



National Custodial Specification

NOTE TO SPEC WRITER: TO BE FILLED OUT BY THE REGION

SOLICITATION NUMBER: G S - [] P - [] - [] - []

SERVICE: CUSTODIAL AND RELATED SERVICES

LOCATION(S): []

PERIOD OF PERFORMANCE: []

SOLICITATION ISSUE DATE: _____, 20__

OFFER RECEIPT DATE/TIME: _____, 20__

**NOTE TO SPEC WRITER
PLEASE REMOVE THIS PAGE AFTER REVIEWING**

General Requirements and Best Practices

- Regions will not change or expand specification provisions. These provisions represent the 'standard of service' provided to our tenants.
- Tasks specified in the national custodial specification shall not be deleted unless they are 'not applicable' such as, but not limited to, requirements for Child Care services, snow removal, landscaping, etc.

Regions should collaborate with their Contractors to assess opportunities for increasing worker productivity and reducing task frequencies based on the type of buildings and occupants being serviced.

Regions are encouraged to aggregate the services in the national specification across multiple building locations to help further reduce their contract costs. The region shall conduct a comparative analysis of the tasks required in the specification to determine those benefits through 'economies of scale' and the best approach for successful implementation.

Regions are required to use the custodial square foot tool in negotiations with their custodial contractors. It is important that the Government and Contractor agree and have a clear understanding on the amount of square footage that will be cleaned. The region should ensure that Contractor fully understands that the tool calculates only the rentable square feet that will be cleaned on a routine basis. Also, the regions must make adjustments to remove all square feet that will not be cleaned routinely. Examples of square feet that will be removed include, but not limited to, the following:

- File room storage
- Mechanical rooms
- Stairwells
- Electrical and telecommunication closets
- Restricted 'Top Secret' areas
- Areas with friable asbestos is present
- Backrooms work areas and food locker areas in Concessions space
- Lab Space with bio hazards, radiation exposure, and/or containment areas

Introduction

The specifications in this scope of work shall constitute the national standard for custodial and related services provided to tenants by all regions. Regions that provide any of the services by a separate contract shall remove that portion of the scope of work from the National Custodial Specification and make it part of a separate contract.

Above Standard Service

Remove any service identified in Section C.6 'Above Standard Services' that do not apply to your region. For those items that do apply, ensure that the service is depicted in a line item on the pricing schedule, if you choose to obtain pricing with the proposals.

Access to Tenant Space Is Restricted

Tenants that delay Contractor access to the space they occupy shall reimburse GSA for the cost of the delay. The CO or their designee shall specify in the contract what constitutes timely access to the tenant's space.

Building Information Sheet

NOTE TO SPEC WRITER: PLEASE REMOVE EXHIBIT 8 LOCATED IN SECTION J BEFORE SENDING SPECIFICATION OUT FOR CONTRACTOR'S BID.

Regions are required to use the tool described in Section J Exhibit 8 'Custodial Square Footage Tool' to prepare custodial square feet in Exhibit 1 'Building Information Sheet.' For questions or information on how to use this tool, please refer to the web site at <https://sites.google.com/a/gsa.gov/national-custodial-operations-maintenance-specifications/estimating-tools>

Child Care

The Contractor shall work with the local Child Care coordinator to verify State and local requirements and provide a list of products when required. When any part of this contract is performed as a separate contract, then those relevant parts of the specification language contained herein shall be used in preparing the separate contract specification.

Contractor Prices

The Contractor prices are to include personnel, labor, equipment, material, tools, supplies, supervision, management, and services, except as may be expressly set forth as Government furnished, and otherwise do all things necessary to or incident to, perform and provide the work efforts described in Section C of the specification.

Communication Matrix

If this is an AbilityOne [formerly Javits-Wagner O'Day (JWOD)] service contract, you must incorporate the Communication Matrix identified in your Strategic Alliance SourceAmerica (formerly NISH)/GSA Regional Agreement.

Contract Provisions NOTE TO SPEC WRITER: A MUST READ ANY CONTRACT PROVISION OR EXHIBIT IN THIS SPECIFICATION THAT IS NOT APPLICABLE TO A PARTICULAR REGION, BUILDING, OR GEOGRAPHIC LOCATION SHALL BE DELETED. ALSO, ANY PART OF THIS CONTRACT THAT IS PERFORMED AS A SEPARATE CONTRACT, THEN THOSE RELEVANT PARTS OF THE SPECIFICATION LANGUAGE CONTAINED HEREIN SHALL BE USED IN PREPARING THE SEPARATE CONTRACT SPECIFICATION.

Exhibits

Exhibits for the Spec Writer's information shall be deleted from the specification before sending out for Contractor bidding.

Integrated Pest Management (IPM) Plan

The Option B language identified in Section C.12 'Integrated Pest Management (IPM)' shall be used in the development of a separate pest management contract. The description of the IPM and the Preventive Pest Management paragraphs shall be inserted to create the standalone Scope of Work (SOW).

Required Security Clearances That Exceed HSPD-12 Requirements

Tenants that require Contractor security clearances that exceed HSPD-12 shall reimburse GSA for actual costs incurred to obtain and renew credentials for the Contractor personnel. Only Contractor personnel with the higher level clearance are authorized to enter the tenant's space.

Snow And Ice Removal

The removal of snow and ice from entrances, walks, landings, etc. is included as part of the standard service. If your region has significant snow and ice issues where plowing and heavy equipment are needed, and a separate contract is not desired, you must ensure that the paragraph remains in Section C.6 'Above Standard Services' to allow for the ordering of heavy equipment services when needed.

Remember to identify the types of line items required so they can be inserted in the Pricing Schedule. Options include: vehicle with 5-8 ft blade with driver; vehicle with 10 ft blade with driver; front end loader with operator; tandem axle dump truck and driver; snow blower with operator, etc.

Suspension Of Work

The adjustment below on the Suspension of Work shall be incorporated in either Section G or Section I of this specification.

In the event services are not provided or required by the Government because the building(s) is closed due to inclement weather, under construction, unanticipated holidays declared by the President, failure of the Congress to appropriate funds, etc., reductions shall be computed as follows:

- The reduction rate in dollars per day shall be equal to the per month contract price for the building(s), divided by the number of working days per month.
- The reduction rate in dollars per day multiplied by the number of days services are not provided or required. In the event services are provided for portions of days, appropriate adjustments shall be made by the Contracting Officer to assure the Contractor is compensated for services provided.

Telework And Mobile Work

In some GSA Federal buildings the building occupants participate in recurring working arrangements where, during the week, and especially on Fridays and Mondays, the space may be vacant. In these areas it is possible that the space does not require routine cleaning and trash removal. In such instances, where possible, adjustments should be made to the contracts to reflect these arrangements.

Trash And Recycling Services

If contracting separately for recycling, refer to the following link for sample SOW: ncr.gsa.gov/recycle

If the Government contracts separately for a trash removal, and the recycling disposal company and the Contractor is a SourceAmerica (formerly NISH)/AbilityOne NPA, please refer to the Service Purchase Exception (PE), dated on March 20, 2012, from the Committee for Purchase from People Who Are Blind or Severely Disabled to GSA and SourceAmerica. The PE permits GSA to administer the trash removal and recycling disposal services through a direct contract. The PE expires on March 21, 2017.

Verifying Tenant Service Requirements

Prior to sending out the specification for Contractor's bid, check the tenant's occupancy agreement and/or reach out to the appropriate tenant representative(s) to make sure that the SOW meets the tenant's service requirements. Tenant requirements that exceed the standard services are reimbursable to the tenant.

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A. SOLICITATION/CONTRACT FORM

A.1 STANDARD FORMS: **NOTE TO SPEC WRITER: TO BE FILLED OUT BY THE REGION**

B. SERVICES, ORDERING AND PRICES

B.1 DESCRIPTION OF SERVICES: **NOTE TO SPEC WRITER: TO BE FILLED OUT BY THE REGION**

C. DESCRIPTION/SPECIFICATION/STATEMENT OF WORK

C.1 Definitions

C.1.0 General Program

The work specified in this specification shall be in accordance with all Federal, State, county and city laws, codes, and ordinances and shall follow the more stringent of them. In addition to compliance with these laws, the Contractor shall follow all applicable standard industry practices including, but not limited to, the Occupational Safety and Health Act (OSHA) and NIBS.

C.1.0.0 Above Standard Services

Above Standard Services are services not covered in the monthly price of the contract. Contractor prices include all applicable labor, materials, supplies, training/certifications, equipment (except as otherwise provided), supervision, and management.

C.1.0.1 Acceptance

The term constitutes acknowledgment that the supplies or services required in the contract conform to applicable contract quality and quantity requirements.

C.1.0.2 Approval

'Approval' means the Government has reviewed the submittals, deliverables, or administrative documents [e.g., insurance certificates, Safety Data Sheets (SDS), etc.], and has determined that the documents conform to contract requirements. Government approval shall not relieve the Contractor of responsibility for complying with Federal, State, and local laws and regulations.

C.1.0.3 Building

A reference to 'facility' and 'site' is interchangeable with 'building.' A man-made structure or edifice which services are performed within or on the exterior of the formation and is intended to support or shelter any use or continuous occupancy.

C.1.0.4 Cleanable Square Feet

This is calculated by taking the Gross Square Feet minus walls (approx.1.5% of gross square feet) minus non-cleanable areas such as electrical closets, closets, mechanical rooms, storage rooms, raised floor computer rooms, etc.

C.1.0.5 Contracting Officer (CO)

The CO has the responsibility for the administration of this contract. The CO alone, without delegation, is authorized to take action on behalf of the Government to amend, modify or deviate from the contract terms, conditions, requirements, specifications, details and/or delivery schedules. However, the CO may delegate certain other responsibilities to authorized Government representatives.

C.1.0.6 Contracting Officer's Representative (COR)

The COR shall be appointed by letter from the CO. The CO uses CORs are the primary Government representatives for the administration of the contract. CORs shall have proper training and experience in inspecting contracts, but do not have the authority to modify the contract.

C.1.0.7 Contractor

Reference to 'Contractor' throughout the SOW even for those references to subcontracted type tasks shall mean the responsibility of the contract service provider.

C.1.0.8 Custodial

A reference to 'custodial' is interchangeable with 'janitorial'. Custodial and related services can include cleaning, window washing, trash removal, recycling, snow and ice removal, landscaping, and maintaining a building or area.

C.1.0.9 Environmentally Sustainable

These are products or services that have a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose. This comparison may consider raw materials acquisition, production, manufacturing, product, chemicals, packaging, distribution, reuse, operation, maintenance, or disposal of the product or service. Refer to Section C.17. 'Federal Requirements' for a list of environmentally sustainable attributes and certifying entities.

C.1.0.10 Federal Holidays

Federal holidays are New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. When Federal Holidays fall on weekends, a weekday is typically designated as the holiday. Holidays that fall on Saturday are observed on the previous Friday and holidays that fall on a Sunday are observed on the following Monday. Veterans' Day is always on the 11th of November and Thanksgiving is always the 4th Thursday of November.

C.1.0.11 Federally Equipped Food Service

This is a facility in Federal Government space where the Government procures and maintains the inventory of food service storage, preparation, cooking and hot and cold holding equipment.

C.1.0.12 Guiding Principles for Sustainable Existing Buildings

A practice of using processes that is environmentally responsible and resource-efficient throughout a building's life-cycle. The goal is to minimize and offset consumption of energy, water, and other resources and to eliminate all waste and pollution from building operations and activities. The result is to reduce the environmental impact of the Federal Government, which will expand and complement the building design economy, utility, durability, and comfort. See <http://en.wikipedia.org/wiki/Sustainability>

The common objective is to reduce the overall impact of the built environment on human health and the natural environment by:

- Improving energy efficiency and reductions in greenhouse gas emissions.
- Reducing water consumption intensity.
- Acquiring sustainable products and services.
- Implementing pollution prevention measures, including reduction or elimination of the use of toxic and hazardous chemicals and materials.
- Implementing cost-effective waste prevention and recycling programs.
- Increasing diversion of solid/trash waste.

C.1.0.13 GSA Green Purchasing Program (GPP)

The GPP which includes the Green Purchasing Plan specifies requirements to promote the purchase of environmentally sustainable products and services.

C.1.0.14 Sustainable Cleaning

Sustainable Cleaning is a planned and organized approach to cleaning specifically designed to protect building occupant s' and workers' health, while at the same time reducing environmental impacts.

C.1.0.15 Key Sustainable Product (KSP) Standards

KSP are those categories of products that the Government's Contractor uses most frequently in the delivery of custodial and facilities related services. The KSP standards are the minimal attributes that the KSPs shall meet. Use of the KSP's in this contract are mandatory.

C.1.0.16 LEED-EB

The rating system encourages owners and operators of existing buildings to implement sustainable practices and reduce the environmental impacts of their buildings, while addressing the major aspects of ongoing building operations.

C.1.0.17 Modification

Modification is a bilateral or unilateral change in the terms of a contract.

C.1.0.18 Ordering Official

Ordering Officials are appointed by letter from the CO. Ordering Officials shall be the Government's representative for the ordering of supplies and services.

C.1.0.19 Performance Based Service Contracting

This is a procurement strategy that seeks to issue technical requirements that set forth outcomes for performance instead of specific requirements on how to perform the service. This strategy shifts the risk of performance to the Contractor by allowing the Contractor to design the methods of achieving desired results as defined by the performance quality standards established by the Government.

C.1.0.20 Product Preference

Products that are identified as environmentally sustainable shall be selected over those which do not carry such designations. The following factors to consider when selecting products include: environmental performance, cost performance, bio-based, recycled content, biodegradability, technical performance, and availability.

C.1.0.21 Quality Assurance Surveillance Plan (QASP)

The QASP is the Government's surveillance method for monitoring and evaluating the Contractor's performance under a Performance Based Statement of Work (PBSOW).

C.1.0.22 Quality Control Program (QCP)

The Quality Control Program is a system for identifying and correcting deficiencies in the quality of services before the level of performance becomes unacceptable. Preparation of this document is the responsibility of the Contractor.

C.1.0.23 Sanitize

This is the process of removing dirt and certain bacteria so that the number of germs is reduced to a level that the spread of disease is unlikely.

C.1.0.24 Service Calls

Service calls are considered standard service requirements, such as nonrecurring requests for rearranging of furniture in a conference room, special events support, spills, replenishing restroom supplies, etc.

C.1.0.25 Standard Services

A standard service is defined as all services that are included in the monthly price or are defined in the contract document. Prices are to include all applicable labor, materials, supplies, training/certifications, equipment (except as otherwise provided), supervision, and management.

C.1.0.26 Stewardship

This is the responsibility for managing, conducting or supervising the quality, state or condition of a commercial or institutional building.

NOTE TO SPEC WRITER: INCLUDE THE FOLLOWING DEFINITIONS WHEN WORK PERFORMED BY SOURCEAMERICA (formerly NISH)/NPA's.

C.1.1 AbilityOne Commission (Commission) - Formerly Known As The Committee For Purchase For People Who Are Blind Or Severely Disabled.

C.1.1.0 Commission For Purchase For People Who Are Blind Or Severely Disabled

This is the independent Government Agency responsible for the AbilityOne Commission and Program. For more information, go to website <http://www.AbilityOne.gov>.

C.1.1.1 Community Rehabilitation Programs (CRP)

CRP is the local nonprofit agencies that are associated with SourceAmerica (formerly NISH) and perform the work under the AbilityOne Program by employing people with severe disabilities. The local CRP are in essence the contractors who perform the work under the contracts.

C.1.1.2 Contracting Activity (CA)

The 'AbilityOne' term for Federal Government agencies contracting under the AbilityOne Program.

C.1.1.3 Fair Market Price (FMP)

The term is used for the price established by the Commission for providing a service defined by the Government's Statement of Work at a specific location. The Fair Market Price (FMP) must be established in reference to actual market prices for the same or similar services. Any new service being added to the Procurement List will have an initial FMP established.

C.1.1.4 Follow-on Year (FOY)

The term is used instead of contract option year. As long as the requirement exists, the Contracting Activity is required to continue purchasing the service from the Nonprofit Agency designated by the Commission, unless and until the Commission directs otherwise. The Commission may direct the transfer of the service to another Nonprofit Agency (NPA).

C.1.1.5 Impasse

An Impasse exists when an issue, controversy, or disagreement occurs and the Contracting Activity (CA), SourceAmerica (formerly NISH) or the Community Rehabilitation Programs (CRP) is unable to proceed with a contract action. The AbilityOne Impasse and Disputes Resolution procedures (published separately by the Commission) are generally used before the Contracts Disputes Act of 1978 to resolve disagreements (<http://www.AbilityOne.gov>).

C.1.1.6 SourceAmerica (formerly NISH)

This is the Central Nonprofit Agency (CNA) designated by the Commission to assist in creating employment opportunities for people with severe disabilities. SourceAmerica is not a Government Agency. For more information go to the website <http://www.sourceamerica.org/>

C.1.1.7 Procurement List (PL)

This is the list of services and products that are performed under the AbilityOne Commission as mandatory source acquisitions. Services are added to the Procurement List by the Commission and are listed by type and location.

C.1.1.8 Purchase Exemption

If a CRP and/or workshop can no longer perform at the targeted price and/or FMP, then SourceAmerica may grant a purchase exemption to the CO to accomplish the required work commercially.

C.2 Objectives and Scope

This contract is for custodial and related services with a Performance-Based Statement of Work (PBSOW) for **[Region, Specify The Type Of Service(s) For The Location(s)]**. As a performance-based contract, the requirements are stated in terms of desired results with associated quality standards. The contract consists of two major functional areas: standard services and above standard services.

Custodial and related services provided by the Contractor are arranged and oversight is provided through one or more of the following entities: GSA's Regional Office, Service Centers, Field Offices, or Local Offices. These entities represent the Facility Management organizations that have been adopted by GSA's regional leadership.

The Contractor and Government shall work together in achieve contract objectives. The success of this effort requires cooperation between the contractor and Government management team to identify common goals and objectives.

The Contractor, in working with the Government, shall be motivated to refine and improve its methods of performance to reduce the Government's operating expense.

All references incorporated herein as Web sites (URL's) are accurate as of January 2016, and may be subject to change by their web publisher. Web pages are provided to the Contractor for additional clarity. A change to any Web site specified in this contract does not change or alter the contract requirements and objectives identified herein.

C.2.0 The Contractor Shall

- Furnish all personnel, labor, equipment, materials, tools, supplies, supervision, management, training/certifications, and services, except as may be expressly set forth as Government furnished, and otherwise accomplish all actions necessary to or incident to, perform and provide the work efforts described in the contract.
- To the extent possible and consistent with EO 13788, the Contractor shall maximize the use of goods, products and materials that are produced in the United States.
- Ensure that their employees are properly trained, licensed and/or certified to operate necessary building systems or equipment for which licensed and/or certified personnel are required by Federal, State, or local laws; codes, or ordinances.
- Be responsible to make the management and operational decisions to meet the quality performance standards required under this contract.
- Use innovation, technology and other means and methods to develop and perform the most efficient cleaning services for the building.
- Implement an effective Quality Control Plan (QCP).
- Implement an effective service call system that results in prompt, professional, and courteous resolution of tenant concerns.
- Keep the CO or their designee informed of current status of the work being performed, provide work schedules and provide other pertinent information needed by the CO or their designee.
- Reduce the environmental impacts of work performed under this contract by using, to the maximum extent, environmentally sound practices, processes, and products.
- Provide training/certifications for their employees that stress stewardship in cleaning practices i.e., the use, disposal and recycling of cleaning chemicals; and dispensing equipment and packaging. Current information on stewardship, training, educational materials and other issues can be found in ASTM E1971-05 or at the ASTM web site. Information on these items is also available on the web site:

Stewardship for the Cleaning of Commercial and Institutional Buildings (www.astm.org) and ISSA's web site (www.issa.com).

NOTE TO SPEC WRITER: SECTION C.2.0 'CLEANING HOURS' SHALL BE COMPLETED BY THE REGION WHEN THE CUSTODIAL CONTRACTOR PERFORMANCE EXTENDS BEYOND THE NORMAL WORKING HOURS STATED IN SECTION J, EXHIBIT 1 'BUILDING INFORMATION DATA SHEET.' IF THE CONTRACT IS FOR MORE THAN ONE BUILDING SPECIFY CLEANING HOURS FOR ALL BUILDINGS. BUILDINGS WITH THE SAME CLEANING HOURS SHALL BE GROUPED TOGETHER.

C.2.1 Cleaning Hours

The performance of the cleaning at building(s) shall take place between the hours of ____ a.m. and ____ p.m. **(Region, Specify Cleaning Hours)**. The hours shall not be changed unless authorized by the CO or their designee.

C.2.2 Building Information Data Sheet Estimates

The figures contained in the Building Information Data Sheet are estimates. It is the Contractor's responsibility to notify the CO or their designee if it is believed that the information provided is incorrect.

C.3 Sustainable Cleaning

The Contractor is required to conduct custodial and related services in a manner as to utilize industry best practices and guiding principles to minimize the Government's Environmental Footprint. This requires annual reporting of non-bio-based, bio-based, sustainable, and sustainable products and materials.

The policy of GSA is to bring most, but not all, of its owned buildings into conformity with the most current and Government-accepted version of LEED for Existing Buildings (LEED-EB) current rating system by the U.S. Green Building Council (www.usgbc.org). Only in those instances where GSA is pursuing LEED-EB certification will additional LEED-EB scope requirements be added to this specification as specified in Section H.8 'LEED-EB.'

C.4. Sustainable Purchasing

The Contractor shall use safe and environmentally friendly products as referenced throughout this specification. Sustainable cleaning products and processes include those meeting government and third party certified sustainability standards, other environmentally protective products and services as well as those that conserve energy, water, and other resources. Contractor shall select and track cleaning product and materials purchases as described herein.

C.4.0 Sustainable Product Standards

In the performance of this contract Contractor shall purchase and use, to the extent possible, the safest and most environmentally friendly products. Products used in GSA facilities shall meet the following standards:

- Key Sustainable Products (KSPs): Categories of products and standards designated by GSA as those most commonly purchased in the execution of contracts and task or delivery orders for supplies and services performed at GSA property. Use of KSPs is mandatory.

See the Green Procurement Compilation at <https://sftool.gov/greenprocurement/gsapbs> for a partial list of products that comply with the KSP standards.

- Federal Programs Designated Sustainable Products: A compilation of products designated as sustainable by U.S. Department of Agriculture (USDA) BioPreferred, Environmental Protection Agency (EPA) CPG, EPA Safer Choice and Department of Energy's EnergyStar or Federal Energy Management Program (FEMP). Visit <https://sftool.gov/green-products/5/cleaning-products>.
 - When selecting Non-KSP products from the EPA-designated (e.g. Comprehensive Procurement Guidelines (CPG) and USDA designated in the BioPreferred Program and all other factors (such as price, performance, and availability) being equal, the Contractor shall select the CPG item.
 - For other purchases, unless the Contractor receives an exemption from the Contracting Officer or their designee, the Contractor shall select USDA designated in the BioPreferred Program products over products with other sustainable attributes. Visit <http://www.biopREFERRED.gov/>,
 - For those categories of product not recognized by one of the aforementioned standard's, preference shall be given to products meeting the California Code of Regulations maximum allowable Volatile Organic Compounds (VOC) levels for the appropriate cleaning product category (California Air Resource Board/California Code of Regulations (CCR), Title 17 CCR Section 94509 – (Topic cited; Standards for consumer products at <http://www.arb.ca.gov/consprod/regs/2008/3cp.htm>).
- Contractor shall also ensure that (a) sustainable cleaning products and processes are compliant with the Guiding Principles for Sustainable Existing Buildings. (b) Vacuum cleaners meet the Carpet and Rug Institute (CRI) Seal of Approval. (c) Products meet the American Society of Testing Materials (ASTM) standards. (d) Chemical concentrates that require dilutions are used whenever possible as compared to ready-to-use products. Dilution control equipment should be employed to ensure correct dilutions of concentrates and to protect workers from exposure to concentrated chemicals.

C.4.1 Key Sustainable Products (KSPs)

Use of the listed KSPs is mandatory for all contracts and task orders and contractors are required to provide submittals demonstrating compliance (see subsection C.4.1.2 below). These KSPs were selected to simplify compliance with the various statutes and executive orders that require products purchased for use in the performance of this contract include products that are recycled content, biobased, non-ozone-depleting, less-toxic alternatives, energy-efficient, water-efficient, and meet environmental standards recommended by EPA or adopted by voluntary consensus standards bodies. Mandatory KSPs and their associated standards follow:

<i>Wastebasket liners (24" x 33" or smaller)</i>	<p>≥ 20% post-consumer recycled content</p> <p><i>OR</i></p> <p>UL 126 (formerly CCD 126)</p>
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<i>Paper towels</i>	100% total recycled content, including \geq 50% post-consumer recycled content <i>OR</i> Green Seal (GS-1)
<i>Bathroom tissue</i>	100% total recycled content, including \geq 25% post-consumer recycled content <i>OR</i> Green Seal (GS-1)
<i>Hand soap</i>	USDA BioPreferred <i>AND ONE OF THE FOLLOWING:</i> EPA Safer Choice <i>or</i> Green Seal (GS-41) <i>or</i> UL 2784 (formerly EcoLogo 104)
<i>Multipurpose cleaner</i>	EPA Safer Choice <i>or</i> Green Seal (GS-37) <i>or</i> EcoLogo (UL 2759)

C.4.1.2 Proof of Compliance

For each Key Sustainable Product used in the performance of this contract, the Contractor shall submit proof of compliance to the CO or his designee prior to the start of each contract year. For Contractors meeting the KSP standards using AbilityOne products, proof of compliance can be downloaded from the AbilityOne catalog website

(https://www.abilityone.com/OA_HTML/ibeCZzpHome.jsp?sitex=10020:22372:US).

C.4.1.3 Exemptions

Exemptions may apply when Key Sustainable Products meeting the required standards, or recycle content product material that meet or exceed the EPA recovered material content guidelines, are not available because the item cannot be acquired—

- (i) Competitively within a reasonable time frame;
- (ii) Meeting reasonable performance standards; or
- (iii) At a reasonable price.

The Contractor shall provide the Contracting Officer a short written justification for any proposed exemption; the justification shall be made a part of the permanent contract file.

C.4.2 Green Cleaning Plan

The Contractor shall submit a green cleaning plan that sets forth the procedures, products and equipment that will be used to reduce the exposure of building occupants and maintenance personnel to potentially hazardous chemical, biological and particulate contaminants. The plan shall include building-specific standards that will apply to dusting, dust mopping, dry floor cleaning, chemical handling and tracking, cleaning equipment and associated planned maintenance. Plan shall also describe how hard floor and

carpet maintenance will minimize chemical use; practices for cleaning entryways; practices for the handling and storage of cleaning chemicals to minimize spills, leaks, and other mismanagement; practices related to the use of chemical concentrates and dilutions systems; personnel training; and sustainable cleaning quality control processes.

