# Janitorial Services Specifications / Requirements

## General

A. Janitorial cleaning services shall be provided on a **two day per week schedule** unless it conflicts with standard services provided by the Lessor to other tenants, or as circumstances may warrant for more cleaning days. All janitorial cleaning shall be performed between the hours of 8:00 a.m. and 4:00 p.m., Monday through Friday, or by appointment scheduled in advance, with each recruiting service. The Contractor shall notify the designated Military Service Representative(s) (MSR) of any deviation to the previously agreed upon appointment and schedule an alternate appointment for cleaning. **No keys, passwords, PINs, or entry codes to Government leased facilities are to be provided to Contractors under any circumstances.**

B. The MSR shall unlock doors for the Contractor and shall be physically present and visible in the facility during all cleaning at the scheduled appointment time. The MSR shall be present in the facility a minimum of 15 minutes prior to the scheduled appointment time and wait a maximum of 30 minutes beyond appointment time for the Contractor to arrive for cleaning, after which time the Contractor shall be deemed to have not met the appointment. It should be noted that in multi-service stations, if the Contractor is actively working in another Service's area, the MSR should not leave or mark this as a no-show and should make arrangements with the Contractor on site to complete cleaning as soon as practicable. **A no-show by the Contractor shall be reported immediately via the military chain of command to the Real Estate POC and must be recorded on the janitorial checklist.** If the MSR is a no-show (fails to be available to open the facility a maximum of 30 minutes beyond appointment time) the contractor will not make up that day's cleaning and shall report to clean on the next scheduled appointment time with no penalty assessment. The contractor shall immediately report a no-show by MSR(s) to the Real Estate POC. No cleaning shall be accomplished on Federal Holidays. If a Federal Holiday occurs on one of the regularly scheduled cleaning days, the Contractor shall perform the cleaning on the next business day. The Contractor shall ensure that cleaning services occur at least twice per week.

C. If an office is going to be vacated for a period of four (4) weeks or more for reasons such as recruiter assignment rotation, the appropriate military service representative must notify the USACE district representatives.

D. Separate appointments shall be made for all periodic carpet cleaning at a time that will allow for ample time for damp carpets to dry without undue traffic from normal business activities. It is recommended that the carpet cleaning be accomplished late in the day on Friday to allow drying time. The Contractor will not be responsible for moving furniture or any items left on the floor. **Prior to scheduled cleaning, the Services should remove all items from the floor, except heavy furniture items, to maximize the effectiveness of carpet cleaning.** A MSR must be physically present during carpet cleaning.

E. The Janitorial Service Checklist (see enclosed) shall be posted in each Service space and common areas. The checklist shall be completed by the Janitorial Contractor and signed at the completion of each week's cleaning. The MSR will also sign signifying that the specified work has been completed in a satisfactory manner. This checklist shall be used by the Contractor. **Do not sign off in advance of anticipated completed work.**

F. The Contractor shall provide all necessary labor, transportation, tools, materials, equipment, and supplies required to perform services. All cleaning procedures and treatments shall be accomplished in accordance with the manufacturer's directions and/or listed specifications and industry standards applicable to the Professional Cleaning and Restoration Industry. **The Contractor shall use environmentally friendly products for all maintenance and cleaning. For disinfection of high-touch surfaces, at minimum, Contractor must use alcohol solutions with at least 70% alcohol. Most EPA-Registered household disinfectants and Clorox disinfecting wipes are allowed.** Use of recycled materials is highly encouraged.

G. The following table of services should be used as a guide and bid form in obtaining janitorial services for recruiting facilities in compliance with above guidance:

