Contractor shall prepare daily, weekly, monthly, quarterly, semi-annual, and annual work instructions and schedules, including but not limited to those specified herein. Drafts shall be

submitted to the COR within 30 calendar days after contract award. The COR must approve these instructions before implementation.

1.2 **Zones and Work Areas**

1.2.1 Restricted / Escorted Technical Areas

These areas include locations with high voltage, energized systems, transmitter-related equipment, heavy machinery, generator rooms, technical control systems, power-related equipment, and other potentially hazardous conditions. Access to such areas may require advance coordination and escort by Government personnel. Contractor personnel performing services in these areas shall comply with all Government safety instructions and may only perform the specific services authorized by the COR.

Standard services in these areas may include sweeping, dust removal from accessible non-sensitive surfaces, mopping of open floor areas, and trash removal, as authorized by the COR.

Cleaning inside generator rooms shall be limited to general housekeeping of floors and accessible non-sensitive surfaces only. The Contractor shall not clean or interfere with generators, fuel systems, electrical panels, or associated equipment.

1.2.2 Operational / Maintenance Areas

These areas may contain maintenance equipment, tools, warehouse storage, powered equipment, and operational materials. Contractor personnel may be allowed unescorted access where approved by the Government, but shall exercise caution and shall not disturb workbenches, stored materials, or equipment. If uncertainty exists, Contractor personnel shall seek guidance from available Government staff or the COR before proceeding.

Standard services in these areas may include sweeping, mopping, dusting accessible surfaces, and trash removal.

1.2.3 Administrative / Office Areas

These areas are primarily offices, meeting rooms, classrooms, kitchens, and related administrative spaces. Contractor personnel may access and service these areas as appropriate. Janitorial staff shall make reasonable efforts to minimize disruption to occupants while performing work. Light furniture and movable items may be repositioned as needed for cleaning and shall be returned to their original location.

Standard services include dusting, sweeping, vacuuming, mopping, interior glass cleaning, trash removal, restroom servicing, and related custodial work.

1.2.4 General Access / Common Areas

These areas include corridors, stairways, entrance lobbies, guard booths, exterior walkways, common washrooms, and other shared spaces. Contractor personnel may perform routine janitorial services in these areas as needed. Care shall be taken to ensure the safety of pedestrians and building occupants. Wet floor signs and other hazard notices shall be used whenever applicable.

1.2.5 Exterior Mechanical / Utility Areas – Limited Cleaning Scope

Exterior mechanical and utility areas include outdoor spaces surrounding buildings where HVAC equipment, piping systems, structural supports, and related infrastructure are installed.

The Contractor shall perform limited cleaning services in these areas consisting only of:

- Removal of loose dust, sand, and debris from ground surfaces
- Sweeping/cleaning of concrete areas and walkways
- Collection and disposal of trash

The Contractor shall not clean, wash, wipe, or otherwise perform any work on mechanical, electrical, or HVAC equipment, including but not limited to units, piping, valves, supports, control panels, or associated components.

Contractor personnel shall not touch, access, or interfere with any equipment or systems in these areas unless specifically authorized by the COR.

The Contractor shall exercise caution and comply with all Government safety instructions while performing work in these areas

1.3 **Duties and Responsibilities**

1.3.1 The Contractor's work instructions shall emphasize safety and security requirements to minimize accidents and unsafe acts.

1.3.2 The Contractor shall provide cleaning services in the order and timeframe that are most efficient and cause the least disruption to normal operations.

1.3.3 The Contractor shall perform services in a manner that minimizes disruption to the normal operation of the facility. The COR will determine and approve schedules that best meet the needs of the facility.

1.3.4 The Contractor shall ensure that all janitorial work is performed in compliance with applicable Occupational Safety and Health Administration (OSHA) standards and other applicable safety requirements.

1.4 **Types of Services**

Standard services shall include the work identified below in accordance with the following definitions.