C.5 Standard Services

C.5.1 Interior Services

The Contractor shall provide interior standard services for the work items listed below.

C.5.1.0 Performance Standards

The Contractor through innovation, technology, or other means shall perform the work in this contract to meet the quality and performance standards in this Section. Evaluations of the Contractor's work shall be based on the standards in this Section and conducted in accordance with the Government's 'Quality Assurance Surveillance Plan (QASP).'

C.5.1.1 Floor Care

The Contractor shall provide a floor maintenance schedule to the CO or their designee in accordance with Section C.18 'Contractor Submittals/Deliverables Chart.'

-Bare Floors: Floors, base moldings, and grout shall be cleaned, free of debris and other foreign matter. The floors shall maintain their natural luster and not have a dull appearance.

Wet mopping of bare floors shall be cleaned using disinfectant cleaner(s) with additional scrubbing, if necessary. These floors shall be slip resistant. Surfaces, baseboards, and corners shall be clean and dry. Walls, baseboards, and other surfaces shall be clean with no marks from the equipment. There shall be no visible buildup of finish in corners or crevices.

Mops and cleaning rags shall be cleaned and sanitized before and after each day of use. Mops and cleaning rags used in restrooms including diapering areas in restrooms and Child Care centers) shall not be used to clean any other areas.

-Asbestos Containing Building Material (ACBM) Floors: Cleaning of flooring that may contain asbestos material, such as Vinyl Asbestos Tile (VAT), shall comply with the methods prescribed in the National Institute of Building Sciences (NIBS) Guidance Manual, 'Asbestos Operations and Maintenance Work Practices.' The Contractor shall have a copy of the NIBS Guidance Manual. Upon request, the Government shall make available to the Contractor any asbestos sampling results.

-ADP/Data Center Floors: Damp mopping shall be the only method of wet cleaning for floors in Automated Data Processing (ADP)/Data Center spaces.

-Asphalt Floors: Damp mopping shall be the only method of wet cleaning for floors containing asphalt material.

-Granite and Marble Floors: All applicable floor areas shall be maintained in accordance with industry standards, and the standard identified in the Contractor's 'Quality Control Plan.'

-Loading Dock Floors: Spill residues and clean-up materials shall be disposed of in accordance with the Environmental Protection Agency (EPA) and/or State and local regulatory agency requirements.

-Postal Floors: **(Region, Use or Delete)** The quality standard for providing standard service is the same as that described in Section C.5.1.20 'Postal Space.'

-Stripping Floors: The old finish or wax shall be removed in accordance with standard commercial practices and spots shall be eliminated. There shall be no evidence of burns or wax build-up in corners or crevices. **UNDER NO CIRCUMSTANCES SHALL BURNISHING OR DRY STRIPPING METHODS BE USED ON ACBM FLOORING.**

-Finishing Floors: Walls, baseboards, and other surfaces shall be free of residue and marks from equipment. Floors shall have no streaks, mop strand marks, or skipped areas. The applied finished area shall have a uniform luster.

-Sealing Floors: Sealant must adhere to the floor. Floor areas must be evenly coated with a slip resistant seal.

-Wood Floors: Water solutions shall not be used on wood flooring. There shall be no dry stripping methods used on wood flooring.

C.5.1.2 Carpets and Rugs

-Extraction (Public Areas Only): Spills, crusted materials and removable spots shall be removed. Harsh brushing or scrubbing shall not be used to minimize deterioration or fuzzing to the carpets and rugs. Cleaned areas of carpets and rugs shall be reasonably blended with surrounding carpets. The Contractor shall coordinate with the CO or their designee the times when carpet shall be cleaned. The carpet shall be dry before customers occupy the building on the next business day. The Contractor shall take measures to prevent the growth of mold. Moving of duplicating equipment, computer equipment, and similar types of electric and electronic equipment is to be coordinated with the CO or their designee and customer, as required, prior to cleaning of the carpet. Any furnishings moved are to be returned to their original positions.

-Spot Cleaning: Carpet surfaces shall be free of removable spots, soiled traffic patterns, debris, gum, and crusted materials.

-Vacuuming: Carpet surfaces shall be vacuumed to remove dirt, dust, and other debris. Vacuuming shall be done at a frequency that protects the carpets integrity and to reduce carpet wear. The Contractor shall utilize at a minimum HEPA vacuum cleaners that meet the requirements of the Carpet and Rug Institute's 'Seal of Approval/ Green Label Vacuum' Program.'

C.5.1.3 Floor Mats and Runners

The Government or Contractor **(Region, Select One)** shall furnish all mats and runners. **(Region, If The Contractor Furnishes Mats and Runners, Use This Sentence):** Types and sizes of mats and runners are identified in Section J, Exhibit 1 the 'Building Information Sheet.' The CO or their designee shall approve all mats and runners.

Mats and runners shall be laid out as specified by the CO or their designee at main entrances, main lobbies, and main and secondary corridors at all times, and must have finished edges. They shall be a minimum of 10 feet in length in the primary direction of travel. Replacement mats and runners shall be the same type as the original mats and runners. Mats and runners shall have no removable spots, soiled traffic patterns, gum, and crusted materials. Harsh brushing or scrubbing shall not be used to minimize deterioration or fuzzing to the carpets and rugs. They shall receive scheduled cleanings and routine

inspections based upon the manufacturer's instructions. Any mats and runners that are found to be non-repairable or cannot be cleaned shall be brought to the attention of the CO or their designee so they can be replaced. Mats and runners shall be stored in accordance with the ANSI/ASEE A1264.2-2006 'Provision of Slip Resistance on Walking/Working Surfaces Guidelines.'

The use of larger mats and runners, where appropriate, as opposed to several smaller mats and runners, is preferred to eliminate overlapping and to reduce potential tripping hazards.

In the event of wet or inclement weather mats and runners are used, the mats and runners shall be placed at entrances and at other areas identified by the CO or their designee prior to the building occupants reporting to work. Wet or inclement weather mats and runners shall be removed, cleaned, and stored by the Contractor when the CO or their designee determines that they are no longer required.

C.5.1.4 Restrooms, Shower Rooms, Tenant Break Rooms, Locker Rooms and Holding Cells

-Cleaning: All areas shall be cleaned using a disinfectant cleaner. Fixtures shall maintain a high level of luster and have no dirt, mold, mildew, streaks, or encrustation. Partitions, doors, vents, sills, and walls shall have no dirt, bodily fluids and waste, and graffiti. Shower curtains shall be cleaned and free of mold and dirt.

-All areas shall be free of discarded material and trash shall be emptied to prevent the containers from overflowing.

-Dispensers: The Government or Contractor (**Region, Select One**) shall provide dispensers, including dispensers in tenant break rooms. The Contractor shall replenish supplies and fill dispensers as a standard service. The supplies for the provided dispensers shall be compatible with the dispenser's manufacturer's requirements. Supplies including dispenser construction and efficiency shall be consistent with the safe and environmentally friendly products requirements referenced throughout this specification. Hand soaps shall not contain antibacterial agents except where required by Federal, State, local requirements and health codes. Monies collected from tampon and sanitary napkin dispensers shall be retained by the Contractor who shall provide and replenish the product at their expense.

-Floors: The quality standard for providing standard service is the same as that described in Section C.5.1.1. 'Floor Care.'

-Receptacles: The Government or Contractor (**Region, Select One**) shall provide disposal gloves and receptacles. The Contractor with proper training in the Bloodborne Pathogens Act, as amended, shall wear disposal gloves and empty, clean, and sanitize the sanitary napkin and waste receptacles. Sanitary napkin disposal containers shall be lined with new receptacle bags. Waste bags with napkins and gloves shall be sealed and placed in the regular trash.

C.5.1.5 Fixtures

-Clean and Sanitize: All fixtures and surfaces (washbasins, urinals, modesty panels, toilets, shower stalls, etc.) shall be cleaned with no dirt, spots, discoloration, mold, or encrustation.

-Drinking Fountains: All fountains shall be cleaned and have no dirt, watermarks, and other debris or encrustations. Drinking fountains shall be sanitized and present a lustrous appearance.

C.5.1.6 Surfaces

-Horizontal Surfaces: All surfaces shall be wiped clean and free of dust, dirt, or smudges. Cabinets and desks with papers, computers, and keyboards shall not be disturbed. Surfaces should be damp mopped

or wiped with a germicidal cleaner. Contact time should be consistent with the manufacturer's recommendations.

-Metal, Brass and Woodwork: Surfaces (including corners, crevices, moldings, ledges, hand rails, grills, doors, door knobs, door frames, kick plates, etc.) shall be wiped cleaned and have no dirt, dust, streaks, spots, or smudges. **(Region, Shall Specify)**.

-Glass Cleaning: All glass, clear partitions, mirror surfaces, bookcases, and other glass (within approximately 70 inches' of the floor) shall be cleaned and free of dirt, dust, streaks, smudges, watermarks, spots, and shall not be cloudy. There shall be no water spots on the glass or adjacent fixtures and furniture.

C.5.1.7 Walls

All wall surfaces shall be cleaned and free of dirt, spots, smudges, and marks. Cleaning shall not cause discoloration.

C.5.1.8 High Cleaning

High Surfaces: Surfaces between 70 inches and ____ inches **(Region, Shall Specify)** shall be wiped clean and have no dirt, dust, and cobwebs. Where glass is present, both sides shall be clean and free of streaks. Included in high cleaning is ____ **(Region, Shall Specify)**. This does not include the removal of vents, tiles, or fixtures.

C.5.1.9 Dusting

Surfaces shall be dust free with a preference to using a micro-fiber or damp cloth, or backpack vacuum fitted with the appropriate dusting tool.

C.5.1.10 Trash, Wastebaskets and [Ash Receptacles **(Region, Use or Delete)]**

All trash (including restrooms) shall be collected and removed to a location designated by the CO or their designee. Trash containers shall be emptied and kept clean, odor-free. Plastic liners for all trash and debris containers shall not be torn, worn, or contain residue. [Where required, ash receptacles shall be free of odor and tobacco residue **(Region, Use or Delete)**].

The Contractor shall notify the CO or their designee of any item or material identified by the Environmental Protection Agency (EPA) and State and local regulatory agencies as hazardous waste, hazardous materials, or Universal Waste observed in the trash receptacles. Typical prohibited wastes include but are not limited to fluorescent light bulbs, thermostats, thermometers, most chemicals, and batteries as specified in 40 CFR § 260-273.

C.5.1.11 Recyclables

The Contractor shall provide all labor, and the means to collect and transport recyclable materials from recycling bins and containers located throughout the building to storage and loading areas as designated by the CO or their designee and as described in Section 10.2.0. 'Recycling.'

C.5.1.12 Elevators, Escalators and Stairways

-Door Tracks: Tracks shall be cleaned and free of dirt, built up grime, and other extraneous matter.

-Exterior and Interior Car Surfaces: Surfaces shall be cleaned and have no marks, streaks or smudges. Carpets and floors shall be free of removable spots, dirt, and debris. Floors requiring a finish shall be maintained at a high luster.

-Exposed Surfaces, Treads, Risers and Landings: Stairways, escalators, entrances, landings, railings, risers, ledges, grills, doors, radiators, and surrounding areas shall have no dirt, litter, and buildup grime.

C.5.1.13 Plate Glass

All interior glass (to include glass over and in and vestibule doors, all plate glass around entrances, lobbies, and vestibules) shall be cleaned and have no dirt, streaks and shall not be cloudy.

NOTE TO SPEC WRITER: IF CONTRACTING SEPARATELY FOR WINDOW WASHING SERVICES USE THIS STANDARD AS A MINIMUM IN YOUR SOW.

C.5.1.14 Window Washing

Cleaning: The windows shall be cleaned and free of dirt, streaks, and shall not be cloudy. Window sashes, sills, woodwork, and other surroundings of glass shall be wiped clean and free of drippings. Windows shall be cleaned a minimum of one washing per year. Cleaning frequencies requested by a tenant that are above the 'one washing per year' standard shall be completed on a reimbursable basis. Cleanings of both sides of the windows shall be coordinated to maximize cost effective operations as directed by the CO or their designee. The Contractor shall comply with ANSI/IWCA I-14.1, and all Federal, State and local regulations.

C.5.1.15 Blinds and Coverings (Not Including Drapes, Curtains and Unique Coverings)

Dusting of Blinds and Coverings: All blinds, coverings, cord tapes, and valances shall be wiped clean and have no dust and spots. Blinds and coverings that are not operating properly shall be reported to the CO or their designee for repair.

C.5.1.16 Fine Arts Collection (Region, Use or Delete)

The Contractor shall work with the CO or their designee to identify artworks in the building which are considered part of GSA's Fine Arts Collection. The Contractor shall work with the CO or their designee and Regional Fine Arts Officer to determine the best way to ensure that regular maintenance such as floor polishing, dusting, and window washing are accomplished in these areas; and to identify and help mitigate site-specific hazards such as pests that may damage the artworks.

C.5.1.17 Historic Buildings (Region, Use or Delete)

The Contractor shall work with the CO or their designee to identify materials in historic buildings that require special care. The Contractor shall work with the CO or their designee and Regional Historic Preservation Officer to determine the best way to ensure that regular maintenance does not harm historic materials and finishes. Refer to section on 'Federal Requirements' specific to 'Custodial Care of Historic Buildings' for added guidance.

C.5.1.18 Policing Inside Areas

Areas: All building areas shall be free of papers, trash, and other discarded materials.

C.5.1.19 Interior and Atrium Plants (Government Plants)

Plants shall be wiped to remove dust. Dead leaves shall be removed and plants shall be properly hydrated. Fertilize, prune, and treat for infestation. Any dead or withered plants, due to the Contractor's neglect, shall be replaced by the Contractor at no additional expense to the Government. Plants that are the personal property of tenants are excluded.

C.5.1.20 Concessions (Cafeterias, Snack Bars and Vending Machine Areas)

Cleaning: All public areas (cafeteria furniture, seating areas, snack bars, and vending machine areas) shall be cleaned, sanitized, and free of spillages, food crumbs, spots, marks, and soil. Floors shall be

maintained using the floor care standard requirements in this contract. Floors in serving and kitchen areas shall be cleaned only if open during the normal scheduled cleaning hours, except in Federally-equipped food service facilities. In Federally-equipped food service facilities the cleaning of kitchens and areas behind serving tables, and salad and soup bars is the responsibility of the Concessions Contractor.

C.5.1.21 Postal Space

-Cleaning: Postal space areas include, but are not limited to, service and box lobbies, swing rooms, work rooms, restrooms, locker rooms, supply rooms, vestibules, and loading docks. All areas shall be cleaned in accordance to the standard service requirements. The United States Postal Service is responsible for the painting of the floor in work rooms. GSA can perform this work at the request of the Postal Service on a reimbursable basis.

-Flooring: All postal floors shall be cleaned and free of dirt, debris, and other foreign matter. If stripping and refinishing is required, finish or wax shall be removed and reapplied in accordance with standard commercial practices. UNDER NO CIRCUMSTANCES SHALL BURNISHING, HIGH SPEED BUFFING, OR DRY STRIPPING METHODS BE USED ON ACBM FLOORING.

-Asphalt Floors: Floors containing asphalt material shall be free of dirt and foreign matter. Damp mopping shall be the only method of wet cleaning. There shall be no buildup of finish in corners or crevices. If asbestos flooring is present, the Contractor shall comply with the methods prescribed in the NIBS Guidance Manual.

-Asbestos Operations and Maintenance Work Practices: The Contractor shall have a copy of the NIBS Guidance Manual. If asphalt plank is present, it shall be maintained in accordance with the manufacturer's instructions.

C.5.1.22 Fitness Centers, Health Units, Lactation Rooms and Laboratories

-Cleaning: Areas such as the fitness centers, health units, lactation rooms, and laboratories shall be cleaned in accordance to the standard service requirements.

-Surfaces: All metal (door frames, handles, and fixture) and glazed surfaces (including partitions), shall be sanitized and made free of marks and streaks.

-Equipment: All vinyl surfaces of exercise equipment and exercise mats shall be wiped clean and have no dust, dirt, and spots. Cleaning shall be performed under and around without moving or lifting items. Shower curtains surfaces shall be cleaned and free of mold and dirt. Locker exterior surfaces shall be free of dust and streaks.

C.5.2 Exterior Services

The Contractor shall provide exterior standard services for the work items listed below.

C.5.2.0 Performance Standards

The Contractor shall provide all resources, labor, tools, equipment, transportation, hauling away, disposal, training, supplies, materials, and oversight to ensure that quality and performance standards are successfully achieved.

C.5.2.1 Plate Glass

All exterior glass (to include spandrel glass, glass over and in exterior and vestibule doors, and all plate glass around entrances, lobbies, and vestibules) shall be cleaned and have no dirt, streaks, and shall not be cloudy.

NOTE TO SPEC WRITER: IF CONTRACTING SEPARATELY FOR WINDOW WASHING SERVICES USE THIS STANDARD AS A MINIMUM IN YOUR SOW.

C.5.2.2 Window Washing

Both sides of the glass shall be cleaned and free of dirt, streaks, and shall not be cloudy. Window sashes, sills, woodwork, and other surroundings of interior glass shall be wiped clean and free of drippings. Windows shall be cleaned a minimum of one washing per year. Cleaning frequencies requested by a tenant that are above the 'one washing per year' standard shall be completed on a reimbursable basis. Cleanings of both sides of the windows shall be coordinated with the CO or their designee to maximize cost effective operations. Window washing shall be in accordance with ANSI/IWCA I-14.1 as well as all Federal, State and local regulations.

The Contractor shall submit to the CO or their designee a written Window Washing Safety Plan, as specified in the IWCA requirements and Section C.18 'Contractor Submittals/Deliverables Chart.'

C.5.2.3 Canopies

Cleaning: All canopies and anything affixed to or included in the surfaces of canopies shall be cleaned and free of all dirt, dust, cobwebs, nests, bird excrement, trash, and debris.

C.5.2.4 Hard Surface Areas

Cleaning: All areas (sidewalks, brick areas, around light poles, hard surfaces, parking lots, surface parking, garages, dock areas, moats, platforms, driveways, ramps, lanes, etc.) shall be cleaned and have no dirt, debris, gum, litter, weeds, oil, or grease. No residual dirt shall remain after the removal of the debris. Spill residues and clean-up materials shall be disposed of in accordance with the Environmental Protection Agency (EPA), and State and local regulatory agency requirements.

C.5.2.5 [Ash Receptacles (Region, Use or Delete)] and Trash Containers

Cleaning: All solid waste/trash shall be collected and removed to a location designated by the CO or their designee. Trash containers and [ash receptacles (Region, Use or Delete)] shall be emptied and kept clean and odor-free, [remove ash and cigarette butts, (Region, Use or Delete)] and materials. [Where required, sand in ash receptacles shall be replenished (Region, Use or Delete)]. Plastic liners for all trash containers shall not be torn, worn, or contain residue.

C.5.2.6 Surfaces (Signs, Vending Machines, Tables, etc.)

Cleaning: Surfaces shall be cleaned, with no dirt, dust, residue, streaks, spots, or discoloration. Surfaces should be damp mopped or wiped with a germicidal cleaner. Contact time should be consistent with the manufacturer's recommendations. Spill residue and clean-up materials used shall be disposed of properly.

C.5.2.7 Graffiti Removal

Remove graffiti using normal cleaning methods (e.g., normal graffiti removal cleansers or solvents.) Graffiti that cannot be removed with such methods shall be reported to the CO or their designee.

C.5.2.8 Excrement Removal (Human, Bird and Animal)

Cleaning: All steps, stairs, entrances, sidewalks, arcades, landings, balconies, and ledges shall be cleaned of excrement while following established safety precautions as outlined in the Center of Disease Control protocols. Knowledge of safety requirements in cleaning areas contaminated by bat, pigeon, or other avian pest excrement is required. The Contractor shall fully train all employees designated to perform these

services in accordance with Occupational Safety and Health Administration (OSHA) standards and OSHA approved Federal, State, and local regulations.

C.5.2.9 Policing Outside Areas

-Policing: All areas including lawn, grounds, planted areas, sidewalks, hard surfaces, parking areas, garages, docks, platforms, driveways, ramps, lanes, etc., shall be cleared of gum, litter, debris, paper, trash, and other discarded materials.

-Unimproved Grounds: All areas shall be cleared of trash, debris, and other discarded material each time the native grasses, weeds, etc. are cut.

-Fence Lines: Fence lines shall be cleared of trash, debris, and other discarded materials.

C.5.3 Snow and Ice Removal

NOTE TO SPEC WRITER: IF CONTRACTING SEPARATELY FOR SNOW AND/OR ICE REMOVAL SERVICES USE THIS LANGUAGE AS A MINIMUM IN YOUR SEPARATE SOW.

The Contractor shall perform snow and ice removal standard services for the snow and ice removal program. Snow and ice removal from entrances, steps, landings, sidewalks, vehicular courts, driveways, plaza areas, roadways, parking areas, handicapped accessibility areas, and approaches___ **(Region, Specify Additional Paved Areas Other Than Those Identified Above)** are included in the standard service price. This does not include snow and ice removal requiring heavy equipment (ride-on equipment such as front end loaders, backhoes, bobcats, snow plows, etc.) Equipment provided by the Government___ **(Region, Specify Here What Equipment Is Covered Under This Section)** that is damaged by the Contractor due to neglect shall be repaired or replaced by the Contractor. The Contractor shall be responsible for all costs incurred.

-The Contractor shall clear snow and ice before the normal building operating hours to prevent slip hazards. Furthermore, the Contractor shall clear snow and ice during normal building operating hours and is authorized to divert work to accomplish the task. The Contractor shall notify the CO or their designee of the diversion within ___ **(Region, Insert Timeframe)**. The CO or their designee retains the right to determine what type of services and the duration of diverted services for the removal of snow and ice.

-The GSA Ordering Official may order additional snow and ice removal services outside of normal building operating hours (i.e., weekends, holidays). The task order shall reflect the days and hours required for snow and ice removal.

-The Contractor shall submit a detailed snow removal plan that meets the needs of the GSA. At a minimum, the snow removal plan shall include the following items:

- Coordination measures (to ensure appropriate levels of effort for the conditions of the building)
- Equipment
- Personnel
- Snow removal event triggers
- Treatment areas requiring de-icing
- Approved materials and chemicals

- Safety plan
- Notification procedures

Chemicals and/or sand shall be used to reduce safety hazards due to ice and snow. All chemicals used shall be certified as EPA 'Safer Choice.' Products with no comparable substitute shall comply with Federal specifications and local codes and be approved by the CO or their designee prior to the first inclement weather event. No sodium chloride or calcium chloride salt shall be used due to environmental risk. Less disruptive chemicals such as magnesium chloride, potassium acetate, and potassium chloride are viable alternatives. The Contractor shall ensure there is an adequate supply of chemicals and sand on site or readily available to cover unexpected snow and ice occurrences.

C.5.4 Grounds Maintenance

NOTE TO SPEC WRITER: IF CONTRACTING SEPARATELY FOR GROUNDS MAINTENANCE SERVICES REMOVE AND USE THIS STANDARD AS A MINIMUM IN YOUR SOW.

NOTE TO SPEC WRITER: SERVICES IN THE STANDARD BELOW ALSO COVER CHILD CARE FACILITY OUTDOOR AREAS.

The Contractor shall perform grounds maintenance standard services for the work items listed below. Contractor shall use recovered organic materials for fertilizer whenever possible.

C.5.4.0 Landscape Erosion Management

The Contractor shall employ environmentally sustainable, low-impact strategies such as temporary and permanent seeding, mulching, earth dikes, silt fencing, sediment traps and sediment basins to correct existing erosion such as typically found as the result of foot traffic killing the vegetation, steep slopes where sheet flow from storm water exceeds existing vegetation holding power, or point storm water outflow that exceeds the holding power of the vegetation covering the soil.

C.5.4.1 Grounds Maintenance Services

General: Grounds maintenance in the standard services shall benefit the environment and generate cost savings to the Federal Government. The Contractor shall maintain all plants, trees, shrubs, ground covers, and lawns in a manner that prolongs life and sustains a healthy appearance. The Contractor shall seek to prevent pollution by, among other things, reducing fertilizer and pesticide use to protect the environment, using integrated pest management techniques, recycling sustainable/landscape waste, and minimizing runoff. The Contractor shall use approaches that preserve and protect native plants and wildlife that is entrusted to the Government, and that support habitats for pollinators, including honey bees, native bees, birds, bats, and butterflies.

C.5.4.2 Composting

To reduce the amount of material being disposed of in landfills, the Contractor is required to compost, to the greatest extent possible, yard waste generated by the Contractor's operations. The Contractor shall not compost material on-site unless authorized by the CO or their designee. The Contractor shall utilize an approved recycling or composting facility or compost the material at the Contractor's own facility. Where applicable, the Contractor shall work with on site cafeterias and wet stands to recover and compost all possible materials. The Contractor is responsible to pay for composting services for landscaping debris.

C.5.4.3 Trees and Shrubs

-Maintenance: Tree supports shall be kept in good condition, functioning at all times and be removed when no longer needed. All trees and shrubs shall be fully protected. Tree stakes, tree ties, and guy wire shall be of materials that are comparable to those existing on site, and shall be replaced or repaired by the Contractor as needed. Supports or braces are to be repositioned as often as necessary to prevent damage to the tree or shrub trunk. Sand pans can be used for trees and shrubs to protect the plant trunk from the mower, and help to avoid over watering. Keep shrubs and trees trimmed to present an attractive appearance.

-Trimming: To promote optimum efficiency and safety for all foot and vehicular traffic, trees and shrubs shall be kept trimmed to clear all roads, drives, and walking areas. Any limbs and branches touching or brushing buildings, fences, or other structures are also to be trimmed to provide clearance and free air circulation around the plant. The trimming of trees shall comply with the requirements in Section C.6.6 'Tree Thinning.'

-Pruning: Trees and shrubs shall be pruned by the Contractor to remove dead or diseased foliage or branches to help control or direct growth, increase quality, and to add structural strength to the trees and shrubs.

-Survey: A certified grounds maintenance professional shall provide a survey of the trees and an evaluation of their condition.

This shall be completed within 30 days from the start date of each year the contract is in effect. The evaluation shall include a plan and price list for any special treatment not covered by this contract. Soil samples shall be taken and analyzed at the Contractor's expense by an approved testing laboratory from areas where plant health problems occur. Recommendations of the testing laboratory should also be submitted with a plan and price list for any special treatment not covered by this contract. Plans and price lists shall be submitted to the CO or their designee.

C.5.4.4 Mulching

Contractor shall maintain and replace existing mulch as necessary. Replacement mulch shall be commercial grade shredded hardwood bark, or equivalent, including rubber. It shall be free of sticks, stones, clods, or other foreign materials. A sample of proposed mulch and chips shall be submitted to and approved by the CO or their designee prior to use. All areas to be mulched shall be raked, debris removed, edges reestablished, and any excessive mulch buildup worked into existing soil or removed, at the discretion of the CO or their designee, prior to mulch application.

