Version 1.1
revised

October 1, 2021

# National Custodial Specification

**SOLICITATION NUMBER:**

**SERVICE: Custodial and Related Services**

**LOCATION(S):**

**PERIOD OF PERFORMANCE:**

**SOLICITATION ISSUE DATE: _____, 20__**

**OFFER RECEIPT DATE/TIME: _____, 20__**

I

**NOTE TO SPEC WRITER**
**Please remove the next 3 pages after reviewing**

**Introduction**

The specifications in this scope of work shall constitute the national standard of service 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 Performance Work Statement from the National Custodial Specification and make it part of a separate contract. Version 1.1 reflects changes associated with cleaning of frequently touched surfaces.

## General Requirements and Best Practices

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. If any section is not applicable the language shall be removed and the section marked as RESERVED to maintain consistent number formatting.

This specification requires the Contractor to routinely wipe down all solid, high-touch (frequently touched) surfaces with cleaning products containing soap or detergent that meet the sustainable product standards in Section C.2.1 and C.2.2 in this specification. This requirement is compliant with guidance issued by Centers for Disease Control and Prevention (CDC), which includes the routine cleaning of all high-touch surfaces.

Examples of high-touch (frequently touched) surfaces include, but are not limited to the following: handrails, door knobs, access control panels, light switches, countertops, water faucets and handles, elevator buttons, sinks, toilets and control handles, table tops, restroom stall handles, toilet paper and other paper dispensers, door handles and push plates, and water cooler and drinking fountain controls.

When disinfectants are used in this specification the Contractor should allow all disinfected surfaces to air dry.

Individual occupant agencies, not the custodial contractor, are responsible to provide their own products (such as disposable wipes) and to perform cleaning and/or disinfecting of their agency-owned equipment, such as telephones, computers, keyboards, docking stations, computer power supplies, computer mouse devices, personal fans and heaters, and desk lighting.

"Routinely," is defined as being in accordance with applicable guidance from the Centers for Disease Control and Prevention (CDC), but shall not be less frequently than once daily or once per shift where custodial services are provided for during more than one shift. Daily cleaning is defined as the normal operating hours where the custodial contractor is currently performing the standard services.

The Contractor must use U.S. Environmental Protection Agency-registered disinfectant products in accordance with directions provided by the manufacturer. Disinfection application and products should be

chosen so as to not damage interior finishes or wood furnishings including GSA's fine arts collections and murals, and historic materials and finishes.

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.

**Above Standard Service**

Remove any service identified in Section C.15 'Above Standard Services' that does 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.

**Building Information Sheet**

Regions are required to use the Custodial Square Footage Tool provided at the link below to prepare custodial square feet in Exhibit J.1 'Building Information Sheet.' To download the tool, if you have questions or need information on how to use this tool, please refer to the web site: https://sites.google.com/a/gsa.gov/national-custodial-operations-maintenance-specifications/estimating-tools

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 the Contractor fully understands that the tool calculates only the 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 may be removed include, but are not limited to, the following:

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

**Child Care**

The Contractor shall work with the local Child Care Program Manager to verify State and local requirements and provide a list of products when required. When any part of the contract is performed as a separate contract the relevant parts of this specification language shall be used in preparing the separate contract specification. When preparing the specification for solicitation, the spec. writer should work with their respective regional Child Care Program Manager. The spec. writer should expect to receive from their Child Care Program Manager the following: site specific instructions on recommended floor cleaning product/procedure, playground safety surface product (including snow removal and deicers) and blast film

product, evacuation routes for playgrounds, and marked up floor plan with product areas. Coordinate with the regional Child Care Program Manager for interior finish maintenance specifications.

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

**Communication Matrix**
If this is an AbilityOne service contract, you must incorporate the Communication Matrix identified in your Strategic Alliance SourceAmerica/GSA Regional Agreement.

**Contract Provisions/Exhibits**

**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 AND THE SECTION MARKED RESERVED TO PRESERVE THE INTEGRITY OF THE TABLE OF CONTENTS AND SECTION REFERENCES. ALSO, ANY PART OF THIS CONTRACT THAT IS PERFORMED AS A SEPARATE CONTRACT, THE RELEVANT PART(S) OF THIS SPECIFICATION LANGUAGE SHALL BE USED IN PREPARING THE SEPARATE CONTRACT SPECIFICATION.

**Fair Labor Standards Act (FLSA) Wage Escalation**
Price adjustment should be based on actual cost data, rather than base-year, proposed hours. The price adjustment clause at FAR 52.222-43 provides that any adjustments shall "reflect the Contractor's actual increase or decrease in applicable wages and fringe benefits. The purpose of the price adjustment clause is to reimburse actual costs incurred by the Contractor to comply with an increase in the applicable wage determination. This is the case, regardless of whether the contract is labeled as fixed price.

**Integrated Pest Management (IPM) Plan**
The Option B language identified in the Integrated Pest Management (IPM) section 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 Performance Work Statement (PWS).

**Indoor Firing Ranges (IFRs)**
Cleaning of IFRs is a specialized service and will not be performed under the context of this PWS.

**Required Background Investigations that Exceed HSPD-12 Requirements**
Tenants that require Contractor background investigations 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 investigations 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 with workforce diversion. 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.15 '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 but are not limited to: Vehicle with 5-8 ft blade and driver; Vehicle with 10 ft blade and driver; Front end loader with operator; Tandem axle dump truck and driver; snow blower with operator, etc. For snow and ice removal outside of cleaning hours, use the hourly overtime rate.

**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.

As long as the Contractor pays employees as if it were an anticipated Federal holiday, the Contractor will be paid for the unanticipated holiday as if it were a normal Federal Holiday.

**Trash and Recycling Services**

If the Government contracts separately for trash removal, and/or the recycling disposal company and the Contractor is a SourceAmerica/AbilityOne NPA, please refer to the most current Service Purchase Exception (PE), signed and issued 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..

**Space Change Tool**

The Space Change Tool that is referenced in H.17 is available at https://insite.gsa.gov/services-and-offices/public-buildings-service/facilities-management/facilities-operations/custodial-operations

**Verifying Tenant Service Requirements**

Prior to sending out the specification for the Contractor's proposal, 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 from the tenant.

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## A. Solicitation/Contract Form

### A.1 Standard Forms:

**NOTE TO SPEC WRITER: TO BE FILLED OUT BY THE CONTRACTING OFFICER**

## B. Services, Ordering and Prices

### B.1 Description of Services:

**NOTE TO SPEC WRITER: TO BE FILLED OUT BY THE CONTRACTING OFFICER**

## C. DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

### C.1 Objectives and Scope

This is a Performance Work Statement (PWS) for Custodial and Related Services defined under the scope of this contract for **[Region, Specify the Building Location(s)].** This PWS describes the minimum requirements of the U.S. General Services Administration (GSA) and acceptable outcomes to be performed by the Custodial Contractor (known from here on as Contractor). The contract consists of two major functional areas: Standard and Above Standard services. All, or part of, the successful offeror's Proposal Package may be incorporated into the contract.

The Contractor shall closely monitor all aspects of the work, identify deficiencies and implement corrective action, without reliance on Government oversight. Custodial and related services provided by the Contractor are arranged and contract administration 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.

GSA seeks to establish a partnering relationship with the Contractor to accomplish the program objectives in this contract. The objective of the partnering process is to provide an effective problem-finding/problem-solving management team composed of personnel from all parties responsible for maintaining the quality of our facilities, thus creating a single culture with one set of goals and objectives. Partnering requires that all parties recognize and address those opportunities and challenges that shall be confronted to help maintain the health of the Contractor/GSA relationship. The relationship is based on trust, dedication to common goals, and an understanding of each other's individual expectations and values. The outcome of this initiative is for GSA to leverage Contractor expertise to assist GSA in accomplishing these goals and objectives.

All references incorporated herein as Web sites (URLs) are accurate as of September 2020 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.1.1 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, except to the extent any of the supplies may be furnished directly by the Government under the contract, and otherwise accomplish all actions necessary to or incident to, perform and provide the work efforts described in the contract. The building(s) shall be fully staffed, beginning the first day of work under the contract and throughout the entirety of the contract, unless authorized by the Contracting Officer (CO) or their designee.
- Maximize the use of goods, products and materials that are produced in the United States. Telecom equipment must be in compliance with the John S. McCain National Defense Authorization Act (NDAA) for Fiscal Year 2019, specifically NDAA 889. NDAA 889 requirements are explained further in Section H.10.
- 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, permits 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.
- Reduce the environmental impacts of work performed under this contract by using environmentally sound practices, processes, and products.
- Provide training/certifications for their employees that stress stewardship and effective communication in cleaning practices. Current information on stewardship, training, educational materials and other issues can be found on the web sites including but not limited to Stewardship for the Cleaning of Commercial and Institutional Buildings (www.astm.org) and ISSA's website (www.issa.com).
- Coordinate with the Contracting Officer's Representative (COR) and tenants who have restricted access spaces.
- Adhere to Architectural Barriers Act Accessibility Standards (ABAAS) requirements for all new procurements and installations related to this PWS.

**C.1.2 Cleaning Hours**

Cleaning 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. The Contractor shall provide sufficient staffing and means to respond to service requests during the building(s) normal operating hours, stated on the Building Information Sheet in Exhibit J1. The performance of disruptive services, including, but not limited to, vacuuming, carpet shampooing, floor waxing, shall be scheduled with GSA and, if applicable, the tenant, for a time when the space is vacant or after normal building operating hours. If the Contractor is unsure as to whether an activity will be disruptive they should check with the COR before proceeding. The Contractor shall submit a cleaning schedule that details when each cleaning activity will be performed, and what equipment will be used to perform the activity to the COR. Night time cleaning is also authorized.

**C.1.3 Sustainable Cleaning**

The Contractor is required to conduct custodial and related services utilizing industry best practices and guiding principles to minimize the Government's environmental footprint.

The Contractor and their personnel shall employ practices and use products and equipment that are energy-efficient, water-efficient, minimize material resource use, and optimize indoor air quality. Examples of such practices include:

- Communicating the building's sustainability performance goals and requirements, as directed by the CO or their designee.
- After cleaning or leaving a room that is unoccupied, turn off lights and water faucets.
- Closing window blinds when practical, especially in the summer, over long weekends, and during extended closures of the building.

- Turning off equipment when not in use. [Note: 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 must ensure that workers do not adjust mechanical equipment controls for heating, ventilation and air conditioning systems.]
- Notifying the CO or designee of any observed water leaks.
- When replacing existing equipment, strive to acquire replacement equipment in the top 25% of efficiency as per the Energy Star guidelines.
- Employing practices that reduce dependency on non-renewable sources of energy.

**C.2 Sustainable Purchasing**

The Contractor shall use safe and environmentally friendly products as referenced throughout this specification. This specification requires the Contractor to routinely wipe down all solid, high-touch (frequently touched) surfaces with cleaning products containing soap or detergent that meet the sustainable product standards herein in Section C.2.1 and C.2.2. This requirement is compliant with guidance issued by Centers for Disease Control and Prevention (CDC). When disinfectant products are used they must be Environmental Protection Agency(EPA)-registered products or another product containing the same active ingredient(s) at the same or greater concentration. The Contractor must use the product in accordance with directions provided by the manufacturer. The Contractor must wear disposable gloves (*e.g.*, latex or nitrile), facemasks (if applicable) and any additional required personal protective equipment as recommended by the manufacturer when cleaning. The Contractor shall select and track cleaning product and materials purchases as described herein.

**C.2.1 Sustainable Product Standards**

Federal agencies, including contractors, must comply with the sustainable purchasing requirements and the recommended specifications, standards, and ecolabels for each product category in the "Cleaning Products" section of the Green Procurement Compilation. For most product categories in the Green Procurement Compilation, there are links to lists of brand-name products that meet these requirements and recommendations.

The Contractor shall also ensure that: (a) Vacuum cleaners meet the Carpet and Rug Institute (CRI) Seal of Approval https://carpet-rug.org/testing/seal-of-approval-program/certified-vacuums/. (b) Chemical concentrates that require dilutions are used whenever possible as compared to ready-to-use products. Dilution control equipment should be utilized to ensure correct dilutions of concentrates and to protect workers from exposure to concentrated chemicals.

**C.2.2 Proof of Compliance**

(A) 15 days prior to the start of contract performance, the Contractor shall submit to the CO or their designee a product list and, for each product, proof of compliance with the sustainable product requirements. For product categories in the Green Procurement Compilation provided in section C.2.1 for which there are links to lists of brand-name products that meet Federal requirements, a download of the brand-name product page is sufficient proof of compliance. For other product categories, proof of compliance may include third-party certifications obtained from certifier or manufacturer websites, manufacturer product sheets, or screenshots from manufacturer or distributor catalogs or websites.

(B) If the Contractor is unable to meet the sustainable product standards because a product meeting the standards cannot be acquired competitively within a reasonable time frame, does not meet reasonable performance standards, or cannot be acquired at a reasonable price, the Contractor shall provide the CO or their designee or designated representative with a short written justification for a proposed exemption.

**C.2.3 Sustainable Cleaning Plan**

The Contractor shall submit a sustainable 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. The Sustainable Cleaning Plan is due to the CO or their designee within 15 calendar days before the start of the contract.

**C.2.4 Hazard Communication Plan**

The Contractor shall submit a hazard communication plan in accordance with the OSHA requirements in 29 C.F.R. § 1910.1200. The plan will list all chemical products proposed to be used in the performance of the contract, and include current Safety Data Sheets (SDS) for each product. The plan shall include documentation of training for all Contractor staff in the plan and the hazard communication standard. The plan shall also identify the method of labeling the Contractor will use for all chemical product containers, including secondary dispensing containers used on site. The standard requires the Contractor to maintain a copy of their written Hazard Communication Plan onsite and it must be readily available to employees. The Hazard Communication Plan is due to the CO or their designee within 15 calendar days after the start of the contract. The sustainable cleaning and hazard communication plans may be combined into a single document at the discretion of the Contractor.

**C.2.4.1 Safety Data Sheets**

All new products used during the life of the contract must have Safety Data Sheets (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.

The Contractor shall maintain the SDS in a location accessible to all employees and shall advise the CO or their designee of its location. The SDS shall be available for inspection by the CO or their designee upon 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 as necessary, 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.3 Standard Services**

**C.3.1 Interior Services**

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

I

**C.3.1.1 Floor Care**

The Contractor shall provide a floor maintenance schedule as part of their cleaning schedule to the CO or their designee in accordance with The Contractor's Submittals/Deliverables Chart. The floor maintenance schedule must outline routine, periodic, and restorative tasks (stripping and refinishing).

Bare Floors: Floors, base moldings, and grout shall be clean, 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). Floors, 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. **UNDER NO CIRCUMSTANCES SHALL BURNISHING OR DRY STRIPPING METHODS BE USED ON ACBM FLOORING.**
- 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, Marble and Terrazzo Floors: All applicable floor areas shall be maintained in accordance with the manufacturer's recommendations.
- 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.
- Wood Floors: Water solutions shall not be used on wood flooring. There shall be no dry stripping methods used on wood flooring.
- Additional floor types: **REGION USE OR DELETE**
- 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.
- 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.

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**C.3.1.2 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 and is responsible for any remediation that may be required. Moving of furniture and equipment is to be coordinated with the CO or their designee. Any furnishings or equipment moved are to be returned to their original positions.

Spot Cleaning: A spot is defined as approximately 12" X 12". 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 Program.'

**C.3.1.3 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 Exhibit J1 the 'Building Information Sheet.'** The CO or their designee shall approve all mats and runners including mat size, type, and placement.