Frequency	Definition	SOW Paragraph
Daily	Once per day, Sunday through Thursday. The specific time of day will be determined by the COR based on efficiency and minimal disruption to operations.	1.4.1
Periodic	Performed on an as-needed basis depending on condition.	1.4.2

Monthly	Once per month, on a date and time determined by the COR.	1.4.3
Quarterly	Every three (3) months, on a date and time determined by the COR.	1.4.4
Semi-Annual	Every six (6) months, on a date and time determined by the COR.	1.4.5
Annual	Once per year, on a date and time determined by the COR.	1.4.6

1.4.1 **Daily Cleaning Requirements**

1.4.1.1 **Floors:** Sweep all floor areas and damp mop hard surfaces such as tile, linoleum, marble floors, staircases, and public areas. Floors shall be free of dust, mud, sand, footprints, liquid spills, and other debris. Chairs, trash receptacles, and easily movable items shall be tilted or moved to clean underneath. Frequency may be increased during rainy or dusty conditions. When completed, floors and halls shall have a uniform appearance with no streaks, smears, swirl marks, detergent residue, remaining dirt, or standing water.

1.4.1.2 **Furniture and Surfaces:** Dust and clean furniture including desks, chairs, credenzas, computer tables, telephone tables, bookshelves, coat racks, umbrella stands, pictures, maps, telephones, computers, lamps, and similar office furnishings. All surfaces shall be free of dust, dirt, and sticky residue.

1.4.1.3 **Carpets and Rugs:** Vacuum rugs, carpets, runners, and carpet protectors so they are free from dust, dirt, mud, lint, loose soil, and debris. Chairs, trash receptacles, and easily movable items shall be moved to vacuum underneath and then returned to their original position.

1.4.1.4 **Restrooms, Bathrooms, and Shower Facilities:** Thoroughly clean and disinfect toilets, bathrooms, mirrors, and shower facilities using suitable non-abrasive cleaners and disinfectants. Surfaces shall be free of grime, soap scum, mold, and smudges. The Contractor shall refill paper towels, toilet paper, and soap in all bathrooms and kitchens/pantries. The Contractor shall check heavily used restroom areas multiple times daily, as directed by the COR, to ensure they remain clean and presentable.

1.4.1.5 **Waste Receptacles**: Empty all waste receptacles daily, including those in offices, restrooms, kitchens/pantries, and common areas. Replace trash liners as required, or at a minimum once per day. Clean receptacles as needed and return them to their original location.

1.4.1.6 **Kitchen Utensils:** Clean glasses, cups, and other kitchen utensils, as needed, in the conference room, classroom, and administrative and transmitter kitchens. Items shall be washed in hot soapy water, rinsed, dried, and polished as necessary to maintain a presentable appearance.

1.4.1.7 **Spot Cleaning of Surfaces**: Remove grease marks and fingerprints from walls, doors, door frames, radiators, windows, window frames, glass desk protectors, reception booths, and partitions.

1.4.1.8 **Trash Disposal**: Remove trash to the designated disposal area as directed by the COR and keep the trash holding area in a clean condition.

1.4.1.9 **Exterior Walkways and Driveways**: Sweep debris from walkways and driveways and hose-clean those when appropriate based on climatic conditions and water-use considerations.

1.4.2 **Periodic Cleaning Requirements**

1.4.2.1 Polish brass surfaces, including door and window handles and plaques, as needed.

1.4.2.2 Dust tops of tall furniture, tops of picture frames, and other areas not covered under daily dusting.

1.4.2.3 Spot clean baseboards and walls as needed.

1.4.2.4 Spot wax and polish floors as needed.

1.4.2.5 Spot clean or shampoo small carpeted areas as needed.

1.4.2.6 Dust window sills and blinds as needed.

1.4.2.7 Clean shutters as needed.

1.4.2.8 Sweep and wash terraces and balconies to remove accumulated dirt, dust, and debris as needed.

1.4.2.9 The Contractor shall clean satellite dish areas and associated ground surfaces on a biweekly basis. Cleaning shall be limited to ground surfaces and surrounding areas only. The Contractor shall not clean or interfere with satellite dishes, mounts, cabling, or associated equipment.

