# ATTACHMENT #1

# UNITED STATES COAST GUARD

# BASE NORTH BEND

# NORTH BEND, OREGON

# PERFORMANCE WORK STATEMENT (PWS)

# FOR

# JANITORIAL SERVICES

1.0 INTRODUCTION: The U.S. Coast Guard is procuring Janitorial Services as described in the following paragraphs for U.S. Coast Guard Base North Bend. This Performance Work Statement (PWS) for U.S. Coast Guard Base North Bend consists of two campuses with facilities located in North Bend, OR and additional facilities located in South Beach, OR at AIR Facility (AIRFAC) Newport. Throughout this PWS, the facilities located in North Bend, OR shall be referred to as Base North Bend. The facilities located in South Beach OR shall be referred to as AIRFAC Newport. This PWS follows the Coast Guard guidance to require consistent, results-oriented performance in procurement contracts.

1.1 Purpose: The purpose of this PWS is to define the scope of work such that the selected Contractor can identify and provide the personnel, management, supervision, materials, supplies, equipment, tools, transportation, and other items or services (except those stated herein) necessary to accomplish janitorial services for Base North Bend and AIRFAC Newport.

1.2 Performance: The Contractor shall perform these services in a manner that ensures the health and safety of military members, civilian employees, contractors, and members of the public, while maintaining both the sanitary conditions and aesthetic appearance of federal buildings. The Contractor shall provide superior customer service and well-maintained facilities that present a clean, neat, and professional appearance, in accordance with all terms and conditions of the contract.

1.3 Requirements Summary: The Contractor shall provide all personnel, supervision, management, materials, supplies, training, transportation, and all other items necessary to perform the defined scope of work. Service requirements and performance objectives are defined within the PWS to allow for the Contractor and the Government to reach a shared understanding of the required standards. The Contractor shall use the PWS and the approved Quality Control Plan (QCP), to accomplish the scope of work as identified in *Paragraph 6.0, Technical Requirements*.

1.4 Outcome: Timely provision of janitorial services to the standards outlined by this specification.

2.0 GENERAL

2.1 Mission: The mission of Base North Bend is to provide logistics support to all stakeholders within its area of responsibility.

2.2 Levels of Service and Cleaning Frequency: The required frequency and level of service differ per building at U.S. Coast Guard Base North Bend. The level of service required for each building is defined in *Technical Exhibit #1*; level of service classifications and required task frequency are defined in *Technical Exhibit #2, Technical Exhibit #3, and Technical Exhibit #4*; and *Technical Exhibit #5* provides the square footage of space to be cleaned by building and level of service. All level of service requirements and frequency of cleaning by task and square footage requirements for AIRFAC Newport are listed in *Enclosure #1 and Enclosure #2.*

2.3 Worksite Description: Base North Bend maintains approximately 115,000 square feet of facility building space on 11 acres of land, servicing approximately 150 employees (see location map and building information in *Technical Exhibit #7*). *Technical Exhibit #5* identifies the buildings requiring janitorial services and the estimated square footage for each type of space to be maintained. There are periods of time when buildings are unoccupied. On these occasions, no

janitorial contract work shall be required. The Contracting Officer (KO) will advise the contractor in writing (e-mail) in advance of stop-service and again in writing when services are to resume. The Contractor shall only bill for the square footage serviced. Building interiors on Base North Bend are also subject to rehabilitation or restoration, resulting in total or partial occupancy. The Contracting Officer (KO) will notify the Contractor in writing (e-mail) at least forty-eight (48) hours in advance of stop-service and at least forty-eight (48) hours in advance of service continuation.

2.4 Hours of Operation: Base North Bend's regular (normal) working hours are from 0800 to 1600, Monday through Friday, except Federal Holidays and other days specifically identified by the Commanding Officer (CO). To accommodate operations and work schedules, daily cleaning shall follow the schedule defined below, unless otherwise notified in writing by the COR or the AIRFAC Newport POC. AIRFAC Newport's daily cleaning schedule is listed in *Enclosure #1*. Permanent changes, if required, will be instituted through contract modification to the following:

| Building | Time |
|---|---|
| Admin Building/Hangar | Service between 1400-2200 |
| McAdams Building | Service between 1400-2200 |
| Recreation Building | Service between 1400-2200 |
| Medical Building | Service between 1400-2200 |
| Morale/Gym | Service between 1400-2200 |
| AIRFAC Building | Service between 0800-1500 |

2.5 Secure Areas: Secure areas are listed in *Technical Exhibit #6*. The Contractor shall not enter a secure area without receiving direction from the COR. In all secure areas, cell phones shall be left outside of the locked door in the area provided. All Contractor employees accessing secure areas shall be United States citizens.

2.6 Recognized Holidays: The Contractor is not required to provide janitorial services on recognized Government holidays and other days declared by Executive Order. The recognized holidays are: New Year's Day, Martin Luther King Jr.'s Birthday, George Washington's Birthday, Memorial Day, Juneteenth National Independence Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving, and Christmas. If scheduled on a Government holiday, work must be performed either the workday before or the workday after, but shall not be delayed further. Work scheduled on a holiday that occurs on Friday shall be performed on the preceding Thursday. All schedule changes must be approved by the COR in writing.

2.7 Security and Parking: The Contractor, any representative of the Contractor, and all Contractor employees entering the base shall abide by all security regulations of this installation and shall be subject to such checks as may be deemed necessary to ensure that no violations occur. Vehicles shall stop at the Security gate before gaining admittance, each employee in the vehicle shall show their Identification Card on request, and vehicle drivers may be required to present proof of valid state-issued driver's license, vehicle registration and proof of vehicle insurance to the Security Watchstander or authorized Coast Guard representative.