Mats and runners shall be laid out as specified by the CO or their designee at main entrances, main lobbies, main and secondary corridors at all times. Replacement mats and runners shall be the same type as the original mats and runners. Mats and runners shall be free of spots, soiled traffic patterns, gum, and crusted materials. They shall be cleaned in accordance with the manufacturer's instructions. Any Government provided 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/ASSP A1264.2-2006 'Provision of Slip Resistance on Walking/Working Surfaces Guidelines.' When the procurement of new mats and runners is necessary, the Contractor shall adhere to ABAAS requirements.

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 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.3.1.4 Restrooms, Shower Rooms, Tenant Break Rooms, Locker Rooms, Fitness Centers, Lactation Rooms, Laboratories, Health Units, and Holding Cells**

**[NOTE TO SPEC WRITER: Remove any space type(s) not in the facility(s). For holding cells, a site-specific determination should be made based on tenant usage and per the definitions of "routine"**

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**within this spec; if greater frequencies and/or protocols are required by the tenant then that could become an above standard service as noted below]**

All areas shall be cleaned in accordance with the applicable standard service requirements outlined in Section C.3.1. These areas and surfaces shall be cleaned and disinfected using EPA registered disinfectants or another product containing the same active ingredient(s) at the same or greater concentration. Food contact surfaces such as tenant break room counters and dining tables shall be cleaned and sanitized with products safe for food contact.

Partitions, doors, vents, sills, and walls shall have no dirt, bodily fluids, waste, and graffiti. Shower curtains shall be cleaned and free of mold and dirt. Shower liners present in locker rooms shall be cleaned and free of mold and dirt. Shower liners shall be replaced at the Contractor's expense and at a minimum of annually. Locker exterior surfaces shall be free of dust and streaks.

Avoid cleaning of equipment in laboratories and health units that could result in damage to any surface or that could cause contamination with chemicals or infectious materials. Cleaning shall only be performed for areas and surfaces identified in writing by those responsible for managing the laboratories and health units. The Contractor shall submit a safety plan for approval by the CO or their designee.

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

Holding Cells: Routine cleaning of holding cells is a standard service. Holding cell interiors shall include floors, walls, fixtures and surfaces. Cleaning frequencies requested by a tenant that are above the routine standard shall be completed on a reimbursable basis and be approved by the CO or their designee. See section C.15.11 for above standard holding cell cleaning.

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. Any Contractor provided dispensers must be approved by the CO or their designee prior to installation. The supplies for the provided dispensers shall be compatible with the dispenser's manufacturer's requirements. 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. The Contractor shall provide dispenser batteries. In facilities where the O&M Contractor is responsible for dispenser installation, the Contractor will work with the O&M Contractor to ensure dispensers are installed in the proper location. All dispensers installed at accessible lavatories and those serving the general space must meet the requirements for operable parts in the Architectural Barriers Act Accessibility Standards (ABAAS section F205 ) to ensure use by people with disabilities.

Receptacles: The Government or Contractor **(Region, Select One)** shall provide receptacles. The Contractor, with proper training in blood borne pathogens, shall wear disposable gloves to empty, clean, and disinfect all sanitary napkin and waste receptacles. Sanitary napkin disposal containers shall be lined with new receptacle bags.

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.

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**C.3.1.5 Fixtures**

All fixtures (washbasins, urinals, modesty panels, toilets, shower stalls, etc.) shall be cleaned and disinfected. All fixtures shall maintain a high level of luster and have no dirt, mold, mildew, streaks, or encrustation.

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Drinking Fountains/ Bottle Filling Stations: All fountains and bottle filling stations shall be cleaned, disinfected, free of dirt, watermarks, and other debris or encrustations.

**C.3.1.6 Surfaces**

Horizontal Surfaces: Routinely wipe down all solid, high-touch (frequently touched) surfaces with cleaning products containing soap or detergent. All horizontal surfaces (within approximately 10 feet from the floor) shall be wiped clean and free of dust, dirt, or smudges. Cabinets and desks with papers, computers, and keyboards shall not be disturbed.

Metal, Brass, Woodwork, and Stainless Steel: Surfaces (including corners, crevices, moldings, ledges, handrails, grills, doors, door knobs, door frames, kick plates, etc.) shall be wiped cleaned and have no dirt, dust, streaks, spots, or smudges.

Glass Cleaning: All glass, clear partitions, mirror surfaces, bookcases, and other glass (within approximately 10 feet from 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. All interior plate glass (to include glass over and in vestibule doors, all plate glass around entrances, lobbies, and vestibules) shall be cleaned and have no dirt, streaks and shall not be cloudy.

**C.3.1.7 High-Touch Surfaces**

**[NOTE TO SPEC WRITER: This language aligns with Centers for Disease Control and Prevention (CDC) guidance for COVID-19. The language in this section should not be altered without prior consultation with Central Office and your regional Industrial Hygienist. For buildings that provide Child Care, see section C.9 for additional requirements in Child Care Centers.]**

The Contractor must routinely wipe down all solid, high-touch (frequently touched) surfaces with cleaning products containing soap or detergent that meet the sustainable product standards in Section C.2.1 and C.2.2 in this specification. This requirement is compliant with guidance issued by Centers for Disease Control and Prevention (CDC), which include the routine cleaning of all high-touch (frequently touched) surfaces. The Contractor must wear disposable gloves (*e.g.*, latex or nitrile), facemasks (if applicable) and any additional required personal protective equipment as recommended by the product manufacturer when cleaning. Cleaning products and application should be chosen so as not to damage interior finishes or furnishings, including GSA's fine arts collections and murals, and historic materials and finishes. "Routinely," for purposes of this scope, is defined as being in accordance with applicable guidance from the CDC, but shall not be less frequently than once daily or once per shift where custodial services are provided for during more than one shift. Daily is defined as the normal operating hours where the custodial contractor is currently performing the standard services.

Examples of high-touch (frequently touched) surfaces include, but are not limited to the following: handrails, door knobs, access control panels, light switches, countertops, water faucets and handles,

elevator buttons, sinks, toilets and control handles, table tops, restroom stall handles, toilet paper and other paper dispensers, door handles and push plates, and water cooler and drinking fountain controls.

Individual occupant agencies, not the custodial contractor, are responsible to provide their own products (such as disposable wipes) and to perform cleaning and/or disinfecting of their agency-owned equipment, such as telephones, computers, keyboards, docking stations, computer power supplies, computer mouse devices, personal fans and heaters, and desk lighting.

**C.3.1.8 Walls**
All wall surfaces shall be cleaned and free of dirt, spots, smudges, and marks. Cleaning shall not cause discoloration.

**C.3.1.9 Trash and Wastebaskets**
All trash and recycling (including restrooms) shall be collected and removed to a location designated by the CO or their designee. Trash and recycling containers shall be emptied, kept clean, and odor-free. Plastic liners for all trash and debris containers shall not be torn, worn, or contain residue.

**C.3.1.10 Elevators, Escalators and Stairways**
**[NOTE TO SPEC WRITER: Remove any space type(s) not in the facility(s)]**
Door Tracks: Tracks shall be cleaned and free of dirt, built up grime, and other 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, elevator panels and buttons (inside and outside of the elevator cab), grills, doors, radiators, and surrounding areas shall have no dirt, litter, residue or grime.

**NOTE TO SPEC WRITER: IF CONTRACTING SEPARATELY FOR WINDOW WASHING SERVICES USE THE STANDARD BELOW AS A MINIMUM IN YOUR PWS.**

**C.3.1.11 Interior Window Washing**
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 once per year. Cleaning frequencies requested by a tenant that are above the 'once per year' standard shall be completed on a reimbursable basis and be approved by the CO or their designee. Exterior and interior window washing shall be coordinated to maximize cost effective operations as directed by the CO or their designee. In the event there is blast protection film, the Contractor shall follow the manufacturer's recommendations for appropriate window cleaning methods. The Contractor shall comply with ANSI/IWCA I-14.1, and all Federal, State and local regulations.

**C.3.1.12 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.

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**C.3.1.13 Fine Arts Collection**

**[NOTE TO SPEC WRITER: Remove this section if it does not apply]**

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. Decorative surfaces and artwork should not be cleaned, adjacent surfaces should only be wiped clean (no spraying) and acids, peroxides, alcohol and chlorine bleach should not be used on historic materials. Also, the CDC and EPA do not endorse the use of fogging applications. The Contractor shall use cleaning products in accordance with directions provided by the manufacturer.

**C.3.1.14 Historic Buildings**

**[NOTE TO SPEC WRITER: Remove this section if it does not apply]**

The Contractor shall work with the CO or their designee to identify materials in historic buildings that require special care. Decorative surfaces should not be cleaned, adjacent surfaces should only be wiped clean (no spraying) and acids, peroxides, alcohol and chlorine bleach should not be used on historic materials. Also, the CDC and EPA do not endorse the use of fogging applications. The Contractor shall use cleaning products in accordance with directions provided by the manufacturer. 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. The Contractor can refer to GSA's website for Preservation Tools and Resources (https://www.gsa.gov/real-estate/historic-preservation/historic-preservation-policy-tools/preservation-tools-resources.) for additional guidance.

**C.3.1.15 Policing Inside Areas**

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

**C.3.1.16 Interior and Atrium Plants (Government Furnished Plants)**

**[NOTE TO SPEC WRITER: Remove this section if it does not apply]**

Plants shall be wiped to remove dust. Contractor shall properly hydrate plants, remove dead leaves, and properly 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.3.1.17 Concessions (Cafeterias, Snack Bars and Vending Machine Areas)**

**[NOTE TO SPEC WRITER: Remove this section if it does not apply]**

Public Area Cleaning: The Contractor shall be responsible for cleaning and disinfecting the concession areas (cafeterias, snack bars, coffee bars, and vending machine rooms) that are accessible by the public after the Food Service contractor has closed down for the day. The Contractor is responsible for trash and recycling collection and removal. The Contractor shall clean, disinfect and ensure the areas are free of spillages, food crumbs, spots, smudges, marks, and soil build-up. These areas include: 1) serving area floors that are considered "public", 2) floors in the dining area 3) exterior/interior windows (including ledges and frames) and 4) cleaning of dining room equipment (tables, table tops and bases, chairs, booths, counters, tray carts, furniture, water stations, and trash/recycling collection stations). Also, food contact

surfaces such as public area service counters and dining tables shall be cleaned and sanitized with products safe for food contact. Floors shall be maintained using the floor care standard requirements in C.3.1.1.

Non-Public Area Cleaning: Concession areas (cafeterias, snack bars and coffee bars) that are not accessible to the public is the responsibility of the Food Service Contractor. This includes federally installed cooking equipment, cleaning of kitchens, storage rooms, walk-in refrigeration, and areas behind serving lines and counters. During service hours, the Food Service Contractor maintains the "public" serving area floors in a clean, spillage-free condition and shall leave the dining room floor in a "broom clean", spillage-free condition in preparation for cleaning by the Contractor.

**C.3.1.18 United States Postal Space**

**[NOTE TO SPEC WRITER: Remove this section if it does not apply]**

Cleaning: Postal space areas include, but are not limited to, floors, service and box lobbies (including the exterior of post office boxes), swing rooms, work rooms, restrooms, locker rooms, supply rooms, vestibules, and loading docks. All areas shall be cleaned in accordance with the applicable standard service requirements outlined in C.3.1. Postal space floors shall be maintained using the floor care standard requirements in this contract. **UNDER NO CIRCUMSTANCES SHALL BURNISHING, HIGH SPEED BUFFING, OR DRY STRIPPING METHODS BE USED ON ACBM FLOORING.**

**C.3.2 Exterior Services**

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

**C.3.2.1 Exterior 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, free of dirt, streaks, and shall not be cloudy.

**NOTE TO SPEC WRITER: IF CONTRACTING SEPARATELY FOR WINDOW WASHING SERVICES USE THE STANDARD BELOW AS A MINIMUM IN YOUR PWS.**

**C.3.2.2 Exterior Window Washing**

Both sides of the glass shall be cleaned and free of dirt, streaks, hard water stains, and shall not be cloudy. Windows shall be cleaned once per year. Cleaning frequencies requested by a tenant that are above the 'once per year' standard shall be completed on a reimbursable basis. Interior and exterior window washing shall be coordinated with the CO or their designee to maximize cost effective operations. In the event there is blast protection film the Contractor shall follow the manufacturer's recommendations for appropriate window cleaning methods. Window washing shall be in accordance with OSHA regulations 29 C.F.R. § 1910.30 Fall Hazard and Equipment Hazard Training, 29 C.F.R. § 1910.140 Personal Fall Protection Systems, 29 C.F.R. § 1910.66 Powered platforms for building maintenance, 29 C.F.R. § 1910.27 for scaffolds and rope descent systems, and applicable State and local regulations. An annual deduction to the contract shall be made if the Contractor does not clean any exterior windows for any reason.

The Contractor shall submit to the CO or their designee a written Window Washing Safety Plan 10 calendar days prior to performing these services.

**C.3.2.3 Canopies**

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**[NOTE TO SPEC WRITER: Remove this section if it does not apply]**
All canopies and anything affixed to or included in the surfaces of canopies shall be cleaned and free of all dirt, dust, cobwebs, bird excrement, trash, and debris.

**C.3.2.4 Hard Surface Areas**
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 be free of 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.3.2.5 Ash Receptacles and Trash Containers**
All solid waste shall be collected and removed to a location designated by the CO or their designee. Trash containers and ash receptacles shall be emptied, kept clean and odor-free. The Contractor shall remove ash and cigarette butts, and materials. Where required, sand in ash receptacles shall be replenished. Plastic liners for all trash containers shall not be torn, worn, or contain residue.

**C.3.2.6 Surfaces (Signs, Vending Machines, Tables, etc.)**
Surfaces shall be cleaned, disinfected, and free of dirt, dust, residue, streaks, spots or discoloration. Vending machines (food, drink or atm) that are located inside of the vendor's store operation is the responsibility of the vendor to wipe down frequently touched surfaces such as touchpads, buttons, and knobs. Contact time should be consistent with the manufacturer's recommendations. Spill residue and clean-up materials used shall be disposed of properly.

**C.3.2.7 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. Graffiti removal that requires a subcontractor is an above standard service and requires prior CO approval.