C.5.4.5 Mowing and Edging

Contractor shall mow and edge all turf areas at a frequency and method that ensures that all areas present an attractive appearance at all times. Mulching mowers shall be used; however, non-mulching mowers are permitted at some sites and shall be approved by the CO or their designee. Grass clippings shall be cleared from walkways and roadways and blown onto the grass. As appropriate, grass clippings shall be left in place, composted, or mulched as coordinated by the CO or their designee.

C.5.4.6 Leaf Removal

The Contractor shall remove leaves, as necessary, to maintain a neat and clean appearance. Leaves should be composted as appropriate. Throughout the year, the Contractor shall remove minor accumulations due to isolated leaf drop and shall check all storm drain openings on the premises and remove any leaves or debris that have accumulated. Care shall be taken to remove leaves in existing mulched areas to maintain a neat and clean appearance without substantial reduction in mulch depth or

damage to herbaceous or woody plant material.

C.5.4.7 Over Seeding, Dethatching and Plugging

Over-seed, dethatch, and plug as necessary to prevent bare areas and promote even growth of turf areas following common and local landscaping practices.

C.5.4.8 Fertilization

All lawns, trees, and ground cover shall be fertilized consistent with common local landscaping practices. Application by the Contractor shall employ the best practices to minimize chemical runoff. Fertilizer used shall be of a balanced type that supplies all nutrients required for providing sustainable growth and development. The fertilizer application rate for the trees will be determined by tree type, girth, and height. Prior to application, the Contractor shall schedule time of application with the CO or their designee.

C.5.4.9 Flowerbeds and Plants

Flowerbeds are to be free from weeds and debris. Replacement plants shall be supplied by the Contractor or Government **(Region, Select One)**. Plants supplied by Contractor shall be approved by the CO or their designee and shall be arranged in an attractive and professional manner. Preference shall be given to the use of native perennials, with long bloom cycles and diverse flower colors, shapes, and sizes instead of annuals to provide and support habitats for pollinators, including honey bees, native bees, birds, bats, and butterflies.

C.5.4.10 Plant Replacements

The Contractor shall be responsible for all costs associated with the replacement of all planted materials that have been damaged as a direct result of the Contractor's lack of oversight, neglect, or lack of proper care and maintenance. The Contractor shall use replacement plants that are native to the area to reduce the use of irrigation water and meet the requirements in Section C.5.4.9 'Flowerbeds and Plants'

C.5.4.11 Soil and Ground Covers

-Aeration: Soil shall be aerated (frequency is dependent on the type of soil and grass but no less than one aeration per year) by manual or mechanical methods of piercing the ground to provide an adequate air supply to the soil and promote sustained plant life.

-Cultivation: Soil shall be cultivated to ensure the topsoil is loose for the purposes of gas exchange, water penetration, and soil aeration.

-Groundcover: All areas shall be maintained to promote healthy and sustained growth. Ground cover must present a neat appearance.

C.5.4.12 Unimproved Grounds

Contractor shall mow unimproved grounds to present a neat, well-maintained appearance. Height of weeds, native grasses, etc. on unimproved grounds including Land Ports of Entry shall not exceed ____ inches in height. **(Region, Specify. If Not Specified, 6 Inches Is The Default Height)**

C.5.4.13 Fence Lines

Maintenance: Grass, native grasses, weeds, and other growths at fence lines including Land Ports of Entry, shall be controlled and not exceed ____ inches in height **(Region, Specify. If Not Specified, 6 Inches Is The Default Height.)** Any chemical treatment used must be approved by the CO or their designee prior to use. Application of any chemicals must be accomplished by a Licensed Pest Control

Operator. Application of chemicals shall be documented in a record log book on the types of pesticides applied and date(s) of application.

C.5.4.14 Weeds

Maintenance: All area sidewalks, parking lots, and roadways (excluding unimproved grounds) are to be free of weeds and unwanted growths.

C.5.4.15 Irrigation

Initial Deficiency Walk-Through: The Contractor shall conduct a walk-through to inspect all irrigation systems (sprinklers, rain and freeze sensors, and drip systems) and submit a list of all damages to those systems to the CO or their designee.

C.5.4.16 Watering

-Watering: All watering cycles shall be conducted at times that minimize inconvenience to the building occupants and visitors and maximize percolation. Watering shall be performed to minimize run-off into drains and sewers. Entrances and exits shall not be wet during the arrival and departure of occupants and visitors. Watering shall be accomplished using a drip, soaker hose, or another water-saving irrigation system device. The Contractor shall operate watering systems that use automatic timers coupled with rain/freeze sensors in an efficient manner that considers local weather and local mandates. During periods of water restrictions, watering guidelines by the local water district shall apply. The Contractor shall not be responsible for the replacement of landscaping materials that die as a result of a lack of proper access to water during these periods of water restrictions by municipalities.

-Hand Watering: When mechanical irrigation is not available or is malfunctioning, the Contractor shall use alternative hand watering methods, such as gator bags, or equivalents to ensure, promote, and maintain healthy growth. Watering shall be performed to minimize run-off into drains and sewers.

NOTE TO SPEC WRITER: IF SECTION C.5.4.16 BELOW IS DELETED, THE REGION SHALL TAKE ACTION TO ACCOMPLISH THESE TASKS BY OTHER MEANS.

C.5.4.17 Adjust, Clean and Set Automatic Controllers

Irrigation systems with automatic controllers shall be adjusted, cleaned, and set for the most energy efficient watering periods. When watering lawns, the Contractor must make sure that the sprinklers and drip heads are clean and adjusted so that the water ejects evenly and covers all lawn areas and shrubs. The Contractor must ensure irrigated water does not spray on to paved areas or walkways and run-off into drains and sewers.

Irrigation systems that are damaged by the Contractor (**Region, Specify Here What Irrigation Systems Are To Be Covered Under This Section**) due to neglect shall be repaired by the Contractor. The Contractor shall be responsible for all costs incurred to repair and test the system. Repairs shall be performed by qualified personnel such as the Contractor, the Contractor's sub-contractor, or the O&M Contractor. All repairs shall be performed using industry practices.

The Contractor shall be responsible to notify the Government in the event of operational malfunctions, breakages, or failures to the irrigation system, which affects the Contractor's ability to provide proper irrigation to building's landscaping. Failure to make timely notification to the CO or their designee shall result in the Contractor replacing damaged landscaping materials.

C.5.4.18 Integrated Pest Management Plan (IPM)

The Contractor shall utilize the Integrated Pest Management Plan for controlling pests and disease to ensure that the landscapes, trees, and shrubs are free of disease and pest infestation.

C.6 Above Standard Services

The Contractor shall provide interior and exterior above standard services to fulfill the Government's intermittent need for work. These services are in addition to the services specified as a standard service.

The Contractor shall not divert workforce to accomplish above standard services.

NOTE TO SPEC WRITER: THE REGION SHALL SELECT OPTION A OR OPTION B. DELETE THE ONE THAT DOES NOT APPLY

-OPTION A: REFERS TO CONTRACTS WITHOUT LIME ITEM SERVICES AS PART OF THE INITIAL PROPOSAL.

Submit to the CO or their designee after contract award a commercial price list for above standard service listed item(s). The commercial price(s) shall include the duration that the price is valid, minimum quantities to be ordered and any other stipulations that may apply. Unless otherwise requested by the Ordering Official, commercial prices for these services should be given by the square foot for any work defined in terms of its floor space. Work items whose unit of quantity is listed as 'each' should be on a "per item" basis (per blind, per window, per tree, etc.). However, the Ordering Official may request that the Contractor provide the work line items on another basis, 'such as per job' translated as quantity times unit price.

The Government reserves the right to obtain supplies and services from other sources if prices are found not to be fair and reasonable, based on competitive fair market prices.

OR

NOTE TO SPEC WRITER: SEE BELOW:

-OPTION B: REFERS TO CONTRACTS WITH ABOVE STANDARD PRICING SUBMITTED AS PART OF THE INITIAL PROPOSAL. SUBMIT AS PART OF YOUR INITIAL PROPOSAL THE PRICING FOR THE FOLLOWING IN SECTION C.6 'ABOVE STANDARD SERVICES.'

SERVICES WITH QUALITY STANDARDS

NOTE TO SPEC WRITER: DELETE ANY OF THE FOLLOWING SERVICES THAT DO NOT APPLY TO YOUR REGION. FOR THOSE ITEMS THAT DO APPLY, ENSURE SERVICE IS DEPICTED IN A LINE ITEM ON THE "PRICING SCHEDULE," IF YOU CHOOSE TO OBTAIN PRICING WITH THE PROPOSALS.

C.6.1 Carpet Extraction (Private Areas)

The quality standard for providing above standard service is the same as that described in Section C.5.1.2. 'Carpets and Rugs.'

C.6.2 Window Washing

The quality standard for providing above standard service is the same as that described in Section C.5.1.14. 'Window Washing.'

C.6.3 Postal Lock Boxes and Mail Cases (Region, Use or Delete)

Cleaning: All glass view plates and other surfaces of the lock boxes and mail cases shall be free of dirt, dust, and spots. Coordination with the CO or their designee and the postal lock box manager is required.

C.6.4 Washing Blinds and Coverings (Not Including Drapes, Curtains and Unique Coverings)

Contractor shall wash both sides of the blinds and coverings. Blinds and coverings that are not operating properly shall be reported to the CO or their designee for repair. The Contractor shall coordinate this requirement with the CO or their designee.

C.6.5 Pressure Washing and Steam Cleaning

Cleaning: The Contractor shall remove all dirt, debris, residue, gum, grease, and tar from the exterior areas of the building(s) with the approval of the CO or their designee. Clean-up shall be done in an environmentally sound manner to minimize the amount of waste washed into the storm sewers or onto the grounds.

C.6.6 Tree Thinning

Tree thinning shall reduce the density of live branches towards developing the natural branching structure. Thinning shall result in an even distribution of branches on individual limbs and throughout the crown, to provide free air circulation through the remaining limbs and branches. Not more than 25 percent of the crown should be removed annually.

Tree maintenance shall be performed only by arborists or arborist trainees who, through related training, on-the-job experience, or both, are familiar with the practices and hazards of arboriculture and the equipment used in such operations. This standard shall not take precedence over arboricultural safe work practices. Operations shall comply with applicable Occupational Safety and Health Administration (OSHA) standards, ANSI Z133.1, as well as State and local regulations.

Climbing spurs shall not be used when climbing and pruning trees. Tree branches shall be removed in a manner not to cause damage to other parts of the tree, other plants, or property. Branches too large to support with one hand shall be pre-cut to avoid splitting of the wood or tearing of the bark. Where necessary, ropes or other equipment shall be used to lower large branches or portions of branches to the ground.

C.6.7 Government Furnished Trees and Plants (Planted In Ground or Planters)

Government furnished trees and plants shall be planted in the ground or in planters as approved by the CO or their designee. Native trees, shrubs, and herbaceous materials shall be used to support habitats for pollinators. Preference shall be given to the use of native perennials, with long bloom cycles.

C.6.8 Snow and Ice Removal for Areas Requiring Heavy Equipment

The Contractor shall furnish the necessary heavy equipment and other items needed to clear or haul snow and ice from parking areas, roads, driveways, plaza areas, etc., when an order is issued. Heavy equipment includes ride-on equipment such as front end loaders, backhoes, bobcats, snow plows, etc.

The Contractor shall use caution when snow removal is in progress to prevent any damage to the buildings, grounds, vegetation, landscape areas, sidewalks, roads, fire hydrants, shrubs, signs, and other protrusions. The Contractor shall be held liable for any damages incurred to Government property during the performance of work. All locally prescribed safety regulations, laws, and practices shall be carefully observed in performance of the work.

C.7 Service Calls (Region, Use or Delete)

Contractor shall provide adequate staff to respond to service calls during building(s) operating hours (see Section J, 'Building Information Sheet') and during the Contractor's regular cleaning schedule. Historically, custodial related service calls for this building(s) have been ____ hours per month. Contractors shall detail in their Quality Control Plan (QCP) how they will monitor and respond to service calls.

Service calls shall be monitored and satisfactorily responded to in a timely manner. The Contractor shall include a method of recording customer calls, the time to complete the service call, and the corrective action taken. These records shall be made available for review by the CO or their designee.

The costs of all service calls shall be reimbursed to the Contractor if the request is outside the building(s) operating hours and outside the Contractor's regular cleaning schedule.

The Contractor shall respond to all service call requests (custodial issues, moving, arranging and rearranging furniture within a conference room, special event support, etc.) using building specific service call procedures.

Service calls that the CO or their designee determines to be urgent (spilled water in traffic areas, lack of toilet supplies, etc.) shall be handled immediately.

C.8 Communication Plan

The Contractor shall prepare and provide to the CO or their designee a communication plan, detailing how the Contractor plans to provide 'clear and effective' communications with GSA using technology (two-way digital communication) to receive and respond to service calls, emergencies, status of projects, etc. Communication devices must be compatible with GSA devices. If not, the Contractor shall provide to the Government a device or devices for their use. The plan shall be submitted as part of the bid package for the Government's review and approval.

C.9 Protection and Damage

The Contractor shall make reasonable efforts to assist the Government to prevent hazardous conditions and property damage. To the extent that relevant conditions or activities are noted but are not associated with the Contractor's scope, the Contractor shall promptly report such conditions or activities to the CO or their designee, or to security personnel.

The Contractor shall protect Government's property, buildings, materials, equipment, supplies, records and data that are within the Contractor's control against unauthorized access, loss or damage.

The Contractor shall establish a system for on-site work force personnel to report potentially hazardous conditions in the building to the CO or their designee or other designated Government representatives, regardless of whether the condition is within the Contractor's responsibility.

The Contractor and Contractor's employees and subcontractors shall comply with the General Services Administration, 'Rules and Regulations Governing Conduct on Federal Property' (as posted in the building),

and shall promptly report violations by employees, or as otherwise observed, to the CO or their designee, or security personnel.

C.10 Solid Waste/Trash/Recycling Management

A solid waste/trash reduction and recycling management program, which is part of providing standard services, includes identifying and properly segregating all recyclable materials, composting materials, and Universal Wastes.

The Contractor shall not collect hazardous materials unless specifically contracted to recycle them. Typical prohibited wastes include but are not limited to fluorescent light bulbs, thermostats, thermometers, most chemicals, and batteries (nickel-cadmium and small, sealed lead acid batteries in electronic equipment, mobile phones, portable computers, and emergency lighting). In addition, electronic equipment such as computers and printers shall not be discarded in the trash containers. The Contractor shall notify the CO or their designee of any prohibited or unauthorized items observed in the trash receptacles.

C.10.1.0 Solid Waste/Trash Audits

A solid waste/trash stream audit is necessary for all buildings. The Contractor shall verify with the CO or their designee to confirm whether the building has been audited. Buildings that have been audited do not require re-auditing. A waste stream audit at the building is required to determine the profile (amount and composition) of the solid waste/trash stream; identify efficient methods for the collection, storage, and transfer of wastes for disposal recycling, and composting; determine the right service level for solid waste/trash collection and removal to minimize waste shipments; and obtain a more accurate picture of GSA's solid waste/trash generation levels in order to comply with Executive Order 13514 solid waste/trash diversion provisions.

C.10.1.1 Extent of Work

At the beginning of a base year contract, the Contractor shall perform a solid waste/trash audit of the building(s). The Contractor shall submit the audit findings to the CO or their designee and Solid Waste/Trash Program Manager for review. Based on the findings, the Contractor shall partner with the Government to set up a solid waste/trash management program that is cost effective and will maximize the amount of waste diverted to recyclers and away from the landfills and incinerators. Contractor will develop a written report and analysis of the conclusions drawn from this audit, including recommendations for improving the economy and efficiency of waste collection, storage, transfer, and disposal (including recycling and composting). Refer to Section J, Exhibit 7, 'PBS Waste Audits.' The audit shall be completed and a Report provided to GSA within 60 calendar days of completion of the audit, unless additional time is authorized by the CO or their designee.

The Government may at its discretion perform solid waste/trash audits and share results with the Contractor. Based on these reports, the Contractor shall partner with the Government to implement best practices solid waste/trash audit recommendations.

C.10.1.2 Solid Waste/Trash Removal and Disposal

All solid waste/trash collected as a requirement of this contract shall be removed from the premises and transported to a solid waste/trash disposal facility that has been certified by the appropriate state agency responsible for solid waste/trash management or by EPA.

NOTE TO SPEC WRITER: THE REGION MUST SELECT OPTION A OR OPTION B. DELETE THE ONE THAT DOES NOT APPLY.

NOTE TO SPEC WRITER: IN BOTH OPTION A AND OPTION B BELOW, EVERY EFFORT SHALL BE MADE TO MINIMIZE THE AMOUNT OF TIME THAT FULL CONTAINERS OF WASTES REMAINS ON SITE I.E., A FULL DUMPSTER SHOULD NOT REMAIN IN THE LOADING DOCK AREA OVER THE WEEKEND. IF THE NORMAL FREQUENCY IS WEEKLY, THEN SET THE PICK-UP TO FRIDAY (A.M., P.M. BETTER) AND WHERE POSSIBLE SATURDAY A.M. IS ALSO ACCEPTABLE. THE CONTRACTOR SHALL ALSO PURSUE SCHEDULES THAT MAXIMIZE THE AMOUNT OF SOLID WASTE/TRASH HAULED PER PICK-UP DATES.

-OPTION A:

The custodial Contractor shall provide solid waste/trash removal and disposal services as described herein.

The Contractor shall collect and transport all solid waste/trash and debris to designated locations on the loading dock or other areas (holding areas) for removal from the premises. Holding areas for solid waste/trash accumulation shall be identified by the CO or their designee. If trash compactors are used at the building, the Contractor shall operate the compactor. The door is interlocked with the compactor and will not operate unless the door is closed. The CO or their designee, or custodial Contractor (**Region, Select One**) shall ensure that the appropriate Contractor personnel receive training in the safe and proper operation of the compactor.

The Contractor shall provide a sufficient number of waste removal containers to accommodate all trash generated between pick-up dates. The CO or their designee shall approve all container styles, types, and storage locations prior to placement. The Contractor shall be responsible for the delivery, maintenance, repair, cleanliness, labeling, and removal of storage containers and equipment throughout the contract period. The containers must be kept free of holes, pests, grease, oils, and odors, etc. The Contractor will report any pest infestation in or around the containers to the CO or their designee. All Contractor-supplied equipment and materials shall remain the property of the Contractor during and subsequent to the contract period.

The overflow of materials from containers and dumpsters shall be picked up from the ground and floor area used to collect and consolidate the materials. The Contractor shall remove all hydraulic fluids and oil spillages caused either by the collection vehicles, or released from containers at the designated centralized collection site (loading dock, etc.). Spill residue and clean-up materials shall be disposed of in accordance with the EPA, and State and local regulatory agency requirements.

The Contractor shall perform collection, removal, recycling and related activities in accordance with the strategies agreed upon by the Government and Contractor based on the solid waste/trash audit Final Report. See Section C.10 'Solid Waste/Trash/Recycling Management' for additional details. The Contractor is responsible for all costs of trash removal. The Contractor shall be responsible for loading containers onto collection vehicles.

C.10.1.3 Solid Waste/Trash Records and Reports

Reporting requirements are defined in Section C.11 'Environmental Reporting.'

C.10.1.4 Pick-ups on Call

NOTE TO SPEC WRITER: IF YOU USE THIS PARAGRAPH, ENSURE THAT THE BID PAGE REFLECTS THE COST FOR ADDITIONAL PICK-UP OF SOLID WASTE AND/OR TRASH, NOT RECYCLABLE MATERIALS.

Additional or special pick-ups of solid waste/trash may be required on an irregular basis. Pick-ups shall be accomplished within 24 hours of notification by the CO or their designee. Payment for these pick-ups shall be based on a price per pick-up.

END OF OPTION A

OR

NOTE TO SPEC WRITER: WHEN SELECTING OPTION B FOR SEPARATE CONTRACT, USE THIS STANDARD AS A MINIMUM IN YOUR SOW. TO THE EXTENT PRACTICABLE, THE GOVERNMENT SHALL PURSUE GOVERNMENT AND CONTRACTOR REVENUE SHARING OPPORTUNITIES WHEN SELECTING OPTION B. THE SOW SHALL INCLUDE: (1) THE SAME REPORTING REQUIREMENTS FOR THIS SPECIFICATION INCLUDING APPLICABLE SECTIONS/EXHIBITS (SEE SECTION C.11 'ENVIRONMENTAL REPORTING,' AND SECTION J, EXHIBIT 6); AND (2) SECTION C.10.1.0 'SOLID WASTE/TRASH AUDITS.'

-OPTION B:

A separate Government contracted trash removal company shall haul all solid waste/trash and non-recyclable trash from the premises to an approved solid waste/trash disposal facility. The custodial Contractor shall collect and transport all solid waste/ trash and debris to designated locations on the loading dock or other designated holding areas for removal from the premises. Holding areas for solid waste/trash accumulation will be identified by the CO or their designee. All such materials shall be emptied into the appropriate containers with no overflow of these materials in the area around the container. The overflow of materials from containers and dumpsters shall be picked up by the custodial Contractor from the ground and floor area of the waste removal equipment. The custodial Contractor shall immediately report to the CO or their designee pest infestations and any spillage of hydraulic fluids and oil at the collection site. Areas for solid waste/trash disposal will be identified by the CO or their designee. If trash compactors are used at the building, the custodial Contractor shall operate the compactor. The Government CO or their designee shall coordinate with the trash removal Contractor to provide training to appropriate custodial Contractor personnel in the safe and proper operation of the compactor.

END OF OPTION B

C.10.2.0 Recycling

It is the intent of the Government to keep the maximum amount of materials from the landfills through aggressive recycling. To the extent practicable, both the Government and Contractors shall pursue Government and Contractor revenue sharing opportunities.

C.10.2.1 Extent of Work

The Contractor shall remove all hydraulic fluid and/or oil spillage caused either by the collection vehicles, or released from containers at the designated centralized collection site (loading dock, etc.). Sorbent use for cleanup shall contain post consumer recycle content minimum as required. The minimum depends on the type of sorbent used: see the EPA/CPG website for details. Spill residue and clean-up materials shall be disposed of in accordance with the Environmental Protection Agency (EPA), and State and local regulatory requirements.

Unless specifically contracted to recycle items or material identified by the EPA and State and local regulatory agencies as hazardous waste, hazardous materials, or Universal Waste, the Contractor shall not collect these items. Typical prohibited wastes include but are not limited to fluorescent light bulbs, thermostats, thermometers, most chemicals, and batteries. Electronic equipment, such as computers shall not be discarded in the recycle bins. The Contractor shall notify the CO or their designee of any prohibited or unauthorized items observed in the trash or recycling receptacles.

NOT TO SPEC WRITER: THE REGION MUST SELECT OPTION A OR OPTION B. DELETE THE ONE THAT DOES NOT APPLY.

-OPTION A: FOR USE WHEN THE CUSTODIAL CONTRACTOR IS RESPONSIBLE FOR OBTAINING A RECYCLING CONTRACT AND ALL ASSOCIATED COSTS.

The Contractor shall furnish all necessary labor and supervision to provide recycling services as described herein. All recyclable materials shall be collected for removal from the premises. Overflow of materials from containers shall be picked up from the floor of the area used to collect and consolidate the materials.

Arrange for the removal of recyclables from the premises. Be responsible for all fees, if any, associated with recycling.

Remove all recyclable materials to a storage area designated by the CO or their designee. Recyclable materials may be found in **(Region, Choose One By Checking The Appropriate Box):**

- Central recycling bins and containers (located in common areas such as hallways, break rooms, conference rooms, snack bars, cafeteria and/or restrooms, etc.)
- Desk side recycling bins and containers.
- Both.

-Place recyclable materials in containers, dumpsters, or compactors provided by recycler. The Contractor shall monitor the containers, dumpsters, and compactors to prevent littering in the holding area. No trash shall accumulate in the holding area.

-Bale corrugated materials, if a baler is available.

-Ensure that all custodial staff involved in the recycling program fully understands the recycling procedures and requirements.

-Coordinate additional pickups within 24 hours of notification by the CO or their designee.

-Retain/Return **(Region, Select One)** any proceeds that result from the sale of recyclable materials covered by this contract. Verification of the amount of proceeds received from the sale of recycled materials shall be furnished to the CO or their designee upon request. See Section C.10.2.7. 'Recycling Proceeds' for additional details.

-To the extent practicable, both pursue Government and Contractor revenue sharing opportunities.

-Comply with reporting requirements specified herein in Section C. 11, 'Environmental Reporting'.

OR

-OPTION B: FOR USE WHEN THE GOVERNMENT ARRANGES A RECYCLING CONTRACT AND ALL ASSOCIATED COSTS.

NOTE TO SPEC WRITER: IF CONTRACTING SEPARATELY FOR RECYCLING, REFER TO THE FOLLOWING LINK FOR A SAMPLE SOW: <http://ncr.gsa.gov/recycle> . YOU SHALL INCLUDE THE REPORTING REQUIREMENTS IN THIS SPECIFICATION AND ENCOURAGE EXPLORATION OF REVENUE SHARING OPPORTUNITIES.

Contract with a recycling company to remove recyclables from premises. To the extent practicable, the Government shall pursue Government and Contractor revenue sharing opportunities. The Government shall be responsible for all fees, if any, associated with recycling.

Require the custodial Contractor to:

Remove all recyclable materials to a storage area designated by the CO or their designee. Recyclable materials may be found in **(Region, Choose One By Checking The Appropriate Box):**

- Central recycling bins and containers (located in common areas such as hallways, break rooms, conference rooms, snack bars, cafeteria and/or restrooms, outside areas, etc.)
- Desk side recycling bins and containers.
- Both.

-Place recycled materials in containers, dumpsters, or compactors provided by recycler. The Contractor shall monitor containers, dumpsters, and compactors to prevent littering in the holding area. No trash shall accumulate in the holding area.

-Bale corrugated materials, if a baler is available.

-Ensure that all custodial staff involved in the recycling program shall fully understand the recycling procedures and requirements.

END OF OPTION B

C.10.2.2 Recyclable Materials Disposition

The Government or Contractor **(Region, Select One)** shall ensure that all recyclable materials are recycled and not placed in landfills and incinerators. The CO or their designee may direct the Contractor to participate in joint efforts with State, city, and local governments regarding recycling.

C.10.2.3 Recyclables

- Collection and Pickups: The Contractor shall ensure that recyclables are collected and placed in the designated holding areas on a schedule that will maximize the quantity of materials removed from the premises as scheduled. Additional collections of recyclable materials may be required on an irregular basis and will be coordinated with the CO or their designee.

C.10.2.4 Pick-ups on Call

NOTE TO SPEC WRITER: IF YOU USE THIS PARAGRAPH, ENSURE THAT THE BID PAGE REFLECTS THE COST FOR ADDITIONAL PICK-UP(S) OF RECYCLABLE MATERIALS, NOT SOLID

WASTE AND/OR TRASH.