1.4.2.10 Vehicle Cleaning: The Contractor shall provide cleaning services for all vehicles associated with the facility, including light vehicles, buses, and heavy equipment. Services shall include:

- Exterior washing to remove dirt, mud, and debris
- Interior cleaning, including vacuuming of seats, carpets, and floor mats
- Wiping and cleaning of interior surfaces (dashboard, panels, steering wheel, doors, and controls)
- Cleaning of interior and exterior windows and mirrors
- Removal of trash and replacement of liners

Vehicles shall be maintained in a clean, sanitary, and presentable condition at all times.

Heavy equipment shall be cleaned on a monthly / quarterly basis. Other vehicles shall be cleaned at a frequency determined by the COR.

The Contractor shall notify the COR if specialized cleaning is required.
Estimated quantities (subject to change based on Mission requirement): Pickup Trucks – 3; Full-Size SUVs – 3; SUVs – 3; Heavy Equipment – 8; Buses – 2.

1.4.3 **Monthly Cleaning Requirements**

1.4.3.1 Clean major appliances inside and out, including refrigerators, ovens, and microwaves.
1.4.3.2 Wipe window blinds with a damp cloth to remove smudges and accumulated dirt.
1.4.3.3 Clean the interior window glass and sash.
1.4.3.4 Move furniture and vacuum or polish floors beneath the furniture, as appropriate.

1.4.4 **Quarterly Cleaning Requirements**

1.4.4.1 Wash exterior windows. When completed, windows shall be free of smudges, lint, and streaks.
1.4.4.2 Remove and wash window blinds.
1.4.4.3 Shampoo the entire carpet surface in high-traffic areas. Carpet cleaning activities shall not interfere with normal station operations. The Contractor shall coordinate with the COR to determine a suitable schedule, preferably outside regular working hours.
1.4.4.4 Clean and sanitize the trash holding area.
1.4.4.5 Dust and wipe light fixtures, A/C diffusers, and grilles. Upon completion, fixtures shall be free of bugs, dirt, grime, dust, and marks.

1.4.5 **Semi-Annual Cleaning Requirements**

1.4.5.1 Strip wax coats, inspect sealer coats, and completely reapply wax coats, as needed.
1.4.5.2 Shampoo carpets in all areas.
1.4.5.3 Carpet cleaning and floor waxing shall be coordinated with the COR to minimize disruption to station operations, preferably outside regular working hours.
1.4.5.4 Clean all light fixtures using appropriate methods to restore their original luster, including washing crystal reflectors individually where applicable.
1.4.5.5 Clean gutters and downspouts of collected debris.

1.4.6 **Annual Cleaning Requirements**

1.4.6.1 Strip wax and seal coats to the bare floor surface, clean the bare surface, and reapply seal coat and finish. The Contractor shall coordinate with the COR to determine a suitable schedule, preferably outside regular working hours.
1.4.6.2 Clean gutters and downspouts of collected debris.

1.4.7 **Holiday and Long Weekend Cleaning Requirements**

Cleaning services shall normally be provided Sunday through Thursday. However, in the event of long weekends resulting from U.S. or Kuwait holidays, cleaning services shall still be maintained. No more than two (2) consecutive days without service shall be permitted except in exceptional circumstances approved by the COR. The Contractor shall coordinate with the COR to determine the required service period and ensure compliance with operational needs.

1.4.8 **Emergency / Additional Services**

The Contractor shall provide additional or temporary cleaning services as directed by the COR on an as-needed basis. Such services may include, but are not limited to, special cleaning of specific areas, post-maintenance cleaning, or increased cleaning frequency during operational requirements.