**C.3.2.8 Excrement Removal (Human, Bird and Animal)**
Cleaning: All steps, stairs, entrances, sidewalks, arcades, landings, and balconies shall be cleaned of excrement only by staff fully trained in Center of Disease Control & Prevention (CDC) precaution protocols and in accordance with the approved exposure control plan (ECP) detailed in Section C.7. Contractor staff shall use the appropriate protective measures and wear personal protective equipment as required by CDC and the ECP when cleaning areas contaminated by excrement. 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.3.2.9 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.3.3 Snow and Ice Removal**

**NOTE TO SPEC WRITER: IF CONTRACTING SEPARATELY FOR SNOW AND/OR ICE REMOVAL SERVICES USE THE STANDARD BELOW AS A MINIMUM IN YOUR SEPARATE PWS.**

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, child care playground pathways and entrances, areas providing accessibility for people with disabilities, 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.) Snow removal equipment provided by the Government 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 and ice removal plan that meets the needs of the GSA as part of the initial proposal package. A finalized snow and ice removal plan is due 15 days prior to the start of the contract. An annual updated snow and ice removal plan is due on October 1 of each year. At a minimum, the snow and ice 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
- Pollution prevention procedures for chemical storage, application, and runoff

Chemicals and/or sand shall be used to reduce safety hazards due to ice and snow. All deicer chemicals used shall be certified as EPA 'Safer Choice' Products or USDA Certified Biobased. 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. Comparable substitutes shall be on the Clear Roads Qualified Products List (QPL), comply with Federal specifications and state and local codes, and be approved by the CO or their designee prior to the first inclement weather event. 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.4 Grounds Maintenance

**NOTE TO SPEC WRITER: IF CONTRACTING SEPARATELY FOR GROUNDS MAINTENANCE SERVICES REMOVE AND USE THIS STANDARD AS A MINIMUM IN YOUR PWS. PLEASE REVIEW THE O&M PWS FOR AREAS OF OVERLAP AND POTENTIAL CONFLICTS BETWEEN THE TWO CONTRACTS. SERVICES IN THE STANDARD BELOW ALSO COVER OUTDOOR CHILD CARE FACILITY 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.4.1 Landscape Erosion Management

The Contractor shall employ erosion and sediment control best management practices, such as temporary and permanent seeding, mulching, earth dikes, silt fencing, sediment traps and sediment basins to correct existing erosion such as erosion 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.4.2 Grounds Maintenance Services

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, mulching and composting, maintaining stormwater best management practices 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.4.3 Composting

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 composting facility. Where composting services are available, with the approval of the CO or their designee, the Contractor shall collect paper towels and/or food-related organic waste (such as from onsite cafeterias and wet stands) to recover and compost all possible materials. The Contractor is responsible to pay for composting services.

#### C.4.4 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.

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, to include at a minimum species, physical measurement, age, life expectancy, and an evaluation of their condition. This shall be completed within 30 days after the start date of the contract then annually thereafter. 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 shall also be submitted with a plan and price list for any special treatment not covered by this contract no later than 10 days after the start date of the contract. Plans and price lists shall be submitted to the CO or their designee.

Planting: 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

**C.4.5 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.

For areas of landscaping that use a material other than mulch, such as xeriscape areas of landscaping, the Contractor shall maintain and replace this material as necessary to maintain an evenly distributed appearance. Replacement fill shall be free of sticks, or other foreign materials. A sample of the material shall be submitted to and approved by the CO or their designee prior to use. All areas utilizing this fill shall be raked, debris removed, and edges established.

**C.4.6 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.4.7 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.

**C.4.8 Overseeding, Dethatching and Plugging**
Overseed, dethatch, and plug as necessary to prevent bare areas and promote even growth of turf areas following common and local landscaping practices.

**C.4.9 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. The fertilizer used shall be of a balanced type that supplies all the 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.4.10 Flowerbeds and Plants**
Flowerbeds are to be free from weeds and debris. Replacement plants shall be supplied by the Contractor. Plants supplied by the 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. The Contractor shall use replacement plants that are native to the area to reduce the use of irrigation water

**C.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.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.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.4.14 Weeds**

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

**C.4.15 Irrigation**

**[NOTE TO SPEC WRITER: Remove this section if it does not apply. The language below may be included in the O&M PWS]**

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. The list of damages shall be included in the Initial Deficiency List (IDL).The IDL for the irrigation system must be submitted at least 5 days prior to the start of work.

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 What Irrigation Systems Are To Be Covered)** 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 subcontractor, 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 the building's landscaping. Failure to make timely notification to the CO or their designee shall result in the Contractor replacing damaged landscaping materials.

**C.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.

**C.4.17 Integrated Pest Management Plan (IPM)**
The Contractor shall utilize the Integrated Pest Management Plan for controlling pests and diseases to ensure that the landscapes, trees, and shrubs are free of disease and pest infestation. The IPM is discussed in detail in Section C.6.

**C.5 Solid Waste Management**

**C.5.1 Solid Waste Management Program**
A solid waste management program, which is a standard service, includes the collection and disposal of non-hazardous solid waste (trash), segregated recyclables, and segregated compostable organic waste (where applicable). The Contractor shall deliver a waste management program that complies with federal, state, and local solid waste and recycling mandates and aims to achieve a minimum fifty percent (by weight) waste diversion rate. Recycling, composting, and other alternatives to landfills and incineration are the preferred methods for disposal of solid waste. To support the operation of a High Performance Sustainable Building, the Contractor shall implement waste management practices that encourage reuse and recycling consistent with the Guiding Principles for Sustainable Federal Buildings. The Government may at its discretion perform solid waste audits and share results with the Contractor. Based on these reports, the Contractor shall partner with the Government to implement solid waste audit recommendations and best practices.

**C.5.1.1 Excluded Waste Types**
Unless specifically contracted to collect or recycle items or material identified by the EPA and State and local regulatory agencies as hazardous waste, 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 (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.5.1.2 Solid Waste Audits**
**NOTE TO SPEC WRITER: KEEP THIS SECTION IF COMPLYING WITH GUIDING PRINCIPLE REQUIREMENTS DURING THE TERM OF THE CONTRACT. CONSULT WITH YOUR REGIONAL RECYCLING COORDINATOR FOR ASSISTANCE.**

At the beginning of a base year contract, the Contractor shall perform a solid waste audit of the building. A waste audit is required to determine the profile (amount and composition) of the solid waste 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 collection and removal to minimize waste shipments; and obtain a more accurate picture of GSA's solid waste generation levels in order to achieve or maintain a minimum fifty percent waste diversion rate. The Contractor shall submit the audit findings to the CO or their

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designee for review. Based on the findings, the Contractor shall partner with the Government to set up a solid waste management program that is cost-effective and will maximize the amount of waste diverted to recyclers and away from 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). 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 audits and share results with the Contractor. Based on these reports, the Contractor shall partner with the Government to implement best practices and solid waste audit recommendations.

**C.5.1.3 Solid Waste Removal and Disposal**

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

**NOTE TO SPEC WRITER: THE REGION MUST SELECT OPTION A OR OPTION B. DELETE THE OPTION 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 WASTE BE ON SITE I.E., A FULL DUMPSTER SHOULD NOT BE IN THE LOADING DOCK AREA OVER THE WEEKEND. THE CONTRACTOR SHALL ALSO PURSUE SCHEDULES THAT MAXIMIZE THE AMOUNT OF SOLID WASTE HAULED PER PICK-UP.**

**OPTION A:**

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

The Contractor shall collect and transport all solid waste and debris to designated locations on the loading dock or other areas (holding areas) for removal from the premises. Holding areas for solid waste 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 Contractor 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 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 audit Final Report.

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The Contractor is responsible for all costs of trash removal. The Contractor shall be responsible for loading containers onto collection vehicles.

**C.5.1.4 Solid Waste Records and Reports**
Reporting requirements are defined in Section C.5.1.14.

**C.5.1.5 Pick-ups on Call**
**NOTE TO SPEC WRITER: IF YOU USE THIS PARAGRAPH, ENSURE THAT THE PROPOSAL REFLECTS THE COST FOR ADDITIONAL PICK-UP OF SOLID WASTE AND/OR TRASH, NOT RECYCLABLE MATERIALS.**

Additional or special pick-ups of solid waste 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 PWS. THE GOVERNMENT MAY PURSUE GOVERNMENT AND CONTRACTOR REVENUE SHARING OPPORTUNITIES WHEN SELECTING OPTION B. THE PWS SHALL INCLUDE: (1) THE SAME REPORTING REQUIREMENTS FOR THIS SPECIFICATION INCLUDING APPLICABLE SECTIONS/EXHIBITS**

**OPTION B:**
A separate Government contracted trash removal company shall haul all solid waste and non-recyclable trash from the premises to an approved solid waste 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 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 or oil at the collection site. Areas for solid waste 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.

**C.5.1.4 - Reserved**
**C.5.1.5 - Reserved**

**END OF OPTION B**

**C.5.1.6 Recycling**

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

**C.5.1.7 Extent of Work**

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 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 recycled 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.

**NOTE 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.

The Contractor shall arrange for the removal of recyclables from the premises, be responsible for all fees, if any, associated with recycling, and remove all recyclable materials to a storage area designated by the CO or their designee. Recyclable materials may be found in **Central recycling bins and containers** (located in common areas such as hallways, break rooms, conference rooms, snack bars, cafeterias, restrooms, outside areas, etc.) and **Desk side recycling bins and containers**. **(Region, Select One or Leave Both)** The Contractor shall:

- Place recyclable materials in containers, dumpsters, or compactors provided by the 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 understand 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.

**OR**

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

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**NOTE TO SPEC WRITER: IF CONTRACTING SEPARATELY FOR RECYCLING, INCLUDE THE REPORTING REQUIREMENTS IN THIS SPECIFICATION AND ENCOURAGE EXPLORATION OF REVENUE SHARING OPPORTUNITIES.**

There must be a contract with a recycling company to remove recyclables from the premises. To the extent practicable, the Government will pursue Government and Contractor revenue sharing opportunities. The Government will be responsible for all fees associated with recycling.

The Contractor shall:

- Remove all recyclable materials to a storage area designated by the CO or their designee. Recyclable materials may be found in **Central recycling bins and containers** (located in common areas such as hallways, break rooms, conference rooms, snack bars, cafeterias, restrooms, outside areas, etc.) and **Desk side recycling bins and containers**. **(Region, Select One or Leave Both)**
- Place recycled materials in containers, dumpsters, or compactors provided by the 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**

**[NOTE TO SPEC WRITER: IF OPTION B IS CHOSEN SECTIONS C.5.1.8 THROUGH C.5.1.14 MUST BE INCLUDED IN THE SEPARATE CONTRACT.]**

**C.5.1.8 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.5.1.9 Recyclables**

Collection and Pickups: The Contractor shall provide all labor, supplies, materials, 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. 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.5.1.10 Pick-ups on Call**

**NOTE TO SPEC WRITER: IF YOU USE THIS PARAGRAPH, ENSURE THAT THE PROPOSAL 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.5.1.11 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 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.5.1.12 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.5.1.13 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 the proceeds generated are not used to reduce the cost of trash or recycling the CO or their designee will provide guidance for the depositing of these funds.

**C.5.1.14 Solid Waste and Recycling Reports**

Monthly Recycling Report: The Contractor shall submit a monthly Recycling Report listing the types, weights, and costs or revenues. Included in the report are single stream recycling, commingled recycling, and composting (if applicable). Reports shall be submitted by the 15th of each month and upon request by the CO or their designee. A sample report can be found in Exhibit J4.

Solid Waste Reports: The Contractor shall submit a monthly Solid Waste Report 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. A sample report can be found in Exhibit J5.

The recycling and solid waste reports 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.6 Integrated Pest Management**

The Integrated Pest Management (IPM) Plan is a part of the standard services, 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. 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.6.1 Preventive Pest Maintenance**

The IPM 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 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 SERVICES DESCRIBED IN C.6.2 AND C.6.3 PERFORMED UNDER A SEPARATE CONTRACT, DELETE THEM FROM THIS PWS AND MARK AS RESERVED.**

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### C.6.2 Initial Pest Assessment

A certified pesticide applicator or licensed IPM Contractor shall conduct a thorough, initial assessment of the interior space and/or exterior grounds **(Region, Select one or both)** 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 Integrated Pest Management 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.6.3 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.

### C.6.4 General

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

### C.6.5 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 on the exterior of the facilities and within the property boundaries of the facilities.

The following pests are excluded from the standard services however the Government may request remediation as an above standard reimbursable service:

- Birds
- Mosquitoes
- Snakes
- Vertebrates that are not commensal rodents
- Bats
- Termites

- Bed Bugs
- Other wood-destroying organisms

**C.6.6 Initial Pest Assessment**
**(Region to Use or Delete)**
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 15 calendar days prior to 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.6.7 Integrated Pest Management Plan**
Prior to initiation of services, the Contractor shall submit to the CO or their designee for approval a written Integrated Pest Management Plan within 15 calendar days following the initial assessment. The plan should include integrated methods, routine site inspections and maintenance, routine pest inspections, pest population 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 Integrated Pest Management 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 infestation 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.

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### C.6.8 Pesticide Application

The Contractor shall not apply any chemical or non-chemical pesticide products that have not been included in the Integrated Pest Management Plan or approved in writing by the CO or their designee. 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, States 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 **NOTE TO SPEC WRITER: verify local child care licensing code notification requirements**. In Child Care centers, the children's access to those areas treated with chemical pesticides shall be restricted to a 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.6.9 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.6.10 Record Keeping

The Contractor shall be responsible for maintaining a pest control logbook or electronic 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 electronic 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.
- Completed copies of GSA Form 3638, Pest Control Work and Inspection Report, or an equivalent form such as another Contractor service report form 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.6.11 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.6.12 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 pesticide application. The information will include at a minimum a brief explanation regarding the reason for the pesticide 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.

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- Application of pesticide liquids, aerosols, or dust to exposed surfaces and pesticide space sprays (including fog, mist, 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.6.13 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. Trap locations shall be identified, recorded and shared with the building manager. 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. Glue traps are not permitted for use in Government facilities.

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 the 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.
- Bait boxes shall be checked on a schedule approved by the CO or their designee.

**C.6.14 Safety and Health**

Work shall comply with the applicable requirements of 29 C.F.R. § 1910 and State and local safety and health requirements. Where there is a conflict between applicable regulations, the most stringent shall apply. The Contractor shall ensure subcontractors comply with the safety and health requirements included herein, and shall promptly report violations by such subcontractors, or as otherwise observed, to the CO or their designee, or security personnel.

**C.7 Exposure Control Plan**

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The Contractor shall establish and implement an Exposure Control Plan (ECP) to protect Contractor staff, building occupants and visitors from contamination, illness or injury by bacteria, viruses and other infectious agents during custodial tasks. The ECP is a written document that specifies the processes and procedures to be used by the Contractor when working with or around infectious materials. The ECP is a living document and may be subject to change depending on the needs of the contract, and changes in staff or building conditions. The ECP shall include the following, at a minimum:

- Whether the Contractor proposes to use staff or subcontract support to perform cleaning of various biological materials or waste in various circumstances including, but not limited to the following:
    - Blood on any surface
    - Blood, vomit or feces in restrooms
    - Blood or vomit on carpet surfaces
    - Flooding that includes sewage
    - Animal, pigeon and other avian excrement outside the building
    - Minor flooding or drain water backups that may contain blackwater*
      *water from toilets and bathrooms that likely contain feces and/or urine
    - Used medical sharps
- Documentation of training in the OSHA bloodborne pathogens act (29 C.F.R. § 1910.1030) and CDC guidelines for any staff designated to perform the aforementioned cleaning.
- A list of the personal protective equipment to be used by staff in performing cleaning and disposal of biological materials or waste.
- A description of the procedures to be followed by staff when encountering blood, vomit, sewage, or excrement in the course of their duties. Procedures for cleaning up black water or grey water (i.e. Category 2 or 3) and impacted building materials shall be in accordance with *ANSI/IICRC S-500 Standard and Reference for Professional Water Damage Restoration*.
- A description of the procedures to be followed by staff when encountering mold in the course of their duties, in accordance with the USEPA Mold Remediation in Schools and Commercial Buildings (EPA-402-K-01-001)

The Contractor shall submit their ECP for approval by the CO or their designee. An example ECP can be found in Exhibit J6.

**C.8 Contractor Pandemic Plan**

The Contractor shall provide a 'Contractor Pandemic Plan'. The Government must identify and plan for safeguards for its employees, contractors and visitors, and provide for continued operations in the event of a pandemic. The Contractor shall prepare an action plan on how they will protect building occupants and help prevent and reduce the spread and mitigate the potential effects of a pandemic event 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 by the World Health Organization for a pandemic cycle and to the guidance provided by CDC.

