PERFORMANCE WORK STATEMENT:
HERBERT C. HOOVER BUILDING (HCHB) FOOD SERVICES

FOR
OFFICE OF SPACE AND BUILDING MANAGEMENT, OFFICE OF FACILITIES AND ENVIRONMENTAL QUALITY

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SECTION 1 – ADMINISTRATIVE INFORMATION

1.0 Background

The U.S. Department of Commerce (DOC) requires comprehensive cafeteria food services for employees and authorized visitors at the Herbert C. Hoover Building (HCHB), Washington, DC. This solicitation establishes a Performance-Based Acquisition for operation and management of the HCHB cafeteria. All Executive Dining Room (EDR) requirements have been removed from this solicitation.

1.1 Period of Performance and Contract Type

The Government intends to award a single Performance-Based Firm-Fixed-Price (FFP) contract consisting of one base period and option periods as identified in the solicitation. The Government may provide an operating subsidy when determined to be in the Government's best interest. Any subsidy amount, conditions, and payment methodology will be specified by the Contracting Officer.

1.2 Labor

The Contractor shall furnish all management, supervision, labor, training, uniforms, and administrative support necessary to perform all requirements unless specifically identified as Government-furnished.

1.3 Travel

No Contractor travel is anticipated under this contract unless specifically authorized in writing by the Contracting Officer.

1.4 Portions of Quote Incorporated into the Contract

The successful Contractor's technical proposal may be incorporated into the resulting contract to the extent accepted by the Government. In the event of a conflict, the contract shall take precedence.

1.5 Efforts Not Within Scope of Contract

The Contractor shall not perform work outside the scope of this contract without written authorization from the Contracting Officer. Services associated with Executive Dining Room operations are excluded from this contract.

1.6 Insurance, Bonds, Licenses, Certifications, and Liability

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The Contractor shall maintain all insurance, licenses, permits, food service certifications, and other authorizations required by applicable Federal, state, and local laws and shall remain responsible for all liabilities arising from contract performance.

1.7 Authorized Representative

The Contractor shall designate a Program Manager with full authority to act on behalf of the Contractor in all contractual and operational matters. The Government will identify the Contracting Officer (CO) and Contracting Officer's Representative (COR) after award.

1.8 Historical Data

The current cafeteria contractor is TBD. Historical operating information provided in the solicitation is for informational purposes only and is not guaranteed by the Government. Offerors shall independently develop staffing, pricing, and operational approaches based on the solicitation requirements.

SECTION 2 – PERFORMANCE WORK STATEMENT

2.0 Performance Work Statement

The Contractor shall provide all personnel, supervision, management, food, materials, supplies, equipment (except Government-Furnished Equipment), and other resources necessary to operate the Herbert C. Hoover Building (HCHB) cafeteria in accordance with this Performance Work Statement (PWS). Executive Dining Room (EDR) services are excluded from this contract.

2.1 Background

The Department of Commerce requires a Contractor to operate and manage cafeteria food services at the HCHB. The Contractor shall provide safe, nutritious, customer-focused food services while maintaining sanitation, regulatory compliance, quality assurance, and stewardship of Government property.

2.2 Scope

The Contractor shall furnish all labor, supervision, management, food, supplies, consumables, small wares, uniforms, training, and administrative support necessary to perform cafeteria operations. The Contractor shall coordinate preventive maintenance and repair of Government-Furnished Equipment (GFE), perform required sanitation and deep cleaning, maintain food safety compliance, support authorized catering requirements, and provide all reports and deliverables required by this contract. The Government may provide an operating subsidy under terms established by the Contracting Officer.

2.3 TASKS

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Task 1: Program Management

The Contractor shall provide the requisite program management capabilities to facilitate performance of all requirements under this contract and maintain effective communication with the Government. The Contractor shall provide oversight of all contractor personnel, including subcontractors, and designate a Program Manager with overall responsibility for management, direction, administration, quality assurance, staffing, and contract performance.