# SCHEDULE OF JANITORIAL SERVICES

| SERVICE ITEM | DESCRIPTION | STANDARD |
|---|---|---|
| **Trash Removal** (2x weekly) | Empty all trash/waste baskets from all offices, common areas and restrooms and remove all trash from the facility for pick up in dumpster or provided service at the facility. Replace liner in each trash receptacle. Removal includes any accumulated full bags that are no longer in the waste baskets. | Provide and replace, each visit, 100% recycled trash can liners. |
| **Vacuuming** (2x weekly) | Vacuum all carpets and hard surfaced floors, upholstered furniture, window sills, restroom facilities, entryways, common areas, and storage closets to remove all dust, debris, cob webs and visible particles including edges of carpets and baseboards and spot clean stains as needed with chemical cleaner. | Vacuum with a beater brush/ crevice hose type machine with a filtration system which minimizes airborne dust particles, (ideally a HEPA filter vacuum). |
| **Hard Surface Cleaning** (2x weekly) | Damp mop all ceramic, tile, or vinyl tile areas with an appropriate chemical cleaner. All non-carpeted floors shall be cleaned and maintained in accordance with the Performance Work Statement. | All common areas must be cleaned to the same standards. |
| **High-Touch Surface Cleaning** (2x weekly) | **Disinfect all high-touch surfaces (e.g., countertops, doorknobs, door handles, light switches, handles, toilet levers, sink handles, water fountain buttons, door entry keypads, door phone systems, fixtures)** | **Clean/wipe down surfaces with disinfectant. If surfaces are dirty, they shall be cleaned using a detergent or soap and water prior to disinfection. For disinfection, at minimum, alcohol solutions with at least 70% alcohol, and most EPA-Registered household disinfectants and Clorox wipes are allowed.** |
| **Restrooms** (2x weekly) | Disinfect all restroom fixtures with environmentally friendly **antibacterial** chemical disinfectant clean and disinfect all floors, toilets and sinks so no encrustation or water rings are present. Furnish restroom supplies as required. | Clean with earth friendly antibacterial disinfectant all surfaces, floors and fixtures and replace paper products with 100% recycled toilet paper and paper towels; and environmentally friendly soap, etc., as needed. |
| **Miscellaneous Cleaning** (2x weekly) | Includes removal of finger prints or smears on glass entrance doors and interior glass in between window cleanings and surfaces that are highly noticeable including furniture or doors. | Use cloth with cleaner to remove smears, fingerprints, smudges, etc. |
| | Drinking fountain – clean and disinfect all porcelain and polished metal surfaces, including the cabinet, percolator orifices and drains. The drinking fountain shall be free from stains, spots, smudges, scale and obvious soil. | Clean with antibacterial, environmentally friendly disinfectant all hard surfaces and fixtures |
| **Dusting** (Once per Month) | Dust all surfaces, including: chairs, desks, cabinets, furniture, window sills, blinds, to include mini blinds baseboards, woodwork, HVAC vents, light fixture lens, or any surface where dust may collect and is visible to the eye. | Dusting with a damp/chemical treated cloth is required. |
| **Clean Glass Surfaces** (Once per Month) | All interior and exterior window surfaces (weather permitting 38 degrees or above) must be cleaned inside and out with an appropriate cleaner leaving no streaks, working around window stenciled signage that may be present. | Clean all windows with appropriate cleaner to streak free as weather permits, including wiping off sills, inside and outside, being careful not to damage blinds, LED lights, and safety window films which may be present. |

**Note:** Exterior windows can be cleaned with an appropriate chemical cleaner **that is wet, non-abrasive, without strong solvents or alcohol, and has a pH value between 3.0 and 11.0; a cloth or sponge can be used. Do not use pressure washing to clean.** Interior windows with fragment retention film should not have anything other than water/soap (baby shampoo is recommended for cleaning windows with fragmentation film).

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| **Wash Trash Receptacles** (Once per Month) | Dirty trash containers shall be washed inside and out and shall be odor free. | Use soap and water or acceptable chemical cleaner to remove any build up and smell. |
| **De-scale Toilet Bowls and Urinals** (Once per Month) | Toilet bowls and urinals shall be de-scaled in order to remove any accumulated hard deposits. | After de-scaling, the entire surface shall be free From streaks, stains, scale, scum, urine deposits, mineral deposits and rust stains. |
| **Change HVAC Filters** (Once per Quarter) | Change all filters for HVAC unit(s) in the facility. | Use of MERV 8 filters or better is mandatory. |
| **Clean HVAC Intakes** (Once per Quarter) | Clean HVAC return, diffuser, and grilles. | Contractor shall ensure removal of all dust, dirt, and other buildup. |
| **Carpet Cleaning** Twice per year; (April & October) or as scheduled in advance **Must be performed during normal working hours.** | Only the high performance hot water extraction systems commonly called "Steam Cleaning" be used. High traffic areas and troublesome spots should be pretreated. The process consists of spraying a chemical cleaning solution with water into the pile and using a powerful vacuum, recovering the solution and soil into a holding tank. Should only be done by a truck mounted unit outside the facility with only the hose and wand brought inside**. No "Rug Doctor Machines" or similar type of machine is acceptable for use.**<br><br>Caution: Water/Steam Temperatures should never exceed 120˚F. Do not allow foot traffic on the carpet until it is dry. Place fans on wet areas during cleaning and allow carpets to dry as long as possible. Complete procedure with a thorough pile lifting. | Professional Carpet Cleaners who use hot water extraction who are rated and and certified by the "Institute of Inspection Cleaning and Restoration Certification (IICRC) at 800-835-4624 with the "Master Cleaner" certification/designation.<br><br>Add a certified "Scotch Guard" treatment to aid in preventing further soiling in high traffic or troublesome areas to keep the appearance of the carpet in between cleanings. Spot cleaner should be applied prior to general cleaning |
| **Clean Light Fixtures** (Once per year in October) | Globes, reflectors, covers, diffusers, and plastic side panels shall be removed and washed. After cleaning and reassembling, light fixtures shall be free of bugs, dirt, dust, grease, and other foreign matter. | Contractor shall clean light fixtures in conjunction with an already schedule cleaning appointment. |
| **Emergency Cleaning** (As needed) | Cleaning services include any work identified in paragraph 12 of Performance Work Statement. | The Contractor shall respond within a half day, if at all practicable. The Contractor shall perform Emergency Cleaning required due to broken or leaking pipes, sinks, toilets, or other occurrences requiring immediate corrective action to restore an area to its normal state of cleanliness and appearance. |
| **Re-lamping** (As needed) | Replace all burned out and blinking light bulbs, fluorescent tubes, ballasts and starters as needed and required. Some offices may have special lighting (e.g., track lighting or spot lights) | Use of energy efficient Light Emitting Diode (LED) Lamps and Tubes (LED T8 lamps that are ballast compatible or equivalent) will be used. Bulbs shall match wattage and color of other bulbs in the office (ensure all bulbs are the uniform color temperature of cool white). Replace as required. **Contractor MUST ensure that LED tubes and lamps used are compatible with the existing ballast hardware.** |