The Contractor shall submit the pandemic plan to the CO or their designee within thirty (30) calendar days of the start of the contract. During a declared pandemic the Government reserves the right to substitute disinfectant cleaners for non-disinfectant cleaners and to change cleaning protocols when required by the Centers for Disease Control and Prevention.

The Contractor's Pandemic Plan shall include the following, at a minimum:

- Identify key Contractor personnel and their credentials for such an event
- Specify, require and provide Contractor employees with appropriate training to fully address cleaning requirements during pandemic events
- Explain how Contractor staff will communicate with and provide reporting and status updates to the Government
- Provide a contingency (backup personnel) to continue services if Contractor staff get sick and are unable to work
- Identify those procedures that ensure compliant, timely, effective, and safe disinfectant cleaning practices
- Specify the type of PPE and how it will be used by Contractor staff
- Provide protocols to ensure that the Contractor has sufficient supplies of cleaners, PPE, and disinfectants

Reference material can be found at the links below:

- For information on the phases of a pandemic cycle see http://www.who.int/csr/resources/publications/influenza/whocdscsredc991.pdf.
- For CDC guidance see https://www.cdc.gov/.
- See components of Pandemic Planning at https://www2.ed.gov/admins/lead/safety/emergencyplan/pandemic/planning-guide/basic.pdf.
- A template for developing a Pandemic Plan is located at https://www.fema.gov/media-library-data/1396880633531-35405f61d483668155492a7cccd1600b/Pandemic_Influenza_Template.pdf.

**C.9 Child Care Center**

**NOTE TO SPEC WRITER: IF CONTRACTING SEPARATELY FOR CHILD CARE SERVICES, THE ENTIRETY OF SECTION C NEEDS TO BE INCLUDED IN THE SEPARATE CONTRACT, NOT JUST SECTION C.9**

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 PWS. 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,

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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 routinely wipe down all solid, high-touch (frequently touched) surfaces with a cleaner and disinfectant from the EPA-registered list of products identified as effective against Novel Coronavirus SARS-CoV-2 (Disinfectants for Use Against SARS-CoV-2), or other product containing the same active ingredient(s) at the same or greater concentration than those on the list. The Contractor shall use the product in accordance with directions provided by the manufacturer.

Examples of high-touch (frequently touched) surfaces include but are not limited to: handrails, door knobs, access control panels, light switches, countertops, water faucets and handles, elevator buttons, sinks, toilets and control handles, table tops, restroom stall handles, toilet paper and other paper dispensers, door handles and push plates, and water cooler and drinking fountain controls.. Disinfected surfaces should be allowed to air dry.

The child care provider is responsible for providing disposable disinfectant wipes and the wiping down of the building tenant's equipment such as telephones, computers, keyboards, docking stations, computer power supplies, and computer mouse, personal fans and heaters, desk lighting, etc.

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/sanitized. Sanitizing: Reducing germs on inanimate surfaces to levels considered safe by public health codes or regulations. Sanitizing is appropriate for food service counters, tables, and high chairs. Sanitizer must be safe for food contact, even if not a food service table or counter. Disinfecting: Destroying or inactivating most germs on any inanimate object, but not bacterial spores. Disinfecting is appropriate for diaper changing tables, door and cabinet handles, toilets, and other bathroom surfaces.

The highest level of sanitation is 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 disinfected 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. **The Contractor must coordinate the cleaning schedule with the child care provider to ensure children do not return to the area until all disinfected surfaces are dry.**

**C.9.1 Products**

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The Contractor shall properly train their staff in regard to different cleaning methods and products to satisfactorily clean, sanitize, 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 sanitizing and 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. All products must be:

- ➢ Fragrance-free
- ➢ Non-aerosol
- ➢ EPA-registered products as sanitizing or disinfecting
- ➢ 3rd party certified as Sustainable cleaning
- ➢ Sanitizer must be EPA-approved for food contact surfaces, even if not used on a food service table or counter.

Prohibited Products include:

- ➢ Air Fresheners
- ➢ Aerosols
- ➢ Scented Products

The Contractor shall submit for approval by the CO or their designee the list of all chemical products proposed for use and include the Safety Data Sheets for each, as part of the Contractor hazard communication plan.

**C.9.2 Standards**

**NOTE TO SPEC WRITER: Coordinate with the Child Care Program Manager to add all applicable public health requirements as defined from the local child care authority including the evidence of Contractor employees being tested for tuberculosis, vaccinations for communicable diseases, etc.**

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 meal clean up.

NAEYC Definitions

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- 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. Disinfection is appropriate for floors, diaper changing tables, door and cabinet handles, toilets, and other bathroom surfaces.
- Sanitizing: Reducing germs on inanimate surfaces to levels considered safe by public health codes or regulations. **Sanitizing is appropriate for food contact surfaces**.

*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 the manufacturer's instructions. The Contractor shall follow product recommendations for sanitizing and disinfecting proportions and dry times. Be sure to read the label directions carefully, as there may be a separate procedure for using the product as a cleaner or as a disinfectant.*

**C.9.3 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.9.4 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 areas.

**DAILY**

General

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

Entrance, Outdoor Play Area and Drinking Fountains

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

Restrooms and Diapering Areas

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- 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.
- Clean and disinfect diaper changing table horizontal and vertical surfaces.
- 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.
- Replenish paper towels, soap, and toilet paper. All dispensers shall be filled with Contractor provided supplies; soap must be compatible with the provided dispenser.

Child Care Areas

- Empty trash, clean and disinfect waste receptacles. Trash shall be collected and disposed of at a location designated by the CO or their designee.
- Clean and disinfect all vertical and horizontal surfaces including countertops and tabletops.
- Clean and disinfect all sinks and faucets.
- Clean and disinfect all door and cabinet handles.
- 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.
- Spot clean walls, windows, view panels, and mirrors.

Kitchen and Food Prep Areas within the Classroom

- Empty trash, clean and disinfect trash receptacles. Trash shall be collected and disposed of at a location designated by the CO or their designee.
- Clean and **sanitize** all countertops designated for food service *using a solution safe for food contact.*
- Clean and *disinfect* all (non-food service) horizontal surfaces.
- Clean and disinfect all sinks and faucets.
- Clean and disinfect all vertical surfaces and door and cabinet handles.
- 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 microfiber damp mop.)

**WEEKLY**

Damp wipe and vacuum all loft areas (elevated play surfaces).

**MONTHLY**

- Clean carpets and rugs where non-walking children play. Damp wipe both sides of glass doors, view windows, partitions, bookcases, and any other glass or plexiglas up to 6 feet from the floor.

**QUARTERLY**

- Clean floors to remove scuffs, scratches and build up. Follow manufacturer's instructions on appropriate methods how to accomplish this (buff, polish, strip, wax).

- Clean carpets and area rugs in other classrooms, multipurpose areas. Excluded are small throw rugs which are the responsibility of the Child Care center staff and can be cleaned in a washing machine.
- Clean by dusting, damp wiping, or vacuuming surfaces and objects approximately 6 feet 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/bookcases, etc.
- Hose down with water outdoor playground hard and resilient, rubber surfaces to remove any surface dust and debris. Do NOT use a power-washer on resilient, rubber surfaces.**[NOTE to SPEC WRITER: Adjust frequency according to climate if quarterly is not feasible, such as snowy climates]**

**SEMI-ANNUALLY**

- Upholstered furniture shall be deep cleaned using accepted commercial equivalent practices or manufacturer's recommendation.
- 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 disinfectant cleaner, 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/bookcases, etc.

- Playground Equipment: All playground equipment surfaces, platforms, flooring, resilient flooring surfaces, and structures associated with playground equipment shall be cleaned once per year 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 the run-off into drains and sewers. The Contractor shall not pressure wash resilient rubber surfacing. Resilient rubber surface shall be washed with soft soap and water. Do not use harsh chemical cleaners. Instead, use soft soap (like laundry detergent) mixed with warm water.

**C.9.5 Quality Standards for Child Care**

- 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.
- 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 the area ready for use.
- Wall Fixtures: Switches, sockets, and outlets shall be clean and be free of blood, body substances, dust, dirt, debris, adhesive tape, and spillages.
- Walls: All wall surfaces (including cove base) 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.

- Ceiling: All ceiling surfaces shall be clean and free of dust, dirt, and debris.
- Horizontal and Vertical Surfaces: All horizontal surfaces shall be clean and free of dust, dirt, debris, and spillages.
- Dusting: There shall be no dust, streaks, oils, spots, and smudges on surfaces.
- Built in Furniture and Lofts (elevated play surfaces): Damp wipe and vacuum surfaces to be clean and free of dust, dirt, and spillages.
- Bare Floors: All floors shall be cleaned and disinfected to be free of dust, dirt, debris, and spillages (refer to manufacturers' specifications for maintenance). The cleaning of linoleum flooring shall follow industry standards.
- 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. Vacuuming shall be done at a frequency that will protect the integrity of the carpet and prolong wear. All area rugs and carpeted areas should be vacuumed with a HEPA filtered vacuum. 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&usg=AFQjCNEIc9yxkhYrShtPY-5BWzm54z6w1Q. Children are not to be present during carpet shampooing. The carpet must be dry prior to children returning to the area.
- Mats: All mats shall be clean and free of dust, dirt, debris, and spillages.
- Sinks and Mirrors: All sinks and mirrors shall be clean and free of dust, dirt, debris, and smearing.
- Toilets and Toilet Closets: All toilet areas shall be clean and disinfected, and be free of dust, dirt, debris, and spillages.
- Dispensers: Dispensers shall be cleaned and adequately stocked.
- Receptacles: Contractor with proper training in blood borne pathogens shall wear disposable gloves to empty, clean, and disinfect/sanitize 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.
- 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.
- Glazing, Including Partitions: All internal glazed surfaces shall be clean and disinfect/sanitize and free of smears, grime, and tape substances.
- 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.

- High Cleaning Surfaces above 6 Feet: 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).
- 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.
- Outdoor Playground Equipment: Equipment 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 are minimized.
- Outdoor 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.
- Outdoor Resilient, Rubber Surfaces: These surfaces shall be clean and free of gum, other foreign substances, spillages, and droppings. Broom with soft nylon bristles or blow off loose material as needed. Hose down with water. Do NOT pressure wash resilient, rubber surfaces. The cleaning of playgrounds with rubber and resilient surfaces shall be in accordance with the manufacturer's recommendations. Wash resilient rubber surfaces with soft soap and water. Do not use harsh chemical cleaners. Instead, use soft soap (like laundry detergent) mixed with warm water. The Contractor shall ensure that run-off into drains and sewers are minimized.
- 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.
- Window Washing: Windows shall be clean and free of dirt, grime, 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.
- Furniture: All furniture shall be free of dust, dirt, spillages, and spots.

**C.10 Service Calls**

Contractor shall provide adequate staff to respond to service calls during building(s) operating hours (Reference Exhibit J1) 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 O&M contractor is responsible for data input into the government furnished NCMMS system, including custodial related service calls. The Custodial Contractor will work with the O&M contractor to track and respond to service requests from the time the request is received through to completion and closeout.

The Contractor shall provide a means to receive custodial related service requests twenty four (24) hours a day by means of telephone or email. The Contractor shall provide adequate staff to respond to service requests during normal building operating hours. Upon receiving a service request (either from the Customer Service Desk (CSD) or equivalent), the Contractor must document the following:

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- ➢ Time the request was received
- ➢ Requesting person's name and phone number
- ➢ Location of the service
- ➢ Time the service was completed
- ➢ Corrective action taken
- ➢ Reason for any deferred requests

The Contractor shall report via email, at a minimum daily, to the Contracting Officer's Representative (COR) and Customer Service Desk the status of all service requests received. The report shall include the time the call was received, the time the service was completed, and the corrective action taken. In addition to the monthly reporting requirement, these records shall be made available for review by the COR at any time.

The Contractor shall respond to all service call requests (custodial issues, rearranging furniture and furnishings, special event support, etc.) using building specific service call procedures. The Contractor shall respond to normal service calls during normal business hours within 1 hour, or sooner if possible, and shall remedy all service calls within 12 hours, unless granted written permission from the COR for an extension. If a service call is deemed an emergency, the Contractor shall respond within 5 minutes during normal working hours, and within 1 hour after hours.

At the close of each business day, the Contractor must report via email to the COR and CSD the status of all service requests received regardless of the method. In addition to the daily reporting requirement, these records must be made available for review by the COR at any time and must be kept for the duration of the contract. The Custodial Contractor shall fully cooperate and work in conjunction with the CSD to ensure seamless and timely resolution of service requests.

For emergency service requests, the costs shall only be reimbursed to the Contractor if the request is outside of the building's operating hours and outside the Contractor's regular cleaning schedule. Service calls that the COR determines to be urgent (spilled water in traffic areas, lack of toilet supplies, etc.) shall be handled immediately.

The Contractor shall respond to all service call requests (custodial issues, special event support, etc.) using building specific service call procedures. Contractor shall detail in its quality control plan how it will monitor and respond to service calls.

At locations where the use of the Government's NCMMS system is not a viable option, 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.

## C.11 Communication

### C.11.1 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. The Contractor shall provide key operational personnel (managers or supervisors) with portable electronic means to communicate with GSA for service calls, emergencies, status updates of projects, etc. Communication devices must be compatible with GSA devices. If not compatible, the Contractor shall

provide to the Government a device or devices for their use. The plan shall be submitted as part of the proposal package for the Government's review and approval. All telecommunication devices shall comply with Section 889 of NDAA FY 2019 requirements which are detailed in Section H.10.

Regional Communication Matrix: **NOTE TO SPEC WRITER: IF THIS IS NOT A SOURCEAMERICA/NPA CONTRACT, YOU MUST DELETE THE REGIONAL COMMUNICATION MATRIX BELOW. THIS MATRIX IS PROVIDED AS A SAMPLE AND SHOULD BE CUSTOMIZED FOR YOUR REGION AND INDIVIDUAL CONTRACTS. WORK WITH YOUR REGIONAL SOURCEAMERICA REP FOR SOURCEAMERICA CONTACTS**

| | Non-profit Agency | Government | SourceAmerica |
|---|---|---|---|
| Level 1 | On-Site Supervisor | Property Manager | |
| Level 2 | Operations Manager | COR/Property Manager | SourceAmerica Regional Account Manager |
| Level 3 | Regional Project Manager | Contract Specialist & Operations Manager | SourceAmerica Regional Account Manager |
| Level 4 | NPA Executive Director | Contracting Officer & Operations Manager | SourceAmerica Regional Director |

**C.11.2 Meeting Requirements**
The Contractor shall participate in GSA, tenant meetings, quality control meetings, and partnering meetings when requested by the CO or their designee. The meetings may be scheduled with the objective of communicating program specific information, performance, quality control, quality assurance, work that will impact the tenants, etc. Each partnering session will be held in person at a mutually agreed time and location.

**C.11.3 Joint Service Inspections**
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.

**C.12 Quality Control Plan (QCP)**
Evaluations of the Contractors work shall be based on the standards in this Section and conducted in accordance with the Government's Quality Assurance Surveillance Plan (QASP). The Contractor shall develop and submit an initial QCP in the initial proposal package and a finalized QCP no later than fifteen

(15) calendar days prior to contract start.

The Contractor shall establish and implement a complete 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 on how services are provided.

**The QCP is a living document and may be subject to change depending on the needs of the contract. The Contractor shall be obligated to adhere to the QCP. The QCP will be utilized by the Government in conjunction with the QASP to effectively assess the Contractor's performance to ensure that the services performed meet contract standards.** If the contract is modified to the extent where a change in the QCP is necessary, the Contractor is required to provide an updated QCP and listing of current employees to the CO or their designee for review and acceptance.