The scope, location, and frequency of such services shall be defined by the COR. Work shall be performed in accordance with the contract requirements. The Contractor shall not perform additional services without prior authorization from the COR.

2. Management and Supervision

2.1 The Contractor shall designate a representative who shall be responsible for on-site supervision of the Contractor's workforce at all times. This supervisor shall be the Contractor's focal point and primary point of contact with U.S. Government personnel. The supervisor shall possess sufficient English language skills to communicate effectively with Government staff. Supervision shall be the supervisor's sole function.

2.2 The Contractor shall maintain schedules for each employee. These schedules shall consider the hours during which staff can effectively perform services without placing an undue burden on security personnel. For services other than routine daily work, the Contractor shall provide the COR with a detailed plan and schedule for all on-site personnel, including working hours and assigned tasks.

2.3 The Contractor shall be responsible for quality control. The Contractor shall conduct inspection visits to the work site on a weekly basis. These visits shall be coordinated with the COR and shall not be announced in advance to personnel working on-site.

3. Locations for Janitorial Services

All services shall be delivered on regular Station working days, Sunday through Thursday, 0700 to 1530 local Kuwait time. Any services that may affect normal operations shall be coordinated with the COR to determine the most suitable time for performance.

Location	Estimated Area (m^2)	Surface Material
Admin & Medium Wave (MW) Building	1,586	Ceramic / Carpet / Linoleum
SW Building (Including external outside concrete	1,557	Cement / Ceramic / Tile / Linoleum
New SW Building	721	Cement
Front Gate	54	Ceramic
Itemizer Room	18	Ceramic
Back Gate	32	Ceramic
Old Warehouse	273	Cement
New Warehouse	252	Cement
MOC	44	Ceramic
Pump House	9	Cement
Shop Areas	280	Cement

External General Areas (walkways, entrances, and parking areas – approximate)	300	Concrete

Subtotal (Primary Areas): 5,126 m²

Monthly-Cleaning Location	Estimated Area (m²)	Surface Material
MW Antenna Tuning Units – 7 Buildings	446	Metal / Cement
MW Farda TX Building	108	Ceramic
MW Farda ATUs – 3 Buildings	32	Metal
Backup FM	6	Metal
SW ATUs – 5 Buildings	60	Metal
External Equipment-Associated Areas and open concrete areas (including but not limited to equipment foundations, fuel tank areas, and equipment access ramps-approximate) — cleaning limited to accessible ground surfaces only.	791	Concrete

Subtotal (Monthly-Cleaning Areas): 1443 m²

Total Estimated Area: 6,569 m²

4. Personnel

4.1 General

The Contractor shall maintain discipline at the site and take all reasonable precautions to prevent unlawful, riotous, or disorderly conduct by Contractor employees. The Contractor shall preserve peace and protect persons and property on site. The Government reserves the right to direct the Contractor to remove any employee from the worksite for failure to comply with required standards of conduct. The Contractor shall immediately replace such employee, as necessary, at no additional cost to the Government.

4.2 Standards of Conduct

4.2.1 Uniforms and Personal Equipment: The Contractor's employees shall wear clean, neat, and complete uniforms when on duty. All uniforms shall be subject to COR approval.

4.2.2 Neglect of Duties: Neglect of duties shall not be condoned. The Contractor shall prohibit sleeping while on duty, unreasonable delay or failure to carry out assigned tasks, conducting personal affairs during duty hours, and refusal to cooperate in maintaining worksite integrity and security.

4.2.3 Disorderly Conduct: Disorderly conduct, abusive or offensive language, quarreling, intimidation, fighting, or participation in disruptive activities that interfere with normal Government operations shall not be condoned.

4.2.4 Intoxicants and Narcotics: The Contractor shall not allow its employees, while on duty, to possess, sell, consume, or be under the influence of intoxicants, narcotics, or substances that produce similar effects.