The Program Manager shall serve as the primary point of contact for the Contracting Officer (CO) and Contracting Officer's Representative (COR), attend required meetings, ensure timely submission of all deliverables, oversee the Quality Control Program, coordinate preventive maintenance of Government-Furnished Equipment (GFE), and ensure compliance with all contract requirements.

Task 2: Transition-In / Transition-Out

The Contractor shall ensure uninterrupted cafeteria operations during transition. A Transition-In Management Plan shall be submitted to the CO and COR before the contract kickoff meeting and shall address staffing, training, inventory, equipment readiness, permits, food safety, and operational startup.

The Contractor shall participate in the Government kickoff meeting and provide status reports, transition updates, and other information requested by the Government during contract performance.

Prior to contract expiration or termination, the Contractor shall submit a Transition-Out Management Plan to ensure an orderly transfer of operations, records, Government-Furnished Equipment, keys, identification badges, and other Government property to the Government or successor contractor with no interruption of cafeteria services.

Task 3: Provide Cafeteria Food Services

(a) The Contractor shall provide all labor, supervision, supplies, materials, equipment, and management necessary to operate food service operations within the Herbert C. Hoover Building (HCHB) for the following services:
1) Main Cafeteria
2) Catering Services (as required)
3) Pop-Up Lunch Services (when directed by the Government).

(b) The Contractor shall perform all food service operations in a clean, safe, sanitary, and customer-focused manner. The Contractor shall maintain Government-Furnished Equipment (GFE) and Contractor-owned equipment; provide nutritious menu offerings; maintain adequate inventory; and furnish a variety of prepared foods, beverages, snacks, fresh foods, and sundries.

Task 3, Subtask 1: Maintenance and Repair of Equipment

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The Contractor shall provide all labor, materials, supervision, and technical expertise necessary to perform preventive maintenance, manufacturer-recommended maintenance, inspections, adjustments, and repairs for all cafeteria Government-Furnished Equipment (GFE) and Contractor-owned equipment. Preventive maintenance schedules shall be maintained and repair records provided to the COR upon request. The Contractor shall promptly report equipment failures that may impact operations.

Task 3, Subtask 2: Cleaning Services

The Contractor shall provide all labor, materials, equipment, and expertise necessary to: (1) maintain all food service areas in a clean and sanitary condition; (2) provide a safe and clean dining environment; (3) clean and disinfect high-touch surfaces as required by applicable public health guidance; (4) comply with all applicable Federal, state, local, and Department food safety and sanitation requirements; and (5) perform routine cleaning, scheduled deep cleaning, grease management, and sanitation of kitchen equipment, exhaust systems, floors, food preparation areas, storage rooms, and dining areas.

Task 3, Subtask 3: Marketing

(a) The Contractor shall market available food services to HCHB occupants using websites, electronic communications, digital menu boards, printed materials, signage, promotions, seasonal menus, and other merchandising techniques.

(b) If the Government directs establishment of a temporary cafeteria or Pop-Up Lunch operation, the CO/COR will provide advance notification. The Contractor shall perform a site assessment, submit a feasibility and capability report, proposed menus, pricing, and concept of operations for Government review. Upon approval, the Contractor shall implement a comprehensive marketing plan to notify the HCHB workforce of available food service options. Temporary operations shall commence only after Government approval and only when the site can safely support food service operations in accordance with all applicable laws, regulations, and health requirements.

2.4 Deliverables

Unless otherwise specified, all deliverables shall be submitted electronically in Microsoft Office compatible formats. PDF copies may accompany, but not replace, editable files. Deliverables shall comply with Section 508 where applicable.