Additional or special pickups of recyclables may be required on an irregular basis. Pickups shall be accomplished within 24 hours of notification by the CO or their designee. Payment for these pickups shall be based on a price per pickup.

C.10.2.5 Recycling Containers

-Individual Deskside and Central Collection Containers: The Government or Contractor (**Region, Select One**) shall provide the collection containers.

- Central Collection Containers: Container(s) shall be placed in the areas designated by the CO or their designee, where trash is collected. Government approved container(s) shall be placed on each floor to receive the collection of recyclable materials. Full containers with recyclables are to be transported by the Contractor to the dock or designated area for pickup by the recycling Contractor.

-Recycling Collection Containers: The Government or Contractor (**Region, Select One**) shall provide the necessary Government approved collection containers/bins and other equipment for use throughout the building for the collection of recyclable materials. These are the mobile type containers/bins and other equipment that the Contractor shall use to collect recyclables from deskside and/or central recycling containers. These containers shall be in sufficient quantities for the collection of recyclable material prior to removal to the designated holding area.

-Storage Containers: The Government or Contractor (**Region, Select One**) shall provide the necessary storage containers and other equipment, such as compactors, dumpsters, etc., for use in designated holding areas. Containers shall be in sufficient quantities for the collection and storage of the recyclable materials in the holding area prior to removal from the premises by the recycling Contractor.

-Containers and Equipment Responsibility: The Contractor shall be responsible for the removal of recyclables from the collection containers and moving them to the holding area throughout the contract period. The containers, excluding those used to collect paper, shall be labeled, lined and free of residue and any plastic liners shall not be torn, worn or contain residue. Containers shall be kept free from holes, vermin, or foreign matter that might cause injury or stain clothing or furniture, and the containers must not emit unpleasant odors. If any container emits an unpleasant odor, as identified by the CO or their designee, it shall be immediately corrected by the Contractor at their expense. Recyclable materials shall not be handled, stored or transported in any manner that causes safety or health hazards.

All Government supplied equipment and materials shall remain the property of the Government. The Contractor shall be accountable for all recycling equipment and containers belonging to the Recycling Contractor and shall use them only for the intended purpose.

C.10.2.6 Restriction on Use

Recyclable paper purchased under this contract shall be used or sold as recyclable paper only; i.e., for processing at a pulp mill to be made into new paper products. The Contractor shall not use, allow access to, or offer for resale any papers, documents, or file record materials for the information contained therein.

C.10.2.7 Recycling Proceeds

The Contractor shall use the proceeds received from the sale of recycling material(s) to lower the cost of trash removal or recycling at the location. In the instance of subcontracted work, funds received by the subcontractor will be remitted back to the Contractor for return to the Government. If proceeds are not

used to reduce the cost of trash or recycling, the CO or their designee will provide guidance for depositing of these funds.

C.10.2.8 Recycling Records and Reports

Reporting requirements are defined in Section C.11 'Environmental Reporting.'

C.11 Environmental-Reporting

The Contractor shall provide all necessary information required in this Section to comply with environmental and green purchasing reporting requirements, and agency sustainability goals in this specification. The Contractor shall submit to the CO or their designee the following reports.

C.11.0 Recycling and Waste Reports

-Monthly Recycling Report: The Contractor shall submit a monthly Recycling Report (See Section J, Exhibit 6) listing the types, weights, and costs or revenues. Include in the report are single stream recycling, commingled recycling, and composting. Reports shall be submitted by the 15th of each month and upon request by the CO or their designee.

-Waste Hauling Reports: The Contractor shall submit a monthly Waste Hauling Report (See Section J, Exhibit 6) showing the weight of trash hauled and the associated trash hauling costs. The report shall be submitted by the 15th of each month and upon request by the CO or their designee.

C.11.1 Report Calculations

The recycling and waste hauling reports above shall contain sufficient data to calculate waste diversion and waste removal costs. When actual weights are not known, the Contractor shall use EPA's Standard Volume-to-Weight Conversion Factors. Deductions shall be made and reported for volumes that are not filled to capacity (i.e., half full, 3/4 full, etc.) and conversions adjusted accordingly.

C.11.2 Green Purchase Reporting

The Contractor shall submit information on sustainable purchasing practices specific to the performance of this contract. Records shall be sufficient to facilitate reporting on product purchase meeting the following standards:

- Key Sustainable Product: Contractor shall submit proof of compliance to the CO or his designee prior to the start of each contract year. For Contractors meeting the KSP standards using AbilityOne products, proof of compliance can be downloaded from the AbilityOne catalog website (https://www.abilityone.com/OA_HTML/ibeCZzpHome.jsp?sitex=10020:22372:US). Proof of compliance includes electronic copies of manufacturer product sheets; screenshots from manufacturer or distributor catalogs or websites; or an electronic copy of the pre-approved KSP product list posted on the Green Procurement Compilation (<https://sftool.gov/greenprocurement>) highlighting the product or products to be used.

- Bio-based: The Contractor shall provide a list of USDA-designated bio-based products purchased October 1-September 30, during the previous fiscal year. Information will include the types and dollars spent on these products. The Contractor shall submit the report in accordance with Federal Acquisition Regulation (FAR) Clause 52.223-2 no later than October 31 of each year during contract performance and at the end of contract performance. The reports shall be submitted to the <https://www.sam.gov/>.

C.11.3 Integrated Pest Management Report

The Contractor shall provide to the CO or their designee with a list of chemicals and their purchase prices that are used to control pests in the building.

C.11.4 Supporting Documentation

The Contractor shall maintain documentation to support all the above reported activities. Information may include receipts or other records related to pick-up dates, weights, and associated fee schedules. Records and receipts obtained shall be made available to the CO or their designee upon request.

NOTE TO SPEC WRITER: OTHER THAN THE ANNUAL REPORTING REQUIREMENTS, ALL REPORT REQUIREMENTS MAY BE ADJUSTED AS APPROPRIATE.

REPORT FREQUENCIES MAY BE CHANGED TO MEET THE REGION'S PREFERENCE (i.e., SEMI-ANNUAL RECYCLING REPORTS OR MONTHLY WASTE HAULING REPORTS). REGARDLESS OF OTHER PREFERENCES, REPORTS SHALL BE REQUIRED AT LEAST ANNUALLY.

C.11.5 Reporting Formats

Reports prepared by the Contractor shall be submitted to the Government electronically using the forms in Section J, Exhibit 6. Where possible, the Contractor shall submit reports in electronic form. The Contractor's reports shall be printed double-sided on paper containing a minimum of 30 percent post consumer recycled content.

C.12 Integrated Pest Management

The Integrated Pest Management (IPM) Plan is a part of the standard services provided by GSA, which consists of a preventive maintenance process. The plan coordinates many different programs to reduce sources of pests on a long-term basis for both the interior and exterior areas of a building. The Pest Control requirement is specified in 7 U.S.C. 136r-1 [7 USC § 136r-1 - Integrated Pest Management | LII / Legal Information Institute](#). The Contractor shall have a plan that employs practices and techniques, as they relate to cleaning, trash, and materials handling, that reduce the sources of food and water, harborage, and access routes used by pests in and around the building.

C.12.0 Preventive Pest Maintenance

The Contractor shall implement a preventive maintenance program that identifies and corrects conditions that contribute to pest infestation. Some of the most effective **EXAMPLES**, include but are not limited to:

- Self-contained compactors rather than dumpsters or stationary dumpsters for storing solid waste/trash awaiting pickup, wherever possible.
- Pressure washing of trash rooms, loading docks, and food preparation facilities. The Contractor shall ensure that run-off into drains and sewers is minimized when using pressure washing devices.
- Food preparation and storage areas remain clean.
- Dedicated, tightly covered receptacles for food waste in indoor areas with chronic pest problems.
- Replacement of dense ground cover in landscapes with chronic rodent problems.
- Employ techniques that may include, but are not limited to, keeping containers closed, removal of debris, etc.

NOTE TO SPEC WRITER: IF YOU CHOOSE TO HAVE THE CONTRACTOR PERFORM THIS SERVICE HE SHALL ACCOMPLISH AN INITIAL ASSESSMENT AND PROVIDE PEST MANAGEMENT AS PART OF THE 'IPM' – INCLUDE THE NEXT TWO PARAGRAPHS UNDER OPTION A AND DELETE THIS

REQUIREMENT IN THE 'IPM' REQUIREMENTS IN OPTION B. THE INITIAL PSET ASSESSMENT SHALL BE PERFORMED BY PERSONNEL LICENSED/CERTIFIED IN THE AREA OF 'IPM.'

-OPTION A

C.12.1 Initial Pest Assessment

A certified pesticide applicator or licensed IPM Contractor shall conduct a thorough, initial assessment of the (Region, Choose by Checking The Appropriate Box) interior space and/or exterior grounds and paved areas. Access to building space shall be coordinated with the CO or their designee. The CO or their designee must inform the Contractor of any restrictions or areas requiring special scheduling. The purpose of the initial assessment is for the custodial Contractor to identify areas or practices that may contribute to pest infestation.

Grounds areas that support pollinator nesting and foraging for honey bees, native bees, birds, bats, and butterflies shall be identified in the initial pest assessment as "pollinator sensitive zones".

A written report detailing the findings of the initial assessment shall be submitted to the CO or their designee within fifteen (15) calendar days of the start of the contract. Throughout the life of this contract, the Contractor shall be responsible for notifying the CO or their designee in writing about any sanitary or procedural modifications deemed necessary to eliminate pest infestation.

C.12.2 Recommendations for Pest Management and Control

Application of chemical and non-chemical pesticides and trapping methods to address current pest infestations (pest populations) is not a part of this base contract. As required above, the Contractor shall submit an assessment of practices that may contribute to pest infestations (pest populations). The report shall also include recommendations for getting rid of current pest infestations. Eradication methods recommended shall include non-pesticide practices where possible (vacuum or trapping methods). Each control recommendation shall include a price which the Contractor would charge separately from this contract. Prices shall reflect service from personnel qualified to apply chemical and non-chemical pesticides. In the event that pesticide application or trapping methods are required on a regular basis, this contract may be modified to include those services. The GSA may choose to obtain these services from a separate vendor.

END OF OPTION A

NOTE TO SPEC WRITER: IF YOU CHOOSE TO HAVE THE CONTRACTOR BE RESPONSIBLE FOR ALL COMPONENTS OF THE 'IPM' (PREVENTIVE MAINTENANCE, TRAPPING, AND CHEMICAL AND NON-CHEMICAL PESTICIDE APPLICATION) BY OBTAINING THE SERVICES THROUGH A QUALIFIED SUBCONTRACTOR, INCLUDE PROGAM DESCRIPTION FOR 'IPM' AS WELL AS THE SECTION ABOVE ON PREVENTIVE PEST MAINTENANCE AND INCORPORATE THE 'IPM' PARAGRAPH BELOW UNDER OPTION B.

-OPTION B

C.12.3 General

The certified pesticide applicator or licensed IPM Contractor shall accomplish the monitoring, trapping, and pesticide application and pest removal components of the IPM.

END OF OPTION B

C.12.4 Pests Included and Excluded

The Contractor shall adequately suppress indoor populations of rats, mice, cockroaches, ants, flies, and any other arthropod pests not specifically excluded in this exhibit. This includes populations of these pests that are located outside of the specified facilities, but within the property boundaries of the facilities.

The following pests are excluded from this contract and should be ordered by the region under a specialized contract:

- Birds
- mosquitoes
- Snakes
- Vertebrates that are not commensal rodents
- Bats
- Termites
- Other wood-destroying organisms
- Bed Bugs

C.12.5 Initial Pest Assessment

A certified pesticide applicator or licensed IPM Contractor shall conduct a thorough, initial assessment of the **(Region, Choose by Checking The Appropriate Box)** interior space and/or exterior grounds and paved areas. Access to building space shall be coordinated with the CO or their designee. The CO or their designee must inform the Contractor of any restrictions or areas requiring special scheduling. The purpose of the initial assessment is for the custodial Contractor to identify areas or practices that may contribute to pest infestation.

Grounds areas that support pollinator nesting and foraging for honey bees, native bees, birds, bats, and butterflies shall be identified in the initial pest assessment as "pollinator sensitive zones".

A written report detailing the findings of the initial assessment shall be submitted to the CO or their designee within ___ calendar days **(Region, Specify The Number Of Days)** of the start of the contract. Throughout the life of this contract, the Contractor shall be responsible for notifying the CO or their designee in writing about any sanitary, structural, or procedural modifications deemed necessary to eliminate pest infestation.

C.12.6 Pest Control Plan

Prior to initiation of services, the Contractor shall submit to the CO or their designee for approval a written Pest Control Plan within ___ calendar days **(Region, Specify The Number Of Days)** following the initial assessment. The plan should include integrated methods, routine site inspections and maintenance, routine pest inspections, pest populations monitoring, evaluation of the need for pest control and one or more pest control methods. The plan shall also include a specification of the circumstances under which an emergency application of pesticides can be applied and a communications strategy directed to building occupants.

The Pest Control Plan shall consist of the following parts:

- Proposed Materials and Equipment for Service including labels and Safety Data Sheets (SDS) for all pesticides to be used. A list of the brand names of trapping devices, pesticide application equipment, rodent bait boxes, insect and rodent trapping devices, pest monitoring devices, pest detection equipment, and any other pest control devices or equipment that may be used to provide service. The use of

sustainable methods and applications is preferred whenever possible. A list of chemicals used and the purchase price for these chemicals.

-Proposed Methods for Monitoring and Detection including describing those methods and procedures to be used for identifying sites of pest harborage and access and for making objective assessments of pest population levels throughout the term of the contract.

-An inspection schedule for each building or site. Frequency of contract visits shall depend on the specific pest control needs of each premise. Large office facilities or specified office areas within such facilities with a history of pest infestations, will be visited more frequently.

-A description of any structural or operational changes that would facilitate the pest control effort.

-A copy of the Commercial Pesticide Applicator Certificate or License for every Contractor representative who will be performing on-site service.

C.12.7 Pesticide Application

The Contractor shall not apply any chemical or non-chemical pesticide products that have not been included in the Pest Control Plan or approved in writing by the CO or their designee. The Contractor shall provide to the CO or their designee with a list of chemicals and purchased price as specified in Section C.11 'Environmental Reporting.' If the CO or their designee has concerns or questions regarding chemicals being used, the CO or their designee should contact the Integrated Pest Management Coordinator in GSA's National Capital Region. The Contractor shall employ the least hazardous materials, most precise application technique, and minimum quantity of pesticide necessary to achieve control. Pesticides used by the Contractor must be registered with the U.S. Environmental Protection Agency, state and/or local jurisdiction. Transport, handling, and use of all pesticides shall be in strict accordance with the manufacturer's label instructions and all applicable Federal, State, and local laws and regulations. All chemicals shall be in the original manufacturer's containers and properly labeled.

Chemical pesticides shall not be applied in any Child Care center without prior coordination and consent of the Child Care Director. Posting and notifying the Child Care Director must be initiated at least 24-48 hours in advance of using any chemical pesticides. In Child Care centers, the children's access to those areas treated with chemical pesticides shall be restricted to minimum of 12 hours. Only qualified, trained, and certified personnel or licensed Contractors shall apply any chemicals. Uncertified individuals working under the supervision of a certified pest applicator or licensed Contractor shall not be permitted to provide service under the terms of this contract. Chemicals shall be applied with extreme care to avoid hazard to any person or animal in the immediate or adjacent areas, or property damage.

The application of pesticides shall not be used in areas that promote and support habitats for pollinators, including honey bees, native bees, birds, bats, and butterflies.

Pesticide application shall be according to need and not by schedule. As a general rule, application of pesticides in any area shall not occur unless visual inspections or monitoring devices indicate the presence of pests in that specific area. In no case shall extremely toxic materials be permitted. The Contractor shall not store any pesticide products on Government property. Any emergency applications of chemical pesticides must be approved by the CO or their designee prior to application.

C.12.8 Structural and Procedural Recommendations

Structural modifications for pest control will be the responsibility of the Government. However, throughout the life of this contract, the Contractor shall be responsible for notifying the CO or their designee in writing about concerns with any structural, sanitary, or procedural modifications deemed necessary to eliminate food and water sources, harborage, or access routes that would allow building infestation by pests in and around the building.

C.12.9 Record Keeping

The Contractor shall be responsible for maintaining a pest control logbook or file for each building or site specified in this contract. These records will help with monitoring pest locations and actions taken to prevent or mitigate further infestations. The log shall include pesticide information on whether chemical and non-chemical methods were used to control pests. Where chemicals are applied the log shall specify the type, quantity, price, and circumstances for using pesticide(s). These records shall be kept on Government property and maintained by the Contractor.

Each log book or file shall contain at least the following items:

- A copy of the Pesticide Control Plan. The plan shall provide labels and SDS for all chemical pesticides used and purchase price, brand names of all pest control devices and equipment used, and the Contractor's service schedule for the inspection and/or treatment of the building. Reporting requirements for the plan are defined in Section C.11 'Environmental Reporting.'

- Completed copies of GSA Form 3638, Pest Control Work and Inspection Report, or an equivalent form such as another Contractor service report forms that is approved by the CO or their designee. The report form shall be used to advise the Contractor of routine service requests and to document the performance of all work. The Contractor shall also document on the GSA Form 3638 or equivalent all information on pesticide application that is required by statute in the jurisdiction where service is actually performed. Upon completion of a service visit to a building, the Contractor's representative performing the service shall complete, sign, and date the GSA Form 3638 or equivalent form.

C.12.10 Manner and Time to Conduct Service

Routine pest control services that do not adversely affect tenant health or productivity shall be performed during the tenants' normal working hours. The Contractor shall notify the CO or their designee, and the CO or their designee shall provide notice to occupants at least 72 hours before application of any pesticides during normal conditions and within 24 hours in emergency situations. An emergency is an exceptional circumstance that poses a clear (or at least perceived) health and safety risk or where operations are severely disrupted. Examples of the first involve some outdoor animal (e.g., bird, snake, bat, or squirrel) that has gotten into indoor space and cannot get out, or a nest of bees or wasps are discovered on the grounds. An example of the second would be a swarm of winged termites or ants emerging into occupied space, which might be completely harmless, but nevertheless are alarming to the occupants. When it is necessary to perform any work outside of the tenant's normal working hours, the Contractor shall notify the CO or their designee at least one day in advance.

C.12.11 Insect Control

The Contractor shall provide the CO or their designee with signs, placards, literature, or other information so that the CO or their designee can inform building occupants of the nature of the pest application. The information will include at a minimum a brief explanation regarding the reason for the pest application, the safety of the products being used and contact information should the building occupants have questions.

Non-pesticide Products and Use: The Contractor shall use non-pesticide methods of control wherever possible. For example:

- Portable vacuums with HEPA or MICRO filtration
- Trapping devices

- Chemical Pesticide Products and Use: When it is determined that chemical pesticides must be used in order to obtain adequate control, the Contractor shall employ the least hazardous material, most precise application technique, and minimum quantity of pesticide necessary to achieve control. The Contractor shall minimize the use of liquid pesticide applications wherever possible, for example:
 - Bait stations and other types of bait formulations rather than sprays.
 - As a general rule, liquid, aerosol, or dust formulations shall be applied only as crack and crevice treatment.
 - Application of pesticide liquids, aerosols, or dust to exposed surfaces and pesticide space sprays (including fogs, mists, and ultra-low volume applications) shall be restricted to unique situations where no alternative measures are practical.

The Contractor shall obtain the approval of the CO or their designee prior to any application of pesticide liquids, aerosols, or dust to exposed surfaces, or any space spray treatments. Other than crack and crevice treatments, no liquid, aerosol, or dust applications shall be made while tenant personnel are present.

C.12.12 Rodent Control

- Indoor Trapping: Generally, rodent control inside buildings shall be accomplished with trapping devices only. All such devices shall be concealed out of the general view and in protected areas so as not to be affected by routine cleaning and other operations. Traps shall be checked on a schedule approved by the CO or their designee. The Contractor shall be responsible for disposing of all trapped rodents and all rodent carcasses in an appropriate manner.
- Use of Rodenticides: In extreme cases, when rodenticides are deemed essential for adequate rodent control inside buildings, the Contractor shall obtain approval from the CO or their designee prior to making any interior rodenticide treatment. All rodenticides, regardless of packaging, shall be placed either in locations not accessible to children, pets, wildlife, and domestic animals or in EPA-approved tamper-resistant bait boxes. As a general rule, rodenticide application outside buildings shall emphasize the direct treatment of rodent burrows wherever feasible.
- Use of Bait Boxes: All bait boxes shall be maintained in accordance with EPA regulations, with an emphasis on the safety of non-target organisms. The Contractor shall adhere to the following points:
 - All bait boxes shall be placed out of the general view, in locations where they will not be disturbed by routine operations.
 - The lids of all bait boxes shall be securely locked or fastened shut.
 - All bait boxes shall be securely attached or anchored to floor, ground, wall, or other immovable surface, so that the box cannot be picked up or moved.
 - Bait shall always be secured in the feeding chamber of the box and never placed in the runway or entryways of the box.
 - All bait boxes shall be labeled on the inside with the Contractor's business name and address and dated by the Contractor's technician at the time of installation and each servicing.

C.12.13 Safety and Health

All work shall comply with the applicable requirements of 29 CFR §1910 and State and municipal safety and health requirements <https://www.osha.gov/laws-regs/regulations/standardnumber/1910> , Where there is a conflict between applicable regulations, the most stringent shall apply.

C.13 Child Care Center

NOTE TO SPEC WRITER: IF CONTRACTING SEPARATELY FOR CHILD CARE SERVICES USE THIS LANGUAGE AS A MINIMUM IN YOUR SEPARATE SOW.

The Contractor through innovation, technology, or other means shall perform the Child Care center services using the prescriptive based standards and frequencies delineated in the scope. Where Child Care specific standards and frequencies do not exist the Contractor shall first use the performance based standards in this contract. If no standards exist in this contract, the Contractor shall use industry standards to meet the requirements in this contract.

The Contractor shall furnish all personnel, labor, equipment, material, tools, supplies, supervision, management, and services necessary to perform and provide the cleaning efforts. The cleaning effort shall include, but not limited to: restroom fixtures, faucets, sinks, counters, vents, shelving, partitions, mirrors, waste receptacles, wall surfaces, toilets, soap/paper towel dispensers, doorknobs, cabinet handles, toilet seats, toilet basins, toilet handles, waste and soiled diaper receptacles, vertical and horizontal surfaces, countertops, tabletops, doors, cabinet handles, carpets, mats, area rugs, walls, windows, view panels, mirrors, entrance and exits, classroom cleaning, kitchens, wall fixtures, ceilings, horizontal surfaces, built in furniture, lofts, floors, mats, sinks, drinking fountains, trash removal, high cleaning, glazing, partitions, outdoor, playgrounds, playground equipment and rubber/hard surfaces, window treatments and furniture. These items in this scope shall be cleaned to the standards detailed in this scope.

The Contractor shall maintain a clean, sanitary, safe, and healthy physical environment for children and teachers. Children and their families have a right to expect their stay in a GSA Child Care center to be as safe, clean, and comfortable as possible. High standards of cleanliness are particularly important. Since children will touch any surface they can reach (including floors), all surfaces in a Child Care center may be contaminated and can spread infectious agents. Therefore, a frequent and responsive cleaning service is essential to ensure all surfaces are properly cleaned and disinfected.

The highest level of sanitation is usually required in the following areas, but not limited to:

- Child Care areas: classrooms
- Bathrooms
- Diaper changing areas
- Kitchens and classroom food preparation areas

All surfaces contaminated by bodily fluids: saliva, mucus, vomit, urine, stool, or blood must be cleaned and sanitized immediately in accordance with service call requirements.

With the exception of policing and trash removal, cleaning of the Child Care center shall be done when there are no children present in the immediate area of cleaning.

C.13.0 Products

The Contractor shall properly train their staff in regard to different cleaning methods and products to satisfactorily clean and disinfect the variety of surfaces found within a Child Care center. The use of

products should follow appropriate environmental considerations, as it relates to the health, hygiene, and safety of staff, children and the public.

The Contractor shall clean surfaces prior to disinfecting, unless using a cleaner-disinfectant capable of performing both functions simultaneously. Industrial products that meet the Environmental Protection Agency's (EPA) standards for hospital grade germicides (solutions that kill germs) may be used for disinfecting. Use of EPA approved sustainable products for general cleaning are preferred where appropriate. Regarding floor care, the Contractor shall refer to the manufacturers recommended cleaning products.

C.13.1 Standards

NOTE TO SPEC WRITER: WORK WITH THE CHILD CARE COORDINATOR TO VERIFY STATE AND LOCAL REQUIREMENTS.

The Contractor employees that clean Child Care centers are subject to Federal, State, and local laws governing health-screening and security background check requirements. All required health certifications shall be provided to the CO or their designee prior to starting work in the Child Care center, including the evidence of being tested for tuberculosis.

All Child Care centers in the GSA controlled space must achieve accreditation from the 'National Association for the Education of Young Children (NAEYC).' Part of this accreditation process includes meeting NAEYC Cleaning Standards and is incorporated within this specification. Successfully achieving accreditation from the NAEYC requires both the Child Care provider and the cleaning Contractor sharing the responsibility. The Child Care center staff is responsible for cleaning the toys, children's furniture including tables and chairs, high chairs, potty chairs, phones, computers, cribs, and kitchen appliances after use and interiors, as well as classroom activity and meals clean up.

C.13.2 Guidance NAEYC Definitions

- Cleaning:** Physically removing all dirt and contamination, oftentimes using soap and water. The friction of cleaning removes most germs and exposes any remaining germs to the effects of a sanitizer or disinfectant used later.
- Disinfecting:** Destroying or inactivating most germs on any inanimate object, but not bacterial spores.

Look for the EPA registration number on the product label, which will describe the product as a cleaner or disinfectant. Use the least toxic product for the particular job and use according to manufacturer's instructions.

C.13.3 Safety

The Contractor is responsible to ensure that cleaning and maintenance equipment, and supplies are well secured from the children. Report to the CO or their designee any potential hazards that could conceivably cause injury to a child.

C.13.4 Cleaning Requirements

The following areas have been assigned a minimum cleaning frequency to establish a required base level of cleaning. However, cleaning in these areas may require more attention than the minimums listed to achieve desired results.

The Contractor is responsible for the following tasks:

TWICE DAILY

Remove and seal plastic bags from soiled diaper receptacles to designated area.

DAILY

General

Clean and disinfect all surfaces touched by hands, such as light switches, door knobs, and handles.

Entrance, Outdoor Play Area and Drinking Fountains

- A. Entrances: Police and clean all entrance and exit areas, including entrance doors.
- B. Police playground area in the morning before playground activity begins: Remove trash, check for any hazards in general area, along the fence and equipment; remove any foreign substances or spillages.
- C. Clean and disinfect all drinking fountains.