4.2.5 Criminal Actions: Contractor employees may be subject to criminal action as allowed by law, including but not limited to falsification, concealment, removal, mutilation, or destruction of official documents or records; unauthorized use of Government property, theft, vandalism, or immoral conduct; unethical or improper use of official authority or credentials; security violations; or organizing or participating in gambling in any form.

4.2.6 Key Control: The Contractor shall receive, secure, issue, and account for any keys issued for access to buildings, offices, equipment, gates, or other facilities for the purposes of this contract. The Contractor shall not duplicate keys without COR approval. If unauthorized duplication or loss occurs, the Contractor shall immediately notify the COR and reimburse the Government for the cost of rekeying affected systems.

4.3 **Notice to the Government of Labor Disputes**

The Contractor shall inform the COR of any actual or potential labor dispute that is delaying or threatening to delay timely performance of this contract.

4.4 **Personnel Security**

After award, the Contractor shall provide the following information for each employee who will work under this contract, including workers and supervisors assigned to the project: Full Name; Place and Date of Birth; Current Address; Civil Identification Number; and Passport Information.

The Government will conduct background checks on these individuals. It is anticipated that security checks will take approximately 25 days.

Upon approval, the Government may issue identification cards to Contractor personnel. Contractor personnel shall display Government-issued identification at all times while providing services under this contract. These identity cards remain Government property and shall be returned at the end of the contract, when an employee leaves Contractor service, or upon Government request. The Government reserves the right to deny access to U.S.-owned and U.S.-operated facilities to any individual.

4.5 **Labor Compliance And Worker Protection**

The Contractor shall comply with all applicable local labor laws, regulations, and contract clauses related to employee rights, wages, and working conditions, including requirements consistent with applicable U.S. Government regulations.

4.5.1 **Payment of Wages**

The Contractor shall ensure that all employees working under this contract are paid their wages in full and on time. Delayed, withheld, or partial payment of wages is strictly prohibited.

4.5.2 **Prohibited Practices**

The Contractor shall not engage in any of the following practices:

- Withholding employee passports or personal identification documents
- Retaining or controlling employee ATM cards or bank accounts
- Forcing or coercing employees to work
- Charging recruitment or placement fees to employees
- Restricting employee movement in violation of applicable laws

4.5.3 **Employee Rights**

All employees shall:

- Retain possession of their personal identification documents
- Have full control over their wages and bank accounts
- Be treated in accordance with applicable labor laws

4.5.4 **Government Oversight**

The Government reserves the right to:

- Conduct interviews with Contractor personnel
- Request evidence of wage payments (such as payroll or bank transfer records)
- Review compliance with labor requirements

4.5.5 **Non-Compliance**

Failure to comply with these requirements may result in contract actions, including corrective measures, withholding of payment, or termination in accordance with contract terms.

5. Materials and Equipment

The Contractor shall provide all necessary janitorial supplies and equipment, including but not limited to vacuum cleaners, pressure washers, mops, brooms, dust rags, detergents, and cleaners. All supplies shall be of sufficient quality and suitable for the tasks outlined in this contract.

5.1 Vehicle

The Contractor shall provide a vehicle suitable for transporting personnel, tools, and materials between buildings located on the transmitting station. All costs associated with this vehicle,

including maintenance, repairs, fuel, insurance, access authorization, and any fines, shall be the Contractor's responsibility.