2.8 Safety Requirement Plan: All work shall be conducted in a safe manner and shall comply with all applicable Federal, State, and local safety standards and requirements. Base North Bend reserves the right to inspect for compliance with safety standards and requirements. The Contractor shall develop and submit a Safety Plan within *fifteen (15) calendar days of award* (see

Deliverables 7.0) and as updated annually or whenever changed by the Contractor. The Contractor's Safety Plan shall comply with all Federal and State laws, including OSHA.

2.8.1 Accident Report. The Contractor shall report to the COR exposure data and all incidents or accidents resulting in death, trauma, illness, or occupational disease, in accordance with their Safety Plan. All accidents must be reported to the COR within *twenty-four (24) hours* of their occurrence.

2.8.2 Activity Hazard Analysis Plan shall be submitted within *fifteen (15) calendar days* of award (see Deliverables 7.0) (IAW US Army Corp of Engineers Safety and Health Manual EM-385-1-1) latest edition.

2.8.3 Stop-Work Orders. The Contractor shall cease all work if the Contracting Officer issues a Stop-Work Order for failure to comply with safety requirements. Work shall continue when compliance with safety requirements has been achieved and the Contracting Officer has issued a Notice to Proceed. The Government will not allow time extensions or payments for excess costs to the Contractor caused by Stop-Work Orders issued as a result safety hazard.

2.8.4 Damage Report. The Contractor shall submit to the COR a full report of damage to Government property and/or equipment caused by Contractor employees. This report shall include dates, times, persons involved, description of damage, and estimated cost of damage. All damage reports shall be submitted to the COR within *twenty-four (24) hours* of occurrence. The Contractor shall reimburse the Government for damage that results from Contractor negligence.

2.9 Key Control: Upon arrival at Base North Bend, the Contractor shall contact the Base Security Watch stander to receive keys . Upon completion of required work, the Contractor shall turn in the keys to the Security Watchstander before departing the base. The Contractor shall establish and implement a method of ensuring that keys issued to the Contractor by Base North Bend are not lost, misplaced, or used by unauthorized persons. The Contractor shall submit to the COR their key control plan within *fifteen (15) calendar days after award*. (See Deliverables 7.0). This plan must include acknowledgement of the Base key control protocol and internal methods for ensuring keys are not lost. The Contractor shall not duplicate keys issued by Base North Bend. The Contractor shall report the loss of keys to the COR immediately upon discovery. Base North Bend, at the Contractor's expense, shall perform any lock replacement required due to lost keys.

2.10 Alcohol and Controlled Substances: Contract employees shall not possess, distribute, consume, or use any controlled substance or alcohol on Government property. Any Contractor or Contractor employee found to be in violation of this section may be permanently prohibited from Base North Bend property. Actions taken under this section shall not relieve the Contractor from the requirement to provide sufficient personnel to perform adequate and timely service as required by the contract. If an employee has a medical need for a controlled substance, the Contractor shall notify the KO and COR. The KO will determine whether or not the employee may continue to have access to the Base.

## 3.0 DEFINITIONS

3.1 Acceptable Quality Level (AQL): The maximum number of defects for work to still be satisfactory. If this level is not met, the Government may refuse acceptance of a service.

3.2 Commanding Officer (CO): Commanding Officer, U.S. Coast Guard, Base North Bend.

3.3 Contracting Officer (KO): A person duly appointed with the authority to negotiate and enter into and administer contracts on behalf of the Federal Government.

3.4 Contracting Officer's Representative (COR): The person designated in writing(s) by the Contracting Officer to manage the specifications of this contract.

3.5 Contract Specialist (KS): A Government official responsible for the development, implementation, and administration of this contract.

3.6 Contractor: The person or business awarded this contract. The Contractor will be responsible for ensuring that the sub-contractors comply with the provisions of this contract.

3.7 Equipment: Tools, machinery, furniture, vehicles, and accessory and auxiliary items used in performing services, or for any administrative purpose.

3.8 Frequency of Services: The interval at which services are performed (examples: Daily, Biweekly, Tri-weekly, Weekly, Monthly, Quarterly, Semiannually, or Annually)

3.8.1 Daily: Services performed once each day, Mondays through Fridays, during the period of the contract.

3.8.2 Bi-weekly: Services performed twice each calendar week of the contract. These services will be performed on Tuesday and Friday.

3.8.3 Tri-weekly: Services performed three (3) times during each calendar week of the contract. These services will be performed on Monday, Wednesday, and Friday.

3.8.4 Weekly: Services performed once during each week, as scheduled.

3.8.5 Monthly: Services performed once during each month, as scheduled.

3.8.6 Quarterly: Services performed four (4) times during each twelve- (12-) month period of the contract, as scheduled.

3.8.7 Semi-annually: Services performed twice during each twelve- (12-) month period of the contract, as scheduled.

3.8.8 Annually: Services performed once during each twelve- (12-) month period of the contract, as scheduled.

3.9 Government: The term Government as used herein refers to the U.S. Coast Guard.

3.10 Site Supervisor: The Contractor's representative, and point of contact with Government representatives, who is responsible for management and coordination of the contract.

3.11 Manufacturer's Recommendations: Technical information and user instructions provided by the manufacturer for the operation, use, and maintenance of their equipment.