Task	Deliverable	Responsible	Due
1	Program Manager Designation	Contractor	Within 5 business days after award
2	Transition-In Plan	Contractor	Prior to kickoff

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2	Transition-Out Plan	Contractor	Before contract expiration
3	Daily Cafeteria Operations	Contractor	Daily
3	Preventive Maintenance Schedule	Contractor	30 days after award; quarterly updates
3	Equipment Maintenance Records	Contractor	Monthly
3	Cleaning & Deep Cleaning Schedule	Contractor	Monthly
3	Food Safety Certifications	Contractor	Before performance and upon renewal
3	Operational Sales Report	Contractor	Monthly
3	Profit and Loss Statement	Contractor	Monthly
3	Annual Operating Summary	Contractor	Annually
3	Business Licenses/Certifications	Contractor	Prior to start; annually
3	ID Badge Requests	Contractor	Prior to employee access

The CO/COR may request additional documentation necessary for contract administration.

2.5 Key Personnel

Mandatory key personnel for this contract are listed below.

1352.237-75 Key Personnel (APR 2010)

(a) The Contractor shall assign the following key personnel to this contract:

1) Onsite Food Service Manager: Minimum of ten (10) years of food service management experience and certified as a Certified Professional Food Manager (CPFM) or equivalent nationally recognized food safety manager certification. The Food Service Manager shall be responsible for day-to-day cafeteria operations, staffing, sanitation, quality control, customer

service, and coordination of preventive maintenance for Government-Furnished Equipment (GFE).

2) Executive Chef (Chief Chef): Minimum of five (5) years of professional culinary experience leading commercial or institutional food service operations. The Executive Chef shall oversee menu planning, food preparation, food quality, nutrition, recipe standardization, and compliance with food safety requirements.

3) Other Key Personnel: The Offeror may identify additional key personnel necessary for successful contract performance, such as an Assistant Food Service Manager, Catering Manager, or Operations Manager.

(b) The Contractor shall obtain the written consent of the Contracting Officer (CO) prior to making permanent substitutions of key personnel. Replacement personnel shall possess qualifications equal to or greater than those of the individual being replaced unless otherwise approved by the CO.

(c) Requests to substitute key personnel shall be submitted to the CO at least fifteen (15) working days before the proposed substitution whenever practicable. Each request shall include the reason for the substitution, a detailed resume of the proposed replacement, copies of applicable certifications, and any additional information requested by the CO. The CO will notify the Contractor of the decision after review. Approved substitutions shall be incorporated into the contract as appropriate.

2.6 Government-Furnished Property (GFP)/Government-Furnished Equipment (GFE)

The Government will provide Government-Furnished Equipment (GFE) identified in the contract inventory for use in performance of cafeteria operations. The Contractor shall use the equipment only for official contract purposes and shall exercise reasonable care to protect Government property.

The Contractor shall inspect all GFE upon receipt, notify the COR of any deficiencies, maintain equipment in a clean and sanitary condition, perform preventive maintenance in accordance with manufacturer recommendations, maintain maintenance records, and promptly report equipment failures affecting operations.

The Contractor shall not remove, modify, dispose of, or relocate Government property without prior written approval of the Contracting Officer. Contractor-furnished equipment shall remain the responsibility of the Contractor.

At contract completion or termination, the Contractor shall return all Government property in serviceable condition, reasonable wear and tear excepted, and provide an inventory reconciliation identifying any shortages, damages, or required repairs.

DOC - HCHB- Cafeteria- Equipment List

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2.6 Administrative Matters

The following administrative requirements apply to performance of this contract:

(a) Oral Statements and Solicitation Amendments). No oral statement made by a Government representative during a site visit, industry day, preproposal conference, or other communication shall add to, modify, or otherwise vary the written terms of the solicitation or contract. When discussions or questions indicate that a change is required, the Contracting Officer (CO) will issue a written amendment or contract modification, as applicable.

(b) Removal of Contractor Personnel). The Government reserves the right to exclude or remove from the site any Contractor employee whom the Government determines to be incompetent, careless, insubordinate, disruptive, unsafe, improperly attired, or otherwise objectionable. Removal from the site does not relieve the Contractor of its responsibility to provide qualified replacement personnel without interruption of service.