The QCP shall at a minimum include the following:

- How the Contractor will control the 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, and correction of deficiencies in 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 recur.
- 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.
- A Communication Plan for the Contractor to communicate with GSA to receive and respond to service calls and customer complaints
- Contractor incentives.
- How the Contractor will utilize the Government's approved tenant survey results to improve the delivery of custodial and related services.

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.5 of the solicitation, in regard to proper security clearance requirements.

### C.13 Cleaning Schedule

The cleaning schedule is considered the Contractor's efficient approach to the work. Changes necessary for achieving the contract performance work statement requirements shall be the responsibility of the Contractor and implemented at no additional cost to the government. Cleaning schedules and any revisions are to be submitted to the CO or their designee for approval prior to implementation. The Contractor shall submit a separate cleaning schedule for each building under the scope of the contract.

The initial cleaning schedule is due in the proposal package. No later than fifteen (15) calendar days prior to the start of contract, the Contractor shall submit a finalized cleaning schedule to the COR for approval that fully details when each cleaning activity will be performed. This finalized cleaning schedule shall include the dates and Contractor to be used for all subcontracted services. The plan shall be updated as needed to meet the contractual requirements and building standards. **The Cleaning Schedule is a living document and may be subject to change depending on the needs of the contract. The Contractor shall be obligated to adhere to the cleaning schedule. The Contractor's cleaning schedule will be utilized by the Government in conjunction with the QASP to effectively assess the Contractor's performance to ensure that the services performed meet contract standards.** If the contract is modified to the extent where a change in the Cleaning Schedule is necessary, the Contractor is required to provide an updated Cleaning Schedule to the CO or their designee for review acceptance.

The Contractor's cleaning schedule shall include all standard services as described in this specification. The Contractor's cleaning schedule shall, at a minimum, include the following:

- Daily cleaning activities, locations, times and associated staffing to accomplish the work
- Weekly cleaning activities, locations, times and associated staffing to accomplish the work
- Monthly cleaning activities, locations, times and associated staffing to accomplish the work
- Periodic cleaning activities, locations, times and associated staffing to accomplish the work

### C.14 Staffing Plan

The Contractor's staffing plan shall include a detailed description of how the Contractor intends to accomplish the requirements of the contract using in-house, corporate or subcontracted resources. The staffing plan shall include:

- Positions, their titles, responsibilities and physical locations (including corporate resources).
- Minimum qualifications for each key position identified.
- Resumes and references for individuals who will serve in management and supervisory capacities.
- General approach to accomplishing work given the geographic dispersion of facilities and proposed physical locations of employees.
- Description of how the Contractor plans to recruit and retain personnel, particularly key personnel.
- The subcontracted resources to be used, and the work subcontractors will accomplish.
- Approach to staffing coverage due to employee absences and staffing changes.

The Contractor shall develop and submit an initial staffing plan in the initial proposal package for evaluation and a finalized staffing plan no later than fifteen (15) calendar days prior to contract start. The Contractor shall submit a separate staffing plan for each building under the scope of the contract. The Staffing Plan is a living document and may be subject to change depending on the needs of the contract. The Contractor is obligated to adhere to the approved staffing plan. **The Contractor's staffing plan will be utilized by the Government in conjunction with the QASP to effectively assess the Contractor's performance to ensure that the services performed meet the contract standards. Any change in staffing must be approved by the CO or their designee. Once approved by the CO, the staffing plan becomes the minimum level of staffing that the Contractor is required to provide.** If the contract is modified to the extent where a change in the Staffing Plan is necessary, the Contractor is required to submit a revised Staffing Plan for approval by the CO or their designee.

**C.15 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.

Submit as part of your initial proposal the pricing for the following above standard services in Section B. When requested to provide these services, the Contractor will be compensated at the quantity rate specified on the electronic offer sheet (See Section B, Services, Ordering and Prices).

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.

**NOTE TO SPEC WRITER: DELETE ANY OF THE FOLLOWING SERVICES THAT DO NOT APPLY TO YOUR CONTRACT. FOR THOSE ITEMS THAT DO APPLY ENSURE SERVICE IS DEPICTED IN A LINE ITEM IN SECTION B.**

**C.15.1 Carpet Extraction (Private Areas)**

When ordered, the Contractor shall provide carpet extraction priced per square foot. The quality standard for providing above standard service is the same as that described in the 'Carpets and Rugs' section.

**C.15.2 Interior Window Washing**

The quality standard for providing above standard service is the same as that described in Section C.3.1.12 Interior Window Washing.

**C.15.3 Exterior Window Washing**

The quality standard for providing above standard service is the same as that described in Section C.3.2.2 Exterior Window Washing.

**C.15.4 Pressure Washing and Steam Cleaning**

Cleaning: The Contractor shall remove all dirt, debris, residue, gum, grease, and tar from the exterior areas (including parking garages) of the building(s) with the approval of the CO or their designee. The Contractor shall use best management practices to protect water quality and must comply with federal, state, and local requirements to prevent pressure washing generated wastewater from discharging into the

storm drain system. The Contractor is responsible for identifying and complying with state and local environmental regulations for the proper collection and disposal of pressure washing wastewater.

**C.15.5 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 certified arborists. 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 thinning 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 precut 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.15.6 Government Furnished Trees and Plants**
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.15.7 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.15.8 Sub-Contracted Graffiti Removal**
When ordered by the Government, the Contractor shall remove graffiti using a subcontractor who specializes in the task of removing graffiti. In cases involving historical preservation all cleaning methods shall be coordinated with the CO or designee and the Regional Historic Building Preservation Officer. Graffiti that cannot be removed with such methods shall be reported to the CO or their designee.

**C.15.9 High Cleaning**
The Contractor shall utilize stepping stools, ladders and other equipment necessary to clean areas above 10 feet in height such as return air ducts, high lobby surfaces, signage, sills, etc. The intent of above standard high cleaning is to clean the high areas not accessible or thoroughly cleaned by regular Contractor employees on a daily basis. The high surfaces shall be cleaned free of dirt, dust, and cobwebs.

Where glass is present, both sides shall be clean and free of streaks. This does not include removal of vents, tiles, or fixtures.

**C.15.10 Machine Strip and Wax Resilient Office Floors**
When ordered, the Contractor shall provide pricing per square foot. Floors shall be machine stripped and sealed with 4 coats of finish. UNDER NO CIRCUMSTANCES SHALL BURNISHING OR DRY STRIPPING METHODS BE USED ON ACBM FLOORING.

**C.15.11 Holding Cell Interiors**
**[NOTE TO SPEC WRITER: Routine cleaning of holding cells is a standard service. This section is for tenant requested cleaning beyond a routine basis.]**
Holding cell cleaning shall include floors, walls, fixtures and surfaces. Cleaning shall be performed to the same quality standard as outlined in Section C.3.1.4. When ordered, the Contractor shall provide the service at a per hour rate.

**C.15.12 Cleaning/Polishing of Exterior Brass**
When ordered by the Government, the Contractor shall provide a specialized subcontractor to clean and polish the brass work Regions, **Specify items _____ and _____ locations.** All surfaces including flat surfaces, corners, crevices, moldings, edges, and ledges shall be free of dirt, streaks, spots, hand marks, oil, smudges, soiled substances, encrustation and streaks.

**C.15.13 Postal Service Floor Sealing**
The United States Postal Service has special requirements for the sealing of the floors in postal work rooms. GSA will provide this service on a reimbursable basis to the Postal Service.

**C.15.14 Additional Disinfecting of Frequently Touched Surfaces**
This scope is to be used in response to any request for additional iterations of cleaning and disinfecting above and beyond the standard services in C.3.1.7. When ordered, the Contractor shall provide the service at a per square foot rate.

1. The Contractor must wear disposable gloves (*e.g.*, latex or nitrile), facemasks and any additional personal protective equipment as recommended by the cleaning and disinfectant product manufacturers.

2. The Contractor must clean all visibly dirty surfaces using general detergents or cleaning products compatible with the surface materials being cleaned and in accordance with directions provided by the product manufacturer.

3. The Contractor must wipe down all solid, high-touch (frequently touched) surfaces using a disinfectant from the U.S. Environmental Protection Agency-registered list of products identified as effective against Novel Coronavirus SARS-CoV-2 (Disinfectants for Use Against SARS-CoV-2) or another product containing the same active ingredient(s) at the same or greater concentration than those on the list.

4. The Contractor must use all products in accordance with directions provided by the manufacturer. Examples of high-touch (frequently touched) surfaces include, but are not limited to, handrails, door knobs, access control panels, light switches, countertops, water faucets and handles,

elevator buttons, sinks, toilets and control handles, table tops, restroom stall handles, toilet paper and other paper dispensers, door handles and push plates, and water cooler and drinking fountain controls. Disinfected surfaces should be allowed to air dry.

**C.15.15 Disinfecting In Response To a COVID-19 or Other Pandemic Incidences**
**[NOTE TO SPEC WRITER: For COVID-19 incidents, follow all current COVID-19 policy and procedures, including provisions where GSA pays directly for enhanced cleaning and disinfecting services required in Scope 3. The intent of including COVID-19 incidents in the above standard section of the spec is to identify those circumstances that are a non-routine service and to obtain separate pricing from the Contractor to allow the regions the flexibility to respond to future changes in COVID-19 policy and procedures. Link to Covid Scopes. For other pandemic incidences, follow CDC recommendations.]**

This procedure is to be followed whenever a Novel Coronavirus ("COVID-19") incident (defined below) occurs in a facility under the jurisdiction, custody or control of the U.S. General Services Administration (a GSA-controlled facility). For other pandemic incidences, follow CDC recommendations. A COVID-19 event is defined as an instance when someone who is confirmed or suspected to have COVID-19 enters or occupies a building. When ordered, the Contractor shall provide the service at a per square foot rate. The Contractor should provide pricing for services during normal business hours and another for services outside of normal business hours.

Qualifications. The Contractor performing the work must have the required supplies, and the Contractor staff must be trained in current blood-borne pathogens requirements, as defined by the Occupational Safety and Health Administration (29 C.F.R. 1910.1030). The minimum supplies required are cleaning products containing soap or detergent compatible with the surfaces being cleaned and disinfectant products either registered by the U.S. Environmental Protection Agency ("EPA") as effective against emerging infectious agents (Disinfectants for Use Against SARS-CoV-2) or equivalent products containing the same active ingredient(s) in similar or greater concentration levels as those listed and registered by EPA. If a subcontractor is necessary to execute this option, the Contractor shall propose that solution to the Government inclusive of the subcontractor to be used and their capabilities statement.

Procedures

1. The Contractor must submit any proposed cleaning and disinfectant products, along with the associated Safety Data Sheets, to the Contracting Officer's Representative ("COR") or the COR's designee for review and approval prior to use.

2. Once approved, the Contractor must use all cleaning and disinfectant products in accordance with the manufacturer's directions.

3. Prior to entering the area to be cleaned and disinfected, the Contractor must don the appropriate personal protective equipment (PPE) required for the specific cleaners and disinfectants to be used. At a minimum, the Contractor must wear nitrile, latex or similar non-cloth disposable gloves and facemasks.

4. The Contractor must clean all frequently touched surfaces in the immediate area(s) accessed by the individual. The Contractor must also clean any porous surfaces in the area(s) that contain visible contamination to the extent feasible using products compatible with those surfaces.

5. The Contractor must disinfect all frequently touched surfaces in the immediate area(s) accessed by the individual using the approved disinfectant. The disinfectant must be applied in such a manner as to ensure solid surfaces are visibly moist. The Contractor must also take extreme care to avoid damage to telecommunications and electronic equipment, GSA's fine arts collection, historic materials and finishes, cloth surfaces, carpeting, and wood furnishings during the application of any disinfectant.

   Frequently touched surfaces include, but are not limited, to handrails, door knobs, key pads, keyboards, computer mouse devices, touch screens, light switches, countertops, table tops, water faucets and handles, work surfaces, elevator buttons, sinks, toilets and control handles, restroom stall handles, toilet paper and other paper dispensers, door handles and push plates, and water cooler and drinking fountain controls.

6. The Contractor must allow the disinfectant to remain on surfaces until air dry.

7. The Contractor must place used supplies, including gloves, rags and containers and any PPE, in sealed plastic trash bags. Bags must be tied shut and disposed of as ordinary waste.

8. Once the affected area(s) have been cleaned, disinfected and dried, they can be opened back up to regular occupancy and use.

## 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**

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# H. SPECIAL CONTRACT REQUIREMENTS

## H.1 Contractor Responsibilities

### H.1.1 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. Smoking (including vaping, and e-cigarettes) is not allowed in the building per GSA's 'No Smoking Policy.' Each employee is expected to adhere to standards of behavior that reflect favorably on their employer, and the Federal Government.

### H.1.2 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 provide the CO or their designee with a list of telephone numbers where an authorized representative may be contacted at any hour to provide required services. The list of contact information shall be provided five (5) business days prior to the start of the contract.

### H.1.3 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 offer their members educational materials on these items. The Contractor shall submit written certification to the CO or designee within five (5) business days of the completion of training for each employee.

#### H.1.3.1 Supervisor Training

Each supervisory employee must maintain a current certification in Advanced Custodial Technician from the Cleaning Management Institute (CMI) or equivalent. The CO or their designee will approve any equivalent course. The training shall be conducted, at no additional expense to the Government, within 90 calendar days of Contract start date or new employee onboarding. The Contractor shall submit written certification to the CO or designee within five (5) business days of the completion of training for each employee.

#### H.1.3.2 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 annual refresher training appropriate to their level of activity and OSHA class of work, in accordance with 40 C.F.R. § 763 and 29 C.FR. § 1910. The Contractor shall follow all instructions for each asbestos class job as outlined in 29 C.F.R. § 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.

### H.1.4 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.

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**H.1.5 Key Control**
The Contractor shall follow the building's key control program. The Contractor shall maintain a current and accurate key control log documenting what keys were given to which Contractor's personnel or subcontractors. 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. 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 staff shall 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 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 the 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 workforce personnel to report potentially hazardous conditions, fires, 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.) 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.

**H.1.8 Miscellaneous Requirements**
The Custodial Contractor shall, at a minimum:

- Ensure that the Contractor's employees participate in building fire and civil defense drills.
- 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 GSA Flag 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 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 to perform their 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 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. Upon contract completion, the space shall be returned to the Government in reasonably the same condition as at the time of award.
- 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.
- When available, space in the building for 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: PLEASE ADD ANY ADDITIONAL GOVERNMENT FURNISHED SPACE, PARKING, EQUIPMENT OR PROPERTY THAT THE REGION PROVIDES. ALSO THE CO OR THEIR DESIGNEE SHALL BE NOTIFIED TO ADD ALL APPLICABLE FAR CLAUSES INCLUDING THE APPROPRIATE ENVIRONMENTAL CLAUSES.**

### H.4.1 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 require 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. 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 an 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.

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

**H.4.2 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

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

**NOTE: THE CONTRACTOR AND SUBCONTRACTORS MUST INCLUDE THIS SECTION IN ALL SUBCONTRACTS.**

**H.5 Security Requirements and Personal Identity Verification Procedures (Non-Classified Contract)**

**NOTE TO SPEC WRITER: TO ENSURE THAT THE LANGUAGE BELOW IS CURRENT, ACCURATE AND RELEVANT PLEASE CONSULT WITH YOUR REGIONAL OFFICE OF MISSION ASSURANCE PRIOR TO SOLICITATION.**

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This contract incorporates once or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. .