3.12 Government Business Hours: Monday through Friday, 0800 to 1600, except Federal holidays. May also be referred to as duty hours, normal working hours, normal duty hours, duty, regular working hours, or regular duty hours.

3.13 Notice of Deficiency: A formal, written documentation of Contractor nonconformance of work, also known as a Contractor Discrepancy Report (CDR).

3.14 Security Watchstander: A military member acting under the CO on an assigned day.

3.15 Quality Assurance (QA): Actions taken by the Government to assure services received meet the requirements of the contract.

3.16 Quality Control (QC): Actions taken by a Contractor to assure that services rendered meet the requirements of the contract.

3.19 Quality Control Plan (QCP). Formal quality control plan, defining monitor and control practices over their performance of services to ensure delivery of contract requirements.

3.20 Periodic Surveillance: Physical observation and/or inspection of contract performance done on a frequency relating to contract performance and scheduling.

3.21 Executive Officer (XO): Executive Officer, U.S. Coast Guard, Base North Bend.

## 4.0 PERSONNEL REQUIREMENTS AND QUALIFICATIONS

### 4.1 General:

The Contractor shall provide personnel who meet established standards to effectively perform the services required herein. The Contractor shall not hire any Coast Guard military or civilian personnel. The Contractor's personnel shall be on-site only for contractual duties. Use of Base North Bend's recreational facilities, gymnasium, or any other facility on the base is specifically prohibited.

4.1.1 All Contractor employees must be either citizens of the United States of America (U.S.A.) or aliens who have been lawfully admitted for permanent residence into the U.S.A. The Contractor shall obtain signed statements from all employees and potential employees to be assigned work under this contract attesting they have been informed of these restrictions. Any employees assigned to secure spaces shall be United States citizens.

4.1.2 A fully qualified force shall be on board at the effective performance start date of the contract and shall be maintained throughout the period of this contract. The Contractor shall submit the necessary personnel documentation, to include a staffing list/plan and schedule for each employee, as required herein in accordance with *Paragraph 7.0 Deliverables* of this PWS *fifteen (15) calendar days after award*, and with the approved QCP.

4.1.3 Removal or dismissal of employees who are not fully able to perform the normally assigned duties, who violate any security or health requirement, or for any other reason, does not relieve the Contractor of the requirement to provide sufficient personnel to adequately perform services required. All employees assigned by the Contractor to the performance of work under this contract shall be physically able to do their assigned work and shall be free of communicable diseases.

4.1.4 The Contractor shall provide contingencies for employees who are absent during their regular work hours. The COR shall be notified immediately, and the Contractor shall have in place a suitable replacement for the absentee employee within two hours of initial notification.

4.2 Supervision:

The Contractor shall, at all times, provide the necessary supervision for the effective management of cleaning operations. All supervisors shall have a thorough knowledge of the cleaning tasks, equipment, and materials required and shall be able to both properly train and direct janitorial personnel. The hiring of personnel for these tasks shall comply with all rules, regulations, and laws, both Federal and State, applicable at the time of hiring.

The Contractor shall designate, in writing, an on-site Project Manager, Site Supervisor, and/or Shift Leader, to include any alternates and replacements, and with the authorization to act on behalf of the Contractor, to be available at all times that contract work is in progress at Base North Bend and AIRFAC Newport. The Contractor shall submit the names, addresses, and phone numbers of project manager; site supervisor and/or shift leader and his/her alternate to the Contracting Officer *fifteen (15) calendar days after award*. (See Deliverables 7.0) The designated personnel shall be the point of contact with the Government for performance of all work required.

The designated personnel shall conduct daily inspections to ensure conformity with this PWS and with the approved QCP.

The designated personnel shall be fully capable of supervising all other Contractor employees and be responsible for ensuring the completion of all work assignments and required services as specified and/or directed under the terms of the contract. In addition, the designated personnel shall conduct overall management coordination; shall receive notices, reports, or requests from the KO or his representative; and shall be available to meet with the COR and/or Government personnel to discuss problem areas. The Contractor shall return calls to the COR within one hour of notification. The designated personnel shall be at the work site during times work is being performed under this contract.

4.3 Identification and Uniforms:

The Contractor shall require all employees to wear distinctive uniform clothing for ready identification and shall assure that every employee is in uniform from the date the employee enters duty. The uniform shall have the Contractor's name, in sufficient size to be read at a distance of approximately ten (10) feet, affixed thereon in a permanent manner. Employees shall also wear their identification card attached to their uniform in such a way that their picture and name are visible. The Contractor shall ensure employees' uniforms are clean and well-maintained while performing work under this contract. The Contractor shall submit uniform sample and identification badges to the Contracting Officer *fifteen (15) calendar days after award*. (See Deliverables 7.0)

4.4 Medical:

The Contractor shall ensure that any Contractor employee shall be in good health and free of any communicable disease prior to commencing work at this facility. Any necessary medical certificates, exams, and treatments are at the expense of the contractor.

4.5 Conduct of Personnel:

The Contractor shall require that their employees comply with the instructions pertaining to conduct, safety, and health regulations forming a part of this contract. The Contractor shall prohibit his/her employees from disturbing papers on desks, opening drawers, closets or cabinets, except for janitorial closets, or using the telephone or equipment unless specifically authorized by the COR. Contractor personnel shall not smoke or consume food or beverages while performing work on this contract. During breaks, eating or smoking is permitted in designated areas only. Each Contractor employee is expected to adhere to standards of conduct that reflect credit on themselves, their employer, the U.S. Coast Guard, and the Federal Government. The Contracting Officer reserves the right to require the removal from worksite Contractor employees deemed to be incompetent, careless, insubordinate, or otherwise objectionable and/or not acting in a safe, responsible, and/or business-type manner. To maintain continuity of services, the Contractor shall initiate immediate action to replace such an employee at no additional cost to the Government.