(c) Dress, Conduct, and Use of Locker Rooms). Contractor personnel shall be fully and appropriately clothed for a professional food service environment and shall conduct themselves in a courteous and businesslike manner. Employees shall use only Government-designated locker or changing areas. Locker rooms shall not be used for food preparation, food or utensil storage, food service, or utensil washing.

(d) Authorized Use of Facilities). Government-furnished facilities shall be used only for operations required under this contract. The Contractor may use centralized off-site food preparation or storage sources when consistent with the approved operating plan and all applicable food safety, transportation, sanitation, and temperature-control requirements.

(e) Public Space). The Government reserves the right to use the cafeteria dining area outside established serving periods for official meetings or assemblies. Following Government use, the Government will return the space to a reasonably clean and orderly condition without expense to the Contractor.

(f) Discrepancies in the Specifications). The Contractor shall immediately submit any discrepancy, ambiguity, conflict, or omission in the contract requirements to the CO for interpretation. The Contractor proceeds at its own risk if it performs affected work before receiving written direction. Only the CO may issue an interpretation that changes contract price, terms, or conditions.

(g) Operating Expenses). Except for Government-furnished services and equipment expressly identified in the contract, the Contractor shall include all normal and necessary operating expenses in its Firm-Fixed-Price (FFP) proposal and contract price. Such expenses include food, salaries and wages, employee benefits, payroll taxes, licenses, insurance, janitorial services, pest control, preventive maintenance, repairs assigned to the Contractor, laundry, postage, transportation, supplies, marketing, disposable products, and other routine costs of performance. Corporate overhead, home-office management, accounting, payroll processing,

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startup administration, and costs caused by Contractor negligence shall not be separately reimbursable unless expressly authorized by the CO. Any Government subsidy, if provided, shall be only in the amount and under the terms established by the Government in the contract.

Attachment 1. Government-Furnished Services, Equipment, and Facilities

(a) Government-Furnished Services

The Government will provide, subject to availability and Government policy, an office work area for the onsite manager with a desk, chair, telephone capability, computer, and internet access. The Government will provide water, electricity, building ventilation, normal space heating and lighting, and telecommunications infrastructure necessary to support approved point-of-sale equipment. Contractor personnel may use designated DOC restroom facilities. The Contractor may use the loading dock for approved deliveries and off-loading in accordance with building security and loading-dock procedures.

One parking space will be allocated for the onsite Food Service Manager. Additional parking, if available, may be authorized for nights, weekends, or holidays. The Government is not responsible for parking fees, fines, towing, or other costs incurred by the Contractor or its personnel.

(b) Government-Furnished Equipment (GFE)

The Government will furnish the cafeteria equipment identified in the final GFE inventory incorporated into the contract. All Executive Dining Room equipment and requirements are excluded. The Contractor shall operate GFE in accordance with manufacturer instructions, applicable codes, and safe operating practices.

The Contractor shall acknowledge receipt of all GFE in writing, participate in a joint inventory with the COR at transition-in, and complete annual inventories and reconciliations when requested. The Contractor shall keep GFE clean and free of stains, baked-on food, grease, grime, and preventable deterioration. Normal wear and tear is acceptable. The Government may withdraw GFE that is no longer required for contract operations.

The final equipment inventory shall identify, at a minimum, item number, equipment description, manufacturer, model, serial number, location, condition, and maintenance responsibility. The inventory shall be updated by bilateral modification when necessary.

(c) Facility and Allocated Space

The Government will provide reasonable ingress and egress through existing elevators, corridors, passageways, driveways, and loading platforms, subject to building security and operations. The Government will maintain building systems and infrastructure assigned to Government responsibility.

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Main cafeteria and display/serving area, including deli, hot entree, grill, soup, salad, beverage, and cashier stations.

Food preparation, storage, office, and locker-room areas, including walk-in refrigeration and freezer space.

Dining area and Government-furnished tables and chairs.

Customer and dishwashing areas.

Other cafeteria support spaces identified during transition-in.

Space formerly associated with the Executive Dining Room is not included in the required food service scope unless separately authorized in writing by the CO.