**In the event of a no-show by the cleaning Contractor, the normal cleaning daily items may be deducted from any amounts due and owing under this contract.**

# JANITORIAL SERVICES:

## Performance of Work Statement (PWS)
## (Government's minimum acceptable standards for janitorial services)
## [DATE OF IMPLEMENTATION]

**SCOPE OF WORK:** The Contractor shall provide all management, supervision, inspections, personnel, equipment, tools, supplies, materials, transportation, and other items necessary to perform janitorial services as described in the schedule of janitorial services for the U. S. Army Corps of Engineers leased space. Janitorial service applies to all designated spaces, including, but not limited to, halls, restrooms, offices, work areas, entranceways, lobbies, common areas, test room areas and storage room areas.

1. **QUALITY CONTROL:** The Contractor shall establish a complete Quality Control Program (QCP) for the performance requirements of this contract and shall provide a written copy of same to the Real Estate POC no later than 30 calendar days after contract award. The Contractor will maintain the QCP throughout the contract performance; at any time upon verbal or written request, shall provide a copy to the Real Estate POC for review. The QCP shall include, as a minimum, the following:

1.1 An inspection system covering all work tasks stated in the contract to include supplies. Said inspection system shall include a Janitorial Service Checklist (enclosed) for cleaning personnel to fill out each time a space is cleaned and posted in an inconspicuous place where it will be accessible to recruiters on site (such as on the back of the janitorial closet door). It shall specify areas to be cleaned and inspected on a 'per cleaning' basis and satisfaction of compliance by recruiters on site.

1.2 The Contractor shall maintain adequate records of all inspections made on cleaning personnel to indicate, at a minimum, the nature (when, where, what) and number of inspections they made; the name of the inspector; the number, location, type of deficiencies found, and the corrective action taken for deficiencies.

1.3 A method of identifying deficiencies in the quality of services performed before the level of performance becomes unacceptable. The Contractor shall use process control procedures and quality data analysis techniques.

1.4 Corrective action procedures for deficiencies and measures to prevent recurrence. The corrective actions will address the deficiency and an action to prevent future deficiencies. Additional inspection(s) are not considered a corrective action. The QCP shall be evaluated for adequacy and changed or updated by the Contractor as a part of all corrective actions by the Contractor.

2. **PERFORMANCE EVALUATION MEETINGS:** The Contractor shall meet with the MSR as often as determined necessary by the Real Estate POC or its designated representative. A mutual effort will be made to resolve any and all problems identified.

3. **CERTIFICATION OF SERVICES:** Once a month (the first working day) the Contractor shall post in each building or working area, at a location predetermined by the MSR or Real Estate POC, an inspection form. The form shall show the building number and building area, all services performed during the month (daily, weekly, monthly, or quarterly) and space for the Contractor to initial to indicate that service was performed that day. Additionally, space shall be provided for the Contractor's supervisor to make periodic general comments concerning services performed and a space for each MSR on site and the Contractor's supervisor to sign acceptance of the job performed that month. Sample Janitorial Services Checklist enclosed. These forms shall be retained by the Contractor and a copy provided to the Real Estate POC. The forms shall be received by the Real Estate POC within 5 working days from the end of the month for which services are being provided.

4. **PERFORMANCE CRITERIA:** Acceptable and unacceptable contract performance will be determined between the MSR on site and the Contractor doing the cleaning on site. When the Contractor's performance is considered to be unsatisfactory, a report shall be made to the USACE POC via the MSR chain of command. The

USACE POC will require the Contractor to explain, in writing, the cause of the discrepancy, and corrective action to obtain an acceptable level(s), and corrective action to preclude a recurring incidence of the problem. The Contractor may not be paid for that portion of performance determined to be unsatisfactory by the USACE POC. The staff shall have the ability to read, write, speak and understand the English language. All Contracted employees shall be able to physically complete the cleaning tasks as described in this PWS.

5. **PAYMENT DEDUCTION:** The Contractor's performance will be compared to Industry Standards or by Standards set forth by the "Institute of Inspection, Cleaning and Restoration Certification (IICRC)" or its equivalent and shall not exclude common sense considerations as may be applied by the Real Estate POC. If the performance in any required service is unsatisfactory, and poor performance is clearly the fault of the Contractor, monthly payments to the Contractor may be reduced by the Real Estate POC as deemed appropriate per bid sheet. Deductions may also be taken by the Government for defective individual services not satisfactorily performed and/or not performed. Deductions will be made for no-shows for scheduled appointment times on the basis of daily bid items. In the event of continued unsatisfactory performance with documentation of three (3) incidents where correction and time to cure have been given, the entire cleaning contract may be terminated, and Contractor barred from any further bidding of Government Contracts per FAR 9.406(a)(1).