5.2 Quality of Materials and Consumables

All cleaning materials, chemicals, and consumable supplies provided by the Contractor shall be of commercial-grade quality and suitable for their intended purpose.
The Contractor shall ensure that all consumables are:

- New, unused, and of good quality
- Safe for use in office and technical environments
- Not diluted, expired, or substandard
- Not causing damage to surfaces, equipment, or fixtures

Use of low-quality, ineffective, or excessively diluted products is strictly prohibited**.**

5.2.1 Minimum Consumable Requirements

The Contractor shall provide and maintain the following consumables:

- Hand Soap / Hand Wash: Commercial-grade, effective, non-irritating, and not diluted
- Toilet Paper & Paper Towels: Good quality, durable, absorbent, and suitable for intended use
- Urinal Screens & Air Fresheners: Installed in all restrooms, provide odor control, and replaced/refilled as required
- Trash Bags: Adequate strength and proper size to prevent tearing or leakage
- Cleaning Chemicals: Suitable for surfaces, effective for cleaning/disinfection, and free from strong odors

5.2.2 Performance Requirement

All consumables shall be maintained at a level that ensures:

- Continuous hygiene and cleanliness
- No unpleasant odors in restrooms
- No recurring complaints from Government personnel

Failure to maintain acceptable quality of materials shall be considered unsatisfactory performance under this contract**.**

6. Government-Furnished Property/Equipment

The Government will not provide any Government-furnished property or equipment under this contract. The Contractor shall provide all necessary equipment, materials, and supplies required to perform the work.

7. Insurance

~~7.1 General The Contractor shall provide all insurance legally required to perform this contract and shall maintain such insurance throughout the entire performance period.~~

~~7.2 General Liability The Contractor shall maintain General Liability insurance, including premises/operations, collapse hazard, products, completed operations, contractual liability,~~

~~independent contractors, broad form property damage, and personal injury coverage, in at least the following minimum amounts:~~

~~7.3 The types and amounts of insurance identified above are minimum requirements. The Contractor shall obtain any additional insurance required by local law or customary for work of this nature.~~

~~7.4 For those Contractor employees assigned to this contract who are U.S. citizens or direct hires in the United States or its possessions, the Contractor shall provide workers' compensation insurance in accordance with FAR 52.228-3.~~

~~7.5 The Government shall not be responsible for injury to Contractor personnel or damage to Contractor property arising from performance of this contract, except in cases of gross negligence by the Government. The Contractor shall hold harmless and indemnify the Government from claims arising from contract performance.~~

~~7.6 The Contractor shall obtain adequate insurance for loss of, theft of, or damage to materials and equipment in transit or storage.~~

~~7.7 Government as Additional Insured The Contractor's general liability policy shall name "the United States of America, acting by and through the International Broadcasting Bureau" as an additional insured with respect to operations performed under this contract.~~

~~7.8 Evidence of Insurance The Contractor shall provide evidence of required insurance within ten (10) calendar days after contract award. Failure to submit timely evidence of insurance may result in contract rescission or termination.~~

~~Coverage~~	~~Minimum Amount~~
~~Bodily Injury – Per Occurrence~~	~~KWD 50,000 / USD 500,000~~
~~Property Damage – Per Occurrence~~	~~KWD 25,000 / USD 250,000~~

7.1 Amount of Insurance. The Contractor is required to provide whatever insurance is legally necessary. The Contractor shall, at its own expense, provide and maintain during the entire performance period the following insurance amounts:

7.2 General Liability (includes premises/operations, collapse hazard, products, completed operations, contractual, independent contractors, broad form property damage, personal injury)

1. Bodily Injury stated in U.S. Dollars:

   Per Occurrence $75,000

   Cumulative $75,000

2. Property Damage stated in U.S. Dollars:

   Per Occurrence $75,000

   Cumulative $ 75,000

7.3 The types and amounts of insurance are the minimums required. The Contractor shall obtain any other types of insurance required by local law or that are ordinarily or customarily obtained

in the location of the work. The limit of such insurance shall be as provided by law or sufficient to meet normal and customary claims.

7.4 For those Contractor employees assigned to this contract who are either United States citizens, local nationals and/or direct hire, the Contractor shall provide workers' compensation insurance in accordance with FAR 52.228-3.