Attachment 2. Contractor-Furnished Equipment and Supplies

The Contractor shall furnish all food service equipment, utensils, smallwares, supplies, and consumables necessary to perform the contract that are not expressly identified as Government-furnished. Before the start of performance, the Contractor shall submit an inventory of Contractor-furnished property for COR review.

Contractor-furnished property shall remain the property and responsibility of the Contractor. The Contractor shall maintain current records of additions, replacements, relocations, and removals and shall replace items that are lost, damaged, obsolete, or no longer serviceable.

Point-of-sale system, cash registers, payment terminals, and related hardware and software.

Employee timekeeping equipment.

Food preparation containers, cans, dispensers, steam-table inserts, and counter accessories.

Office and cash-handling equipment, storage safe, menu boards, price markers, and merchandising equipment.

Food preparation scales, sharpeners, utensils, kitchenware, trays, and trash receptacles.

Disposable knives, forks, spoons, plates, bowls, cups, lids, napkins, carry-out containers, and related products.

Cleaning chemicals, dishwashing chemicals, hand soap, paper products, and sanitation supplies.

Any other equipment necessary for full performance that is not listed as GFE.

The Contractor shall verify the dimensions and operating requirements of Government-furnished dispensing, bussing, storage, and service equipment and shall provide compatible products. The Contractor shall provide payment hardware capable of accepting major credit and debit cards and other approved electronic payment methods. Customer payments shall be processed directly by the Contractor.

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Attachment 3. Quality Assurance Surveillance Plan (QASP)

1. Purpose

This QASP describes the systematic methods the Government will use to monitor Contractor performance, evaluate whether required performance standards and acceptable quality levels are achieved, and document performance results. The QASP supplements, but does not replace, the Contractor's Quality Control Plan (QCP).

2. Performance Management Approach

The acquisition is performance-based and emphasizes required results rather than prescribing every method of performance. The Contractor retains flexibility to manage its operations, except where specific processes are required by law, regulation, food safety, security, health, fire protection, or other compelling Government requirements.

3. Performance Management Strategy

The Contractor is responsible for the quality of all work performed by its employees and subcontractors. The Contractor shall implement a QCP that addresses staffing, self-inspection, timeliness, responsiveness, sanitation, preventive maintenance, customer satisfaction, corrective action, and reporting. The Government will consider Contractor quality-control information when conducting surveillance.

4. Roles and Responsibilities

The CO is responsible for contract administration, interpretation, remedies, and changes affecting price, terms, or conditions. The COR is responsible for technical surveillance, inspection, documentation, and communication of performance observations within the limits of the COR appointment. The COR may not modify the contract or direct work that changes contract price, scope, terms, or conditions.

5. Surveillance Methodologies

The Government may use random monitoring, periodic inspection, 100-percent inspection of selected records or deliverables, customer feedback, complaint investigation, document review, trend analysis, and independent inspections. Surveillance frequency may be increased when performance is marginal or unacceptable.

6. Customer Feedback

The Contractor shall maintain professional communications with customers and promptly investigate and resolve complaints. Customers may also submit complaints directly to the COR or CO. The Government may use written complaints, surveys, interviews, and other feedback as performance indicators.

7. Acceptable Quality Levels

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Performance thresholds are identified in the Performance Requirements Summary. Requirements involving food safety, sanitation, legal compliance, emergency response, and other critical functions may require 100-percent compliance. A lower stated threshold does not authorize repeated, systemic, or unsafe deficiencies.

8. Quality Assurance Documentation

The COR will document surveillance using inspection checklists, monitoring forms, correspondence, photographs when appropriate, customer feedback, and monthly assessment summaries. Records will be retained as part of the official contract file.

9. Analysis, Corrective Action, and Remedies

When a performance standard is not met, the Government may require immediate correction and a written Corrective Action Plan (CAP). The CAP shall identify the deficiency, root cause, corrective steps, responsible personnel, milestones, and completion date. The Contractor shall revise the CAP within one workday after Government comments when directed. Failure to meet contract requirements may result in payment reductions, re-performance, reprocurement at Contractor expense, or other remedies available under the contract.