Restrooms and Diapering Areas

- A. Clean and disinfect all restroom fixtures, faucets, sinks, countertops, vents, shelving, partitions, mirrors, wall surfaces, toilets, soap/paper towel dispensers, doorknobs, cabinet handles, toilet seats, toilet basins, toilet handles, and other touchable surfaces.
- B. Clean and disinfect diaper changing table horizontal and vertical surfaces.
- C. Empty trash and other waste material. Trash shall be collected and disposed of at a location designated by the CO or their designee. Empty, clean and disinfect waste and diaper receptacles.
- D. Replenish paper towel, soap, and toilet paper. All dispensers shall be filled with Contractor provided supplies; soap must be compatible with the provided dispenser.

Child Care Areas

- A. Empty trash, clean and disinfect waste receptacles. Trash shall be collected and disposed of at a location designated by the CO or their designee.
- B. Clean and disinfect all vertical and horizontal surfaces including countertops and tabletops.
- C. Clean and disinfect all sinks and faucets.
- D. Clean and disinfect all door and cabinet handles.
- E. All carpets, mats, and area rugs shall be thoroughly vacuumed and spot cleaned. Carpet surfaces are to be free of dirt, dust, and other debris. Vacuuming shall be done at a frequency that will protect the integrity of the carpet and prolong wear. The Contractor shall utilize vacuum cleaners that meet the requirements of the Carpet & Rug Institute Green Label/Green Label Plus Testing Program, <http://www.google.com/url?url=http://www.carpet-rug.org/green-label-plus.html&rct=j&frm=1&q=&esrc=s&sa=U&ved=0ahUKEwj8vtDqrdXQAhWLOiYKHbGADEcQFggUMAA&usq=AFQjCNElc9yxkhYrShtPY-5BWzm54z6w1Q>.
- F. Spot clean walls, windows, view panels, and mirrors.

Kitchen and Food Prep Areas Within the Classroom

- A. Empty trash, clean and disinfect trash receptacles. Trash shall be collected and disposed of at a location designated by the CO or their designee.
- B. Clean and disinfect all countertops and horizontal surfaces, *using a solution safe for food contact*.
- C. Clean and disinfect all sinks and faucets.
- D. Clean and disinfect all vertical surfaces and door and cabinet handles.
- E. Clean and disinfect fronts of all appliances.

Floors

Clean and disinfect all floors, including food preparation and pantry, bathrooms, classrooms, and under mats. First sweep or vacuum, then damp mop with a floor cleaner-disinfectant. (Best practice: consider micro-fiber damp mop.)

WEEKLY

Damp wipe and vacuum lofts.

MONTHLY

- A. Clean carpets and rugs where non-walking children play. Use cleaning methods approved by the local Child Care licensing.
- B. Damp wipe both sides of glass doors, view windows, partitions, bookcases, and any other glass or Plexiglas within 70 inches above the floor.

QUARTERLY

- A. Clean carpets and area rugs in other classrooms, multipurpose areas, with a carpet cleaning method approved by local Child Care licensing. Excluded are small throw rugs which are the responsibility of the Child Care center staff and can be cleaned in a washing machine.
- B. Clean by dusting, damp wiping, or vacuuming surfaces and objects approximately 70 inches or more above the floor. This includes but is not limited to the wall and ceiling area adjacent to ventilating and air conditioning outlets, tops of partition, wall fans, pictures, ceiling diffusers, file/book cases, etc.

SEMI-ANNUALLY

- A. Upholstered furniture shall be deep cleaned using accepted commercial equivalent practices or manufacturer's recommendation.
- B. Free standing appliances (ranges, refrigerators, etc) shall be pulled out and areas behind the appliances, including floors, walls, and the back of the appliance, shall be cleaned and all debris removed. Return appliances back to their original position after cleaning is completed.

ANNUALLY

Wall Washing: (rooms, toilet areas, and kitchen). Clean with a cleaner- disinfectant all walls including surfaces and objects. This includes but is not limited to the wall and ceiling area adjacent to ventilating and air conditioning outlets, tops of partition, wall fans, pictures, ceiling diffusers, file/book cases, etc.

Playground Equipment

All playground equipment surfaces, platforms, flooring, resilient flooring surfaces, and structures associated with the playground equipment shall be cleaned ____ **(Minimum Is Annually; However, The Region Can Increase Wash Cleanings As Part Of The Standard Services)** using a pressure washer or other industry standards for the surface that is being cleaned. Standards will be met when all surfaces are power cleaned, free of dirt, mold, gum, spillages, droppings and all other foreign substances. The Contractor shall contain water used in the cleaning to minimize then run-off into drains and sewers.

C.13.5 Quality Standards for Child Care

- A. **Entrance and Exit:** All entrance and exit areas (including fire exits) should be visibly clean and free of all trash, paper, and other discarded materials. There shall be no evidence of gum and other foreign substances and spillages. Entrance doors shall be clean of smudges, marks, and spots. Drinking fountains shall present a clean appearance with no build up and encrustation.
- B. **Room Cleaning:** The room shall be clean and when necessary the Contractor may be required to move furniture and furnishings. This shall be done with extreme care and furnishings shall be replaced to their original positions to make area ready for use.

- C. **Wall Fixtures:** Switches, sockets, or data points shall be clean and be free of blood, body substances, dust, dirt, debris, cello tape, and spillages.
- D. **Walls:** All wall surfaces (including skirting) shall be clean and free of blood, body substances, dust, dirt, debris, adhesive tape, and spillages. Walls shall be free of streaks and spots. There shall be no signs of overlapping. There shall be no smudge spots where cleaning of the upper and lower halves of the wall overlap. Walls shall be uniformly clean. Frames on doors, windows, moldings, etc shall be clean.
- E. **Ceiling:** All ceiling surfaces shall be clean and free of dust, dirt, and debris.
- F. **Horizontal and Vertical Surfaces:** All horizontal surfaces shall be clean and free of dust, dirt, debris, and spillages.
- G. **Dusting:** There shall be no dust, streaks, oils, spots, and smudges on surfaces.
- H. **Built in Furniture and Lofts:** Damp wipe and vacuum surfaces to be clean and free of dust, dirt, and spillages.
- I. **Bare Floors:** All floors shall be clean and free of dust, dirt, debris, and spillages (refer to manufacturers' specifications for maintenance). The cleaning of linoleum flooring shall follow industry standards.
- J. **Carpet and Area Rugs:** All carpets and area rugs shall be clean and free of dust, dirt, debris, and spillages. The Contractor shall protect all carpeting and place protective non-absorbent pads or foil between the cleaned carpet and the furnishings. Any damage resulting from Contractor's lack of carpet protection shall be corrected by the Contractor.
- K. **Mats:** All mats shall be clean and free of dust, dirt, debris, and spillages.
- L. **Sinks and Mirrors:** All sinks and mirrors shall be clean and free of dust, dirt, debris, and smearing.
- M. **Toilets and Toilet Closets:** All toilet areas shall be clean and sanitized, and be free of dust, dirt, debris, and spillages.
- N. **Dispensers:** Dispensers shall be cleaned and adequately stocked.
- O. **Receptacles:** Contractor with proper training in blood borne pathogens shall wear disposal gloves to empty, clean, and sanitized sanitary napkin and waste receptacles. Sanitary napkin disposal containers shall be lined with new receptacle bags. Waste bags with napkins and gloves shall be sealed and placed in the regular trash.
- P. **Doors:** All parts of the door structure, including handles, frames and jambs shall be clean and free of blood, body substances, dust, dirt, debris, adhesive tape, and spillages.
- Q. **Glazing, Including Partitions:** All internal glazed surfaces shall be clean and sanitized and free of smears, grime, and tape substances.
- R. **Trash Removal:** All trash shall be removed as scheduled and by the end of the day if not indicated. All trash (including trash in restrooms) shall be collected and removed to a location designated by the CO or their designee. Trash containers shall be emptied and kept clean and odor-free, and free of dirt, dust, debris, residue, and spilled material. Plastic liners for all trash, debris and recycling containers shall not be torn, worn, or contain residue. Please refer to the trash and recycling portion of these specifications.
- S. **High Cleaning Surfaces Above 70 Inches:** Surfaces shall be cleaned and free of dust and cobwebs. This does not include the removal of vents, tiles, or fixtures to accomplish high cleaning. Where glass is present, both sides shall be clean and free of streaks (interior of building only).
- T. **Outdoor and Playgrounds- External Areas -** The complete external areas including playground areas shall be clean and free of trash, paper, and other discarded materials. There shall be no evidence of gum and other foreign substances on the hard surfaces. Any hazardous conditions or items in need of repair should be identified and a written notice immediately given to the CO or their designee.
- U. **Outdoor Equipment and Rubber and Hard (concrete and asphalt) Surfaces:** These surfaces shall be clean and free of gum, other foreign substances, spillages, and droppings. Pressure washing shall be used where appropriate. The Contractor shall ensure that run-off into drains and sewers is minimize. The cleaning of playgrounds with rubber and resilient surfaces shall follow industry standards.
- V. **Window Treatments (blinds, shades, curtains):** Window treatments shall be clean and free of dust, dirt, debris, and spillages. All sides of blinds, cord tapes, and valances are to be clean and free of dust.

- W. **Window Washing:** Windows shall be clean and free of dirt, grim, streaks, tape substances, and excessive moisture. Window sashes, sills, woodwork, and other surroundings of interior glass shall be free of drippings and other watermarks. Windows that have window film shall be cleaned using the manufacturer's instructions for window washing.
- X. **Furniture:** All furniture shall be free of dust, dirt, spillages, and spots.

C.14 Quality Control Plan (QCP)

The Contractor shall establish and implement a complete Quality Control Plan (QCP) to ensure the requirements of the contract are met. The QCP is a written document that specifies a system for determining whether or not cleaning service requirements are being met and identifying and correcting deficiencies in the quality of services before the level of performance becomes unacceptable. The QCP also identifies opportunities where the Contractor can make improvements in how services are provided.

The QCP is a living document and may be subject to change depending on the needs of the contract. When the contract is revised, the Contractor is required to provide an updated QCP, maintenance schedule and listing of current employees to the CO or their designee for acceptance. See Section C.18 "Contractor Submittals/Deliverables Chart" to find the time frame to submit the QCP.

The QCP shall include the following, at a minimum:

- How the Contractor will control quality and quantity of supplies and services.
- Define the roles and responsibilities of the Contractor's operating personnel.
- How project management, inspections, plan implementation, process improvement changes, correction of deficiencies, and Section C.3 'Sustainable Cleaning' of this contract will be accomplished.
- An inspection plan or checklist tailored to the specific building(s) being cleaned and serviced under this contract. The inspection plan or checklist shall detail how services at the work site shall be inspected to ensure that the outcome of the work meets all the quality standards set forth in the contract and shall include, but is not limited to:
 - Date of inspection performed
 - Location of inspection
 - Description of findings
 - Description of action(s) taken (if necessary)
 - Signature and date of completion
- A written training program to ensure that the Contractor's employees are capable of successfully accomplishing all work task(s) under this contract.
- A Strike Contingency Plan for separation of employees and employee absences.
- How Contractor shall monitor deficiencies of work output in relation to the performance standards, methods of informing employees of deficiencies in their area(s) of responsibility, and a process to ensure that the deficiencies are corrected and do not reoccur.
- How Contractor shall measure and document performance against the scope of work.
- Service calls and how they shall be monitored and responded to in a timely manner as required in Section C.7 'Service Calls' in the specification.
- A Communication Plan for the Contractor to communicate with GSA to receive and respond to service calls and customer complaints, as required in Section C.8 'Communication Plan' in the specification.
- Contractor incentives.

-How the Contractor will utilize the Government's approved tenant survey results to improve the delivery of custodial and related services.

C.15 Cleaning Schedules

The cleaning schedule is considered the Contractor's efficient approach to the work, and shall not limit the Contractor to specific levels of staffing, means or methods. Changes necessary for achieving the contract performance work statement requirements shall be the responsibility of the Contractor. Cleaning schedules and any revisions are to be submitted to the CO or their designee.

The Contractor's cleaning schedule shall, as a minimum, include the following frequency:

- Daily cleaning
- Periodic cleaning
- Weekly cleaning
- Monthly cleaning
- Other frequencies

C.16 Communication Requirements

-Tenant Meetings: The Contractor shall attend a minimum of ____ **(Region, Choose Frequency)** tenant meetings. The meetings will be on the agenda to communicate program specific information, improvements, or work that will impact the tenants.

-Quality Control Meetings: The Contractor shall attend ____ **(Region, Choose Frequency)** meetings, which will be held between the Contractor and the CO or their designee. The purpose of these meetings will be to discuss the Contractor's performance, areas of deficiencies, areas of satisfaction, and tenant needs or concerns. The frequency of these meetings may be increased or decreased depending upon performance as determined by the CO or their designee.

-Partnering Meeting: The Contractor shall attend at least one partnering session with GSA after the Post-Award conference. Other sessions may take place during the course of the contract at the option of either GSA or the Contractor. The concept of "partnering" is working together towards a common interest or goal. Both parties will re-visit the idea of having a partnering session on the anniversary date of the contract. Each partnering session will be held at a mutually agreed upon time and location.

-Joint Service Inspections: **(Region, Use or Delete)** The Contractor shall accommodate all requests by the Government to participate in the Contractor's inspection of work performed by Contractor personnel. Scheduling for these joint inspections shall be coordinated through the CO or their designee. This inspection shall be used with other measures of performance in discussions on Contractor performance during the Quality Control Meetings.

-Regional Communication Matrix: **NOTE TO SPEC WRITER: IF THIS IS A SOURCEAMERICA/NPA CONTRACTOR, YOU MUST INCORPORATE THE REGIONAL COMMUNICATION MATRIX IDENTIFIED IN YOUR 'STRATEGIC ALLIANCE SOURCEAMERICA/GSA REGIONAL AGREEMENT.'**



The QCP shall be submitted by the Contractor to the CO or their designee for review and acceptance. The Contractor is not authorized to start work until the QCP is accepted and the proper security clearances obtained. Refer to Section H of the solicitation, in regard to proper security clearance requirements.

C.17 Federal Requirements

The Contractor shall comply with all applicable governance documents, including, but not limited to Federal, State and local laws, regulations, and codes: including any supplements or revisions as specified in the table below. The Contractor is responsible for obtaining access to all referenced documents at their own expense. The Contractor shall obtain all applicable licenses, training, and permits. If a change in law and/or regulation requires the Contractor to implement an action that will result in an increase or decrease in contract price, the Contractor shall implement the required action and within 30 calendar days submit to the CO a price proposal for such change. If the CO determines an equitable adjustment is substantiated, a modification to the contract shall be issued.

<u>PUBLICATION</u>	<u>TITLE</u>	<u>PORTION</u>
EPACT 05	Title I Energy Efficiency Title IX Research and Development https://www.ferc.gov/enforcement/enforce-res/EPAct2005.pdf	All Applicable Sections of these Titles
EISA 07	Title III Energy Savings Through Improved Standards for Appliances and Lighting. Title IV Energy Saving and Buildings Industry. Title V Energy Savings in Government and Public Institutions. https://www.gpo.gov/fdsys/pkg/PLAW-110publ140/pdf/PLAW-110publ140.pdf	All Applicable Sections of these Titles
Executive Order 13423	Strengthening Federal Environmental, Energy, and Transportation Management and all implementing guidance documents. http://edocket.access.gpo.gov/2007/pdf/07-374.pdf	ALL

<u>PUBLICATION</u>	<u>TITLE</u>	<u>PORION</u>
Executive Order 13514	Federal Leadership in Environmental, Energy, and Economic Performance http://edocket.access.gpo.gov/2009/pdf/E9-24518.pdf	ALL
Executive Order 13788	Buy American and Hire American https://www.whitehouse.gov/the-press-office/2017/04/18/presidential-executive-order-buy-american-and-hire-american	ALL Applicable Section on Buy American
FAR GSAR FAR Clause 52.223-2	Federal Acquisition Regulation General Services Acquisition Regulation https://www.govinfo.gov/content/pkg/CFR-2008-title48-vol2/pdf/CFR-2008-title48-vol2-sec52-223-2.pdf	All Applicable Sections and Clauses General Services Acquisition Regulation Clauses 1 and 2
PBS P 3490.2	Document Security for Sensitive But Unclassified Building Information https://insite.gsa.gov/portal/content/657310	ALL
29 CFR §1910, as amended	OSHA General Industry Standards https://www.osha.gov/laws-regs/regulations/standardnumber/1910	ALL
40 CFR	Protection of the Environment http://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title40/40tab_02.tpl	All Applicable Sections of Chapter 1
41 CFR § 102-74, Subpart C. - FMR	Facility Management Regulation https://www.govinfo.gov/app/details/CFR-2011-title41-vol3/CFR-2011-title41-vol3-part102-id987	ALL
ANSI-IWCA.I-14.1	http://webstore.ansi.org/FindStandards.aspx?SearchString=ansi&SearchOption=1&PageNum=0&source=google&adgroup=ansi&keyword=ANSI%2F&qclid=CJnM65r-rqQCFUNM5QodRnhXyw	ALL

<u>PUBLICATION</u>	<u>TITLE</u>	<u>PORTION</u>
ANSI/ASEE A-1264.2-2006	www.ANSI.org	ALL
ANSI Z245.1	Mobile Refuse Collection and Compactor Equipment Safety Requirements http://webstore.ansi.org/FindStandards.aspx?SearchString=ANSI+Z245.1&SearchOption=0&PageNum=0&SearchTermsArray=null%7cANSI+Z245.1%7cnull	ALL
ASTME 1971-05	http://www.astm.org/Standards/E1971.htm	ALL
GSA Green Purchase Plan	http://search.gsa.gov/search?utf8=%E2%9C%93&affiliate=gsa.gov&query=green+purchase+plan&commit=Search	ALL
Guiding Principles for Sustainable Existing Buildings	http://www.wbdg.org/references/hpsb_existing.php	Section 3-5
Bio-based Products Certification and Purchase Clauses	http://www.biopreferred.gov/BioPreferred/faces/pages/DocumentBrowser.xhtml	ALL
Comprehensive Procurement Guidelines (CPG)	https://www.epa.gov/smm/comprehensive-procurement-guideline-cpg-program	ALL
Green Seal Certification	http://www.greenseal.org/	ALL
Safer Choice	https://www.epa.gov/sites/production/files/2013-12/documents/standard-for-safer-products.pdf	ALL
Green Products Compilation Database	http://sftool.gov/GreenProcurement/	ALL
Property Managers Child Care Desk Guide	http://gsa.gov/portal/content/103654	ALL
PBS Key Sustainable Products Initiative	PBS Order 1096.1, Dec 18, 2014 See the CO or designee for copy of document	ALL Applicable Sections
LEED- EB credits	https://www.usgbc.org/ShowFile.aspx?DocumentID=3617	ALL
Presidential Memorandum, June 20, 2014 entitled: "Creating a Federal Strategy to Promote the Health of Honey Bees and Other Pollinators."	http://www.whitehouse.gov/the-press-office/2014/06/20/presidential-memorandum-creating-federal-strategy-promote-health-honey-b	ALL

<u>PUBLICATION</u>	<u>TITLE</u>	<u>PORTION</u>
PBS P 5800.36A	GSA Property Management Business Practice Handbook https://insite.gsa.gov/portal/content/522198	ALL
Historic Buildings	Custodial Care of Historic Buildings https://www.gsa.gov/portal/content/112694	ALL
GSA IT Policies	GSA Directives	ALL

With the exception of the mandatory products specified in Section C.4.1, 'Key Sustainable Products (KSPs) Standards' the Contractor shall give preference to environmentally sustainable supplies and products. For the purpose of this specification, environmentally sustainable shall include, but not be limited to:

- EPA's Environmentally Preferable Purchasing List.
- Recycle content composition as specified in Section J or the Comprehensive Procurement Guideline (CPG) items and their associated Recovered Materials Advisory Notices (RMANS), which ever has the greater recycle content. **NOTE TO SPEC WRITER: ITEMS THAT ARE NOT MANADATED AS KSP THEN THE CONTRACTOR SHALL REFER TO THE CPG LIST.**
- Concentrated and ready-to-use cleaning chemicals (spray bottles must be labeled with the contents) that use ecologically sound packaging and are phosphate-free, non-corrosive, non-combustible, non-poisonous, non-reactive, and non-aerosol; contain no carcinogens, mutagens or teratogens; contain no ozone-depleting substances; and are bio-based and fully biodegradable. Such products shall have lower toxicity, and reduced potential for skin, eye, and, respiratory irritation than comparable products used for the same purpose and shall contain no unnecessary dyes or fragrances.
- 3rd party certification such as 'Green Seal' Certified and/or 'Safer Choice'.
- United States Department of Agriculture (USDA) bio-based designation.
- Floor finishes and floor maintenance products that are free of metals, such as zinc, arsenic, lead, cadmium, cobalt, chromium, mercury, nickel, or selenium.

The Contractor shall furnish to the CO or their designee all Safety Data Sheets (SDS); see Section C.18 'Contractor Submittals/Deliverables Chart,' for any materials used in the performance of this contract. All new products used during the life of the contract must have SDS provided to the CO or their designee prior to bringing and/or using these products on site. The Contractor shall use only commercially available products that meet Federal, State, and local codes. These requirements shall include those identified in Executive Order 13423.

The Contractor shall maintain the SDS in a location accessible to all employees (in accordance with 29 CFR §1910.1200) and shall advise the CO or their designee of its location. The SDS shall be available for inspection by the CO or their designee on request. The Contractor shall take every precaution to ensure that environmentally sustainable products are used. Information can be obtained from Federal, State, and local agencies concerning safe chemical cleaning materials. An inventory list of products to be used under this contract shall be provided to the CO or their designee. This list shall be updated, with a copy provided

to the CO or their designee, throughout the term of the contract. The CO or their designee shall contact the Contractor immediately if any item is deemed inappropriate for use under this contract.

C.18 Contractor Submittals/Deliverables Chart

NOTE TO SPEC WRITER: THE CO OR THEIR DESIGNEE SHALL PROVIDE ANY APPLICABLE SUBMIT DATES FOR THE ITEMS LISTED BELOW.

PRIOR TO THE START OF WORK

ITEM	SUBMIT DATE	RECEIVED	
		YES	NO
Section C			
Green Cleaning Plan - List of Appropriate KSP's Used on Contract - List of Environmentally Sustainable Products and Equipment	5 days		
Cleaning Schedules -Floor Maintenance -Window Cleaning -Blind Dusting -Work Plan	5 days		
Child Care Health Certification	5 days		
Initial Deficiency List (IDL) for Irrigation System	5 days		
Quality Control Plan	15 days		
Safety Data Sheets (SDS) with Inventory List of Products	5 days		
Hazardous Materials Inventory	5 days		
Inventory List of Products (non-hazardous)	5 days		
Communication Plan	15 days		
Section H			
List of on-site Supervisors/ Representative with Phone No.'s	5 days		
Strike Contingency Plan	5 days		
Security Clearances/Forms	15 days		

AFTER THE START OF WORK

ITEM	SUBMIT DATE	RECEIVED	
		YES	NO
Section C			
Window Washing Safety Plan	10 days		
Snow and Ice Removal Plan with List of Chemical Products	10 days		
Tree Survey/Remediation Plan-Price List	30 days then Annually		
Above Standard Services-Price List	30 days		
Soil Sample	10 days		
Erosion and Sediment Control Plan (if required)	30 days		
Solid Waste/Trash Audit Report	60 days after Notice of Award Letter		
Solid Waste/Trash Monthly Report	Monthly and As Required		

Recycling Monthly Report	Monthly and As Required		
Green Purchase Reports -Bio-based as Required by FAR 52.223-2 via www.sam.gov -KSP Proof of Compliance	Annually by 31 October Annually by 31 October		
Integrated Pest Management Plan	15 days after Assessment		
Initial Pest Assessment	15 days		
Pesticide Control Plan	15 days after Assessment or as required by the CO		
Periodic IPM Inspection	Quarterly		
Section H			
Written Notice of Designation of Contractor's Representative	5 days		
Contractor Pandemic Plan	30 days		
Sustainable Cleaning Training	5 days after completion of training		
Request for Sensitive But Unclassified (SBU) information (Section H.10.8)	As required by the CO		
Asbestos Training Certification	5 days after completion of training or as required by CO		
Exposure Control Program	30 days		
Asbestos Awareness Certification	5 days after completion training		

D. PACKAGING AND MARKING

NOTE TO SPEC WRITER: TO BE FILLED OUT BY THE REGION

E. INSPECTION AND ACCEPTANCE

NOTE TO SPEC WRITER: TO BE FILLED OUT BY THE REGION

F. DELIVERIES OR PERFORMANCE

NOTE TO SPEC WRITER: TO BE FILLED OUT BY THE REGION

G. CONTRACT ADMINISTRATION DATA

NOTE TO SPEC WRITER: TO BE FILLED OUT BY THE REGION

H. SPECIAL CONTRACT REQUIREMENTS

H.1 CONTRACTOR RESPONSIBILITIES

H.1.0 Supervisors

A supervisor shall be available at all times when the contract work is in progress to receive notices, reports, or requests from the CO or their designee. The Contractor shall furnish the CO or their designee with a list of telephone numbers where an authorized representative may be contacted seven (7) days per week at any hour of the day or night to provide required services.

H.1.1 Communication

The Contractor is responsible for complying with the agreed upon Communication Plan required in Section C.8 of the specification. The Contractor shall provide key operational personnel (managers or supervisors) with portable electronic means to communicate with GSA (and PBS National Contact Center) for service calls, emergencies, status updates of projects, etc. It is the Contractor's responsibility to ensure that any communication devices provided work effectively in the building. Electronic receiving and transmitting methods may include the following:

-A text-messaging device used to send and receive messages. The Contractor is responsible for all costs associated with the electronic messaging device. Some examples are two-way pager (Nextel), cell phone with text messaging, iphones, BlackBerry, etc.

-The use of Fax receiving and sending equipment is acceptable only as secondary communication method for locations that have problems with no or poor quality wireless device signal strength. Delayed receipt due to combined usage of voice and fax on the same line is not acceptable.

H.1.2 Training

The Contractor shall provide employees with training to broaden their technical skills, improve customer service, and to promote personal development. Training provided shall embrace the concepts of providing and maintaining quality cleaning that is safe, healthy, and sustainable. www.issa.com as well as other cleaning groups offers their members educational materials on these items.

H.1.3 Uniforms

All employees shall wear distinctive, uniform clothing for ready identification. Uniforms shall be neat, clean, in good repair, and have a badge or monogram with the Contractor's name on it.

H.1.4 Exposure Control Program

-Personal Protective Equipment (PPE)

The Contractor shall adhere to 20 CFR 1910 and any other Federal, State and local laws and regulations to fully comply with this requirement.