7.5 The Contractor agrees that the Government shall not be responsible for personal injuries or for damages to:

a) any property of the Contractor,
b) its officers,
c) agents,
d) servants,
e) employees, or
f) any other person

arising from an incident to the Contractor's performance of this contract. The Contractor shall hold harmless and indemnify the Government from any and all claims arising, except in the instance of gross negligence on the part of the Government.

7.6 The Contractor shall obtain adequate insurance for damage to, or theft of, materials and equipment in insurance coverage for loose transit to the site or in storage on or off the site.

7.7 Government as Additional Insured. The general liability policy required of the Contractor shall name "the United States of America, acting by and through the United States Agency for Global Media (USAGM)", as an additional insured with respect to operations performed under this contract.

7.8 Time for Submission of Evidence of Insurance. The Contractor shall provide evidence of the insurance required under this contract within ten (10) calendar days after contract award. The Government may rescind or terminate the contract if the Contractor fails to timely submit insurance certificates identified above.

7.9 Defense Base Act (DBA) Insurance: The Contractor shall provide workers' compensation insurance in accordance with FAR 52.228-3 to employees assigned to this contract who are either United States citizens, local nationals and/or direct hire. Total cost of DBA should be part of the Firm-Fixed-Price for Base and options periods. The offeror may obtain DBA insurance directly from any Department of Labor approved providers at the DOL website at http://www.dol.gov/owcp/dlhwc/lscarrier.htm

8. Laws and Regulations

8.1 Without additional expense to the Government, the Contractor shall comply with all laws, codes, ordinances, and regulations required to perform this work. In the event of a conflict between contract requirements and local law, the Contractor shall promptly notify the Contracting Officer and propose a course of action for resolution.

8.2 The Contractor shall comply with all local labor laws, regulations, customs, and practices pertaining to labor, safety, and similar matters, to the extent such compliance is not inconsistent with contract requirements.

9. Deliverables

Description	Quantity	Delivery To	Due Date
General Instructions	1	COR	30 days after award
Work Schedules	1	COR	Weekly
Quarterly Schedule	1	COR	30 days after award
Semi-Annual Schedule	1	COR	30 days after award
Annual Schedule	1	COR	30 days after award
Personnel List	1	COR	10 days after award
Evidence of Insurance	1	COR	10 days after award
Licenses and Permits	1	COR	Date of award
Transition Plan (if requested)	1	COR	10 days after award

10. Quality Assurance and Surveillance Plan (QASP)

This plan provides a method to promote satisfactory Contractor performance. The QASP gives the COR a means to monitor Contractor performance, advise the Contractor of unsatisfactory performance, and notify the Contracting Officer of continued unsatisfactory performance. The Contractor, not the Government, is responsible for management and quality control to meet contract requirements. The Government's role is to monitor quality and verify that contract standards are achieved.

Performance Objective	SOW Paragraph	Performance Threshold
Janitorial Services	Section 1	All required services are performed in accordance with the SOW, including proper cleaning of assigned areas and timely completion of tasks, with no more than one (1) valid customer complaint per month.

10.1 Surveillance The COR will receive and document complaints from Government personnel regarding services provided. If appropriate, the COR will forward complaints to the Contractor for corrective action.

10.2 Standard The performance standard is that the Government receives no more than one (1) customer complaint per month. The COR shall notify the Contracting Officer if services exceed this standard so that appropriate action may be taken under the inspection clause.

10.3 Procedures (a) Government personnel observing unacceptable or incomplete services shall immediately notify the COR. (b) The COR will document the complaint. (c) If the COR determines the complaint is invalid, the COR will advise the complainant and retain the record. (d) If the COR determines the complaint is valid, the COR will notify the Contractor and allow reasonable time for correction, if available. (e) At a minimum, the COR shall orally notify the Contractor of any valid complaint. (f) If the Contractor disputes the complaint, the COR will review the matter and determine validity. (g) Complaints will be considered resolved unless otherwise reported by the complainant. (h) Repeat complaints for the same deficiency are not permitted and may result in further contractual action.

11. Place of Performance

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