6. **IDENTIFICATION OF CONTRACTOR OR PERSONNEL AT GOVERNMENT FACILITIES: All Contractors, subcontractors, or personnel working at or in any Federally Controlled facility shall be identified by a Photo ID** issued by the Department of Homeland Security, Police Agency or other approved Government/County agency which shows the individual's photograph, home address, telephone number and status as a citizen of the United States. Said I.D. shall be worn in a conspicuous place and be made available for inspection, upon request by the MSR, or Real Estate POC. In addition, the Contractor shall be required to provide an identification card which includes the name of the company, a clear legible employee photograph at least 1 by 1 ¼ inches, the employee's name, signature, date of birth, hair and eye color, height and weight, and the signature, date and phone number of the company representative issuing the card. Said identification shall be worn in a conspicuous place and be made available for inspection upon request by the MSR, or Real Estate POC. If feasible, the required identification cards can be combined into one.

7. **BACKGROUND INVESTIGATIONS:** All contractors, subcontractors, or personnel working at or in any Federally controlled facility shall have a background check investigation and an identification card. The cost of criminal history checks will be the responsibility of the contractor for all contract employees and subcontract employees. Requests for criminal history checks shall be accomplished prior to work being accomplished.

7.1 **Local Background Checks.** Most, if not all police agencies can provide an individual a document, commonly called a "Letter of Good Conduct," that indicates whether they have a criminal record in a particular jurisdiction. An individual could go to the Police department in the town/county where they reside and simply request the document.

7.2 **Other Background Checks.** There are many private companies that conduct pre-employment criminal background checks for employers. This type of check requires the full name of the applicant and address. In some locations a signed release is also required from the applicant.

7.3 **Non-US Citizen.** The Department of Homeland Security has a pilot program that employers can join, at no fee, that allows them to conduct a social security verification check and immigration check on an alien employee. This program is currently available to employers in several States to include New York. For more information, please contact the Department of Homeland Security Systematic Alien Verification for Entitlements Program at 1-888-464-4210.

8. **DEFINITIONS:** As used throughout this document, the following terms shall have the meaning set forth below. Additional definitions are in FAR 52.202-1, DEFINITIONS, in Section I or common sense considerations and industry standards.

8.1 Where "as shown", "as indicated", "as detailed", or words of similar import are used, it shall be understood that reference is made to this specification and the drawings, if any, accompanying this specification unless stated otherwise.

8.2 Where "as directed," "as required," "as permitted," "approval," "acceptance," or words of similar import are used, it shall be understood that direction, requirement, permission, approval, or acceptance of the Real Estate POC is intended unless stated otherwise.

8.3 **Contractor.** The term “Contractor”, as used herein, refers to both the prime Contractor and any subcontractors or personnel. The prime Contractor shall ensure that his/her subcontractors comply with the provisions of this contract.

8.4 **Real Estate POC:** The term Real Estate POC refers to a designated USACE employee appointed to manage real estate matters to include contracts involving this PWS.

8.5 **Military Service Representative (MSR):** The MSR is any person, military, or government civilian, who is assigned to a leased property recruiting office. The MSR represents the military service of the office being serviced and monitors the work being performed.

8.6 **Contracting Officer Representative (COR):** The COR is an appointed USACE employee who represents the Contracting Officer. The COR evaluates the work performed by the Contractor IAW the QAP.

8.7 **Clean:** "Clean" shall be defined as free of dirt, dust, spots, streaks, stains, smudges, litter, debris and other residue.

8.8 **Disinfect:** Cleaning in order to destroy any harmful microorganisms by application of an approved **antibacterial** environmentally friendly chemical agent to destroy microorganisms. **Contractor shall defer to Center for Disease Control (CDC) guidelines on proper facility disinfecting. Alcohol solutions with at least 70% alcohol and most EPA-Registered household disinfectants or Clorox disinfecting wipes are allowed.**

8.9 **Facility:** An establishment, structure, or assembly of units of equipment designated for a specific function.

8.10 **Frequency of Service:**

8.10.1 **Annual (A).** Services performed once during each 12-month period of the contract, specifically during the month of April.

8.10.2 **Semi-Annual (SA):** Services performed twice during each 12-month period of the contract, specifically during the months of March and September.

8.10.3 **Quarterly (Q):** Services performed 4 times during each 12-month period of the contract, specifically during the months of March, June, September, and December.

8.10.4 **Monthly (M):** Services performed 12 times during each 12-month period of the contract, specifically during the first week of the month.

8.10.5 **Three times Weekly (3X - Week).** Services performed 3 times per week, specifically the days of Monday, Wednesday, and Friday.

8.10.6 **Two times Weekly (2X - Week):** Services performed 2 times per week, normally performed on the days of Tuesday and Thursday or Monday and Wednesday.

8.11 **Quality Assurance (QA):** A method used by the Government to provide some measure of control over the quality of purchased services received.

8.12 **Quality Assurance Evaluator (QAE):** The Government employee designated to evaluate the quality of services produced.