10. Monthly Performance Review

The COR and Contractor's onsite manager or program manager will normally meet monthly to review performance data, trends, open deficiencies, corrective actions, upcoming operational issues, customer feedback, maintenance status, and opportunities for improved efficiency or effectiveness. Changes to performance standards, metrics, or service levels require written action by the CO.

Attachment 3A. Performance Requirements Summary

Performance Objective	Performance Standard	Threshold	Surveillance Method	Frequency
Labor and Staffing	Adequate qualified staffing; onsite manager or qualified alternate present during operating hours; employees properly trained, uniformed, and supervised.	100%	Observation, staffing records, and inspection	Semiannual and as needed

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Progress Compliance	Contract requirements and approved operating plans are followed; identified discrepancies are corrected promptly.	100%	Unannounced inspection and document review	Monthly
Occupant Emergency Program	Personnel are trained and participate in fire, shelter-in-place, evacuation, and other required drills.	100%	Training record review and incident/drill observation	Upon notification and annually
Hazardous Conditions	Unsafe or unsanitary conditions are promptly identified, controlled, corrected, and reported.	100%	Inspection and incident review	Upon occurrence
Trash Removal	Trash and food waste are contained, sealed, and moved to designated staging areas without overflow, odor, leakage, or pest attraction.	95%	Inspection	Monthly and random
Recycling	Contractor participates in DOC recycling and properly stores and recycles grease and cooking oil.	95%	Inspection and record review	Monthly

Records and Reporting	Required operational, sales, maintenance, sanitation, pest-control, and deliverable records are accurate and timely.	100%	Document review	Monthly
Environmentally Preferable Cleaning	Approved environmentally preferable products and practices are used; SDS records are current and accessible.	90%	Inspection and SDS review	Quarterly
Quality of Service	Prompt, courteous, professional service; stations open and stocked throughout service periods.	90%	Observation, complaints, and surveys	Monthly
Healthy Menu Offerings	Healthy choices are available, visibly promoted, and positioned prominently.	100%	Menu and serving-line inspection	Monthly
Quality of Food	Food is wholesome, properly labeled, attractive, and held and served at safe temperatures.	100%	Food inspection and temperature-log review	Weekly and random
Sanitation and HACCP	Current Food Code, DC requirements, and approved HACCP plan are followed.	100%	Inspection and record review	Weekly and random

Product Recalls and Alerts	Potentially affected products are identified, isolated, reported, and removed within required timeframes.	100%	Incident and record review	Upon notification
Disposable Products	Required compostable, recyclable, or bio-based products are used; polystyrene foam is prohibited.	95%	Inspection and purchase-record review	Semiannual
Cleaning and Janitorial Services	All assigned cafeteria, kitchen, serving, dining, storage, and equipment areas meet specified sanitation standards and schedules.	100%	Inspection and cleaning-log review	Monthly; deep-cleaning quarterly
Maintenance and Repair of Equipment	Preventive maintenance is performed on schedule; repairs and operational impacts are reported; records are complete.	100%	Maintenance-log review and inspection	Monthly record review; quarterly inspection
Grease Exhaust and Hood Cleaning	Hoods, ducts, fans, and associated systems are cleaned and documented in accordance with the contract and current NFPA 96.	95%	Report review and independent Government evaluation	At required cleaning interval

Pest Control	Facility remains free of infestation; pest-control service and corrective action are timely and documented.	98%	Inspection and pest-control records	Monthly

Attachment 3B. Specific Performance Requirements

1.1 Labor

The Contractor shall employ sufficient qualified personnel to maintain sanitary conditions and provide prompt, efficient, and courteous service. Personnel shall be physically capable of performing assigned duties and shall comply with applicable communicable-disease and food-handler requirements. A professional full-time Food Service Manager shall be onsite whenever the cafeteria is open. A qualified alternate shall be designated for absences. Contractor personnel shall wear clean professional uniforms, company identification, required hair restraints, gloves when appropriate, and legible name badges. The Contractor shall provide trained relief personnel and shall turn lost-and-found items over to DOC Physical Security.