4.7 Employee Training/Operation of Equipment:

The Contractor shall ensure that each employee used in the performance of this contract is adequately trained and instructed to safely and competently perform the work. All equipment operators must be fully trained and capable of using the equipment in the performance of the contract.

5.0 APPLICABLE DOCUMENTS

The Contractor shall comply with all applicable Federal, State, local, and municipal laws, regulations and requirements; all industry standards/references; all Government and USCG Regulations, attachments and exhibits; and, all applicable instructions and directives, identified herein and/or listed in the table below pertaining to the services required herein and to the conduct and qualifications of personnel in performance of this contract. The most recently published publication will be used as a reference.

| PUBLICATION | TITLE | CHAPTERS | DATE |
|---|---|---|---|
| *COMDTINST M4500.5D* | *Personal Property Management Manual 2/2013* | *All* | *Latest edition* |
| *COMDTINST M 5000.3B Series* | *U.S. Coast Guard Regulations 9/1992* | *All* | *Latest edition* |
| *COMDTINST M5100.47* | *Safety and Occupational Health Manual4/1990* | *All* | *Latest edition* |
| *COMDTINST M110000.7* | *Facilities Energy Manual 2/1999* | *All* | *Latest Edition* |
| *COMDTINST M16478.1B* | *Hazardous Waste Management 3/1998* | *All* | *Latest Edition* |
| *EM 385-1 -1* | *US Army Corps of Engineers Safety and Health Manual* | *All* | *Latest edition* |
| | | | |

The Government will provide publications listed *upon request*. The Government may issue supplements or amendments to the publications from any organizational level during the "life of the contract."

6.0 TECHNICAL REQUIREMENTS

6.1 General:

6.1.1 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 planning, scheduling, and quality control. The Contractor shall provide an adequate staff of personnel with the necessary management expertise to assure the performance of 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.

6.1.2 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 assure material, labor, and equipment are available to complete work requirements within the specified time limits and in conformance with the quality standards established herein.

6.1.3 Removable Items: The Contractor shall move any removable items, such as furniture and equipment, so that a thorough job may be accomplished for all operations required. Upon completion of work, the Contractor shall return all removable items to their original positions. No chairs, wastepaper baskets, or other items moved shall be stacked on desks, tables, or windowsills. Baseboards, walls, wall base, floor finish, stair risers, furniture, and equipment shall not be splashed, disfigured, damaged, or marred during these operations. All equipment and supplies shall be stored properly and in designated spaces.

6.1.4 Weather: Weather, or other conditions, may demand additional cleaning by the Contractor to ensure that the facilities and equipment are clean, neat, and sanitary. Proper precautions shall be taken to advise building occupants of wet/slippery floor conditions. This applies during inclement weather as well as during cleaning operations.

6.1.5 Emergencies and Repairs: Contractor shall promptly report to the Command Center, at 541.756.9210, any fires, noxious fumes, injuries, or hazardous conditions observed, to be followed with a report to the COR, at 541.965.8509. Any other problems or items in need of repair, such as plugged commodes or waterless urinal cartridges, burned out lights, leaky faucets, and malfunctioning dispensers. The presence of any vermin such as cockroaches, water bugs, silver fish, mice, rats, etc., will also be reported, giving location were seen shall be reported to the COR by e-mail.

6.1.6 Windows and Lights: Contractor shall close windows and turn off lights when not in use.

6.1.7 Lost and Found: The Contractor shall require that all articles found by their employees must be turned into the COR.

6.1.8 Schedules: The Contractor's monthly work schedule shall indicate the specific hours of the day that each post will be manned. Proposed changes to the monthly work schedule shall be submitted to, and approved by, the KO/COR at least *forty-eight (48) hours* prior to the start of the period in question. The Contractor shall perform and schedule all work in accordance with *Paragraph 2.4 and Technical Exhibits* of this PWS to cause minimum interference with the normal conduct of Government work. Therefore, any deviations from these schedules must be approved, in advance, by the Contracting Officer. The Contractor shall submit a copy of monthly schedule to the Contracting Officer for approval within *fifteen (15) calendar days* after award. (See Deliverables 7.0)

6.1.9 Inspection Records and Reports: A copy of Contractor's inspection reports and records shall be available to KO and COR at any time.

6.1.10 Restroom and Locker Room Service Schedules: Contractor shall hang a service schedule in every restroom and locker room. Each schedule shall have the following information: Location by building and room numbers; date and day of the week; servicing janitor's name; the time that the restroom or locker room servicing was completed; and the janitor's signature beside the completion time.

6.1.11 Standards of Conduct: The Contractor shall maintain satisfactory standards of employee competency, conduct, appearance, and integrity, and shall take such disciplinary action against his/her employees, as necessary. Each Contractor employee is expected to adhere to standards of conduct that reflect credit on themselves, their employer, the U.S. Coast Guard, and the Federal Government. The Government reserves the right to direct the Contractor to remove an employee from the work site for failure to comply with the standards of conduct. To maintain continuity of services, the Contractor shall initiate immediate action to replace such employee, at no additional cost to the Government. Actions taken under this paragraph shall not relieve the Contractor from the requirement to provide sufficient personnel to perform adequate and timely service as required by the contract.