8.13 **Regular Working Hours for Cleaning:** The Government's regular (normal) working hours for cleaning are from 8:00 a.m. to 4:00 p.m. Monday through Friday, except (a) Federal Holidays and (b) other days specifically designated by the Real Estate POC. Later times and days may be permitted for carpet cleaning. **No keys, codes or PIN numbers to Government leased facilities are to be provided to Contractors under any circumstances.**

8.14 **Re-lamping:** A procedure by which the Contractor periodically inspects each designated space included in this contract in order to systematically replace burned out and/or blinking tubes (fluorescent or LED), ballasts and starters, and compact lamps (fluorescent or LED) as may be required for proper operation of lights and exit signs. The tubes and compact lamps (fluorescent or LED) replaced shall be of the same type, wattage, and voltage as those removed and shall be a uniform color temperature (cool white) as the other lights in the office. Re-lamping shall also include any specialty lighting, such as track lighting or accent lighting. **Contractor MUST ensure that LED tubes and lamps used are compatible with the existing ballast hardware.**

8.15 **Space:** A space is an area to receive janitorial services, which may or may not be considered a room by common definition. Examples of spaces are definable sections of halls, restrooms, work areas, common areas, test room areas, storage areas, lobbies, offices, and entranceways.

8.16 **Waste Containers:** Waste containers are defined as trash receptacles, wastebaskets, trashcans, wastepaper baskets, or any container holding trash, paper or refuse of any type.

9. **GOVERNMENT FURNISHED PROPERTY AND SERVICES:**

9.1 **Government Furnished Facilities:** The Government will **NOT** provide office space and operational facilities to the Contractor. The Contractor shall secure and maintain the necessary office space and other facilities required for the performance of this contract at his/her own expense.

9.2 **Government Furnished Equipment:** The Government will **NOT** provide tools or equipment to the Contractor.

9.3 **Availability of Utilities.** The Government **WILL** furnish the following utility services, if applicable, at existing outlets for use in those facilities leased by the Government and as may be required for the work to be performed under the contract: electricity, steam heat, natural gas, fresh water, sewage service, and refuse collection (from existing collection points). Information concerning the location of existing outlets may be obtained from the Real Estate POC or MSR on site. The Contractor shall provide and maintain, at his/her expense, the necessary service lines from existing Government outlets to the site of work.

10. **CONTRACTOR FURNISHED ITEMS:** The Contractor shall provide all equipment, tools, materials, supplies, services, and transportation to perform the requirements of this contract. Contractor will provide office space and operational facilities as needed.

11. **MANAGEMENT:** The Contractor shall manage the total work effort associated with the janitorial services required herein to assure fully adequate and timely completion of these services. Included in this function will be a full range of management duties including, but not limited to, planning, scheduling, and quality control. The Contractor shall provide an adequate staff of personnel with the necessary management expertise to assure the performance of the work in accordance with sound and efficient management practices. The Contractor shall maintain an adequate workforce to complete work in accordance with the time and quality standards specified herein.

11.1 **Work Control.** The Contractor shall implement all necessary work control procedures to ensure timely accomplishment of work requirements, as well as to permit tracking of work in progress. The Contractor shall plan and schedule work to ensure material, labor, supplies, and equipment are available to complete work requirements within the specified time limits and in conformance with the quality standards established herein. Verbal scheduling and reports on the status of service call shall be provided when requested by the Real Estate POC.

11.2 **Work Schedule:** The Contractor's initial work schedule shall indicate the hours of the day that weekly services will be performed and when less than weekly services will be performed. The schedule shall list the type of work to be performed, the areas to be worked, and the estimated time to complete the work in each area. When scheduled services performed weekly or less frequently falls on a holiday, the next scheduled cleaning dates shall be specified. The initial work schedule shall be submitted to the Real Estate POC and MSR on site for approval within 15 days after contract award. Once approved, all work shall be performed in strict compliance with the work schedule to facilitate the Government's inspection of the work. Changes to the work schedule shall be submitted for the Real Estate POC and MSR on site, approval at least three working days prior to performance. In preparing the work schedule, the Contractor shall comply with all general requirements.

11.3 Except as may otherwise be specified, all work shall be performed during the Government's regular working hours, as specified in Section 8, "DEFINITIONS". In those cases, and only upon notification by the Contracting Officer, where work needs to be performed after normal working hours (e.g., professional carpet cleaning to allow minimal foot traffic and drying times), the Contractor shall be responsible to provide an adequate staff to assure fully adequate and timely completion of these services.

11.4 **Emergency Cleaning:** Upon notification by the Contracting Officer Representative, the Contractor shall respond within a half day, if at all practical. The Contractor shall perform emergency cleaning required due to broken or leaking pipes, sinks, toilets, or other occurrences requiring immediate corrective action to restore an area to its normal state of cleanliness and appearance. Emergency cleaning will be 100% inspected and shall be compensated in accordance with the item completed on bid sheet in addition to the normal compensation paid under the contract.

11.5 **Interference with Government Business:** The Contractor shall schedule and arrange work so as to cause the least interference with the normal occurrence of Government business and mission. In those cases where some interference may be essentially unavoidable, the Contractor shall be responsible to make every effort to minimize the impact of the interference, inconvenience, customer discomfort, etc.

11.6 **Protection of Government Property:** During execution of the work, the Contractor shall take special care to protect Government property including furniture, walls, baseboards, and other surfaces from materials not intended. Accidental splashes shall be removed immediately. The Contractor shall return areas damaged as a result of work under this contract to their original condition, to include painting, refinishing, or replacement, if necessary.