- FAR 52.204-9 PERSONAL IDENTITY VERIFICATION OF CONTRACTOR PERSONNEL (JAN 2011)
- GSAR 552.237-71 QUALIFICATION OF EMPLOYEES (MAY 1989)

**H.5.1 Fitness Determinations**

- All contractors requiring routine unescorted access to Federally-controlled facilities for more than 6 months (defined as long-term contractors) and/or information systems will be required to undergo a fitness determination before that contractor can work on a GSA contract. The long-term contractor must have an initial fit determination and have a Tier 1 or higher background investigation initiated in order to obtain a GSA Access Card. Long-term contractors cannot begin work on a GSA contract without at least an initial fit determination and cannot be escorted prior to obtaining an initial fit determination. After the initial fit determination and prior to the time that a GSA Access Card is issued, such long-term contractor will be required to comply with normal facility access control procedures, including sign-in, temporary badging, and escorted entry, as applicable.
- Failure of a long-term contractor to receive a favorable fitness determination shall be cause for removal of the contractor from the work site and from other work in connection with the contract.
- Long-term Non-United States citizen contractors (resident in the United States or its territories for less than three consecutive years) will complete the Special Agreement Check (SAC) if they need routine physical access and cannot start work or be escorted on a contract prior to a favorable SAC determination. A long-term non-US citizen contractor must apply for a long-term investigation and must receive a favorable fitness determination before the expiration of the prior SAC or the contractor must be removed from the GSA contract. After receiving a favorable SAC determination, short-term contractor will be required to comply with normal facility access control procedures, including sign-in, temporary badging, and escorted entry, as applicable.
- Contract employees working greater than 15 days but less than 6 months (short-term contractors) must go through a Special Agreement Check (SAC) if they need routine physical access and cannot start work or be escorted on a contract prior to a favorable SAC determination. After receiving a favorable SAC determination, short-term contractor will be required to comply with normal facility access control procedures, including sign-in, temporary badging, and escorted entry, as applicable.
- The Government, at its sole discretion, may grant initial fitness determinations to long-term contractors. However, the granting of an initial fitness determination to long-term contractors shall not be considered as assurance that a final favorable fitness determination will follow.
- The Contracting Officer or their designated representative shall provide the Contractor with required forms for obtaining necessary fitness determination. 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.
- 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.

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### H.5.2 Compliance with Security Requirements

- The Contractor shall comply with all GSA and tenant agency security requirements in the building(s) where work is being performed.
- When a physical access control 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.5.3 Identification Responsibility

- Upon receipt of an initial fit determination and have a Tier 1 or higher background investigation initiated, long-term contractor can be issued GSA Access Card permitting regular access to the building(s) where work is being performed.
- Long-term contractors with a GSA Access Card shall be required to comply with all applicable access security screening procedures, for initial and subsequent recertification, applicable to Government or other personnel possessing similar Credentials.
- All long-term contractors possessing GSA Access Cards shall visibly display their Credentials at all times while in the building(s) where work is being performed.
- Long-term contractor shall be responsible for ensuring that all GSA Access Cards are returned to the Government within 24 hours when a particular long-term contractor or subcontractor will no longer be providing service under the contract at the building(s) covered by the Credential.
- Long-term contractor will notify the Government when GSA Access Cards are lost and/or stolen. In that event, the Contractor will be responsible for reimbursing the Government for its cost in issuing a replacement GSA Access Card.

### H.6 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, Contract 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.7 Escort Requirements

Only temporary contractors (work duration of 15 days or less) can be escorted. Contractors summoned for an emergency service call can be escorted as they are considered a temporary contractor. All short-term and long-term contractors will need to obtain an appropriate favorable fitness determination before being allowed to work on a GSA contract and cannot be escorted prior to obtaining the appropriate favorable fitness determination. ALL temporary contractors 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 long-term contractors that provide escorts for temporary contractors must always be in close proximity and eyesight of the temporary contractor. The contract escort must watch temporary contractors and remain with temporary contractors for the entire time they are in the building and/or Federally-controlled spaces. A temporary contractor cannot be left alone or out of eyesight at any time when they are in non-public space. A long-term contractor that's approved to escort may not bring temporary contractors into Federally-controlled space that is not within close proximity or eyesight at all times. A long-term contractor that's approved to escort may not have multiple temporary contractors 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 long-term contractor that's approved to escort temporary contractor will result in immediate removal from the contract of all contract employees involved, i.e., escorts and temporary contractors. Also, in accordance with security requirements, violations of escort requirements by any contractors may be grounds for termination of the contract.

### H.8 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 an unfavorable background investigation 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 laws

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- Violation of the Rules and Regulations Governing Public Buildings and Grounds, 41 C.F.R. § 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 the work site(s), except under certain conditions. The Contractor shall ensure that all cards and keys are returned to the government within 24 hours. 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, Federal Law enforcement officers of the Department of Homeland Security (DHS) /Immigrations and Customs Service (ICE)/Federal Protective Service (FPS)/U.S. Marshals Service (USMS) will have the authority to immediately remove any contract employee from the work site. 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.

### H9. Safeguarding and Dissemination of Controlled Unclassified Information

**General**

This subsection applies to all recipients of Controlled Unclassified Information (CUI), including offerors, bidders, awardees, contractors, subcontractors, lessors, suppliers and manufacturers. 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 3490.3 Security for Sensitive Building Information Related to Federal Buildings, Grounds, or Property.

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**Marking CUI**

Contractor-generated documents that contain building information shall be reviewed by the CO/COR to identify any CUI content, before the original or any copies are disseminated to any other parties. If CUI content is identified the CO or designee shall direct the Contractor, as specified elsewhere in this Contract, to imprint or affix CUI document markings to the original documents and all copies, before any dissemination.

**Authorized Recipients**

Building information designated CUI shall be protected and controlled by strictly limiting access to those individuals having a legitimate business need to know such information. Those with a need to know shall include Federal, state and local Government entities, and non-Government entities engaged in the conduct of business on behalf of or with GSA. Non-Government entities shall include architects, engineers, consultants, contractors, subcontractors, suppliers, utilities, and others submitting an offer or bid to GSA, or performing work under a GSA contract or subcontract. Recipient Contractors shall be registered as "active" in the System for Award Management (SAM) database. If a subcontractor is not registered in the SAM and has a need to possess CUI building information, the subcontractor shall provide to the Contractor its DUNS number or its tax ID number, a copy of its business license and a valid state driver's license with photograph or other valid IDs with photograph. The Contractor shall keep this information related to the subcontractor for the duration of the Contract and subcontract.

All GSA personnel and Contractors shall be provided CUI building information when needed for the performance of official Federal, state, and local Government functions, such as for code compliance reviews and for the issuance of building permits. Public safety entities such as fire and utility departments shall require access to CUI building information on a need to know basis. This clause shall not prevent or encumber the dissemination of CUI building information to public safety entities.

**Dissemination of CUI Building Information**

- **By Electronic Transmission:** Electronic transmission of CUI information outside of the GSA network shall use session encryption (or alternatively, file encryption). Encryption shall be via an approved NIST algorithm with a valid certification, such as Advanced Encryption Standard (AES) or Triple Data Encryption Standard (3DES), in accordance with Federal Information Processing Standards Publication (FIPS PUB) 140-2, Security Requirements for Cryptographic Modules per GSA policy.
- **By Non-electronic Form or on Portable Electronic Data Storage:** Portable electronic data storage devices include, CDs, DVD, and USB drives. Non-electronic forms of CUI building information include, among other formats, paper documents.
- **By Mail:** Contractors shall use only methods of shipping that provide services for monitoring receipt such as track and confirm, proof of delivery, signature confirmation, or return receipt.
- **In Person:** Contractors shall provide CUI building information only to authorized recipients with a need to know such information.

**Record Keeping**

Contractor shall maintain a list of all entities to which CUI is disseminated. This list shall include at a minimum: (1) the name of the state, Federal, or local Government entity, utility, or firm to which CUI has been disseminated; (2) the name of the individual at the entity or firm who is responsible for protecting the CUI building information, with access strictly controlled and limited to those individuals having a legitimate business need to know such information; (3) contact information for the named individual; and (4) a description of the CUI building information provided. Once "as built" drawings are submitted, the Contractor shall collect all lists maintained in accordance with this clause, including those maintained by any

subcontractors and suppliers, and submit them to the CO. For Federal buildings, final payment shall be withheld until the lists are received.

**Safeguarding CUI Documents**

CUI building information (both electronic and paper formats) shall be protected. GSA Contractors and subcontractors shall not take CUI building information outside of GSA or their own facilities or network, except as necessary for the performance of that contract. Access to the information shall be limited to those with a legitimate business need to know.

**Destroying CUI Building Information**

When no longer needed, CUI building information shall 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 2103.1 Controlled Unclassified Information (CUI) Policy and Appendix A of NIST Special Publication 800-88, Guidelines for Media Sanitization. Alternatively, CUI building information may be returned to the CO.

**Notice of Disposal**

The Contractor shall notify the CO that all CUI building information has been returned or destroyed by the Contractor and its subcontractors or suppliers with the exception of the Contractor's record copy. This notice shall be submitted to the CO at the completion of the Contract to receive final payment. The Contractor may return the CUI documents to the CO rather than destroying them.

**Incidents**

All improper disclosures of CUI building information must be reported immediately to the CO. If the Contract provides for progress payments, the CO shall withhold approval of progress payments until the Contractor provides a corrective action plan explaining how the Contractor shall prevent future improper disclosures of CUI building information. Progress payments shall 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 shall rectify any noncompliance and comply with the clause in the future.

**Subcontracts**

The Contractor and subcontractors shall insert the substance of subsection H9, Safeguarding and Dissemination of Controlled Unclassified Information Building Information, in all subcontracts.

**H. 10 Prohibited Telecommunications Equipment**

The contractor shall comply with Section 889 of the John S. McCain National Defense Authorization Act (NDAA) for Fiscal Year 2019. Section 889 of the NDAA includes two prohibitions regarding certain telecommunications and video surveillance equipment and services (telecom).

- Part A, the Government cannot obtain prohibited telecom: Effective August 13, 2019, the Government may not obtain (through a contract or other instrument) certain telecommunications equipment or services produced by the following companies or their subsidiaries and affiliates:
    - Huawei Technologies Company
    - ZTE Corporation
    - Hytera Communications Corporation
    - Hangzhou Hikvision Digital Technology Company
    - Dahua Technology Company

- Part B, Contractors cannot use prohibited telecom: Effective August 13, 2020, the Government may not contract with an entity that uses telecommunications equipment or services, as a

substantial or essential component of any system, or as critical technology as part of any system, produced by the same companies listed in Part A.

- Use is "regardless of whether that use is in performance of a Federal contract"
- Section 889 Part B applies to every contract: no matter what your company makes or sells. As of August 13, 2020, any technology the Contractor uses must be checked to ensure that it does not include prohibited components and be able to complete representation/reporting requirements in Federal Acquisition Regulation (FAR) subpart 4.21

**H.11 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.12 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.13 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 or permit any act, which will interfere with the performance or work by another Contractor, or by Government employees.

**H.14 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.15 Discrepancy in the Specifications**

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

**H.16 Federal Requirements**

The Contractor shall comply with all applicable governance documents, including, but not limited to Federal, State and local laws, regulations, and codes. 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.

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**H.17 Space Change Methodology**

If contiguous cleanable square feet increases or decreases, for more than 90 days, the **contract will be modified** using the table and formula below.

If contiguous cleanable square feet increases or decreases for less than 90 days, **additions/deductions may be made to the monthly payment** in accordance with the table and formula below.

The requirement to modify the contract or adjust the monthly payment is dictated by the table below. If the space change does not exceed the threshold for the corresponding size of the building, no action is required.

| **Building NCSF** | **Threshold** |
|---|---|
| Buildings Under 75K | 500 NCSF |
| Buildings between 75K and 150K | 1,000 NCSF |
| Buildings between 150K and 500K | 2,500 NCSF |
| Buildings over 500K | 5,000 NCSF |

The annual cost per net cleanable square foot will be determined as follows:

1. Current annual contract cost
2. Subtract grounds maintenance annual cost
3. Subtract trash removal annual cost
4. Divide adjusted annual contract cost by the total net cleanable square feet (NCSF), as shown on the building information sheet
5. Multiply the adjusted annual cost per NCSF by the amount of space to be added/deleted to derive the annual reduction amount
6. Divide the annual reduction amount by 12 to derive the monthly reduction amount
7. Divide the monthly reduction amount by the number of working days in the month to derive the daily reduction amount, if needed

The resulting annual, monthly and daily amounts will be used to add/delete cost from the contract accordingly, without the need for negotiation.

Example:

1. Annual cost of contract: $500,000
2. Annual grounds maintenance cost: $12,000
3. Annual trash removal cost: $15,000
4. Adjusted annual cost of contract:
    a. $500,000 minus $12,000 minus $15,000= $473,000
5. NCSF as listed on building information sheet: 363,000 NCSF

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6. Annual adjusted cost per NCSF:
    a. $473,000 divided by 363,000= $1.30 annually per NCSF
7. NCSF to be deleted: 12,000
    a. 12,000 * $1.30= $15,600 to be deleted per year
    b. $15,600/12= $1,300 to be deleted per month
8. New contract price on effective date:
    a. $500,000 minus $15,600= $484,400 annually
    b. $484,400/12= $40,366.67 monthly

The Space Change Tool can be found at: https://insite.gsa.gov/services-and-offices/public-buildings-service/facilities-management/facilities-operations/custodial-operations

The COR shall notify the Contractor at least 30 days prior to the effective date of the change.

## I. Contract Clauses

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

## J. List of Attachments (List of documents, exhibits and other attachments)

**Exhibit J1- Building Information Sheet**
**Exhibit J2- Quality Assurance Surveillance Program (QASP)**
**Exhibit J3- Contractor Submittals/Deliverables Chart**
**Exhibit J4- Recycling/Solid Waste Report**
**Exhibit J5- Solid Waste Audits**
**Exhibit J6- Exposure Control Plan**
**Exhibit J7- Definitions**
**Exhibit J8- Wage Determination Rate Table**

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# EXHIBIT J1: BUILDING INFORMATION SHEET

The figures below are estimates only. If necessary, the CO or their designee can provide access to assignment drawings and blueprints. Note to spec writer: Items listed below are the minimum requirements, you are permitted to add more information at Regional discretion.

**1. BUILDING DATA:**

Name and building number: _____

Location: _____

Normal Building Operating Hours: _____

Occupancy: _____

Number of stories: _____

**2. BUILDING STATISTICS:**

**INTERIOR**

| | | |
|---|---|---|
| Gross | _____ | SF |
| Cleanable Area (Breakdown on following page) | _____ | CSF |
| Rentable Area | _____ | SF |

**EXTERIOR**

| | | |
|---|---|---|
| Outside area to be policed | _____ | SF |
| Paved and Parking lot area | _____ | SF |

**3. FLOOR MATS and RUNNERS**

| | Sizes | Types |
|---|---|---|
| Mats | _____ | _____ |
| Runners | _____ | _____ |

**4. CHILD CARE CENTERS (Region, delete if not applicable)**

Operating Hours: _____ AM TO _____ PM

*Square footage identified below are included in item 2.

