

January 27, 2026

## National Custodial Specification

**SOLICITATION NUMBER:**

**SERVICE: Custodial and Related Services**

**LOCATION(S):**

**PERIOD OF PERFORMANCE:**

**SOLICITATION ISSUE DATE: \_\_\_\_\_, 20**

**OFFER RECEIPT DATE/TIME: \_\_\_\_\_, 20**

**Change Log:**

1. New issuance January 27, 2026.

**NOTE TO SPEC WRITER**

**Please remove the next 3 pages after reviewing.**

**Specification is applicable to all Property Types - Office, Courthouse, Child Care Center, LPOE, Warehouse, Airport, Public Facing Facility (aka SSA Trust Fund)**

Any tailoring to this specification should be done with cost implications in mind.

The specifications in this Performance Work Statement (PWS) shall constitute the national standard of service for custodial and related services provided to tenants by all zones. Zones that provide any of the services by a separate contract shall remove that portion of the PWS from the National Custodial Specification and make it part of a separate contract.

Zones 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.

Zones are encouraged to aggregate the services in the national specification across multiple building locations to help further reduce their contract costs. The zone 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.

The following bolded text colors are noted throughout this specification and equate to the following:

**RED TEXT** - Notes to spec writers that provide additional context for a particular section. Remove text prior to solicitation issuance after a decision has been made.

**BLUE TEXT** - Action for the spec writer to input information, typically a specific building name, location, or timeframe. Edit values accordingly then change font color to black prior to solicitation issuance.

**Above Standard Services**

Remove any service identified in Section 2.4 'Above Standard Services' that does not apply to your facility. 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. A pricing schedule template is included [here](#), which includes a menu for above standard services.

**Building Information Sheet**

Zones are required to use the Custodial Square Footage Tool or Custodial Dashboard Web App provided at the link below to prepare custodial square feet in Exhibit.1 'Building Information Sheet.' To access the reports, navigate to the Oasis Report Data folder, or [Custodial Dashboard Web App](#). Custodial Dashboard Web App training & resources are available [here](#).

It is important that the Government and Contractor agree and have a clear understanding on the amount of square footage that will be cleaned by space type. The zone should ensure that the Contractor fully understands that the tool and Web App calculate only the square feet that will be cleaned on a routine basis. Also, the zones 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**

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 shall work with the national Child Care Program Manager. The spec. writer should expect to receive from the 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 national Child Care Program Manager for interior finish maintenance specifications. The Contractor shall work with the national Child Care Program Manager to verify State and local requirements and provide a list of products when required.

### **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.

### **Contract Provisions/Exhibits**

**ANY CONTRACT PROVISION OR EXHIBIT IN THIS SPECIFICATION THAT IS NOT APPLICABLE TO A PARTICULAR FACILITY OR GEOGRAPHIC LOCATION (SUCH AS, BUT NOT LIMITED TO REQUIREMENTS FOR CHILD CARE SERVICES, SNOW REMOVAL, WASTE REMOVAL, ETC) SHALL BE DELETED AND THE SECTION MARKED RESERVED TO PRESERVE THE INTEGRITY OF THE TABLE OF CONTENTS AND SECTION REFERENCES.**

### **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. These requirements can be included in 5.2.

### **Snow and Ice Removal**

Choose the best option when providing snow and ice removal services through standard or time and material basis (NOTE: the FAR states a preference for fixed-price contracts when acquiring commercial services, so ensure to

work closely with your CO if pursuing time-and-materials or labor-hours). The removal of snow and ice from entrances, walks, landings, etc. included as part of the standard service with workforce diversion. If your zone has significant snow and ice issues where plowing and heavy equipment are needed, and a separate contract is not desired, you must ensure that heavy equipment services are ordered 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.

### **Trash and Recycling Services**

Trash and Recycling receptacles are to be centrally located in open office spaces. Desk side customer pickup is ONLY authorized for personal offices as a standard service. A good baseline is one 44 gallon trash bin and one 44 gallon recycle bin per 10,000 CSF, but this should be adjusted as appropriate for your space type/use. The number of common area bins in the open office spaces will be reflected in your Building Information Sheet, which the contractor can use to inform their price.

### **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 PWS meets the tenant's service requirements. Tenant requirements that exceed the standard services are reimbursable from the tenant.

### **Purchase Exceptions to the AbilityOne Procurement List**

When Federal agencies seek an exception to the statutory and regulatory requirements to purchase products and/or services on the AbilityOne Program Procurement List it's called a Purchase Exception (PE). PEs are granted for specific periods of time. If you have an AbilityOne custodial contract with an active PE for a subset of requirements (e.g. Grounds Maintenance, Trash and Recycling) ensure you know the expiration date of the PE.

# ATTACHMENT A

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## DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

### **1 Objectives and Scope**

This is a Performance Work Statement (PWS) for Custodial and Related Services defined under the scope of this contract for **[Specify the Building Location(s)]**. This PWS describes the 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).