11.7 **If work is not performed by the Contractor personally, then a bona fide supervisor with full authority to represent the Contractor shall be required to visit the work site at least twice a month to verify the work is being accomplished as specified. See attached Janitorial Services Checklist. This representative must be someone other than the person performing the work.**

11.8 Contractor shall ensure that all employees and/or subcontractors have adequate knowledge of commercial cleaning chemicals, equipment, and techniques necessary to perform work. The Real Estate POC may require the Contractor to discontinue using any employee or subcontractor determined by the Real Estate POC/MSR on site, to be unsatisfactory.

12. **JANITORIAL SERVICES REQUIREMENTS:** The Contractor shall provide basic janitorial services described herein. A description of the areas to receive janitorial services is included in each contract.

12.1 **Basic Services:** Basic services shall be performed at the locations and frequencies shown in the PWS and the Schedule of Services, and shall consist of the services listed for the specified spaces. Furniture or other equipment (including waste containers) moved while performing basic services shall be returned to their original position. Performance requirements for these services include the following:

12.1.1 **Space Cleaning:** Space cleaning shall consist of the following services twice per week.

12.1.1.1 **Floor Maintenance:** Floor maintenance includes the techniques of sweeping, dust mopping, damp mopping, wet mopping, dry buffing, and spray buffing as required to achieve the below stated

results. The Contractor shall provide floor maintenance for the entire floor surface, concrete/quarry tile, terrazzo, wood, and resilient flooring, including corners and abutments, so that after cleaning, they are free of visible dirt, litter, dust, and debris. The Contractor shall move chairs, trash receptacles and easily moved items in order to provide floor maintenance underneath and return them to their original position.

12.1.1.2 **Vacuuming:** The Contractor shall vacuum all floor areas, carpeting and rugs, so that after vacuuming, they are free of all visible dirt, litter, dust, and soil. The Contractor shall remove all spots as soon as noticed. Carpeted areas and rugs shall be vacuumed using a commercial grade vacuum cleaner. Upholstered furniture shall be free of dust, dirt, lint, other stains, and discoloration and shall be kept free of all visible lint, litter, soil, and embedded grit.

12.1.1.3 **Trash Removal:** All trash receptacles including all administrative, office, restroom, and those receptacles used for feminine hygiene waste, shall be emptied, and returned to their initial location with Contractor provided 100% recycled liners. Any obviously soiled or torn trash receptacle liners in such receptacles shall be replaced. Boxes, cans, and paper placed near a trash receptacle that is marked "TRASH" shall be removed. All debris or liquids remaining in a trash receptacle due to a leaky trash bag shall be removed prior to new liner replacement. Trash shall be disposed of in a secured bag. Any trash bags that are full and sitting next to the trash containers shall also be removed by the Contractor. The Contractor shall pick up any trash that may fall onto the facility or grounds during the removal of such trash collection. All refuse collected shall be disposed of in the nearest trash dumpster outside the building. Unless otherwise indicated, trash shall be emptied from all wastebaskets.

12.1.1.4 **Drinking Fountains:** Clean and disinfect all porcelain and polished metal surfaces, including the cabinet, percolator orifices and drains. After cleaning, the entire drinking fountain shall be free from streaks, stains, spots, smudges, scale, and other obvious soil.

12.1.1.5 **Spot Cleaning Windows.** The Contractor shall spot clean the entrance door (s) glass and all interior glass in order to remove fingerprints, smudges, or other debris. Windows should look consistently clean (e.g., should not have a clean spot with the rest of the glass remaining dirty).

12.1.1.16 **High-Touch Surface Cleaning:** High-touch surfaces are defined as: countertops, doorknobs, door handles, light switches, handles, toilet levers, sink handles, water fountain buttons, door entry keypads, door phone systems, and fixtures. The Contractor shall clean, disinfect, and wipe down these surfaces, with the primary focus being on reducing the spread of sickness causing viruses and bacteria (e.g., common cold and flu). Cleaning, disinfecting, and wiping down these surfaces requires use of either an EPA-approved disinfectant, an alcohol cleaning solution with a minimum of 70% alcohol, or acceptable Clorox disinfecting wipes. If surfaces are dirty, they shall be cleaned using a detergent or soap and water prior to disinfection.

12.1.2 **Restroom Services:** Restroom services shall consist of the following twice per week. The Contractor shall maintain each facility to the standards established in this contract. This may require Contractor services at more frequent intervals, such as supplying latrines to ensure adequate supplies are available.

12.1.2.1 **Cleaning of Restrooms:** All cleaning tasks shall be accomplished to meet the requirements of complete sanitation and disinfectant. The Contractor shall maintain each facility to the standards established in this contract. This may require Contractor services at more frequent intervals, such as re-supplying latrines to ensure adequate supplies are available and all surfaces spot free and disinfected. (Floors may require waxing or sealing monthly between damp mopping).