1.2 Progress Compliance

The COR may conduct regular and unannounced inspections, including inspections with public health personnel. The Contractor shall promptly address deficiencies. Customer satisfaction results below 90 percent may require a written corrective action plan.

1.3 Occupant Emergency Program

The Contractor shall immediately notify DOC Security and, when appropriate, emergency responders of a fire or other emergency. Contractor employees shall be trained to participate in fire, evacuation, shelter-in-place, and other occupant emergency procedures and drills.

1.4 Hazardous Conditions

The Contractor shall identify, prevent, control, and clean up hazardous or unsanitary conditions in all areas under its responsibility. Hazardous conditions shall be reported immediately to the COR. The Contractor is solely responsible for compliance with OSHA and other worker-safety requirements applicable to its employees and subcontractors.

1.5 Trash Removal

The Contractor shall provide appropriate trash and food-waste containers, subject to COR approval. Trash shall be removed from the kitchen, serving, dining, and support areas at the end of each operating day and as needed to prevent overflow, odors, leakage, insects, and

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rodents. Waste shall be bagged and sealed before transport to the designated staging area. The Contractor is responsible for off-site removal and lawful disposal of cooking oil, grease, and residue generated by hood and duct cleaning.

1.6 Recycling

The Contractor shall participate in the DOC recycling program. The Contractor shall collect, store, label, and recycle grease and cooking oil in waterproof, vermin-resistant containers with working lids and shall keep the surrounding area clean and orderly.

1.7 Records

The Contractor shall maintain accurate sales, customer-count, maintenance, sanitation, pest-control, and operational records. Sales transactions shall be recorded through the approved POS system. Required records shall be retained for at least three years or longer when required by law or the contract. Monthly reports shall include sales, customer counts, maintenance and repair activity, preventive maintenance, pest control, and other contract deliverables. Profit-and-loss reporting shall be provided only when required by the contract or requested by the CO for subsidy administration, price analysis, or contract oversight.

1.8 Environmentally Preferable Cleaning

The Contractor shall use environmentally preferable cleaning products and practices consistent with applicable Federal sustainable acquisition requirements and any contract-specified Green Seal or equivalent standards. Current Safety Data Sheets (SDS) shall be onsite before use of each chemical, readily accessible, and available in languages appropriate for the workforce.

1.9 Quality of Service

The Contractor shall provide prompt, courteous service comparable to successful commercial food service operations. Each station and cashier area shall be staffed, supplied, and ready at least ten minutes before opening and shall remain adequately stocked through the end of the service period. Menu development shall consider customer surveys, market research, industry trends, financial viability, vegetarian choices, healthy choices, and common dietary restrictions.

1.10 Healthy Menu Offerings

Healthy menu items shall receive prominent placement and visibility on serving lines, menu boards, marketing materials, and other customer touchpoints. Promotions and education should be used to encourage informed and healthful choices.

1.11 Quality of Food

Food shall be wholesome, unadulterated, properly labeled, free from spoilage, attractive, and served at safe temperatures and proper consistency. Fresh produce shall be clean and sound. A properly certified food protection manager or food handler, as required by the District of

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Columbia, shall be onsite during all operating hours. The Contractor shall use applicable USDA grades and commercial quality standards when purchasing meat, poultry, dairy, eggs, produce, dry goods, canned goods, and seafood.

1.12 Sanitation and HACCP

The Contractor shall comply with the most current applicable FDA Food Code, District of Columbia food regulations, and other governing sanitation requirements. The Contractor shall develop, maintain, and submit a site-specific Hazard Analysis and Critical Control Point (HACCP) plan or equivalent food safety plan acceptable to the COR.