-Bloodborne Pathogens Act

The Contractor shall provide appropriate training to their employees and all necessary equipment and services required to perform clean-up of blood borne pathogens and fully comply with the requirements of the Bloodborne Pathogen Act standard listed in 29 CFR §1910.1030, as amended (<https://www.osha.gov/laws-regs/regulations/standardnumber/1910>).

When blood, vomit or similar biological fluid spills are encountered on a surface, the Contractor, with proper training in bloodborne pathogens, shall clean up the surface wearing Contractor provided disposable gloves, and use absorbent material and certified EPA disinfectants. The Contractor shall provide a plastic bag, and place the used gloves and spilled content in the bag, seal the bag and placed it in the regular trash.

H.1.5 Key Control

The Contractor shall follow the building's key control program. Keys issued to the Contractor, the Contractor's personnel, or subcontractors shall be signed for and not transferred to other personnel unless recorded in the key control log. The Contractor is financially liable for the cost of rekeying if keys are lost or not recovered from employees or subcontractors.

H.1.6 Qualifications of Personnel

Qualifications of Supervisory Employees

Supervisory contract employees shall have a minimum of 3 years of experience with managing and related services in building(s) of similar size and complexity. The Contractor shall provide employee resumes covering these positions to the CO for approval. At the discretion of the CO or their designee formal training may be substituted for experience. The on-site supervisor is required to be fully conversant in English.

Qualifications of Contractor Personnel

The Contractor shall provide appropriate training to their employees. The personnel employed by the Contractor shall be capable employees, who are trained and qualified in one or more related type service requirements.

The building(s) shall be fully staffed, beginning the first day of work under the contract, unless authorized by the CO or their designee. The Contractor's employees shall be familiar with the operation of the building(s) fire alarm system. In the event of a fire, the Contractor shall leave the building and not enter until authorized by Fire officials. The Contractor's staff shall also be familiar with the building's Occupancy Emergency Plan, which includes the shelter in place program. Further information on the program shall be provided by the CO or their designee.

H.1.7 Miscellaneous Requirements

The Custodial Contractor shall:

- Ensure that the Contractor's employees use lights and faucets only in those areas where and when the work is actually being performed. Once leaving, all lights and water faucets in the work area shall be turned off.
- Ensure that workers do not adjust mechanical equipment controls for heating, ventilation and air conditioning systems.
- Ensure that the Contractor's employees participate in building fire and civil defense drills.
- Ensure that the reporting of fires, hazardous conditions, and items in need of repair (e.g., inoperative lights, broken windows or doors, torn carpets, leaking sinks, urinals or commodes, dead trees or shrubs, etc.), to the CO or their designee.
- Ensure if applicable, rooms are locked after cleaning and that keys are returned to the designated office.
- Ensure that lost and found articles by the Contractor's employees are turned in to the CO or their designee.
- Ensure that the Contractor employees notify the security officer on duty when unauthorized or suspicious person(s) are seen on premises.

- Ensure that the Contractor's employees notify CO or their designee of any observed hazardous material, or Universal Waste materials in the trash or recycling receptacles.
- Ensure that the Contractor's employees (**Region, Take Out If the Custodial Contractor Does Not Have This Responsibility**) raise, lower, and half-staff the United States Flag, agency pennants, and other flags (POW flag). This service shall be provided when directed by the CO or their designee and shall comply with requirements in the Flag Policy.
- Ensure that the Contractor's employees adhere to GSA's 'No Smoking Policy'

H.2 Strike Contingency Plan (SCP)

The Contractor shall prepare a Strike Contingency Plan to be used in the event of a strike by his employees. The Strike Contingency Plan (SCP) shall be submitted to the CO or their designee **5 calendar days prior to the contract's start date and updated annually**. At a minimum, the SCP shall include the following information:

- Support Personnel: The SCP shall describe in detail how the Contractor shall staff the building to provide the services defined in this specification in the event of strikes by his employees. The Contractor shall keep HSPD-12 requirements and time frames in mind when preparing this plan.
- Training and Certifications: The SCP shall describe in detail how the Contractor shall provide personnel that meet experience requirements, assuring the Government that all temporary or replacement employees (including the sub-contractor's employees) shall meet the experience and certification requirements defined in this contract.

H.3 Occupant Emergency Plan (OEP)

The Government's Occupant Emergency Plan (OEP) is used by the CO or their designee during building emergencies. Designated Contractor personnel, including the on-site supervisor(s), shall be thoroughly familiar with the Government's OEP. All of the Contractor's employees shall be trained by the Contractor to fully understand their responsibilities relative to each emergency plan. The Contractor shall participate in fire and other emergency drills. The Contractor shall be required to perform the services required by the contract and as identified by the CO or their designee to the extent allowed during all emergency situations including but not limited to: fires, accidents and rescue operations; the Contractor's personnel strikes; other service contractors on strike; civil disturbances; natural and man-made disasters, and utility service outages.

H.4 Contractor Pandemic Plan

The Government as required by the 'National Strategy for Pandemic Influenza Preparedness' has prepared a plan that safeguards its employees and provides for continued operations in the event of an influenza pandemic. The Contractor shall also prepare a plan that outlines the steps that they must take to prevent and reduce the spread and mitigate the potential effects of an influenza pandemic on custodial and related services. Given the unpredictable length and severity of a pandemic, the Contractor's plan shall link their planned actions to the periods and phases established the World Health Organization for a pandemic cycle. For information on the phases of a pandemic cycle see <http://www.who.int/csr/resources/publications/influenza/whocdscsredc991.pdf>. The Contractor shall submit the plan to the CO or their designee within thirty (30) calendar days of the start of the contract. See components of Pandemic Planning at <http://www.ed.gov/admins/lead/safety/emergencyplan/pandemic/planning-guide/basic.pdf>

H.5 Conservation

Conservation is a planned and organized approach designed to conserve non-renewable sources. The Contractor shall ensure that work under this contract is performed in a manner that conserves energy,

water, and other Government resources. Contractor shall take the necessary steps through training, communication, and implementing appropriate procedures in their use of natural resource consuming equipment and processes. This will preserve resources and support GSA's sustainability goals.

The Contractor shall ensure that their employees support the Government's efforts to comply with Section 102 of the Energy Policy Act of 2005 (EPAAct), the Energy Independence and Security Act of 2007, Executive Order (EO) 13154, and EO 13423 which requires the Government to reduce Agency energy use.

The Contractor shall employ practices that reduce dependency on non-renewable sources of energy. The Contractor's personnel shall turn off lights in unoccupied areas where possible, once the area is cleaned. The Contractor shall close window blinds when practical, especially in the summer time, over long weekends, and during extended closures of the building.

The Contractor shall use their equipment in an efficient manner by turning it off during times it is not in use. When replacing existing equipment, the Contractor shall strive to acquire replacement equipment in the top 25% of efficiency as per the Energy Star guidelines. The Contractor shall never turn off or unplug Government equipment in the space they are cleaning without prior written approval by the CO or their designee.

The Contractor shall employ products, equipment and practices that eliminate wasteful use of water.

H.6 Affirmative Procurement Program (APP)

As a Federal procuring agency, the GSA is required by the Resource Conservation and Recovery Act (RCRA), Section 6002 and Executive Order (EO) 13423 Strengthening Federal Environmental, Energy, and Transportation Management to procure and use products containing post-consumer content (recycled material); environmentally preferable; and bio-based products. RCRA Section 6002 and Letter 92-4 requires Federal agencies to develop and implement their own Affirmative Procurement Program to facilitate the procurement of these products.

Green Purchases

In addition to those regulatory requirements specified in Section C of the specification, the following considerations and sources shall be used by the Contractor.

This includes:

- Compliance with appropriate clauses and subparts of FAR 7, 11, 12, 13, and 23.
- Cleaning chemicals, tools, equipment, supplies, or materials that shall be selected with consideration to minimizing the impact on both human health and safety as well as reducing other potential environmental impacts.
- Cleaning processes, work practices, and procedures shall minimize exposures to workers and building occupants and contribute to the promotion of environmental stewardship.
- GSA offers a variety of environmental products to its Federal customers to assist in their efforts to comply with procurement responsibilities outlined in Federal environmental laws and regulations. Information is available through the GSA Federal Acquisition Service (FAS). **(Region, Specify If This Is A SourceAmerica Contract)**
- Additional information on environmentally preferable products may be found through sources such as the U.S. EPA's Environmentally Preferable Purchasing Program's website:
<https://www.epa.gov/greenerproducts/about-environmentally-preferable-purchasing-program>

Recycle Content Certification

In accordance with the FAR 52.223-9, Certification and Estimate of Percentage of Recovered Material Content for EPA-Designated Items, purchased for the performance of work with this contract, the Contractor shall provide the required certification and estimate to the CO or their designee at contract completion. The following is a sample of the certification that is included in the FAR:

CERTIFICATION

I, _____ (name of certifier), am an officer or **employee** responsible for the performance of this contract and hereby certify that the percentage of **recovered material** content for EPA-designated items met the applicable contract specifications or other contractual requirements.

(Signature of the Officer or Employee)

(Typed Name of the Officer or Employee)

(Title)

(Name of Company, Firm, or Organization)

(Date)

(End of certification)

Sustainable Cleaning Training

The Contractor shall provide training to their employees that stress proper *stewardship* in sustainable cleaning practices. The Contractor shall submit written certification to the CO or their designee within five (5) days of the completion of training. Information on stewardship, training, and other issues can be found in ASTM E1971-05, Standard Guide for Stewardship for the Cleaning of Commercial and Institutional Buildings www.astm.org/. The focus of this training is to address appropriate cleaning activities and processes to maximize eco-efficiency and to minimize adverse impacts on the building occupants, cleaning personnel, the building structure itself, and the environment. Adherence to the principles set forth in this guide can lead to greater tenant and occupant satisfaction, reduced operational costs, and greater productivity (for occupants and cleaning personnel).

H.7 Asbestos Awareness Training

(For Buildings Which Contain Asbestos Or Where It Has Been Presumed): The Contractor shall ensure that all employees, including replacement workers, receive asbestos training and refresher training appropriate to their level of activity and OSHA class of work, in accordance with 40 CFR § 763 <https://www.govinfo.gov/app/details/CFR-2011-title40-vol31/CFR-2011-title40-vol31-part763> and 29 CFR §1910 <https://www.osha.gov/laws-regs/regulations/standardnumber/1910>. The Contractor shall follow all instructions for each asbestos class job as outlined in 29 CFR §1910. The training shall be provided by the Contractor for their employees, at no additional expense to the Government, within sixty (60) calendar days of the employees commencement of employment on this contract. The Contractor shall submit written certification to the CO or their designee within five (5) days of the completion of the training.

NOTE TO SPEC WRITER: DELETE SECTION H.8 "LEED-EB" IF BUILDING IS NOT SEEKING LEED CERTIFICATION.

H.8 LEED-EB

This building shall seek Leadership in Energy and Environmental Design (LEED) certification, which requires more stringent guidelines and record keeping. Criteria for specific LEED existing buildings (EB) credits will be provided by the LEED-EB Project Manager or designee. More information on LEED-EB is found at www.usgbc.org.

H.9 Provided By The Government (Not Identified Elsewhere in the Specification)

Provided by the Government is:

- Electrical power at existing outlets for the Contractor to operate equipment which is necessary in the conduct of its work.
- Hot and cold water as necessary limited to the normal supply provided in the building. No special heating or cooling of the water shall be provided.
- Space in the building including locker rooms, if available. Any existing equipment in space authorized for use by the custodial Contractor such as lockers, tables, benches, chairs, etc., that was placed within the building by the Government may be used by the Contractor during the term of the contract, provided authorization is received from the CO or their designee. This space and equipment shall be kept neat and clean, and returned to the Government in reasonably the same condition at the time of entering into the contract once the contract expires.
- Space in the building for the storage of supplies and equipment inventories that are used in the performance of work under this contract. The Contractor shall maintain this space in a clean neat and orderly condition. Under no circumstances shall the Contractor store flammable or explosive liquids (naphtha, gasoline, etc.) in the building. The Government is **not responsible** in any way for damage or loss to the Contractor's stored supplies, materials, replacement parts or equipment.
- Custodial closets, where available, at various points throughout the building, for storing equipment, including mops, brooms, dust cloths, and other items. These closets and the stored equipment shall be kept clean and organized by the Contractor. Sinks and buckets shall be kept clean and free of standing water and hoses shall not be left connected to faucets when not in use.
- Space in the building, when available, furniture and furnishings for a supervisor's office to be for official business only in the performance of this contract. If the Government supplies telephones, they shall only be used for communication related to the contract. The Contractor or the Contractor's employees shall not use Government property in any manner for any personal advantage, business gain, or other personal endeavor.
- Heating and air conditioning of the space to be cleaned will be provided only during normal building operating hours.
- **NOTE TO SPEC WRITER: Any additional Government furnished space, parking, equipment or property that the region adds to this list. Also, the CO or their designee shall be notified to add all applicable FAR Clauses including the appropriate environmental clauses.**

H.9.1 Use of Government Information Technology

Contractor personnel requiring access to GSA's Network shall comply with all Federal Information Technology (IT) regulations regarding Trusted Internet Connection (TIC) in conjunction with PBS and GSA Chief Information Officer (CIO) IT policies, i.e., all PBS IT systems needing network connectivity must reside on the GSA network.

Contractors that requirement Network Connection for PBS IT systems shall use only Government-furnished network equipment and computer hardware.

- Network equipment includes all equipment that has IP routing and switching functionality.
- Computer hardware includes, but is not limited to servers, PCs, laptops and their peripherals (monitors, mice and keyboards).
- Proprietary system hardware/software can be vendor provided, but is subject to network and system testing, review and approval for connection to GSA's network and acceptance of the PBS CIO.

If the Contractor requires access to GSA's Network they shall submit their request in writing to the CO or their designee for approval. Approved requests shall be forwarded to the PBS CIO for approval. The PBS CIO shall provide the Contractor with at least one desktop and/or one laptop to access the newly integrated Building Automation Systems (to the GSA network) sites for the purposes of giving the Contractor access to the building monitoring and control systems. Please note that the availability of computer hardware is dependent on budgeted funds dedicated for this purpose, which may or may not be renewed on an annual basis. Refreshes required for existing GSA workstation shall be coordinated through regional local OCIO's office. No hardware (workstations, servers, switches) shall be provided unless an approved network diagram is submitted.

Contractor's that require access to building monitoring and control systems (BMC) shall refer to the [Technology Policy for PBS-Owned Buildings Monitoring and Control Systems](#) and [Building Technologies Technical Reference Guide](#) for guidance related to the technical integration of BMC to the GSA network and within its GSA's information technology (IT) environment.

If a Contractor comes into contact with information or data where there is not a 'need to know' or they are do not have authorization to have, they shall turn in the information and/or data immediately to the CO or their designee.

H.9.2 Safeguarding Sensitive Data and Information Technology Resources

In accordance with FAR 39.105, this section applies to all users of sensitive data and information technology (IT) resources, including awardees, contractors, subcontractors, lessors, suppliers and manufacturers. The following GSA policies must be followed. These policies can be found at <http://www.gsa.gov/directives> or <https://insite.gsa.gov/portal/content/657310>

1. CIO P 2100.1 GSA Information Technology (IT) Security Policy
2. CIO P 2100.2B GSA Wireless Local Area Network (LAN) Security
3. CIO 2100.3B Mandatory Information Technology (IT) Security Training Requirement for Agency and Contractor Employees with Significant Security Responsibilities
4. CIO 2104.1A GSA Information Technology IT General Rules of Behavior
5. CIO 2105.1 B GSA Section 508: Managing Electronic and Information Technology for Individuals with Disabilities
6. CIO 2106.1 GSA Social Media Policy
7. CIO 2107.1 Implementation of the Online Resource Reservation Software
8. CIO 2160.4 Provisioning of Information Technology (IT) Devices
9. CIO 2162.1 Digital Signatures
10. CIO P 2165.2 GSA Telecommunications Policy
11. CIO P 2180.1 GSA Rules of Behavior for Handling Personally Identifiable Information (PII)
12. CIO 2182.2 Mandatory Use of Personal Identity Verification (PIV) Credentials
13. CIO P 1878.2A Conducting Privacy Impact Assessments (PIAs) in GSA
14. CIO IL-13-01 Mobile Devices and Applications
15. CIO IL-14-03 Information Technology (IT) Integration Policy
16. HCO 9297.1 GSA Data Release Policy
17. HCO 9297.2B GSA Information Breach Notification Policy
18. ADM P 9732.1 D Suitability and Personnel Security

NOTE: THE CONTRACTOR AND SUBCONTRACTORS MUST INSERT THE SUSTANCE OF THIS SECTION IN ALL SUBCONTRACTS.

H.10 Security Requirements and Personal Identity Verification Procedures (Non-Classified Contract)

NOTE TO SPEC WRITER: REFER TO THE MOST CURRENT HSPD-12 GUIDANCE

FAR 52.204-9 PERSONAL IDENTITY VERIFICATION OF CONTRACTOR PERSONNEL (SEPT 2007)

- (a) The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24 and Federal Information Processing Standards Publication (FIPS PUB) Number 201.
- (b) The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have routine physical access to a Federally-controlled facility and/or routine access to a Federally-controlled information system.

H.10.1 GSAR 552.237-70 Qualifications of Offerors (MAY 1989)

- (a) Offers will be considered only from responsible organizations or individuals now or recently engaged in the performance of building service contracts comparable to those described in this solicitation. In order to determine an Offeror's qualifications, the Offeror may be requested to furnish a narrative statement listing comparable contracts which it has performed; a general history of its operating organization; and its complete experience. An Offeror may also be required to furnish a statement of its financial resources; show that it has the ability to maintain a staff of regular employees adequate to ensure continuous performance of the work; and, demonstrate that its equipment and/or plant capacity for the work contemplated is sufficient, adequate, and suitable.
- (b) Competency in performing comparable building service contracts, demonstration of acceptable financial resources, personnel staffing, plant, equipment, and supply sources will be considered in determining whether an Offeror is responsible.
- (c) Prospective Offerors are advised that in evaluating these areas involving any small business concern(s), any negative determinations are subject to the Certificate of Competency procedures set forth in the Federal Acquisition Regulation.

H.10.2 GSAR 552.237-71 Qualifications of Employees (MAY 1989)

- (a) The contracting officer or a designated representative may require the Contractor to remove any employee(s) from GSA controlled buildings or other real property should it be determined that the individual(s) is either unsuitable for security reasons or otherwise unfit to work on GSA controlled property.
- (b) The Contractor shall fill out and cause each of its employees performing work on the contract work to fill out, for submission to the Government, such forms as may be necessary for security or other reasons. These forms shall be completed electronically unless that would create a hardship for the individual. Upon request of the Contracting Officer, the Contractor and its employees shall be fingerprinted.
- (c) Each employee of the Contractor shall be a citizen of the United States of America, or an alien who has been lawfully admitted for permanent residence as evidenced by Alien.

Registration Receipt Card Form I-151, or, who presents other evidence from the Immigration and Naturalization Service that employment will not affect his immigration status.

H.10.3 Suitability Determinations

- (a) All contract employees requiring routine unescorted access to Federally-controlled facilities and/or information systems for more than 6 months (Regular Employees) will be required to undergo a suitability determination before a facility identification card is issued. Prior to the time that an identification card is issued, such Regular Employees will be required to comply with normal facility access control procedures, including sign-in, temporary badging, and escorted entry, as applicable.
- (b) Failure of a Regular Employee to receive a favorable suitability determination shall be cause for removal of the employee from the work site and from other work in connection with the contract.
- (c) Contract employees working less than 6 months (Temporary Employees) may, at the Government's option, be required to undergo a lesser form of suitability determination. Prior to the time that an identification card is issued, if at all, such Temporary Employees will be required to comply with normal facility access control procedures, including sign-in, temporary badging, and escorted entry, as applicable.
- (d) Temporary Employees who have not received a favorable suitability determination shall be escorted at all times while in non-public space, as directed by the Government.
- (e) The Government, at its sole discretion, may grant temporary suitability determinations to Regular or Temporary Employees. However, the granting of a temporary suitability determination to any such employee shall not be considered as assurance that a favorable suitability determination will follow.
- (f) The Contracting Officer or their designated representative shall provide the Contractor with required forms for obtaining necessary clearances. The Contractor shall be required to cause such forms to be returned to the Government for processing not later than 14 days following being provided by the Government.
- (g) The Contractor shall be responsible for planning and scheduling its work in such a manner as to account for facility access issues. Difficulties encountered by the Contractor in gaining access to facilities by its employees and subcontractors shall not be an excuse to any Contractor performance under the contract.

H.10.4 Compliance with Security Requirements

- (a) The Contractor shall comply with all GSA and tenant agency security requirements in the building(s) where work is being performed.
- (b) When a controlled personnel identification access system is used by a tenant agency at a site where work is performed, the tenant agency will be responsible for providing any required access credentials. Credentials shall be displayed at all times or as otherwise required by the tenant agency.

H.10.5 Identification Credential

- (a) Upon receipt of a favorable suitability determination, each Regular or Temporary Employee shall be issued an identification credential (Credential) permitting regular access to the building(s) where work is being performed.
- (b) Regular or Temporary Employees with Credentials shall be required to comply with all applicable access security screening procedures applicable to Government or other personnel possessing similar Credentials.

- (c) All Contractor or subcontractor employees possessing Credentials shall visibly display their Credentials at all times while in the building(s) where work is being performed.
- (d) The Contractor shall be responsible for ensuring that all identification credentials are returned to the Government when a particular Contractor or subcontractor employee will no longer be providing service under the contract at the building(s) covered by the Credential.
- (e) The Contractor will notify the Government when Credentials are lost. In that event, the Contractor will be responsible for reimbursing the Government for its cost in issuing a replacement Credential.

H.10.6 Standards of Conduct

The Contractor shall be responsible for maintaining satisfactory standards of employee competency, conduct, appearance, and integrity and shall be responsible for taking such disciplinary action with respect to its employees as may be necessary.

H.10.7 Removal from Contract Work

- (a) As provided in the clause entitled Qualifications of Employees, the contracting officer or a designated representative may require the Contractor to remove any employee(s) from GSA controlled buildings or other real property should it be determined that the individual(s) is either unsuitable for security reasons or otherwise unfit to work on GSA controlled property. This shall include, but not be limited to, instances where an employee is determined, in the Government's sole discretion, to be incompetent, careless, insubordinate, unsuitable or otherwise objectionable.
- (b) A contractor employee may also be removed where the continued employment of the contractor employee in connection with the Government work is deemed, in the Government's sole discretion, contrary to the public interest, inconsistent with the best interests of security, or a potential threat to the health, safety, security, general well being or operational mission of the facility and its population.
- (c) Where a Contractor employee is granted a temporary suitability determination, and an unfavorable final suitability determination is later rendered, the Government may insist on the employee's removal from the work site and from other work in connection with the contract.
- (d) The Contractor shall be responsible for providing replacement employees in cases where contract employees are removed at no additional cost to the Government.

H.10.8 Sensitive But Unclassified (SBU) Building Information

Dissemination of sensitive but unclassified paper and electronic building information shall be made on a need to know basis in accordance with GSA Order PBS P 3490.2, a copy of which will be made available upon request.

H.11 Identification Credential

Upon receipt of favorable suitability determination as indicated herein, each employee of the Contractor shall be issued an identification credential. At all times while working on the contract, Contractor employees, including the sub-contractor employees, shall have in their possession the specific Government identification credential issued to them by the Government. The identification credential shall be displayed and be visible at all times while on Government property. The CO or their designee, Government law enforcement, or security personnel shall periodically verify that passes of Contractor employees match their personnel identification. The Contractor's employees shall comply with security verification procedures at all times.

The Contractor shall see that every contract employee has a Government-issued identification credential before the employee enters on duty. As required by the Government, the Contractor shall make their employees available for photo identification badges, on a schedule to be worked out with the Contracting

Officer or their designee. The Government will make the identification credentials badges after a favorable security determination has been received for the Contractor's employees. All credential identification shall have an expiration date and all Contractor employees shall sign their badges at the time of photographs are taken.

The Contractor shall be responsible for ensuring that all identification credentials are returned to the Contracting Officer or their designee as their employees leave the contract (e.g., contract is completed, employees leave employment of the company, employees are dismissed or terminated). The Contractor shall notify the Contracting Officer or their designee when employee badges are lost.

The Contractor shall be responsible for paying the Government for replacement credentials at the current cost per badge.

H.12 Escort Requirements

It may be necessary to escort temporary contract employees that do not have favorable preliminary or final suitability determinations that must work in Federally-controlled space. In those cases, ALL uncleared contract employees shall be escorted in non-public spaces by a Government employee or another responsible cleared contract employee that is approved by the Contracting Officer or their designee. Other Government agencies may have specific agency security requirements for their own spaces that may only allow escort by Government employees or those designated by their agency. Government employees or approved cleared contract employees that provide escorts for uncleared contract employees must always be in close proximity and eyesight of the uncleared contract employee. The contract escort must watch uncleared employees and remain with uncleared contract employees for the entire time they are in the building and/or Federally-controlled spaces. An uncleared employee cannot be left alone or out of eyesight at anytime when they are in non-public space. A cleared and approved escort may not bring several uncleared contract employees, into Federally-controlled space that is not within close proximity or eyesight at all times. A cleared and approved escort may not have multiple uncleared employees in non-public space on different parts of one floor or on different floors at the same time. Any security violation of escort requirements by a cleared and approved contract employee will result in immediate removal from the contract of all contract employees involved, i.e., escorts and uncleared escorted contract employees. Also, in accordance with security requirements, violations of escort requirements by contract employees may be grounds for termination of the contract.

H.13 Standards of Conduct

The Contractor shall be responsible for maintaining satisfactory standards of employee competency, conduct, appearance, and integrity and shall be responsible for taking disciplinary action(s) with respect to their employees as necessary. The Contractor is responsible for ensuring that his employees do not disturb papers on desks; open desk drawers or cabinets; or use GSA or tenant agency supplies, equipment or telephones, except as authorized. Each employee is expected to adhere to standards of behavior that reflect favorably on their employer, and the Federal Government. No smoking is allowed in the building.

H.14 Removal from Contract Work

Under the following conditions, the Contracting Officer or their designee may request the Contractor to immediately remove any employee(s) from the work site. When the Government determines an employee to be: incompetent, careless, insubordinate, unsuitable, or otherwise objectionable, or the Government deems an employee's continued employment is contrary to the public interest, inconsistent with the best interests of security, or is identified as a potential threat to the health, safety, security, general well being, or operational mission of the facility and its population.

The Contracting Officer or their designee may also request the Contractor to immediately remove any employee(s) from the work site(s) when it is determined that individuals are being assigned to duty who

have been disqualified for either suitability or security reasons, or who are found to be unfit for performing duties during their tour(s) of duty.

The Contractor employees who are removed from contract work shall be required to leave the work site immediately.