12.1.2.2 **Clean and Disinfect:** Completely damp clean and disinfect all surfaces of mop sinks, wash bowls, toilet bowls and seats, urinals, lavatories, dispensers, plumbing fixtures, partitions, door, walls, polished exposed piping, mirrors, and other such surfaces, using environmentally friendly germicidal detergent. If a facility has showers, ensure that the showers and shower mats are appropriately damp cleaned and disinfected. Disinfect all surfaces of partitions, stalls, stall doors, entry doors (including handles, kick plates, ventilation grates, metal guards, etc.), and wall areas adjacent to wall mounted

lavatories, urinals, and toilets. After cleaning, receptacles will be left free of deposits, dirt, smudges and streaks, soap film, dust, soils, graffiti, scum, and odors. All bright metal finishes such as faucets; pipes, fittings and hardware shall be kept in a bright and clean condition.

12.1.2.3 **Sweep and Mop Floor:** After sweeping and mopping, the entire surface shall be free from litter, dust, and foreign debris, including grout. Grout on wall and floor tiles shall be free of dirt, scum, mildew, residue, etc. Floors shall have a uniform appearance without streaks, swirls, marks, detergent residue, or any evidence of soil, stain, film, or standing water. Easily moveable items shall be tilted or moved aside to sweep and damp mop underneath.

12.1.2.4 **Trash Removal:** Refer to paragraph 12.1.1.3.

12.1.2.5 **Servicing/Re-supplying Restrooms:** Servicing restrooms shall include inspecting, replenishing, and cleaning supply dispensers. Contractor shall ensure restrooms are stocked so that supplies {Strongly recommended to use 100% recycled toilet tissue, and environmentally friendly soap (hand, liquid, or foam)} and soap deodorants for the urinals and toilet bowls do not run out and that dispensers are in working order. Each restroom shall be stocked during each cleaning, or more frequently if needed. Supplies shall be stored in designated areas or off-site at Contractor's facility. **No overstocking shall be allowed**. If supplies run out prior to the next service date, the Contractor shall replenish within one day of notification or next scheduled cleaning appointment time at no additional cost to the Government. Factory rejected paper products shall not be used.

12.1.3 **Periodic Cleaning:**

12.1.3.1 **Clean/Shampoo Carpets:** A professional carpet cleaning Contractor shall accomplish all cleaning/shampoo by "steam cleaning or hot water" deep dirt extraction methods twice per year, specifically in the months of April and October. Apply a heavy duty spot remover in heavily soiled areas. Apply required amount of cleaning solution with the extractor machine, extract, and allow carpet to dry before use and use drying fans as needed for drying. After shampooing, the carpeted area will be uniform in appearance and be free of stains and discoloration. All cleaning solutions shall be removed from baseboards, furniture, trash receptacles, chairs, and other similar items. Chairs, trash receptacles, and easily movable items shall be moved to clean carpets underneath, and returned to their original location. No heavy desks, file cabinets or other large furniture will be moved for carpet cleaning.

12.1.3.2 **Spot Clean Carpets:** The Contractor shall spot clean/shampoo carpets that are stained over an area of 2 square feet (sq. ft.) or less. Spot cleaning shall be accomplished with vacuuming service (per para 12.1.1.2) as needed, or as directed by the Real Estate POC.

12.1.3.3 **Dusting:** Damp dusting shall be performed once per month, during the first week of each month, and includes all horizontal surfaces, such as window sills, window blinds, hand rails, wood strips, door frames, exposed piping, light fixtures, covers and diffusers, ceiling, and walls within six (6) feet from the top of the finished floor. Surfaces shall be free of lint, dust, dirt, cobwebs, marks, finger prints, smudges, and other accumulated soils. Items on furniture tops are to be dusted and replaced; however, items on desktops such as papers are not to be disturbed.

12.1.3.4 **High Dusting/Cleaning:** High cleaning shall be performed once per year in October and includes cleaning horizontal and vertical surfaces above 6'-0" from floor level including all overhead piping and ceiling areas. All dust, lint, litter, and soil shall be removed from all surfaces. Walls shall be free of dirt, smudges, and markings. Ceilings are to be free of cobwebs and loose dirt.

12.1.3.5 **Cleaning Light Fixtures:** Globes, reflectors, covers, diffusers, and side panels shall be removed and washed once (1) per year in October. After cleaning and reassembling, light fixtures shall be free of bugs, dirt, dust, grease, and other foreign matter.

12.1.3.6 **Cleaning Exterior Glass Surfaces:** This service shall be performed monthly and includes all exterior glass surfaces, window frames, sills, and sashes, from the ground line up. After cleaning,

all glass surfaces shall be left free of streaks and stains, wiped dry and all adjacent surfaces wiped dry. All paint, putty, and foreign matter found on glass surfaces shall be removed. Where storm windows exist, exterior window cleaning shall include both sides of the storm window and the outside of the inner glass. Special care instructions for any exterior "perforated window wrap": Contractor will clean exterior perforated window wrap with an appropriate chemical cleaner that is wet, non-abrasive, without strong solvents or alcohol, and have a pH value between 3.0 and 11.0. A cloth or sponge will be used to clean. Do not use pressure washing to clean. If the contractor has any questions about what can be used for cleaners, they are to contact the Real Estate POC prior to cleaning. No exterior glass cleaning will be required when exterior temperatures are below 38 degrees Fahrenheit.