1.13 Product Recalls and Alerts

Suspected foodborne illness involving two or more persons with common symptoms shall be reported immediately to the COR and appropriate health authorities. Within 24 hours after a recall or alert that may affect contract operations, the Contractor shall notify the COR, contact suppliers, audit onsite inventory, isolate affected products, provide a written product listing, and comply with all removal and destruction directions.

1.14 Disposable Products

The Contractor shall provide compostable, recyclable, or bio-based disposable products compatible with the building waste-management program. Polystyrene foam foodware is prohibited. Products should meet applicable ASTM compostability or bio-based standards, and napkins and paper products should contain post-consumer recycled content to the maximum practicable extent.

1.15 Cleaning and Janitorial Services

The Contractor shall furnish all labor, supervision, supplies, materials, and equipment required to keep all assigned cafeteria, kitchen, serving, dining, dishwashing, storage, office, locker-room, and food service equipment areas clean, orderly, and sanitary. The Contractor shall clean spills immediately; continuously spot-clean customer areas during service; keep sinks, dispensers, drains, floors, counters, stainless steel surfaces, refrigerators, freezers, ice machines, beverage equipment, dishwashing equipment, hoods, filters, and storage areas sanitary; and prevent drain blockages caused by food debris.

1.15.1 Minimum Cleaning Schedule

Daily: sweep and damp mop kitchen and walk-in areas; clean serving and dining floors; clean tray rails and sneeze guards; spot-clean walls and posts; clean dishwashers, beverage equipment, hot and cold wells, chairs, table bases, tray stands, mobile equipment, hoods and filters; clean offices and locker rooms; and clean dining tables before and after service and continuously as needed. Weekly: clean trash receptacles, dish carts, doors, refrigerators, freezers, and ice machines. Quarterly: perform a documented deep cleaning of kitchen and service areas, machine-scrub applicable tile, and complete required hood/duct and fire-

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suppression inspections. As needed: empty waste, clean portable fans, buff resilient floors, and wash walls, fans, grilles, and ventilators. Additional cleaning may be directed by the CO or COR when required to restore compliance.

1.16 Maintenance and Repair of Equipment

The Contractor shall continuously maintain all Contractor-furnished equipment and all GFE assigned to Contractor maintenance responsibility. Preventive maintenance shall follow manufacturer recommendations and the approved annual preventive maintenance schedule. Within 30 days after receiving the final property list, the Contractor shall submit the schedule to the COR. Monthly maintenance records shall identify the equipment serviced, work performed, date, technician, parts used, and follow-up required. Equipment failures affecting operations shall be reported immediately. The Contractor is responsible for damage caused by negligence or misuse. Government responsibility for building structure and base building systems shall be stated in the final responsibility matrix.

1.17 Cleaning Grease Exhaust Vent System

The Contractor shall ensure that kitchen exhaust hoods, interior ductwork, fan airflow surfaces, and related cooking exhaust components are cleaned at the frequency required by the contract, current NFPA 96, inspection results, cooking volume, and applicable fire-code requirements. Work shall be performed by qualified and insured personnel using appropriate containment, HEPA cleanup, electrical protection, personal protective equipment, lockout/tagout procedures, and food-service-approved cleaning agents. Grease and debris shall be removed from the building and lawfully disposed of at Contractor expense. Certification stickers shall be installed at hoods and access panels. Within three business days after cleaning, the Contractor shall submit a report with access-port locations, deficiencies, deviations, pre-existing conditions, completion verification, and photographs. Fire-suppression inspection shall be performed by an authorized, independent specialist when required, and the Contractor shall coordinate alarm outages with the Building Manager or COR before work begins.

Attachment 4. Wage Determination

The applicable Department of Labor wage determination in effect at the time of solicitation and award shall be incorporated separately. Updated or successor wage determinations shall be handled in accordance with applicable law, regulation, and contract clauses. The Contractor shall comply with all requirements concerning covered classifications, wages, fringe benefits, holidays, vacation, uniforms, and any required conformance process.

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Attachment A

DOC Kitchen Equipment

DOC - HCHB- Cafeteria- Equipment List

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