WORK REQUIREMENTS:

6.2 Lavatories:

Proper cleaning removes all deposits, stains, and foreign matter, including those under fixture edges, lips, bases, exposed pipes, and on all exposed surfaces of toilets, urinals, wash basins, sinks, and partitions.

The Contractor shall maintain all washbasins, faucets, soap holders/dispensers/receptacles, water closets, toilets, toilet seats, urinals, and sanitary napkin receptacles so that no soap build-ups, mildew, rust, encrustation, or water rings shall exist. Toilet seats shall be left in a raised position after cleaning. Water traps shall be maintained free from odor at all times from all toilet and locker room floors and from shower stalls.

The Contractor shall service all toilet rooms on the last official workday of each week to replenish all dispensers, paper towels, and toilet paper to maximum capacity.

6.3 Waste Collection, Removal, and Disposal:

The Contractor shall collect, transport and place in designated dumpsters all recyclable and non-recyclable debris. The dumpsters are located at the main disposal area in the Parking Lot on the East end of the Gym Building at Base North Bend.

The contractor shall remove, transport, and discard in appropriate receptacles all garbage, trash, and cigarette butt debris from ashtrays from all areas, inside, as well as outside, of buildings.

The Contractor shall maintain all trash receptacles in a sanitary condition, free from debris after the contents have been collected.

The Contractor shall thoroughly scrub garbage containers and covers located inside of buildings each time they are emptied before returning to the point of use.

The Contractor shall flatten or crush boxes, cardboard, and cartons, then discard them in appropriate receptacles in the main disposal area.

6.4 Floor Maintenance:

In the buildings, the Contractor shall maintain all exposed floor areas, carpeted and non-carpeted, to include floor mats, rugs, runners, baseboards, steps, risers, stairways, and landings. The Contractor shall also sweep and scrub, using water, if necessary, the front sidewalk of the main entrance of the Admin Building.

Flooring on both Base North Bend and AIRFAC Newport includes, but is not limited to: tile, including ceramic tile; linoleum; vinyl plank; carpet; various hardwoods; and laminate. The Contractor shall maintain these areas in accordance with commercially acceptable industry standards/methods. These areas shall present a uniform, clean appearance, free of debris, dirt, dirt streaks, marks, excess water, all foreign matter, soil, wads of gum, tar, and similar substances.

The Contractor shall buff and wax all hard floors semiannually. The Contractor shall submit to the COR a proposed schedule within *15 calendar days of award*, which the COR will use to set up tentative appointments with Building Managers. The Contractor shall submit a copy of the buffing and waxing schedule to the COR *five (5) calendar days* prior to the start of scheduled work. (See Deliverables 7.0)

Stripping and waxing of hard floors (per square foot, and as requested by COR or KO): All floors shall be thoroughly swept and all gum and adhesive materials shall be completely removed. After wax stripping, the floor shall be rinsed twice with clean water to remove all traces of cleaning solution. The floor shall be allowed to dry completely after rinsing. Apply a minimum of four (4) coats of wax, allowing sufficient drying time between each coat. ONLY the last coat shall be applied up to, but not touching, the baseboard. All other coats shall be applied to within four (4) inches of baseboard. Should there be more than an eight- (8-) hour delay before applying floor finish after the floor has been cleaned or between coats, the area will be thoroughly swept and mopped and all surface dirt and scuff marks shall be removed before applying finish.

Carpet Shampooing (per square foot, and as requested by COR or KO): The COR and the Contractor shall coordinate the amount of carpet area prior to commencement of work under this provision. If the Contractor encounters Government- or Contractor-caused delays, the Contractor shall notify the COR in writing describing the reasons for the delays and the projected completion date. Prior to shampooing the carpet, all furnishings in the area to be shampooed shall be removed by the Contractor. The carpets shall be vacuumed, and all dirt and particles shall be removed. Carpets shall be cleaned with an extraction machine using a chemical solution containing conditioners and deodorizers, after which the carpets shall be clean, free of chemical residue, and dry to the touch by the start of the normal working hours. At the conclusion of the shampooing operations, the carpet shall be free of stains and shall present a uniform color, not various shades.

6.5 Surface Maintenance:

The Contractor shall maintain all surfaces, including, but not limited to, woodwork, walls, window sills, ceiling fans, window blinds, draperies, ceiling vent covers, exposed pipes, and light fixtures. In all spaces, except storage spaces, the Contractor shall maintain all furniture. This shall include, but shall not be limited to, desks, cabinets, bookcases, tables, chairs, couches, counters, metal, wood, and glass surfaces, the tops of all lockers, all pictures and other articles on walls, and items normally considered furniture. The Contractor shall maintain these surfaces by making them free of any foreign matter, dust, dust streaks, lint, cobwebs, dirt, oils, spots, smudges, and other materials.

Dust shall not be allowed to fall from high areas onto furniture and equipment below. Contractor shall not dust desks or other furniture that is cluttered with correspondence, bric-a-brac, etc. Computers, business machines, and office equipment of similar nature shall not be dusted.

THERE WILL BE NO DUSTING IN THE DENTAL OPERATORIES, URGENT CARE ROOM AND EXAM ROOMS. All other areas in the Medical Building will be dusted in accordance with the same guidelines that apply to the other buildings.

All offices, shower areas, mirrors, shelving, and toilet areas shall be maintained and sanitized, as applicable. The Contractor shall maintain these areas to provide a polished appearance to remove all dirt, spots, streaks, and smudges from walls, waste receptacles, glass, all mirrors, counter tops, shelving, dispensers, chromium fixtures, exposed piping, and other specified surfaces.