The Contractor must comply with any removal request. For clarification, a determination to remove an employee will be made for, **but is not limited to**, incidents involving the most immediately identifiable types of misconduct or delinquency, as set forth below:

- Failure to receive a suitability determination, temporary clearance, or clearance from GSA or a tenant agency.
- Violation of Federal, State, or local law.
- Violation of the Rules and Regulations Governing Public Buildings and Grounds, 41 CFR §101-20.3. This includes the carrying or possession of explosives or items intended to be used to fabricate an explosive or incendiary device.
- Neglect of duty, including sleeping while on duty, unreasonable delays, failure to carry out assigned tasks, conducting personal affairs during official time, refusing to render assistance, or cooperate in upholding the integrity of the security program at the work site.
- Falsification or unlawful concealment, removal, mutilation, or destruction of any official documents or records, or concealment of material facts by willful omissions from official documents or records.
- Disorderly conduct, uses of abusive or offensive language, quarreling, intimidation by words or actions, fighting, or participation in disruptive activities that interfere with the normal efficient operations of the Government.
- Theft, vandalism, immoral conduct, or any other criminal action.
- Selling, consuming, or being under the influence of intoxicants, drugs, or substances which produce similar effects while in or on Federally-controlled property.
- Improper use of Government identification.
- Unauthorized use of communication equipment on Government property.
- Violation of security procedures or regulations.
- Violation of Title 18, U.S.C., Section 930, which prohibits the knowing possession or the causing to be present firearms or other dangerous weapons in Federal facilities and Court facilities.

The Contracting Officer or their designee shall make all determinations regarding the removal of any employee(s) from work site(s), except under certain conditions. When a Contracting Officer or their designee is not available (either during the day or after hours), in situations where a delay would not be in the best interest of the Government, or the employee is identified as a potential threat to the health, safety, security, general well being, or operational mission of the facility and its population, the Contracting Officer or their designee has the authority to immediately remove the contract employee from the work site.

Law enforcement officers of the DHS/ICE/Federal Protective Service will have the authority to immediately remove any contract employee from the work site who is found to be in violation of any of the items mentioned above and where a delay in removal would not be in the best interest of the Government, security, or the employee is identified as a potential threat to the health, safety, security, general well being or operational mission of the facility and its population. The Contracting Officer or their designee shall be notified as soon after the incident as practical or at the beginning of the next business day if an action happened after hours. The Contracting Officer or their designee shall make all official notifications to the Contractor. In the event of a dispute, the Contracting Officer or their designee shall make a final determination. Specific reasons for removal of an employee(s) will be provided to the Contractor in writing.

The Contractor is responsible for providing replacement employees in cases where contract employees are removed from working at the work site or on the contract.

H.15 Sensitive But Unclassified (SBU) Building Information

GSA Contractors that do not have HSPD-12 compliant clearances cannot obtain Sensitive But Unclassified (SBU) information (Privacy Act data, building information, and financial information) through GSA's IT systems.

Building information, designated and labeled as SBU, is information related to GSA-controlled space that is sensitive and warrants protection from full and open public disclosure, but does not warrant classification. This information requires safeguarding and dissemination controls in order to diminish the potential that building information will be accessible to a person or persons with an interest in causing harm.

Contractors and prospective bidders **with a need to know**, that do not have HSPD-12 clearances and access rights to GSA IT systems, can be provided with SBU building information, drawings, etc., in accordance with GSA Order 3490.2 (Document Security for SBU information, which) provides for the dissemination of paper and electronic SBU building information for all Federally-controlled spaces (owned, leased, and delegated). Safeguarding 'Sensitive But Unclassified' (SBU) building information by the contractor is essential to put into practice every day and contractor must use good judgment, common sense and take reasonable care to ensure that sensitive building information is protected in accordance with this directive. **Note to Spec Writer:** For more information on SBU visit the following website <https://insite.gsa.gov/portal/content/582850>

SBU information includes but is not limited to:

- Paper and/or electronic documentation of the physical facility information.
- Building designs (such as floor plans).
- Construction and renovation/alteration plans and specifications.
- Equipment plans and locations.
- Building operating plans.
- Information used for building service contracts and/or contract guard services.

For all GSA-controlled facilities, any other information considered a security risk, shall be considered covered under this category.

All SBU building information, either in electronic or paper formats, shall have specific imprinting on each page to designate it is Government property and indicate the prohibition of copying, dissemination, and distribution.

Contractors authorized to receive SBU information shall provide the following identification:

- A copy of a valid business license.
- Verification of a valid DUNS Number.
- A valid IRS Tax ID Number.
- A valid picture state driver's license.

Contractors shall sign a Document Security Notice when they receive the information.

Contractors shall be responsible for safeguarding SBU information. SBU building information (both electronic and paper formats) must be protected, with access strictly controlled and limited to those individuals having a legitimate business need to know such information. GSA contractors and subcontractors must not take SBU building information outside of GSA or their own facilities or network, except as necessary for the performance of that C-3 contract. Access to the information must be limited to those with a legitimate business need to know.

At the completion of work, secondary and other disseminators shall be required to turn over their Document Security Notice dissemination records to GSA to be kept with the permanent files.

All improper disclosures of SBU building information must be immediately reported to the CO at _____ . If the contract provides for progress payments, the CO may withhold approval of progress payments until the contractor provides a corrective action plan explaining how the contractor will prevent future improper disclosures of SBU building information. Progress payments may also be withheld for failure to comply with any provision in this clause until the contractor provides a corrective action plan explaining how the contractor will rectify any noncompliance and comply with the clause in the future

When no longer needed, SBU building information must be destroyed so that marked information is rendered unreadable and incapable of being restored, in accordance with guidelines provided for media sanitization within GSA CIO IT Security 06-32, Media Sanitization Guide and Appendix A of NIST Special Publication 800-88, Guidelines for Media Sanitization. Alternatively, SBU building information may be returned to the CO.

Destruction of SBU documents shall be done by burning or shredding hardcopy and/or physically destroying CD's, deleting and removing files from the electronic recycling bins, and removing material from computer hard drives using permanent erase utility or similar software.

All authorized contract users of SBU building information shall notify the GSA Disseminator in writing that they have properly disposed of the SBU building information/documents.

The GSA Disseminator shall maintain all records of SBU building information disposal (along with the signed Document Security Notices) pursuant to the GSA system of keeping long-term records and plans. All Document Security Notices and Records of Disposals shall be kept with the permanent files.

H.16 Recording Presence

Each contract employee and subcontractor must sign-in when reporting for duty and sign out when leaving at the end of the workday. GSA Form 139 (Record of Time of Arrival and Departure from Building, which is only designated for use by the Contractor's personnel), shall be used for this purpose.

H.17 Government Forms

The various Government forms mentioned in this solicitation such as personal history forms, sign out forms, inspection forms, etc., may be obtained from the CO or their designee.

H.18 Other Contractors

The Government may undertake or award other contracts for additional work, and the Contractor shall fully cooperate with the other Contractors or Government employees. The Contractor shall carefully schedule their own work, in conjunction with the additional work, which may be directed by the CO or their designee. In addition, the Contractor shall not commit to or permit any act, which will interfere with the performance or work by another Contractor, or by Government employees.

H.19 Ordinances, Taxes, Permits and Licenses

Without additional expense to the Government, the Contractor shall fully comply with: (a) all Federal, State local, and city laws, and regulations and ordinances, (b) be liable for all applicable Federal, state and local taxes and (c) obtain and pay for all permits and licenses governing performance under the contract.

H.20 Discrepancy in the Specifications

In any case of discrepancy in the specifications, the matter shall be immediately submitted to the Contracting Officer. The decision of the Contracting Officer as to the proper interpretation of the specifications shall be final, in accordance with the Disputes Clause of this contract.

I. CONTRACT CLAUSES

NOTE TO SPEC WRITER: IN ADDITION TO OTHER MANDATORY FAR CLAUSES THE CO OR DESIGNEE MUST INCLUDE ALL APPLICABLE ENVIRONMENTAL FAR CLAUSES TO INCLUDE, BUT NOT LIMITED TO, THE FOLLOWING:

52.223-1 Biobased Product Certification.

52.223-2 Affirmative Procurement of Biobased Products Under Service and Construction Contracts.

52.223-3 Hazardous Material Identification and Material Safety Data.

52.223-4 Recovered Material Certification.

52.223-5 Pollution Prevention and Right-To-Know Information.

52.223-7 Notice of Radioactive Materials.

52.223-9 Estimate of Percentage of Recovered Material Content for EPA-Designated Items.

52.223-10 Waste Reduction Program.

52.223-11 Ozone-Depleting Substances.

52.223-15 Energy Efficiency In Energy-Consuming Products.

52.223-17 Affirmative Procurement Of EPA-designated Items In Service And Construction Contracts.

52.223-19 Compliance With Environmental Management Systems.

I. CONTRACT CLAUSES

NOTE TO SPEC WRITER: IN ADDITION TO OTHER MANDATORY CLAUSES THE CO OR DESIGNEE MUST INCLUDE ALL APPLICABLE INFORMATION TECHNOLOGY CLAUSES TO INCLUDE, BUT NOT LIMITED TO, THE FOLLOWING:

FAR Clause 52.204-2, Security Requirements

FAR Clause 52.204-9, Personal Identity Verification of Contractor Personnel

FAR Clause 52.224-1, Privacy Act Notification

FAR Clause 52.224-2, Privacy Act

FAR Clause 52.239-1, Privacy or Security Safeguards

GSAR Clause 552.204-9, Personal Identity Verification Requirements

GSAR Clause 552.236-75, Use of Premises

GSAR Clause 552.239-70, Information Technology Security Plan and Security Authorization

GSAR Clause 552.239-71, Security Requirements for Unclassified Information Technology Resources

J. LIST OF ATTACHMENTS
(LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACHMENTS)

EXHIBIT 1

BUILDING INFORMATION SHEET

The figures below are estimates only. When necessary, the CO or their designee will provide access to assignment drawings and blueprints.

1. BUILDING DATA:

Name and building number: _____
Location: _____
Number of stories: _____
Normal Building Operating Hours: _____

2. BUILDING STATISTICS:

NOTE TO SPEC WRITER: CLEANABLE SQUARE FEET IS CALCULATED BY TAKING THE GROSS SQUARE FEET (GSF) MINUS WALLS (APPROX.1.5% OF GSF) MINUS NON-CLEANABLE AREAS SUCH AS ELECTRICAL CLOSETS, MECHANICAL ROOMS, STORAGE ROOMS, RAISED FLOOR COMPUTER ROOMS, ETC.

INTERIOR

Area Cleaned (**Region, Specify Cleanable Square Footage**) _____ SF*+
Rentable Area _____ SF+

EXTERIOR

Outside area to be policed _____ SF+
Paved and Parking lot area _____ SF+

3. CHILD CARE CENTERS (**Region, Delete If Not Applicable**)

4. FLOOR MATS and RUNNERS

	Sizes	Types
Mats	_____	_____
Runners	_____	_____

+ Square footage identified below is not included in item 2 above.

Playground _____ SF

EXHIBIT 2

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

CONTRACT No. G S - ____ P - ____ - ____ - ____

INTRODUCTION

This Quality Assurance Surveillance Plan (QASP) is designed to provide the General Services Administration (GSA) with an effective surveillance method for monitoring and evaluating the Contractor's performance under a Performance-Based Statement of Work (PBSOW) for custodial and related services.

In accordance to Federal Acquisition Regulation (FAR) Part 37.601, performance-based contracting methods are intended to ensure that the required performance quality levels are achieved and that the total payment is related to the degree that services performed or outcomes achieved meet contract standards. The role of the GSA is quality assurance by ensuring that the Contractors are achieving the performance quality levels required under the custodial and related services contracts and focusing on the Contractors' quality control programs. The GSA periodically validates the execution of the Contractors' quality control programs by reviewing such areas as the Contractors' inspection forms, service call logs, tenant reports, tenant satisfaction surveys, and the timeliness of corrective actions.

Inspections conducted through the QASP and histories of Contractor performance in the "Contractor Performance Assessment Reporting System (CPARS)" or successor system assist GSA in obtaining those services that are contracted and delivered as agreed upon. The systems also help ensure that contract awards and deductions are executed in accordance with the contract requirements. The regional Property Management operations office is responsible for capturing the appropriate Contractor performance information that will be entered into CPARS by the CO or their designee.

A. PURPOSE OF THE QASP

1. The QASP is intended to accomplish the following:

- Defines the roles and responsibilities of participating government officials.
- Identifies the performance objectives based upon the PBSOW and in accordance with FAR Part 46.401(a) (1).
- Identifies the performance quality level standards in accordance with FAR Part 37.601(a) (2).
- Describes the methods of surveillance for the GSA to identifying quality levels in accordance with FAR Part 46.401(a) (2).
- Establishes a method to provide feedback to the Contractor regarding quality and timeliness of the service performance, i.e., copies of inspection forms, copies of tenant reports, data on tenant satisfaction scores; and any other drivers or measures of performance that are required by the CO or their designee.

-Establishes timeframes for communication and performance improvement if needed.

-Establishes specified procedures for changes to the contract price when services are not performed or do not meet contract requirements in accordance to FAR Part 37.601(a) (3).

2. The Contractor has developed a Quality Control Plan (QCP) that establishes procedures and responsibilities for controlling the quality of work to be performed. The Contractor is responsible for the implementation of the QCP.

B. ROLES AND RESPONSIBILITIES OF GOVERNMENT OFFICIALS

1. The following Government officials shall participate in assessing the quality of the Contractor's performance. Their roles and responsibilities are described as follows:

_____ or person designated by the CO shall serve as the Contracting Officer Representative (COR). The COR is responsible for monitoring, assessing, recording, and reporting on the performance of the Contractor. The COR shall have the primary responsibility for completing the forms that will be used to evaluate the Contractor's performance.

_____ or person designated as the CO shall have overall responsibility for overseeing the Contractor's performance. The CO shall be responsible for the monitoring of the Contractor's performance in the areas of contract compliance and contract administration, reviewing of COR's assessments of Contractor performance, and resolving any discrepancies that may arise between the parties involved.

C. TYPES OF WORK TO BE PERFORMED

1. The Contractor performance in providing the following custodial and related services shall be evaluated by the Government.

NOTE TO SPEC WRITER: REMOVE THOSE SERVICES THAT DO NOT APPLY

- Standard Services
 - Interior
 - Exterior
 - Snow and Ice Removal
 - Grounds Maintenance
- Above Standard Services
 - Service Calls
 - Communication Plan
 - Solid Waste/Trash Disposal and Removal
 - Recycling
 - Environmental/Recycling Reporting
 - Integrated Pest Management Plan
 - Child Care center
 - Other services or requirements as specified in Section C

D. METHODS OF SURVEILLANCE

The method of surveillance is based on the performance criteria of the contract terms and specifications. Each requirement describes the tasks to be performed and the standard for successful performance. The GSA intends to monitor and evaluate the Contractor's performance based on any or all of the following four (4) surveillance methods:

- Periodic Surveillance Inspections: This method consists of selected surveillance tasks by the Government that do not require 100% inspection or are performed on a random basis. The CO or their designee shall evaluate the Contractor's reports, surveys, etc., on a weekly, biweekly, monthly or quarterly basis.
- Tenant Interviews: All tenant concerns received through the CO or their designee shall be documented and evaluated on a planned schedule developed by the CO or their designee. This method will help the CO or their designee focus on areas that require further action from the CO.
- Service Call Documentation: This method of surveillance shall provide information to the CO or their designee such as identification of the types of service calls received, the frequencies, the corrective action(s) taken, timeliness of completion, and any other pertinent data. At a minimum, this method shall be performed on a monthly basis.
- Tenant Satisfaction Surveys: The Gallup Organization conducts surveys for one-third of GSA's tenants in Government-owned and leased buildings annually. These surveys include questions specific to the cleanliness of GSA's buildings including elevator cleaning, restroom supplies, restroom cleanliness, the lobby, common areas, workspace, and frequency of cleaning. The surveys provide the CO or their designee with satisfaction scores that can be further evaluated to determine if there are any weaknesses within the various programs. The CO or their designee shall take appropriate measures, such as reviewing the survey comments, obtaining further feedback from the tenants as required or sharing of the scores with the Contractor to establish a plan of corrective action.

E. QUALITY ASSURANCE FORMS AND REPORTS

- Inspection Form: The GSA 1181-A or one of the equivalent forms, all provided in Exhibit 3, can be used to document and evaluate the Contractor's performance. The CO or their designee shall evaluate each event in accordance with the performance standards and performance requirements stated in the PBSOW. All tasks that are considered to have an unacceptable performance shall be substantiated and documented on the GSA 1181-A form or its equivalent. The form shall be completed and submitted to the Contractor within 24 hours. The Contractor shall return the GSA 1181-A form or equivalent form identifying the corrective action taken, within time allotted by the CO or their designee.
- Inspection of Services Clause: The CO shall fill in applicable commercial or non-commercial clause as appropriate, such as FAR Part 52.246.4 paragraphs (e) and (f).

F. ANALYSIS OF SURVEILLANCE RESULTS

Monthly CO Report: At the end of each month the CO or their designee shall summarize the overall results of the Contractor's performance for the previous month. If appropriate, the CO may investigate the event(s) further to determine if all the facts and circumstances surrounding the event(s) are accurate. The CO shall also discuss with the Contractor an event or trend that indicates unacceptable performance.

CUSTODIAL QASP STANDARDS

Performance-based Task	Services to be inspected	Standard for successful performance	Quality Assurance Surveillance Method
<p><u>SECTION C</u> <u>Standard</u> <u>Services</u> <u>Interior</u></p>	<p><u>SUSTAINABLE CLEANING</u> <u>SUSTAINABLE PURCHASING</u> <u>GREEN PURCHASING PLAN</u></p> <p><u>FLOOR CARE</u></p> <p><u>BARE FLOORS</u> (lobbies, corridors, restrooms, etc.)</p> <p>Wet Mopping</p> <p><u>Asbestos Containing Building</u> <u>Material (ACBM) Floors</u></p> <p>ADP/Data Center Floors</p>	<p>-Shall use sustainable cleaning products, processes and equipment</p> <p>-Shall track and report types, costs and amounts of sustainable cleaning products and materials purchased including those mandatory products meeting KSP standards</p> <p>Floors, base moldings and grout shall be clean and free of debris, including but not limited to, dirt, water streaks, mop marks, strings, gum, tar and other foreign matter. The floors shall maintain their natural luster and not have a dull appearance.</p> <p>Shall comply with the methods prescribed in the National Institute of Building Sciences (NIBS) Guidance Manual, "Asbestos Operations and Maintenance Work Practices".</p> <p>Damp mopping shall be the only method of wet cleaning for floors in Automated</p>	<p>100% Inspection</p> <p>The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.</p>

Performance-based Task	Services to be inspected	Standard for successful performance	Quality Assurance Surveillance Method
<p><u>SECTION C</u> <u>Standard Services Interior</u></p>	<p>Asphalt Floors</p> <p>Granite and Marble Floors (Crystallization)</p> <p>Loading Dock Floors</p> <p>Postal Floors</p> <p>Strip and Finish</p>	<p>Data Processing (ADP)/Data Center space.</p> <p>Damp mopping shall be the only method of wet cleaning for floors containing asphalt material.</p> <p>All applicable floor areas shall be maintained in accordance with industry standards.</p> <p>Spill residue and clean-up materials shall be disposed of in accordance with the Environmental Protection Agency (EPA), and State and local regulatory agency requirements.</p> <p>Refer to the Standard Services – Interior Section on Postal Space</p> <p>The old finish or wax shall be removed and new sealant applied in accordance with standard commercial practices. Spots shall be eliminated. There shall be no evidence of gum, rust, burns, or scuffmarks, or wax build-up in corners or crevices. UNDER NO CIRCUMSTANCES</p>	<p>The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.</p>

Performance-based Task	Services to be inspected	Standard for successful performance	Quality Assurance Surveillance Method
<p><u>SECTION C</u> <u>Standard</u> <u>Services</u> <u>Interior</u></p>	<p>Sealing</p> <p>Wood Floors</p>	<p>SHALL BURNISHING, HIGH SPEED BUFFING OR DRY STRIPPING METHODS BE USED ON ACBM FLOORS.</p> <p>Sealant must adhere to the floor. Floor areas must be evenly coated with a slip resistant seal.</p> <p>There shall be no water solutions used on wood flooring. There shall be no dry stripping methods used on wood flooring.</p>	<p>The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.</p>
<p><u>SECTION C</u> <u>Standard</u> <u>Services</u> <u>Interior</u></p> <p><u>SECTION C</u> <u>Standard and</u> <u>Above Standard</u> <u>Services</u> <u>Interior</u></p>	<p><u>CARPETS AND RUGS</u></p> <p><u>EXTRACTION</u></p>	<p>Free of visible dirt, dust, and other debris.</p> <p>No spots, smears, crusted material, or spills.</p> <p>No fuzzing caused by harsh rubbing or brushing of carpet.</p> <p>Build-ups, spills, or crusted materials are to be removed along with spots and smears. Cleaned areas of carpets and rugs shall be reasonably blended with surrounding carpets.</p>	<p>The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.</p>

Performance-based Task	Services to be inspected	Standard for successful performance	Quality Assurance Surveillance Method
<u>SECTION C</u> <u>Standard</u> <u>Services</u> <u>Interior</u>	<u>SPOT CLEANING</u> <u>VACUUMING</u>	<p>Shall be free of removable spots, soiled traffic patterns, dirt, dust, debris, gum, and crusted materials.</p> <p>Shall be free of dirt, dust, and other debris.</p>	<p>The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.</p>
<u>SECTION C</u> <u>Standard</u> <u>Services</u> <u>Interior</u>	<u>FLOOR MATS AND RUNNERS</u>	<p>Mats and runners shall be free of removable spots, soiled traffic patterns, dirt, debris, gum and crusted materials. There shall be no areas of deterioration or fuzzing as a result of harsh brushing or scrubbing.</p>	<p>The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.</p>

Performance-based Task	Services to be inspected	Standard for successful performance	Quality Assurance Surveillance Method
<u>SECTION C</u> <u>Standard</u> <u>Services</u> <u>Interior</u>	<u>RESTROOMS, SHOWER ROOMS, TENANT BREAK ROOMS, LOCKER ROOMS, AND HOLDING CELLS</u>	<p>Areas shall be cleaned with a disinfectant cleaner. Fixtures shall maintain a high level of luster and be free of dust, mold, mildew, streaks, and encrustations. Partitions, doors, vents, sills, and walls shall be free of dust, dirt, bodily fluids, and waste and graffiti.</p> <p>Restrooms shall be free of discarded materials and trash shall be emptied to prevent the containers from overflowing.</p>	<p>The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.</p>
<u>SECTION C</u> <u>Standard</u> <u>Services</u> <u>Interior</u>	<u>FIXTURES</u>	<p>Fixtures and surfaces (washbasins, urinals, modesty panels, toilets, shower stalls etc.) shall be clean with no dust, spots, soiled substances, discolorations, rust, mold, build-ups, or excess moisture.</p>	<p>The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.</p>

Performance-based Task	Services to be inspected	Standard for successful performance	Quality Assurance Surveillance Method
<p><u>SECTION C</u> <u>Standard</u> <u>Services</u> <u>Interior</u></p>	<p><u>SURFACES</u> Horizontal Surfaces</p> <p>Metal, Brass, and Woodwork</p> <p>Glass Cleaning</p>	<p>Surfaces shall be free of dust, dirt, oil spots, or smudges.</p> <p>Surfaces (including corners, crevices, moldings, ledges, hand rails, grills, doors, door knobs, door frames, kick plates, etc.) shall be free of dust, streaks, spots, hand marks, oils, smudges, dirt, soiled substances, rust, encrustation, and streaks.</p> <p>All glass, clear partitions, mirror surfaces, bookcases, and other glass (within approximately 70 inches of the floor) shall be clean and free of dirt, dust, streaks, smudges, watermarks, spots and grime, and shall not be cloudy. There shall be no water spots on the glass or adjacent fixtures and furniture.</p>	<p>The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.</p>
<p><u>SECTION C</u> <u>Standard</u> <u>Services</u> <u>Interior</u></p>	<p><u>WALLS</u></p>	<p>Free of smudges, marks, dirt, and spots with no discolorations.</p>	<p>The Government may evaluate performance based on any or all of the following: tenant</p>

Performance-based Task	Services to be inspected	Standard for successful performance	Quality Assurance Surveillance Method
<u>SECTION C</u> <u>Standard</u> <u>Services</u> <u>Interior</u>	<u>RECYCABLES</u> <u>ELEVATOR, ESCALATORS,</u> <u>AND STAIRWAYS</u>	<p>Shall provide all labor, equipment, and means to collect and transport recyclable materials from recycling bins and containers located throughout the building.</p> <ul style="list-style-type: none"> - Door tracks shall be clean and free of dirt, debris, built up grime, dust, smudges, and other extraneous matter. - Surfaces shall be clean and free of finger marks, smudges, and spills. - Carpets and floors shall be free of removable spots, dirt, and debris. Floors requiring a finish shall be maintained at a high luster. - Stairways, escalators, entrances, landings, railings, risers, ledges, grills, doors, radiators, and surrounding areas shall be free of dirt, dust, litter, and debris. 	<p>The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.</p>
<u>SECTION C</u> <u>Standard</u> <u>Services</u> <u>Interior/Exterior</u>	<u>PLATE GLASS (all glass - glass over and in exterior and vestibule doors, all plate glass around entrances, lobbies vestibules, and spandrel)</u>	<p>Shall be clean and free of dirt, grime, streaks, moisture, and shall not be cloudy.</p>	<p>The Government may evaluate performance based on any or all of the following:</p>

Performance-based Task	Services to be inspected	Standard for successful performance	Quality Assurance Surveillance Method
			tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.
<u>SECTION C Standard and Above Standard Services Interior/Exterior</u>	<u>WINDOW WASHING</u>	- Windows shall be clean (minimum is annually) and free of dirt, grime, streaks, moisture, and shall not be cloudy. - - Window sashes, sills, woodworks, and other surroundings of interior glass shall be wiped free of drippings and other watermarks.	The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.
<u>SECTION C Standard Interior</u>	<u>BLINDS AND COVERINGS</u>	All blinds, coverings, cord tapes, and valances shall be clean and free of dust and spots.	The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.
<u>SECTION C Standard Services Interior</u>	<u>FINE ARTS COLLECTION</u>	Shall identify artworks; provide floor polishing, dusting, and window washing; identify and	The Government may evaluate performance based on any or

Performance-based Task	Services to be inspected	Standard for successful performance	Quality Assurance Surveillance Method
<u>SECTION C</u> <u>Standard</u> <u>Services</u> <u>Interior/Exterior</u>	<u>POLICING INSIDE AREAS</u>	help mitigate site-specific hazards such as pests. All trash, and other discarded materials shall be removed.	all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.
<u>SECTION C</u> <u>Standard</u> <u>Services</u> <u>Interior</u>	<u>INTERIOR AND ATRIUM PLANTS (government plants)</u>	Plants shall be free of dust and dead leaves and be properly hydrated.	The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.
<u>SECTION C</u> <u>Standard</u> <u>Services</u> <u>Interior</u>	<u>CONCESSIONS</u>	- All public areas (cafeteria furniture, seating areas, snack bars, and vending machine areas) shall be clean, sanitized, free of spillages, food crumbs, spots, smudges, marks, and soil. - Floors in serving and kitchen areas shall be cleaned only if open during the normal scheduled cleaning hours, except in Federally-	The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.