12.1.3.7 **Cleaning Interior Glass Surfaces:** This service shall be performed monthly and includes all windows (inside of exterior glass windows & all sides of interior glass windows), glass partitions, walls, mirrors, and adjacent trim. After cleaning there shall be no traces of dust, dirt, smudges, film, tape, streaks, watermarks, or other foreign matter (with the exception of intentionally placed signs and window film). A special "window film" is installed on the interior side of the exterior windows at 100% of the recruiting locations. Clean the special window film with a mild soapy solution (baby shampoo and water) and a soft, damp cloth.

12.1.3.8 **Clean HVAC Return, Diffuser and Grilles:** On a quarterly basis (once every 3 months), the Contractor shall clean all HVAC returns, diffusers and grilles ensuring that they are free from dust, dirt, and any other build up. This should be performed in conjunction with replacing the HVAC filter.

12.1.3.9 **Wash Trash Receptacles:** Trash receptacles shall be washed inside and out once per month and shall be odor free. Trash receptacles shall be wiped out with either an EPA-approved disinfectant, an alcohol cleaning solution with a minimum of 70% alcohol, or acceptable Clorox disinfecting wipes. If surfaces are dirty, they shall be cleaned using a detergent or soap and water prior to disinfection.

12.1.3.10 **De-scale Toilet Bowls, and Urinals:** Required services include cleaning and disinfecting as indicated in paragraphs12.1.2.1 and 12.1.2.2, which are performed after de-scaling. De-scaling shall be performed on a monthly basis. After cleaning, the entire surface shall be free from streaks, stains, scale, scum, urine deposits, mineral deposits, and rust stains.

12.2 **Other Services:**

12.2.1 **Re-lamping:** Re-lamping services shall be provided for <u>all</u> interior lights in designated spaces, including track, accent, emergency, and interior exit lights. The work shall include monitoring each designated space included in this contract as services are performed and replacing all burned out and blinking tubes and compact lamps (fluorescent or LED). The tubes and compact lamps (fluorescent or LED) replaced shall be of the same type, wattage, and voltage as those removed and shall be a uniform color temperature (cool white) as the other lights in the office. Contractor handling and replacing tubes (fluorescent or LED) shall be qualified in accordance with local regulations. Note: Some offices may require different types of light bulbs based upon service requirements (e.g., track or accent lighting). **Contractor MUST ensure that LED tubes and lamps used are compatible with the existing ballast hardware.**

12.2.2 **HVAC Filter Replacement:** HVAC air filters shall be replaced once per quarter. Medium to high efficiency filtering systems will be used. Low capacity systems may use lower efficient filters (MERV 8) if it cannot be retrofitted for the more efficient filters. Filters will be installed to minimize air bypass around the filters and maintained per the manufacturer's recommendations. Minimum Efficiency Reporting Value. A number that reflects the filter efficiency based on the testing procedure defined in ASHRAE Standard 52.2-1999. At a minimum, use of MERV 8 filters or higher is mandatory. HVAC Filter Location(s): _____

13. **CONTRACTOR FURNISHED ITEMS AND SERVICES:**

13.1 **Vehicles:** As required to meet contract requirements.

13.2 **Equipment:** All equipment shall be of commercial quality and shall be in operable condition and meet local requirements. This equipment must operate on the existing electrical current available in Government buildings. It shall be the responsibility of the Contractor to prevent the operation of electrical equipment, or combinations of equipment, which require power exceeding the capacity of the circuits available in Government buildings.

13.3 **Wet Floor Caution Signs:** The Contractor shall display caution signs when cleaning floors in an area in which people other than contracting personnel are or will be present before the floors are dry.

## Quality Assurance Surveillance Plan (QASP)

| Performance Objective | Performance Standard | Quality Level | Methods of Inspection and Frequency | Remedy |
|---|---|---|---|---|
| **Schedule:**<br>The contractor shall conduct tasking within the janitorial schedule provided with the Performance Work Statement (PWS). | PWS is performed without causing programmatic delay to the Government nor violating the schedule provided in the PWS. | **Satisfactory:**<br>Performance and products meet the standard with few exceptions, resulting in minimal delays.<br><br>**Marginal:** Performance and products result in moderate delay or impact to programs.<br><br>**Unsatisfactory:**<br>Performance and products result in unacceptable (the Government may incur additional costs) delay or impact to programs.<br><br>**Insufficient:**<br>Restroom supplies are not being provided. | Each category will be evaluated upon deliverable submissions according to the scope.<br>Inspections will be based upon Government teammates' evaluation reports, verified customer complaints or 100% inspection method through the performance period. Unscheduled inspections may be performed at any time. The overall performance rating will be assigned by the Contracting Officer's Representative (COR).<br><br>Contractor teammates input and customer input/ surveys may also be considered at the discretion of the COR. | **The contractor shall develop a plan for recovery.**<br><br>Continuous review until performance is satisfactory or better. Elevate to higher level of contract management if actions fail to result in improvement.<br><br>If the acceptable scheduling level falls below Satisfactory, payments may be affected, and/or a Cure Notice and/or Show Cause Letter may be issued which may result in contract termination. |