All metal and wood surfaces, to include all kick plates, push plates, and push bars of outside entrances, all drinking fountains, and all glass surfaces, other than building windows, shall be cleaned and polished. All foreign residue, oil, grease, mold, etc., shall be removed from these areas and from and around floor fasteners, door checks, door closers, etc.

6.6 Glass Cleaning/Maintenance:

The Contractor shall maintain all glass in doors and entrance areas, both inside and outside, partitions, bookcases, glass tops, and surface glass. All glass shall be free of dirt, grime, streaks, excessive moisture, and cloudiness. Windowsills shall be protected.

6.7 Spot Cleaning/Maintenance:

Spot cleaning is extra cleaning within any of the cleaning categories identified herein. It is performed on an as-required basis, and during regular servicing, whenever occasioned by unusual or inadvertent events such as spills, animal/pest entry, pipes bursting or clogging, breakage, equipment repairs, or unusual traffic. All surfaces, such as walls, partitions, doors, floor mats, and waste receptacles (inside and out) shall be spot cleaned as necessary to present a clean, spot-free, mark-free appearance and to ensure they are odor free. Floors shall be spot cleaned to remove food spills, debris, and wet areas caused by accidents or inclement weather. The Contractor shall submit a monthly accounting of the amount of square footage spot cleaned to the COR *five (5) calendar days* after the end of the month in which the spot cleaning was accomplished (See Deliverables 7.0)

6.8 Police Areas:

Contractor is required to assure that all actions are performed in compliance with the contract. This includes the removal and disposal of any other discarded materials from inside the buildings. This requires a general search for items on the floor which missed the wastebaskets and scraps of debris on the floor and in the seats of chairs. After a thorough general search of the area, all chairs which have been moved shall be returned to their proper location. Clean up all inclement weather soiling. When completed, the area policed shall be free of trash, garbage, and discarded materials, and it shall be neat in appearance.

6.9 Furnishing and Replenishing Supplies, Materials, and Equipment by the Contractor, and Accessibility to Government Supplies, Materials, and Equipment:

Before commencing work, the contractor shall submit to the Contracting Officer for approval within *fifteen (15) calendar days* prior to award. (See Deliverables 7.0). A list giving the name of the manufacturer and brand name of each item of material, including cleaning products and equipment to be used in accomplishment of the work.

The contractor shall maintain and sanitize, as applicable, equipment surfaces.

6.9.1 Supplies and Material and Equipment:

The Contractor shall furnish all necessary supplies, material, and equipment, of the size and type customarily used in work of this kind, to include, but not be limited to, the following:
Cleaning supplies: Soaps; detergents; waxes; brushes; brooms; mops; pails; rags; all-purpose cleaning solution; floor wax; floor wax remover; floor wax stripper; carpet cleaning solutions; trash liners and bags; sponges; dusters; and other cleaning accessories. The mop handles and/or mop heads shall have different colors to distinguish whether they are used to service restroom/locker room floors or kitchen floors. *Nitrile gloves* shall be used by Contractor's employees, in lieu of latex.

The Contractor shall conform to any manufacturer's safety precautions for the equipment or material being used. Contractor shall provide Safety Data Sheets (SDS) for all hazardous materials utilized on the facility. The Contractor shall submit a copy of SDS to the Contracting Officer for approval within *fifteen (15) calendar days* after award. (See Deliverables 7.0).

Cleaning solutions shall be used in strict conformance with the product's Environmental Protection Agency (EPA) and State of Oregon requirements. All manufacturers' instructions and recommendations for the use of cleaning solutions shall be strictly followed. In addition, the contractor shall comply with all federal, state, or local laws and regulations concerning the use, storage, and disposal of hazardous materials.

The Contractor shall replenish the following items in their respective dispensers: Paper towels, toilet seat covers, antibacterial hand soap, toilet paper, liner bags for sanitary napkin receptacles; and toilet deodorizing cakes. The Contractor shall also repair or replace dispensers that are not working properly and shall re-hang any dispensers that become detached from a wall or partition.

The Contractor shall provide the equipment needed to complete the work, to include specialized janitorial equipment such as ladders, glass washing equipment, special brushes, electric buffers, vacuum cleaning equipment, floor polisher, dry/wet vacuum, rolling cart, mop, mop bucket with wringer, and a carpet extraction machine for all carpeted areas.

The Contractor is responsible for safeguarding all of their material and equipment. The Government will not be responsible for loss or damage to the Contractor's stored supplies, materials, or equipment kept throughout the facility in janitor's closets, or to the Contractor's employees' personal property brought onto the facility.

6.9.2 Government-Furnished Material: The contractor will have access to the following supplies, materials, equipment, facilities, utilities, and services:

All toilet paper, paper towels, hand soap, and garbage can liners to be used in refilling the toilet paper holders, paper towel dispensers, hand soap dispensers, and garbage cans.

At Base North Bend janitorial supplies are located inside of the Supply Administration Office, Room 163. The contractor shall alert the Supply Office personnel when stock of a particular item is down to one case. Supplies for AIRFAC Newport are located in the janitorial closet in the main passageway. The contractor shall alert the AIRFAC POC when supplies are below 25% as per Enclosure #1.

All utility services required in the performance of this contract, including normal amounts of electricity, water, and heat for spaces assigned by the Government for use by the Contractor. Electrical power is provided at existing outlets for the Contractor to operate equipment necessary in the performance of work. Hot and cold water is provided at existing sinks and outlets limited to the normal water capacity of the building; no special heating or cooling of water will be provided.