Performance-based Task	Services to be inspected	Standard for successful performance	Quality Assurance Surveillance Method
		<p>equipped cafeteria facilities.</p> <p>- In federally-equipped cafeteria facilities, the cleaning of kitchens and areas behind serving tables and salad and soup bars is the responsibility of the Concessions Contractor.</p>	
<p><u>SECTION C</u> <u>Standard</u> <u>Services</u> <u>Interior</u></p>	<p><u>POSTAL SPACE</u></p>	<p>All postal floors shall be free of dirt, dust, debris, and other foreign matter. If stripping and refinishing is required, finish and wax shall be removed and reapplied in accordance with standard commercial practices. UNDER NO CIRCUMSTANCES SHALL BURNISHING, HIGH SPEED BUFFING OR DRY STRIPPING METHODS BE USED ON ACBM FLOORS.</p>	<p>The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.</p>
<p><u>SECTION C</u> <u>Standard</u> <u>Services</u> <u>Interior</u></p>	<p><u>FITNESS CENTERS, HEALTH UNITS, AND LABORATORIES</u></p>	<p>Areas such as the fitness centers, health units, and laboratories, shall be cleaned with disinfectant.</p> <p>All vinyl surfaces of exercise equipment and exercise mats</p>	<p>The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant</p>

Performance-based Task	Services to be inspected	Standard for successful performance	Quality Assurance Surveillance Method
		<p>shall be free of dust, dirt, spots, streaks, and smudges. Shower curtains surfaces shall be cleaned and free of mold and dirt. Lockers exterior surfaces shall be free of dust and streaks.</p> <p>All metal (door frames handles, fixtures, and equipment) and glazed surfaces (including partitions), shall be free of smears, finger marks, streaks and shall maintain a uniform luster.</p>	interviews, periodic inspections, and service call documentation.
<u>SECTION C</u> <u>Standard</u> <u>Services</u> <u>Exterior</u>	<u>CANOPIES</u>	Shall be clean and free of dirt, dust, cobwebs, nests, bird excrement, trash, and debris.	The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.
<u>SECTION C</u> <u>Standard</u> <u>Services</u> <u>Exterior</u>	<u>HARD SURFACE AREAS</u> <u>(sidewalks, brick areas, hard surfaces, parking lots, surface parking, garages, docks, etc.)</u>	Shall be clean and free of dirt, debris, gum, litter, gravel, weeds, oils, and grease. No residual dirt shall remain after	The Government may evaluate performance based on any or all of the

Performance-based Task	Services to be inspected	Standard for successful performance	Quality Assurance Surveillance Method
		the removal of the debris.	following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.
<u>SECTION C</u> <u>Standard</u> <u>Services</u> <u>Exterior</u>	<u>SURFACES (signs, vending machines, tables, etc.)</u> <u>GRAFFITI REMOVAL</u> <u>EXCREMENT REMOVAL</u> <u>POLICING OUTSIDE AREAS</u>	<p>Shall be clean, with no dirt, dust, residues, streaks, spots, soiled substances, discolorations, or rust.</p> <p>Remove graffiti using normal cleaning methods.</p> <p>Steps, stairs, entrances, sidewalks, arcades, landings, balconies, and ledges shall be cleaned of all excrement.</p> <p>All areas, including unimproved areas and fence lines shall be clean of gum, litter, debris, papers, trash, and other discarded materials.</p>	<p>The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.</p>
<u>SECTION C</u> <u>Standard and</u> <u>Above Standard</u> <u>Services</u> <u>Exterior</u>	<u>SNOW AND ICE REMOVAL</u>	<p>Shall be free of snow and ice which may cause slip hazards.</p>	<p>The Government may evaluate performance based on any or all of the</p>

Performance-based Task	Services to be inspected	Standard for successful performance	Quality Assurance Surveillance Method
			following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.
<u>SECTION C</u> <u>Standard</u> <u>Services</u> <u>Exterior</u>	<u>LANDSCAPE EROSION MANAGEMENT</u> <u>GROUNDS MAINTENANCE</u> <u>COMPOSTING</u>	<p>Shall employ environmentally low-impact strategies: temporary/permanent seeding, mulching, earth dikes, silt fencing, sediment traps and sediment basins to correct existing erosion areas.</p> <p>Maintain all plants, trees, shrubs, ground covers, and lawns in a manner that prolongs life and sustains a healthy appearance free from pests.</p> <p>Shall seek to prevent pollution by, among other things, reducing fertilizer and pesticide use to protect the environment.</p> <p>Protect native plants and pollinator habitats.</p> <p>Shall compost yard waste.</p>	<p>The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.</p>

Performance-based Task	Services to be inspected	Standard for successful performance	Quality Assurance Surveillance Method
<p><u>SECTION C</u> <u>Standard and Above Standard Services Exterior</u></p> <p><u>SECTION C</u> <u>Standard Services Exterior</u></p>	<p><u>TREES AND SHRUBS</u></p> <p>Trimming</p> <p>Pruning</p> <p>Survey</p> <p><u>MULCHING</u></p> <p><u>MOWING AND EDGING</u></p> <p><u>LEAF REMOVAL</u></p>	<p>Tree supports shall be kept in good condition and functioning at all times and be removed when no longer needed.</p> <p>Shall trim trees and shrubs to clear all roads, drives, and walking areas.</p> <p>Shall prune trees and shrubs to remove dead or diseased foliage or branches.</p> <p>Shall provide for a professional survey of the trees to evaluate their condition.</p> <p>Shall maintain and replace mulch.</p> <p>Shall mow and edge all turf areas.</p> <p>Shall clear grass clippings from walkways and roadways and blow them onto the grass.</p> <p>Shall remove leaves and debris from premises and drain</p>	<p>The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.</p>

Performance-based Task	Services to be inspected	Standard for successful performance	Quality Assurance Surveillance Method
<p><u>SECTION C</u> <u>Standard</u> <u>Services</u> <u>Exterior</u></p>	<p><u>OVER SEEDING, DETHATCHING, AND PLUGGING</u></p> <p><u>FERTILIZATION</u></p> <p><u>FLOWERBEDS AND PLANTS</u></p> <p><u>PLANT REPLACEMENTS</u></p> <p><u>SOIL AND GROUND COVER</u></p> <p><u>UNIMPROVED GROUNDS</u></p>	<p>openings.</p> <p>Shall over-seed, dethatch, and plug as necessary to prevent bare areas and promote even growth of turf areas.</p> <p>Shall fertilizer lawns, trees and ground cover consistent with common local landscaping practices.</p> <ul style="list-style-type: none"> - Flowerbeds are to be free from weeds and debris. - Preference shall be given to the use of native perennials instead of annuals. <p>Shall bear costs to replace planted materials that have been damaged as a direct result of the Contractor's lack of oversight, neglect, or lack of proper care and maintenance. Preference to native plants that support pollinator habitats.</p> <p>Shall be aerated and cultivated and ground cover provided.</p> <p>Shall mow unimproved grounds to present a neat, well-maintained appearance.</p>	<p>The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.</p>

Performance-based Task	Services to be inspected	Standard for successful performance	Quality Assurance Surveillance Method
<p><u>SECTION C</u> <u>Standard</u> <u>Services</u> <u>Exterior</u></p>	<p><u>FENCE LINES</u></p> <p><u>WEEDS</u></p> <p><u>IRRIGATION</u></p> <p><u>WATERING</u></p>	<p>Shall control the height of grass, native grasses, weeds, and other growth at the fence lines at border stations, not exceed _____ inches in height (Region Shall Specify).</p> <p>Sidewalks, parking lots and roadways (excluding unimproved grounds) shall be free of weeds and unwanted growths.</p> <p>Shall conduct walk-through and inspect all irrigation systems (sprinklers, rain and freeze sensors, and drip systems) and submit a list of damages.</p> <p>Shall minimize inconvenience to the building occupants and visitors, and maximize percolation.</p> <p>Shall minimize run-off into drains and sewers.</p> <p>Shall operate watering systems using automatic timers with rain/freeze sensors.</p>	<p>The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.</p>

Performance-based Task	Services to be inspected	Standard for successful performance	Quality Assurance Surveillance Method
<u>SECTION C</u> <u>Above Standard</u> <u>Exterior</u>	<u>POSTAL LOCK BOXES/MAIL CASES</u> <u>WASHING BLINDS AND COVERINGS</u> <u>PRESSURE WASHING/STEAM CLEANING</u> <u>GOVERNMENT FURNISHED TREES AND PLANTS</u>	<p>Glass view plates and other surfaces shall be free of dirt, dust, streaks, and spots.</p> <p>Blinds and coverings shall be washed on both sides and coordinated with the CO.</p> <p>Remove all dirt, debris, residue, gum, grease, and tar.</p> <p>Shall plant Government furnished trees and plants in ground or planter as approved by the CO. Preference to native plants that support pollinator habitats.</p>	<p>The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.</p>
<u>SECTION C</u>	<u>SERVICE CALLS (Region, Use or Delete)</u> <u>COMMUNICATION PLAN</u> <u>PROTECTION AND DAMAGE</u> <u>SOLID WASTE/TRASH</u>	<p>Shall provide appropriate staffing and response to service calls.</p> <p>Shall prepare and abide by the Communication Plan</p> <p>Shall make reasonable efforts to assist the Government to prevent hazardous conditions and property damage.</p> <p>- Conduct waste/trash stream audit.</p>	<p>100% Inspection</p> <p>100% Inspection</p> <p>100% Inspection</p>

Performance-based Task	Services to be inspected	Standard for successful performance	Quality Assurance Surveillance Method
<u>SECTION C</u>	<u>MANAGEMENT</u>	<ul style="list-style-type: none"> - Shall perform collection, removal, recycling and related activities agreed upon by the Government and Contractor based on the solid waste/trash audit final report. - Shall remove solid waste/trash from building premises. - Pick-ups of solid waste/trash may be required. Pick-ups of solid waste/trash shall be accomplished within 24 hours of CO or their designee notification. 	
	<u>RECYCLING</u>	<ul style="list-style-type: none"> - Paper shall be transported from recycling bins to storage containers in designated areas. - Recyclable materials are recycled and not placed in landfills. 	100% Inspection
	<u>ENVIRONMENTAL REPORTING</u>	<ul style="list-style-type: none"> - Shall maintain and submit solid waste/trash hauling and recycling reports. Shall submit information on sustainable purchasing practices specific to the performance of this contract including KSP products used and USDA bio-based products purchased, 	100% Inspection

Performance-based Task	Services to be inspected	Standard for successful performance	Quality Assurance Surveillance Method
		<p>environmentally sustainable CPG products and non-sustainable products if required.</p> <ul style="list-style-type: none"> - List of chemicals and purchased price for IPM. - Shall maintain documentation to support all the above reported activities. 	
<p><u>SECTION C</u> Contractor shall provide surveillance, trapping, extermination and pesticide application components of the integrated pest management (IPM) program.</p>	<p><u>IPM INITIAL INSPECTION</u></p>	<p>Shall provide a thorough initial inspection of interior spaces, exterior grounds, and paved areas.</p> <p>Shall identify all areas including equipment, structural features or practices that contribute to pest infestation.</p>	<p>The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.</p>
	<p><u>IPM PERIODIC INSPECTION</u></p>	<p>Shall conduct quarterly inspections to determine if treatment is required. Application of pesticides shall not be used in areas that promote and support habitats for pollinators.</p>	<p>The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.</p>
<p><u>SECTION C</u></p>	<p><u>IPM PLANS</u></p>	<p>Shall obtain approval</p>	<p>The</p>

Performance-based Task	Services to be inspected	Standard for successful performance	Quality Assurance Surveillance Method
		from the COR <u>BEFORE</u> treatment is rendered.	Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.
	<u>NON-PESTICIDE PRODUCTS AND USE</u>	Shall use non-pesticide methods of control whenever and wherever possible.	The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation.
<u>SECTION C</u>	<u>CHILD CARE CENTERS</u>	See Section C 'Child Care'	The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call

Performance-based Task	Services to be inspected	Standard for successful performance	Quality Assurance Surveillance Method
			documentation.

EXHIBIT 3

SURVEILLANCE FORMS

GSA Form 1181A – Contract Cleaning Inspection Report

This form shall be filled out and submitted to the Contractor when deficiencies are found during the COR's inspections.

CONTRACT CLEANING INSPECTION REPORT

INSTRUCTIONS: Form is used for inspection of contract cleaning by inspectors to record results. The condition of area(s) inspected will be rated SATISFACTORY or UNSATISFACTORY. Explain unsatisfactory rating in remarks column and complete quantity column.

BUILDING 450 Golden Gate	Report NO.	CONTRACT NO. GS-09-06-KSD-0000	
INSPECTOR (<i>Print Name</i>) SIGNATURE JOHN DOE		INSPECTOR'S	
TIMED STARTED 9:00 A.M.	TIME COMPLETED 10:50 A.M.	DATE OF INSPECTION 10/31/06	
INTERVIEWED BY DATE MS. DEE	DATE 11/01/06	CONTRACTOR'S RECEIPT TIME sup. signature 1:00 p.m. 11/01/06	
WORK DESCRIPTION – LOCATION <i>(Room No., Corridor, lobby, or either)</i> <i>By Measure or count .</i>	QUANTITY	CHECK ONE	REMARKS
	SAT.	UNSAT.	
3rd Floor East			
M3-5171		X	Rust on toilet base under bolt of toilet
3-5178	X		
Women's Public Restroom	X		
Men's Public Restroom			
-M-7665		X	Slight build up in corners of urinal
Drinking Fountains	X		Mineral Build up
-1st near room 1-5566			

SAMPLE

Quality Deficiency Notice

This form shall be filled out and submitted to the contractor when deficiencies are found during the COR's inspections.

QUALITY DEFICIENCY NOTICE

NAME OF CONTRACTOR
CONTRACTOR ADDRESS
XXXX Cleaning Services
333 Smith St. Ste. 201
San Francisco, CA 94102

CONTRACT NO. GS-09P-06-KSD-0000

A deficiency exists in your quality control system. The nature of the deficiency is

Continuous findings on 3rd floor men's restroom (M) 3-5171-Rust on toilet base under bolt of toilet. Rust needs to be removed and base needs to be cleaned.

Immediate action is required to correct the deficiency and the condition that caused it. Failure to take acceptable corrective action on time may result in termination of your right to proceed with this contract.

Please provide a written response of corrective action taken to the CO or their designee within _____ workdays after receiving this notice.

OAS NAME AND SIGNATURE
ADDRESS
DATE

CO or their designee.

450 Golden Gate Ave., Ste #7
San Francisco, CA 94102

11/5/06

RECEIPT ACKNOWLEDGED

CERTIFIED RECEIPT NO.

EVALUATION OF CORRECTION ACTION

- Corrective action verified and found acceptable
 Corrective action not acceptable and /or not implemented (Explain below)

This matter is being referred to the Contracting Officer for action. Direct further correspondence on this matter to the CO.

OAS SIGNATURE

DATE

RECEIPT ACKNOWLEDGED

DATE

QASP Monthly Inspection Report

BUILDING NAME & LOCATION: Phillip Burton Federal Building & US Courthouse

CONTRACT NO.: _____ GS-09P-06-KSD-0000 _____

CONTRACTOR NAME: _____ XXX Cleaning Service _____

Please report all deficiencies found during the previous month inspection(s). Attach copies of all GSA 3539 Forms submitted to the contractor with this form. If there were no deficiencies, please submit this form indicating there were no deficiencies reported for the month. This form will become a part of the official QA documentation.

DEFICIENCIES & CORRECTIVE ACTIONS	COMMENTS
Documented on the Contract Cleaning Inspection Reports	All Deficiencies Minor, Corrected by the Contractor

SAMPLE

COR

Signature: _____

Date: _____

COR's Checklist for Inspections

	CUSTODIAL AND RELATED SERVICES	COMMENTS
	Submittals: -a list of names and telephone numbers of on-site supervisors -security clearance documentation (current & new employees) - work schedules - floor maintenance schedules - SDS documentation - initial IPM inspection report	
	Quality Control Plan (QCP) - description of training programs - description of disciplinary procedures - description of contingency plan for separation of employees	
	Inspection Reports	
	Service Call Logs	
	Tenant Reports	
	Integrated Pest Management (IPM) Quarterly Reports	
	Recycling and Solid Waste/Trash Hauling Reports	

NOTE: This checklist does NOT represent an all-inclusive list of items that may be reviewed during an inspection. It is provide ONLY as guidance for the CO or their designee.

EXHIBIT 4

BUILDING EXTERIOR AND HARDSCAPE PLAN

Used only when Contractor is required to provide pressure washing services

The Contractor shall submit to the CO a detailed Building Exterior and Hardscape Plan that addresses the listed work items. The plan helps ensure that grounds/site/building exterior management practices have the lowest environmental impact possible and that these practices preserve ecological integrity, enhance diversity and protect wildlife, while supporting building performance and integration into surrounding landscapes. At a minimum, the custodial and related services portion of the plan shall address the following items:

- Goals and Scope
- Responsible Party
- Guidance for Resources and Implementation
- Performance Measurement
- Training
- Maintenance Equipment
- Use of Chemical Concentrates and Dilution Systems
- Sustainable Building Exterior, Sidewalks, and Pavement Cleaning
- Paints and Sealants Used on the Building Exterior
- Snow and Ice removal (Snow and Ice Removal Plan can be substituted for this item)
- Cleaning of building exterior
- Cleaning equipment
- Cleaning of sidewalks, pavement, and other Hardscape
- Animal and vegetation pest control
- Landscape waste
- Fertilizer use
- Quality Assurance/Quality Control Processes

EXHIBIT 5

EROSION AND SEDIMENT CONTROL

IPM, Erosion Control, Landscape Management Plan¹

Used only when Contractor is required to perform activities that disturbs the existing grounds conditions

NOTE TO SPEC WRITE: THE REQUIREMENTS OF THIS PART CAN BE SATISFIED WITH A SINGLE PLAN OR WITH SEPARATE PLANS. WHEN AN 'IPM' IS PREPARED SEPARATELY, IT NEED ONLY BE REFERENCED IN THE PLAN.

The Contractor shall employ strategies such as temporary and permanent seeding, mulching, earth dikes, silt fencing, sediment traps and sediment basins to correct existing erosion such as typically found as the result of foot traffic killing the vegetation, steep slopes where sheet flow from storm water exceeds existing vegetation holding power, or point storm water outflow that exceeds the holding power of the vegetation covering the soil. The Contractor shall submit to the CO an IPM Erosion Control, Landscape Management Plan outlining how this will be accomplished. At a minimum, the custodial and related services portion of the plan shall address the following items:

- Goals and Scope
- Responsible Parties
- Guidance for Resources and Implementation
- Performance Measurement
- Training
- Chemical Treatment Purchasing and Application
- Integrated Pest Management (IPM)
- Erosion and Sediment Control
- Storm-Water Management Plan
- Landscape Management and Grounds Maintenance
- Composting
- Quality Assurance/Quality Control Processes

¹ This is a sample and is not intended to be comprehensive. Excerpts are from United States Green Building Council (USGBC).

EXHIBIT 6

RECYCLING/SOLID WASTE/TRASH REPORT

Solid Waste and Recycling Report									
Building #		Building Name							
Building Address									
Contractor Name		Contractor Phone #							
Submission Date									
RECYCLING									
Description	Outside Container Volume/Size	Number of Containers	Pick-up Frequency	Total Volume	Conversion Factor	Total Weight (tons)	Per Ton Recycling Fee	Total Cost	Recycler Name
TOTAL									
WASTE									
	Outside Container Volume/Size	Number of Containers	Pick-up Frequency	Total Volume	Conversion Factor	Total Weight (tons)	Per Ton Tipping Fee	Total Cost	Hauler Name
TOTAL									

Conversion Source(s):

HOW TO FILL OUT THE FORM:

1. Report all recyclables. For source separated recycling, provide weight for each type of material recycled. For commingled recycling, provide total weight for the mixed recyclable materials. Specify when items are composted.
2. All fields must be filled out.
3. Provide actual weight whenever possible. ** When actual weight is not available use standard Volume-to-Weight Conversion Factors for calculation. Allowances shall be made and reported for volumes that are not filled to capacity (i.e. half full, 3/4 full, etc.)
4. Pick Up Frequency: Based on monthly activity (e.g. once a week = 4, twice a week = 8, etc.)
5. Indicate conversion factor source(s).

Solid Waste and Recycling Report

Building #	1XXLER	Building Name	The Citizens CH
Building Address	123 American Blvd, Fun Town, USA		
Contractor Name	The Best Company	Contractor Phone #	555-121-6583
Submission Date	Nov 15, 2010		

RECYCLING

Description	Outside Container Volume/Size	Number of Containers	Pick-up Frequency	Total Volume	Conversion Factor	Total Weight (tons)	Per Ton Recycling Fee	Total Cost	Recycler Name
Commingled (mixed paper, cardboard, plastic)	8 cubic yard	4	4	128	1000	64	\$20.00	\$1,280.00	Green Company
Aluminum Cans (Compacted)	6 cubic yard	2	8	96	430	20.64	\$0.00	\$0.00	Green Company 2
Glass	3 Cubic yard	1	2	6	600	1.8	\$30.00	\$54.00	Green Company 2
Food Waste Scrap	55 gal Drums	5	2	550	412	113.3	\$18.00	\$2,039.40	Green Company
Wood Waste	20 cubic yard	2	4	160	40	3.2	\$10.00	\$32.00	Green Company
Yard Waste Composted	4 cubic yard	2	4	32	1500	24	\$50.00	\$1,200.00	Green Company
TOTAL		16	24	972		226.94		\$4,605.40	

WASTE

	Outside Container Volume/Size	Number of Containers	Pick-up Frequency	Total Volume	Conversion Factor	Total Weight (tons)	Per Ton Tipping Fee	Total Cost	Hauler Name
	30 cubic yard roll off	3	4	360	1000	180.00	\$85.00	\$15,300.00	Waste Hauler 1
	20 cubic yard roll off	1	4	80	600	24.00	\$79.00	\$1,896.00	Waste Hauler 1
TOTAL		4	8	440	1600	204.00	\$164.00	\$17,196.00	

Conversion Source: EPA's Standard Volume-to-Weight Conversion Factors

https://www.epa.gov/sites/production/files/2016-04/documents/volume_to_weight_conversion_factors_memo_randum_04192016_508fnl.pdf

HOW TO FILL OUT THE FORM:

1. Report all recyclables. For source separated recycling, provide weight for each type of material recycled. For commingled recycling, provide total weight for the mixed recyclable materials. Specify when items are composted.
2. All fields must be filled out.
3. Provide actual weight whenever possible. ** When actual weight is not available use standard Volume-to-Weight Conversion Factors for calculation. Allowances shall be made and reported for volumes that are not filled to capacity (i.e., half full, 3/4 full, etc.)
4. Pick Up Frequency: Based on monthly activity (e.g. once a week= 4, twice a week = 8, etc.)
5. Indicate conversion factor source(s).

EXHIBIT 7

PBS WASTE AUDITS

This exhibit is provided to the Contractor as a guide for additional considerations for post-audit monitoring, plan implementation, training and other ancillary activities that may assist GSA in meeting the listed objectives.

I. Background

GSA's Public Buildings Service (PBS) provides work environments for over one million Federal employees nationwide. The inventory consists of courthouses, laboratories, offices and border stations. Tenant activities in these buildings generate tons of solid waste/trash that PBS is obligated to properly dispose of and achieve a minimum waste diversion of 50%. Recycling composting and other alternatives to landfills and incineration are the preferred methods for disposal of solid waste/trash.

II. Objectives

- Determine the most efficient methods to maximize reduction, recycling, and composting of solid waste/trash and to minimize waste shipments.
- Achieve a minimum of 50% waste diversion through waste minimization, recycling, and composting.
- Determine the right service level for solid waste/trash collection and removal

III. Extent Of Work

The Contractor shall conduct a solid waste/trash audit to include:

- 100% of the waste and/or recycling collected in a 24 hour period must be audited (excluding durable goods or construction waste).
- The audit must represent a 24 hour period on a typical work day.
- Use scales to weigh sorted waste, as weight is the preferred metric.
- Determine the amount of recyclable materials being thrown away that could have been recycled and composted. At a minimum, the recyclable items within the waste/trash must be identified and separated into the following categories: Paper, Plastic, Cardboard, Glass, Metal/aluminum, and Wet Waste.

The Contractor shall develop a written report and analysis of the conclusions drawn from this audit, including recommendations for improving the economy and efficiency of waste collection, storage, transfer, and disposal (including recycling and composting). This report shall address, at a minimum:

- Recommendations to maximize waste minimization, recycling, and composting to achieve at least 50% waste diversion.
- Recommendations to right-size service level for solid waste/trash removal services to minimize trash shipments.

EXHIBIT 8

CUSTODIAL SQ. FT. TOOL

NOTE TO SPEC WRITER: THIS EXHIBIT SHALL BE DELETED FROM THE SPECIFICATION BEFORE SENDING SPECIFICATION OUT FOR CONTRATOR BID

This exhibit is provided to the region as a tool to assist GSA in meeting its quest to further reduce custodial contract and operating costs. The tool is designed on an Excel worksheet platform and enables the regions to create the Building Information Sheet (BIS) in Section J, Exhibit 1, in under one (1) minute. This document historically can take days or even weeks to accurately prepare.

- The first step is for the region to upload raw building data from eSmart and paste the data into an Excel worksheet. The tool enables the region to use this data to accurately categorize every conceivable type of space in a building and totals the square footage for each identified category.

- Next, the tool adds up all of the appropriate building space categories and places them into their specific heading on the master BIS. The tool will automatically calculate the cleanable square feet by subtracting out the specific space categories that are normally not cleaned routinely including space in storage rooms, mechanical spaces, file rooms, telephone closets, stairwells, etc.

For specifics on how to use the Custodial Sq. Ft. Tool and access to tool, please check with your COR.

REPRESENTATIONS, CERTIFICATIONS, AND OTHER STATEMENTS OF
BIDDERS/OFFERORS

NOTE TO SPEC WRITER: TO BE FILLED OUT BY THE REGION

L. INSTRUCTIONS, CONDITIONS, AND NOTICES TO BIDDERS/OFFERORS

NOTE TO SPEC WRITER: TO BE FILLED OUT BY THE REGION

M. EVALUATION FACTORS FOR AWARD

NOTE TO SPEC WRITER: TO BE FILLED OUT BY THE REGION