Interior…… _____ SF

Playground…… _____ SF

**5. COURTROOM SPACES (Region, delete if not applicable, add more as needed):**

**COURTROOM 1**

Operating Hours: _____ AM TO _____ PM

Days Used Annually…… _____ DAYS

**6. CLEANABLE SQUARE FOOT DATA (CSF) Note to spec writer, copy and replace image below from your CSF excel file that supports the building(s) covered by this PWS.**

**BUILDING INFORMATION**
**BUILDING#:**
**CA0091**

| | | |
|---|---|---|
| CORRIDORS | 55,130.41 | |
| CAFETERIA | 0.00 | |
| COMPUTER | 1,725.24 | * |
| CONFERENCE CENTERS | 11,566.41 | |
| COURT AND JURY ROOMS, JUDGES CHAMBERS *(Courtrooms, Jury Room, Jury Assembly, Judges Chambers, Robing, Law Clerk)* | 3,218.71 | |
| EXERCISE *(Exercise, Locker Room, Weight Room)* | 5,979.80 | |
| FILES | 14,279.37 | * |
| GARAGE & RAMPS *(Garages, Parking, Vehicle Ramps, Loading Docks, Sally Port)* | 5,279.96 | * |
| GEN OFC, OPEN OFFICE, LIBRARY, ETC. *(Auditoriums, Balcony, Break Rooms, Classrooms, Hearing, Interview Rooms, Kitchens, Libraries, Monitor Rooms, Offices, Open Office, Property Manager Office, Reception, Shop, Training, Waiting, Wet Area, Work Room)* | 183,874.76 | |
| MISC *(Control Booths, Equipment Rooms, Labs, News Rooms, Pedestrian Walkway, Print Rooms, TV Studio)* | 13,887.99 | |
| HEALTH UNIT | 629.05 | |
| HOLDING CELL | 3,286.41 | |
| LOBBIES AND ENTRANCES *(Elevator Lobbies, Elevator Vestibules, Entry Lobbies, Entry Vestibules, Freight Elevator Vestibules, Lobbies, Vestibules)* | 15,021.58 | |
| POSTAL *(Box Lobby, Full Service Center, Mail)* | 2,128.96 | |
| RESTROOMS | 11,794.59 | |
| STORAGE | 22,807.96 | * |
| VENDING & RETAIL *(Barber Shop, Credit Union, Retail, Snack Bar, Teller, Vending)* | 812.56 | |
| CHILD CARE | 0.00 | |
| **NET CLEANING AREA** | 307,331.23 | |
| GROSS SQUARE FOOTAGE | 502,456.87 | |

*Items with an asterisk are not reflected in the Net Cleaning Area.

OTHER AREAS NOT REFLECTED IN THE NET CLEANING AREA: *Aquarium, ATM, Atrium, Attic Space, Canopy, Closet, Construction, Copy, Crawl Space, Cust. (Custodial), Dumbwaiter, Elec. (Electrical), Elev. Pit, Elevator, Escalator, Evidence, Firing Range, FPS Control Room, Frt. Elev., Fur. (Furred), Guard Station, Haz. Mat. Fcty. Canopy, Hub Rm., Hub/Tele., Impound Lot, Kennel, LOG (Postal Lookout Gallery), Mech., Open to Below, Outbound Insp. Canopy, Primary Canopy, Residence, Roof, Secondary Insp. Canopy, SNDLK (Soundlock), Switch Rm., Tele., Truck Primary, Truck Secondary, Vault, Vert. Pen., Warehouse*

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# EXHIBIT J2: QUALITY ASSURANCE SURVEILLANCE PROGRAM

**NOTE TO SPEC WRITER: ELECTRONIC VERSION OF THE QASP FORM CAN BE FOUND AT https://insite.gsa.gov/services-and-offices/public-buildings-service/facilities-management/facilities-operations/custodial-operations**

**Contract Number:**

**Building Number:**

**Introduction**

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

In accordance with 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 program. The GSA periodically validates the execution of the Contractors' quality control program 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 Report 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 COR is responsible for capturing the appropriate contractor performance information that will be entered into CPARS by the CO/ Contract Specialist (CS).

**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 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 identify 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 COR.

• 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 (QC) Plan that establishes procedures and responsibilities for controlling the quality of work to be performed. The Contractor is responsible for the implementation of the QC Plan.

**Roles and Responsibilities of Government Officials**

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

1. **[Insert Name of COR]** has been designated by the CO and 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 forms that will be used to evaluate the Contractor's performance. The COR is reserved the right to conduct random inspections to support QASP requirements.

2. **[Insert Name of CO/CS]** has been designated as the CO/CS and shall have overall responsibility for overseeing the Contractor's performance. The CO/CS shall be responsible for the monitoring of the Contractor's performance in the areas of contract compliance, contract administration, reviewing of COR's assessments of Contractor performance, and resolving any discrepancies that may arise between the parties involved.

**Methods of Surveillance**

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

1. **Periodic Surveillance Inspections**

This method consists of selected surveillance tasks by the Government that do not require 100 percent

inspection, or are performed on a random basis. The COR will evaluate the Contractor's reports, surveys, etc. on a daily, weekly, biweekly, monthly, quarterly, semiannual, annual or biennial basis.

2. **Tenant Interviews**

All tenant concerns received through the COR will be documented and evaluated on a planned schedule developed by the COR. This method may help the COR focus on areas that may require further action from the CO.

3. **Service Request Documentation**

This method of surveillance will provide information to the COR, such as identification of the types of service requests received, the frequencies of service requests, corrective action taken, timeliness of completion, and any other pertinent data. At a minimum, this method must be performed on a monthly basis.

4. **Tenant Satisfaction Surveys**

The Government conducts surveys for tenants in Government-owned and leased buildings. These surveys gather important data in many areas, including specific categories pertaining to the operation and maintenance of GSA's buildings. The surveys provide the COR with satisfaction scores that can be further evaluated to determine if there are any weaknesses within the various programs. There are various measures that can be taken, such as reviewing the survey's comments, obtaining further feedback from the tenants, or sharing the scores with the Contractor to establish a plan of action.

5. **Multiple**

This method of surveillance applies when a variety of surveillance methods are required to evaluate a contractor's performance. The task, methods of surveillance and frequency of inspections will be listed in the Additional Comments sections of this form.

**Inspections – Identified Deficiencies**

Inspection Form: The Contract Cleaning Inspection Form in the National Computerized Maintenance Management System (NCMMS) will be used to document and evaluate the Contractor's performance. The COR will evaluate each event in accordance with the performance standards and performance requirements stated in the performance work statement. All tasks that are considered to have unacceptable performance shall be substantiated and documented in the Contract Cleaning Inspection Form in the NCMMS. The form will be completed and submitted to the Contractor within 24 hours after the inspection. For unacceptable performance, the Contractor shall complete and document all corrective actions taken in NCMMS within the time frame allotted by the COR. The COR will electronically submit inspection forms to the CO/CS.

**Follow-up and Corrections of Deficiencies**

Contractor will be given a copy of the Contract Inspection Report to sign off on at the end of the COR inspection. COR will determine a reasonable correction period that the Contractor must adhere to for rework. Any disputes should be directed to the Contracting Specialist/Officer.

Follow up inspections/reviews will be performed on all rejected work. These inspections are in addition to

the next scheduled inspection. If rejected work is not corrected by the date identified, and there is no acceptable justification to the COR, the COR shall forward the issue to the Contract Specialist/Officer for further action and intervention.

**Review of Contractor's Quality Control Program (QCP)**

During the first 6 months of the new base year the COR will review the Contractor's QCP files monthly. If acceptable, the review should be reduced to a quarterly basis. If quality drops, COR will inspect contractor QC files at a higher frequency (i.e. weekly, monthly) to determine if proper controls are being implemented. COR/COTR will review Contractors QC files to determine if:

- Routine Inspections are being performed as outlined in the Contractor's QCP.
- Documentation is being performed in accordance with Contractor's QCP.
- If the QCP is effective. Effectiveness will be determined by reviewing the Government's own inspection reports and tenant complaints and comparing them with inspections/documentation accomplished by the Contractor. Reviews should determine if there are differences between what the Contractor thinks and shows is acceptable versus what the Government accepts.

**Records Retention**

The Government has a need to review the records of the Contractor if they pertain to the contract, therefore the records should be easily available on-site and electronically for their review. COR will conduct periodic reviews of the method of record retention to ensure it is accessible, complete, and current.

**Training Records Review**

The Contractor is responsible for providing trained personnel that know their job assignments and are capable of performing them satisfactorily. In addition, the Contractor is responsible for providing training throughout the contract. The Government will review the Contractor's training plans and records to ensure they are complying with this requirement. At a minimum COR will review Contractor records quarterly.

**Time of Surveillance**

Inspections will be conducted within two hours of when performance of the work has been completed per the approved cleaning schedule. If cleaning is conducted after working hours, inspections will occur within the first two hours of the following business day.

**Deductions**

It is the Government's intention that through partnership and open communication with the Contractor that all QASP findings are addressed before the need for deductions arises. It is the objective of the Government to obtain complete and satisfactory performance in accordance with the terms of the

specifications and requirements in this contract. To this end, the Government is contracting for the complete performance of each task identified in the performance work statement. Nonconforming services are recorded for each occurrence that either is not performed or is performed unsatisfactorily and documented in the COR's contract file. For all methods of surveillance, deductions for only the inspected/observed and documented nonconforming services are appropriate. Appropriate specific inspection and performance documentation of each nonconforming service must be captured before deductions are executed. If the Contractor disputes the QASP findings, the Contractor's Project Manager shall provide a written response documenting the rationale for disputing each of the nonconforming services. After taking into consideration the findings and any relevant and timely contractor performance documentation, the CO will make a final determination and inform the Contractor and COR of the appropriate invoice amount that can be submitted for payment.

Should the Government decide that deductions are warranted, deductions may be made as stipulated in this section. Deductions for work performed improperly may be made as though the work has not been performed. The deduction amount or the actual cost to the Government for having the work performed by other means will be used by the Government in determining monetary reductions to contract price for nonperformance of work under this contract, or for deficiencies in the performance of work. Administrative costs are those time and material costs incurred by Government personnel to correct or respond to the unsatisfactory event. Inadequate performance is just as undesirable as nonperformance, and the cost of correcting inadequate performance may equal or exceed the cost of initial performance. Therefore, the deduction criteria in this section shall control in all cases, as distinguished from the Contractor's estimated cost to perform the work. The dollar amount stated for deductions is the Hourly Price for Overtime Service Requested by the Government as stated in Section B. The awarded overtime rate to be used for deduction amounts will be the one in effect for the base or option period covered by the event. In certain instances, the Government may increase the amount of the deduction. An increase in deduction amount may be necessary for repeat nonperformance of a specific task, nonperformance in sensitive locations (locations include but are not limited to courtrooms, building entrances, health units, and child care centers), or nonperformance that impacts the Government's mission or public health and safety (examples include but are not limited to lack of snow or ice removal or improper use of personal protective equipment).

This Performance Work Statement requires the Contractor to furnish certain plans, schedules and reports for accomplishing and reporting work. If the deliverables are not deemed acceptable and provided by the timeframe specified, including any extension granted, the Government will withhold all payments until the required reports are satisfactorily completed and/or submitted to the COR.

**QASP Inspection Method and Frequency**

**1. Floor Care**

All requirements detailed in section C.3.1.1 of the Performance Work Statement are applicable and subject to government inspection.

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**Surveillance Method:** **Frequency:**

**2. Carpeted Floors and Rugs**

All requirements detailed in section C.3.1.2 of the Performance Work Statement are applicable and subject to government inspection.

**Surveillance Method:** **Frequency:**

**3. Mats and Runners**

All requirements detailed in section C.3.1.3 of the Performance Work Statement are applicable and subject to government inspection.

**Surveillance Method:** **Frequency:**

**4. Restrooms, Shower Rooms, Tenant Break Rooms, Locker Rooms, Fitness Centers, Lactation Rooms, Laboratories, Health Units, and Holding Cells**

All requirements detailed in section C.3.1.4 of the Performance Work Statement are applicable and subject to government inspection.

**Surveillance Method:** **Frequency:**

**5. Fixtures**

All requirements detailed in section C.3.1.5 of the Performance Work Statement are applicable and subject to government inspection.

**Surveillance Method:** **Frequency:**

**6. Surfaces**

All requirements detailed in section C.3.1.6 of the Performance Work Statement are applicable and subject to government inspection.

**Surveillance Method:** **Frequency:**

**7. Frequently Touched Surfaces**

All requirements detailed in section C.3.1.7 of the Performance Work Statement are applicable and subject to government inspection.

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**Surveillance Method:** **Frequency:**

**8. Walls**

All requirements detailed in section C.3.1.8 of the Performance Work Statement are applicable and subject to government inspection.

**Surveillance Method:** **Frequency:**

**9. Trash, Waste Baskets, and Ash Receptacles**

All requirements detailed in section C.3.1.9 and C.3.2.5 of the Performance Work Statement are applicable and subject to government inspection.

**Surveillance Method:** **Frequency:**

**10. Elevators, Escalators and Stairways**

All requirements detailed in section C.3.1.10 of the Performance Work Statement are applicable and subject to government inspection.

**Surveillance Method:** **Frequency:**

**11. Plate Glass (all glass - glass over and in exterior and vestibule doors, all plate glass around entrances, lobbies vestibules, and spandrel)**

All requirements detailed in section C.3.2.1 of the Performance Work Statement are applicable and subject to government inspection.

**Surveillance Method:** **Frequency:**

**12. Window Washing**

All requirements detailed in section C.3.1.11 and C.3.2.2 of the Performance Work Statement are applicable and subject to government inspection.

**Surveillance Method:** **Frequency:**

**13. Blinds and Coverings**

All requirements detailed in section C.3.1.12 of the Performance Work Statement are applicable and subject to government inspection.

**Surveillance Method:** **Frequency:**

**13. Fine Arts Collections**

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All requirements detailed in section C.3.1.13 of the Performance Work Statement are applicable and subject to government inspection.

**Surveillance Method:** **Frequency:**

**14. Policing (All building areas both interior and exterior)**

All requirements detailed in section C.3.1.15 and section C.3.2.9 of the Performance Work Statement are applicable and subject to government inspection.

**Surveillance Method:** **Frequency:**

**15. Interior and Atrium Plants**

All requirements detailed in section C.3.1.16 of the Performance Work Statement are applicable and subject to government inspection.

**Surveillance Method:** **Frequency:**

**16. Concessions**

All requirements detailed in section C.3.1.17 of the Performance Work Statement are applicable and subject to government inspection.

**Surveillance Method:** **Frequency:**

**17. Postal Space**

All requirements detailed in section C.3.1.18 of the Performance Work Statement are applicable and subject to government inspection.

**Surveillance Method:** **Frequency:**

**18. Canopies**

All requirements detailed in section C.3.2.3 of the Performance Work Statement are applicable and subject to government inspection.

**Surveillance Method:** **Frequency:**

**19. Hard Surface Areas (Sidewalks, brick areas, hard surfaces, parking areas, garages, docks, etc.)**

All requirements detailed in section C.3.2.4 of the Performance Work Statement are applicable and subject to government inspection.

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**Surveillance Method:** **Frequency:**

**20. Exterior Surfaces (Signs, vending, tables, etc.)**

All requirements detailed in section C.3.2.6 of the Performance Work Statement are applicable and subject to government inspection.

**Surveillance Method:** **Frequency:**

**21. Snow and Ice Removal**

All requirements detailed in section C.3.3 of the Performance Work Statement are applicable and subject to government inspection.

**Surveillance Method:** **Frequency:**

**22. Grounds Maintenance**

All requirements detailed in section C.3.4 of the Performance Work Statement are applicable and subject to government inspection.