Dumpsters will be provided and are for accomplishment of work in accordance with the contract requirements and are to be used jointly by the Contractor and the Coast Guard. The dumpsters are located northwest of the Medical Building.

The janitorial closets are located in the Main Administration, McAdams and Medical Buildings. These closets, where indicated, are available for use by the Contractor without cost for the purpose of storage of cleaning materials and equipment, excluding flammable and hazardous materials. Any provided facilities for Contractor's use shall be kept neat, clean, and in orderly condition, or, at KO's discretion, permission to use these facilities may be revoked. Upon termination of this contract, Contractor shall vacate such building space within *three (3) business days* after the effective date of termination and shall restore the space to the condition that existed when the Contractor initially occupied the space.

Government services shall not be used in any manner for any personal advantage, business gain, or other personal endeavor by the Contractor or the Contractor's employees and shall not be used for any reason other than matters related to the performance of the contract. Contractor personnel shall not enter any spaces not specifically identified in the PWS; shall not disturb papers or other objects on desks; shall not open drawers or cabinets; shall not use telephone or office equipment; shall not remove any Government equipment or supplies from the premises of any facilities; and shall not use any government equipment other than that specified in this contract. The Contractor shall prohibit his employees from using Government telephones except in matters related to the performance of this contract.

6.10.3 Repairs and Maintenance: The Contractor shall not perform any repairs to, or maintenance of, Government-owned facilities. Government-owned facilities found by the Contractor to be in need of repair shall be reported to the COR.

6.10.4 Specific Tasks: The Contractor shall perform and schedule all work in accordance with *Technical Exhibit #1-5* and Enclosures #1&2 which identifies the buildings requiring services and the square footage of the designated areas.

## 7.0 DELIVERABLES

The Contractor is responsible for meeting the deliverables format, content, and schedule in accordance with the table below. Deliverables are required via e-mail.

| Deliverables | Frequency | # of Copies and to Whom | Date(s) Required |
|---|---|---|---|
| Safety Plan<br>Paragraph 2.8 of the PWS | As revised | 1 – KO and COR | Fifteen (15) Calendar days after award |
| Key Control Plan<br>Paragraph 2.9 of the PWS | As revised | 1 – KO and COR | Fifteen (15) Calendar days after award |
| Safety Data Sheets (SDS)<br>Paragraph 6.10.1 of the PWS | As revised | 1 – KO and COR | Fifteen (15) Calendar days after award |
| Quality Control Plan<br>Paragraph 8.0 of the PWS | As revised | 1 – KO and COR | Fifteen (15) Calendar days after award |
| Staffing Plan/Employee Roster<br>Paragraph 4.1.2 of the PWS | As revised | 1 – KO and COR | Fifteen (15) Calendar days after award |
| Name and telephone numbers for Project Manager; Site Supervisor and/or Shift Leader and alternates<br>Paragraph 4.2 of the PWS | As revised | 1 – KO and COR | Fifteen (15) Calendar days after award |
| Activity Hazard Analysis Plan<br>Paragraph 2.8.2 of the PWS | As revised | 1 – KO and COR | Fifteen (15) Calendar days after award |
| Monthly Work Schedule<br>Paragraph 6.1.8 of the PWS | As revised | 1 – KO and COR | Fifteen (15) Calendar days after award – after award provide schedule 5 days prior to the start each month |
| Buffing and Waxing Schedule<br>Paragraph 6.4, Para 3 of the PWS | When requested | 1 – KO and COR | after award provide schedule 5 days prior to the start scheduled work |
| Spot Cleaning monthly accounting<br>Paragraph 6.7 of the PWS | Monthly | 1 – COR | Five (5) days after the end of each month in which the spot cleaning was accomplished. |
| Supplies, Materials and Equipment<br>Paragraph 6.10 of the PWS | As Revised | 1 – KO and COR | Fifteen (15) Calendar days PRIOR TO award |
| Insurance Certificate **<br>Clause Section, HSAR 3052.228-70 and FAR Clause 52.228-5,<br>Page 29 of 112 | Annually | 1 – KO only | Fifteen (15) Calendar days after award |
| Accident Report<br>Paragraph 2.8.1 of the PWS | | 1 – KO and COR | within Twenty-Four (24) hours of the occurrence. |
| Damage Report<br>Paragraph 2.8.4 of the PWS | | 1 – KO and COR | within Twenty-Four (24) hours of the occurrence. |

NOTE 1: The insurance policy shall contain the following endorsement: "Any cancellation or material change in the coverage adversely affecting the Government's interest shall not be effective unless the insurer or the contractor give a *30 days written notice* of cancellation or change to the Contracting Officer.

## 8.0 CONTRACTOR QUALITY CONTROL (QC) REQUIREMENTS

8.1 Quality Control Program: The QC program is the driver for product quality. The contractor is required to develop a comprehensive program of inspections and monitoring actions. The first major step in ensuring a "self-correcting" contract is to ensure that the quality control program approved at the beginning of the contract provides the measures needed to lead the Contractor to success. Once the QC program is approved, careful application of the process and standards presented in the remainder of this document will ensure a robust quality assurance program.

8.2 Contractor QC Plan (QCP): The Contractor shall develop, submit with a quote for evaluation, and maintain a QCP delineating the Contractor's QC program/inspection system to monitor and control their performance of services so that they meet the contract requirements. The program/inspection system shall establish and explain in detail how the Contractor shall sustain the quality of the services they provide. The QCP shall assure that the requirements of the contract are met. The COR will approve any changes to the QCP prior to the Contractor implementing them. If the COR perceives such changes to be other than minor, approval by the KO is necessary.