**Surveillance Method:** **Frequency:**

**23. Solid Waste Management**

All requirements detailed in section C.5 of the Performance Work Statement are applicable and subject to government inspection.

**Surveillance Method:** **Frequency:**

**24. Integrated Pest Management**

All requirements detailed in section C.6 of the Performance Work Statement are applicable and subject to government inspection.

**Surveillance Method:** **Frequency:**

**25. Child Care Centers**

All requirements detailed in section C.9 of the Performance Work Statement are applicable and subject to government inspection.

**Surveillance Method:** **Frequency:**

Additional Performance-Based Tasks, Services to Be Inspected, Standards for Successful Performance, Surveillance Methods, Frequencies and Comments:

Contract Officer Representative:

Program Manager:

Contract Specialist:

Contract Officer:

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# EXHIBIT J3: Contractor Submittals/Deliverables Chart

**NOTE TO SPEC WRITER: THE CO OR THEIR DESIGNEE SHALL PROVIDE ANY APPLICABLE SUBMITTAL DATES FOR THE ITEMS LISTED BELOW. SUBMITTAL DATES ARE IN CALENDAR DAYS.**

**PRIOR TO THE START OF WORK**

| ITEM | SUBMIT DATE | RECEIVED | |
|---|---|---|---|
| **Section C** | | **YES** | **NO** |
| Cleaning Schedules | Initial due in proposal package, final due NLT 15 days prior | | |
| Staffing Plan | Initial due in proposal package, final due NLT 15 days prior | | |
| Quality Control Plan | Initial due in proposal package, final due NLT 15 days prior | | |
| Snow and Ice Removal Plan with List of Chemical Products | Initial due in proposal package, final due NLT 15 days prior. | | |
| Child Care Health Certification | 5 days | | |
| Initial Deficiency List (IDL) for Irrigation System | 5 days | | |
| Exposure Control Plan | 15 days | | |
| Proof of Compliance: Sustainable Product List | 15 days | | |
| Sustainable Cleaning Plan | 15 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**

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| ITEM | SUBMIT DATE | RECEIVED | |
|---|---|---|---|
| **Section C** | | **YES** | **NO** |
| Window Washing Safety Plan | 10 days prior to performing the service | | |
| Snow and Ice Removal Plan with List of Chemical Products | Updated annually NLT Oct 1st | | |
| Hazard Communication Plan | 15 days then as necessary | | |
| Tree Survey | 30 days, then Annually | | |
| Soil Sample Report | 10 days | | |
| Solid Waste Audit Report | 60 days after Notice of Award Letter | | |
| Solid Waste Monthly Report | Monthly by the 15th and As Necessary | | |
| Recycling Monthly Report | Monthly and As Required | | |
| Initial Pest Assessment | 15 days | | |
| Integrated Pest Management Plan | 15 days after Assessment | | |
| Pesticide Control Plan | 15 days after Assessment or as required by the CO | | |
| Contractor's Pandemic Plan | 30 days | | |
| Periodic IPM Inspection | Quarterly | | |
| **Section H** | | | |
| Sustainable Cleaning Training | 5 days after completion of training | | |
| Employee Training | 5 days after completion of training | | |
| Supervisor Training | 90 days. Certificate to be provided 5 days after completion of training | | |
| Request for Sensitive But Unclassified (SBU) information | As required by the CO | | |
| Asbestos Awareness Certification | 60 days. Certificate to be provided 5 days after completion of training | | |

# EXHIBIT J4: Solid Waste and Recycling Report

**NOTE TO SPEC WRITER: THE PHOTO BELOW IS AN EXAMPLE OF A COMPLETED SOLID WASTE AND RECYCLING REPORT. PLEASE PROVIDE THE CONTRACTOR WITH THE EXCEL FILE. CONTACT YOUR REGIONAL RECYCLING COORDINATOR FOR A COPY OF THE EXCEL FILE. ALTERNATIVELY, USE THE SWM TOOL IMPORTER FILE AT THIS LINK.**

**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_memorandum_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 J5: Solid Waste Audits

***This exhibit is provided to the Contractor as a guide to conduct a waste audit. The purpose of the waste audit is to:**

- **Identify cost-effective methods of achieving a minimum 50 percent (by weight) waste diversion.**
- **Support compliance with Guiding Principles for Sustainable Federal Buildings**.

## Extent of Work

**Waste Composition**

The Contractor shall conduct a solid waste audit to identify the composition of the building's non-hazardous, non-construction solid waste stream. As part of the solid waste stream audit, the Contractor shall examine a representative sample of solid waste (office trash) generated in the building (tenant space, lobby, kitchenettes/break rooms, printing rooms, bathrooms) during a 24-hour period of a typical work day. The Contractor shall use scales to weigh the sorted waste by the following material types: paper (all types of recyclable paper); cardboard; plastic (#1 PET bottles and any recyclable plastics); aluminum/cans; glass bottles; organic/compostable waste (food, food-related compostable packaging, paper towels); non-compostable, non-recyclable trash. The table below is provided as an example.

**Table of Sample Waste Composition Analysis**

| Type of Waste | Weight (lbs) | Percentage |
|---|---|---|
| Paper | 50 | 16.7% |
| Cardboard | 25 | 8.3% |
| Plastic | 20 | 6.7% |
| Aluminum | 10 | 3.3% |
| Glass | 20 | 6.7% |
| Organic / Compostable | 125 | 41.7% |
| Trash (not recyclable/compostable) | 50 | 16.7% |
| **Total** | **300** | **100%** |

**Waste Diversion Recommendations**

Based on the waste composition analysis, the Contractor shall provide recommendations for increasing the building's waste diversion rate through cost-effective. efficient waste collection and disposal. The recommendations shall include:

- A list of currently acceptable and unacceptable waste materials for recycling (to include recycling codes, such as PET 1, 2, etc.).
- The building's potential waste diversion rate, based on the waste composition analysis.
- A list of waste material types that could be added to the building's recycling (and composting) program, based on the local recycling market.
- A narrative description of the current recycling, composting, and trash bin quantities, placement, and signage, and recommendations for improving signage and communication to tenants and custodial employees.

# EXHIBIT J6: Exposure Control Plan (ECP) Example

***This document is provided to the Contractor as a guide to create an exposure control plan. The procedures below are not to be interpreted as GSA's prescribed procedures for dealing with biological or infectious materials.**

Building: (name and address)

Company: (name and address) Point of Contact: (company local site mgr)

Introduction:

This document is intended to describe in detail how [company name] intends to perform custodial tasks at the [building name] involving biological or infectious materials such as: blood, vomit, excrement, sewage, or mold. These tasks will only be performed in-house by staff trained as indicated below. Otherwise, when requested through the contract, the tasks will be subcontracted to qualified and trained Contractors who follow these same procedures.

Training:

The following [company name] staff have completed the training indicated below and may be used to perform the tasks indicated:

| Employee Name | Training Completed | Custodial Tasks |
|---|---|---|
| Jon Smith | Bloodborne pathogens,<br>Care and use of Personal Protective Equipment,<br>Mold remediation,<br>CDC training on Infection Control | Cleanup of any infectious material or biological material in the building |
| Joy Jones | Bloodborne Pathogens | General restroom cleaning |

Procedures:

1. General restroom cleaning
    a. Verify from building management or the supervisor whether the cleaning involves blood, feces, vomit or similar biological material.
    b. Isolate the room to prevent access by anyone during cleaning through the use of cones, caution tape, or similar method
    c. If biological material cleanup is needed, put on nitrile disposable gloves, and bring in a biological cleanup cart.
    d. Clean the biological material up, avoiding contact with skin, eyes or hair. Dispose of waste and disposable cleanup materials in plastic bags, seal and place in second bag for final disposal in waste dumpster.

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**Bio cleanup cart to contain:** disinfectant wipes, box of nitrile gloves, paper towels, spray cleaner and disinfectant, disposable shoe coverings, mop and bucket, plastic kitchen or large size trash bags, disposable 3M facemask, roll of caution tape or rubber cones for marking off areas.

2. Building exterior excrement cleaning
    a. Mark off the immediate area with cones or tape to prevent people from stepping on the droppings and waste or getting in the way of cleaning
    b. Put on disposable shoe covers and protective facemask
    c. For bird droppings,
        i. connect garden hose to outlet,
        ii. spray down the droppings with disinfectant cleaner,
        iii. turn on the hose and gently wash the waste to the curb and into a drain
        iv. When finished, place gloves and shoe covers in plastic trash bag, close up and dispose as trash
3. Cleanup of vomit or blood spills in areas of the building
    a. Use the bio cleanup cart to isolate the immediate area with cones or tape
    b. Put on gloves, protective mask and shoe coverings as needed
    c. For solid floors (floor tile, linoleum, wood, etc)
        i. Spray the spill with disinfectant cleaner
        ii. Using the mop, wetted with warm water, mop up the spill material
        iii. Rinse the mop into warm soapy water in the bucket, repeat until the spill is cleaned
        iv. Dump the bucket in a large double bagged plastic trash bag or dump down a nearby toilet (Preferred)
        v. Rinse the mop in clean warm soapy water in the bucket until the mop is clean
        vi. Dry the mop and spray with disinfectant.
        vii. Dump the rinsing water from the bucket into the bag or down a toilet
    d. For carpeted floors,
        i. Spray the spill area with carpet cleaner containing disinfectant
        ii. Either shampoo up the spill or vacuum up first with a wet-dry vacuum followed by shampooing
        iii. Empty vacuum contents down the toilet or into a double bagged large trash bag
        iv. Empty shampooer waste down a nearby toilet or into black trash bag
        v. Keep the cones or tape up until the carpet has dried
    e. Dispose of shoe coverings, protective mask and other disposables used in the cleaning in a plastic trash bag. Seal the bag and dispose of it as trash.
4. Cleanup of minor water backup or flooding, including greywater*
    a. Similar to above, except wearing rubber boots or similar foot protection when water covers the floor area
5. Cleanup of water backup or flooding of blackwater**
    a. Subcontract this cleaning to a licensed environmental remediation contractor [contractor name]
6. Minor cleanup of standing water or moldy surfaces
    a. Subcontract this cleaning to a licensed environmental remediation contractor [contractor name]

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*greywater is wastewater from sinks, washing machines that may or may not contain bacteria
**blackwater is water from restroom toilets or bathrooms that contain feces and urine

Materials List:

The following materials will be kept on site to support ECP procedures

- Plastic trash bags
- Large black plastic trash bags
- Box of disposable dust masks
- Box of latex or nitrile disposable gloves
- Disinfectant wipes
- Disinfectant cleaner (EPA permitted hospital grade)
- Disinfectant carpet shampoo soap
- Wet Dry vacuum
- Carpet shampooer
- Disposable shoe coverings (rubber preferred)
- Rubber boots

# EXHIBIT J7: Definitions

**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 National Institute of Building Sciences (NIBS).

**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.

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

**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.

**Buffing**
A method of gloss maintenance using a soft pad and a low speed (175 RPM) rotary floor machine.

**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.

**Burnishing**
A method of high-speed gloss maintenance that uses various buffing/burnishing pads in conjunction with a high-speed (1500+ RPM) buffing machine. Also referred to as high-speed buffing.

**Clean**
The surface is visibly free from dust, dirt, fingerprints, grease, grime, rust, spots, stains or smudges. The surface must be free from all foreign substances. In restrooms, particularly, "clean" means all surfaces must be free of organic material, feces, urine and other soil.

**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.

**Contracting Officer (CO)**
A person with the authority to enter into, administer, and/or terminate contracts and make related determinations and findings.

**Contracting Officer's Representative (COR)**
An individual authorized in writing by the contracting officer to perform specific technical or administrative contract functions. The COR must receive a written designation of their authority to act on behalf of the contracting officer

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

**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.

**Disinfect**
To free from infection especially by destroying harmful microorganisms.Generally refers to applying an agent or chemical to cleanse a surface of any existing bacteria, viruses, and other microbes.

**Exposure Control Plan (ECP)**
The Exposure Control Plan is a set of processes and procedures to be followed by contractor staff to avoid being exposed to blood-borne pathogens, raw sewage, biomedical waste and other infectious agents in the course of performing contract work. Preparation of this document is the responsibility of the Contractor.

**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 a Federal Holiday falls on a weekend, weekdays are 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.

**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.

**High Performance Buildings**
A building that, when compared to similar buildings, reduces energy, water and material use; improves occupant health and productivity; minimizes air and water pollution and waste generation; acquires sustainable products and services; and increases reuse and recycling activities; consistent with the Guiding Principles for Sustainable Federal Buildings and Associated Instructions. Refer to 42 U.S.C. 17061.

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

**Modification**
A modification is a change to the terms and conditions of a contract.

**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.

**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.

**Periodic Cleaning**
Services performed on a regular basis within an annual time frame (e.g. monthly, quarterly, semi-annually) Can also be referred to as designated times per year (i.e. 2,3,4 times per year).

**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).

**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.

**Restorative Cleaning**
Intense services that may be performed multiple times per year, but more likely performed annually or less (e.g. stripping and refinishing)

**Routine Cleaning**
Tasks performed at least once daily or multiple times a month (e.g. daily, weekly, two times per month, three times a month, etc.)

**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.

**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.

**Spot Mopping**
A type of mopping usually associated with the cleaning of spills that occur during operating hours or mopping only noticeable soiled areas to reduce labor hours.

**Standard Services**
A standard service is defined as all the 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.

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

**Strip and Refinish**
The restorative process of removal of all pre-existing coats of seal and/or finish (getting down to the bare floor), detailing all corners, edges and cove base followed by multiple applications of seal and/or finish to protect the floor and enhance appearance.

**Stripping Chemicals**
Aggressive chemicals designed to remove old floor finish. Stripping chemicals are generally high alkaline (sometimes bordering on caustic) and can be damaging to some floor coverings.

**Waste Diversion**
Waste diversion means redirecting waste materials from disposal in landfills or incinerators to recycling, composting, or recovery. The waste diversion rate is the amount of waste diverted (i.e., recycled and composted) divided by the total amount of waste generated.

**Wet Mopping**
The process for removal of soil adhered to a hard flooring surface and includes; spot, damp, wet and aggressive mopping techniques.

**NOTE TO SPEC WRITER: DELETE THE FOLLOWING DEFINITIONS WHEN WORK IS NOT PERFORMED BY SOURCEAMERICA/NPA's.**

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

**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.

**Community Rehabilitation Programs (CRP)**
CRP is the local nonprofit agencies that are associated with SourceAmerica and perform the work under the AbilityOne Program by employing people with severe disabilities. The local CRP is in essence the Contractors who perform the work under the contracts.

**Contracting Activity (CA)**
The 'AbilityOne' term for Federal Government agencies contracting under the AbilityOne Program.

**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.

**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).

**Impasse**
An Impasse exists when an issue, controversy, or disagreement occurs and the Contracting Activity (CA), SourceAmerica 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.

**Non Profit Agency (NPA)**
Nonprofits are tax exempt or charitable, meaning they do not pay income tax on the money that they receive for their organization. They can operate in religious, scientific, research, or educational settings.

**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.

**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.

**SourceAmerica**
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/

# EXHIBIT J8: Wage Determination Rate Table

**NOTE TO SPEC WRITER: CONTRACTING AUTHORITY TO INSERT WAGE DETERMINATION RATE TABLE**

## K. Representations, Certifications, and Other Statements of Bidders/Offerors

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

## L. Instructions, Conditions, and Notice to Bidders/Offeror

**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**