8.3 Quality Control Program/Inspection System: The QC system shall encompass all functions of the contract. It must specify areas to be inspected, on either a scheduled or unscheduled basis, and list the title(s) of the individual(s) conducting the inspection. The Contractor shall develop and implement QC procedures addressing the areas identified in the PWS and shall implement procedures to identify, prevent, and ensure non-recurrence of defective services. The QC program/inspection system shall be designed to keep the Contractor's management and the Coast Guard informed of all issues affecting quality, to include timely and effective corrective actions. The QC records shall, in part, consist of checklists of inspections and shall indicate the nature, frequency, and number of observations made, the number and type of deficiencies found, and the nature of corrective action taken, as appropriate. The Contractor shall ensure that QC includes timely and effective corrective action for all deficiencies identified by the Government.

8.4 Contents of the QC Program/Inspection System, shall include, but are not limited to, the following:

a. Introduction to the Quality Control System
   1. Background and rationale for the System.
   2. Objectives in using Quality Control.
   3. Successes with, and updates for, the System.

b. Janitorial Quality Control Process for the Various Tasks Identified Herein

   1. Steps and flow diagram (includes checklist used in inspecting contract performance during regularly scheduled/unscheduled inspections/testing; method of documenting and enforcing quality control operations).
   2. Inspection procedure (to include checklists used by the Contractor covering all service requirements of the contract, identifying the items, frequency, conformance indicators, and actions taken if nonconformance is found).
   3. Means of identifying and resolving problems.
   4. Roles and responsibilities.

c. Specific Quality Control Functions.

1. Supervision of services covering all the service requirements of this contract (to include staffing and schedules for all necessary assignments; submissions and completion reports; and availability of Project Manager/Supervisor/Shift Leader and any substitutes or alternates with the flexibility to realign staff for certain events; a training plan outlining names, topics, and completion dates; and the name(s) of the individual(s) who will perform the inspections).
2. Sanitation and maintenance of facility (including employee areas).
3. Contingencies.
4. Special events/emergency situations – procedures to be used; obtaining additional employees.
5. Response to Contract Discrepancy Reports (CDRs).
6. Contractor-identified service work procedures.
7. Ordering, receipt, storage, and retrieval of products, supplies, materials, and equipment to be used.

The Contractor shall submit a copy of the quality control plan/program to the Contracting Officer for approval within *fifteen (15) calendar days* after award. (See Deliverables 7.0)

8.5 Performance Evaluation Meetings: The Contractor, or Contractor's representative or alternate, may be required to meet at least weekly with the COR during the first month of the contract. Thereafter, meetings will be as often as necessary, as determined by the COR. Time and place of the meetings will be mutually agreed upon between the Coast Guard and the Contractor. The minutes of the meetings shall be prepared by the COR, and signed by him or her, and the Contractor or Contractor's representative or alternate. If the Contractor does not concur with the minutes, they shall state, in writing, any areas of non-concurrence and submit to the COR within five (5) business days of receipt of the signed minutes.

*Meeting will be held at the USCG Base North Bend at no additional cost to the Government.*

8.6 Contract Discrepancy Report (CDR): When a discrepancy exists, the Contractor shall be required to complete *block 10* of a CDR, which will be submitted to the contractor at the time of issuance per Technical Exhibit #8. The KO will evaluate the Contractor's explanation and determine the next course of action. The Contractor may request a meeting whenever a CDR is issued.

## 9.0 GOVERNMENT QUALITY ASSURANCE (QA) REQUIREMENTS

9.1 Fundamental Government Responsibilities: The COR is responsible for representing the KO in all facets of quality for the services required. The designated personnel will carry out inspections, reviews, and approvals, handle deficiencies, and ultimately accept on behalf of the KO. The functions of the COR are identified below. Government personnel, other than the KO and COR, may, from time to time, observe the Contractor's operations; however, these personnel may not interfere with Contractor performance.

9.2 General Quality Assurance Functions: To facilitate the surveillance of the Contractor's quality program by the Government, the COR will verify Contractor compliance with designated performance requirements. In addition, for noncompliance and/or untimely corrective action to deficiencies of specific tasks, the Contractor is subject to re-performance. With this intent, the surveillance approach may not be one that stays the same throughout the duration of the contract.

The COR will periodically update the surveillance approach when the need arises. The COR will inspect the Contractor's QCP regularly for compliance with the requirements herein.

9.3 Specific Quality Assurance Functions: The COR will establish an Inspection Schedule using the Quality Checklists from the Contractor's QCP. The COR will perform the following qualitative and evaluative functions, which comprise the Government Quality Assurance Surveillance Plan (QASP) per *Attachment #3*.

Carry out periodic inspections using the Quality Checklists.

Report any findings resulting from these inspections to the Contractor or his representative.

Issue a CDR to communicate discovered discrepancies to the Contractor and follow up to ensure that the discrepancies are corrected.

Meet with the Contractor or his representative as agreed to or as often as necessary. The Contractor and COR will sign the written minutes of these meetings prepared by the COR. Any area(s) of non-concurrence with the minutes by the Contractor must be specified in writing to the COR within *five (5) business days* of Contractor's receipt of the signed minutes.

Conduct customer surveys and ensure that Contractor responds fully to concerns.

Take appropriate actions based on health, safety, environment, or any other inspection results.

Perform annual and final performance evaluations.

# ** END OF PWS **