Custodial and related services provided by the Contractor are arranged by, and contract administration is provided through, one or more of the following entities: GSA's Central Office, Zone Office, Field Offices, or Local Offices. These entities represent the Facility Management organizations that have been adopted by GSA's organizational 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. The Contractor shall identify efficiencies, opportunities for savings and be overall cost conscious while developing their schedules, proposals, and staffing levels to ensure the best value for the taxpayer

All references incorporated herein as Web sites (URLs) are accurate as of 2025 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.

The Contractor shall perform custodial services in a manner that will maintain the condition and cleanliness of the facility/facilities in accordance with the standards and regulations outlined within this PWS. Facility specific population and traffic shall be considered for the different area types and locations on this contract. Custodial services herein apply to different property and area types and outline requirements for maintaining the cleanliness and condition of varied environments. Specific property types covered by this contract include **[Select Property Type(s): Office, Courthouse, Child Care Center, Land Port of Entry (LPOE), Warehouse, Airport, Public Facing Facility (aka SSA Trust Fund)]**.

#### **1.1 Cleaning Schedule**

The operating hours of the facility shall be considered when creating the cleaning schedule. The Contractor shall submit an initial cleaning schedule with proposal submission that details when each cleaning activity will be performed and what equipment will be used to perform the activity. The performance of disruptive services, which could include, but are not limited to: carpet shampooing, floor waxing, vacuuming, may be scheduled with GSA and, if applicable, the tenant, for a time when the space is vacant or after 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 cleaning schedule is considered the Contractor's efficient approach to the work. Changes necessary for

achieving the contract PWS 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.

This finalized cleaning schedule shall include the dates and Contractor to be used for all subcontracted services. **The Contractor shall adhere to the approved cleaning schedule. The Contractor's cleaning schedule will be utilized by the Government in conjunction with the Quality Assurance Surveillance Plan (QASP) to effectively assess the Contractor's performance to ensure that the services performed meet contract standards.**

The Contractor's cleaning schedule shall include all standard services as described in this specification. The Contractor shall submit a separate cleaning schedule for each facility under the scope of the contract. The Contractor's cleaning schedule shall, at a minimum, identify the cleaning activities, locations, times and associated staffing to accomplish the work at the specified frequencies, inclusive of daily and periodic recurring and non recurring tasks.

**The Cleaning Schedule is a living document and may be subject to change for the Contractor to better meet the needs of the contract requirement. [NOTE TO SPEC WRITER: CLEANING SCHEDULE CHANGES TYPICALLY OCCUR AFTER THE BASE PERIOD DUE TO PERFORMANCE ISSUES.]** 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 approval.

## **1.2 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:

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

The Contractor shall submit a separate staffing plan for each facility under the scope of the contract. **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.** 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. Any staffing level changes or vacancies are expected to be communicated to the Government in real time. The Contractor or Government may determine staffing levels should be reconsidered to better meet the contract's performance obligations, and the frequency of this review may vary. Deductions for failure to adhere to a staffing plan shall be issued if there is also nonperformance or unsatisfactory contract performance.

### **1.3 Cleaning Plan**

The Contractor shall submit a cleaning plan that sets forth the procedures, products and equipment that will be used to ensure exposure of building occupants and other facility personnel to potentially hazardous chemical, biological and particulate contaminants is reduced. The plan shall include: ways to 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 cleaning quality control processes; proper use of disinfectant products per manufacturer recommendations. The Cleaning Plan is due to the CO or their designee within the timeframe noted in Exhibit 4. **The Contractor shall adhere to the cleaning plan but the plan is a living document and may be subject to change if needed by the Contractor to accomplish the work.**

### **1.4 Quality Control Plan (QCP)**

A Quality Control Plan (QCP) is a written document that the Contractor is required to establish and implement. The QCP specifies a system for determining whether or not cleaning service requirements of the contract are met and to self-identify and correct any deficiencies in the quality of services before the level of performance becomes unacceptable or recurring. The QCP also identifies opportunities where the Contractor can make improvements on how services are provided.

**The Contractor shall adhere to the QCP but the QCP is a living document and may be subject to change if needed. 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.**

The QCP shall at a minimum include the following:

- A. Organization and Responsibilities
  - a. Communication approach
- B. Inspection System
  - a. Procedures for inspecting work at key points (e.g., before, during, and after)
  - b. Service calls
  - c. Description of inspection methods, frequencies, and documentation
  - d. Dates, locations and descriptions of action(s) taken (if necessary) of inspections performed
- C. Deficiency Identification and Correction Process
- D. Submittals Management
- E. Documentation and Records
- F. Ongoing training program to ensure staff competency
- G. Coordination with Government Oversight

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 fitness determinations are obtained. Refer to Section 5 of the solicitation, in regard to security requirements.

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).

### **1.5 Service Calls**

Contractor shall respond to emergency service calls during building(s) operating hours (Reference Exhibit 1) and

during the Contractor's regular cleaning schedule. Routine service calls should be responded to while in the space or during the next regularly scheduled cleaning time in the space. Once the Contractor leaves the space, returning to perform a routine service call is not expected. However, service calls due to incomplete service provided during the regularly scheduled time must be corrected immediately. Contractors shall detail in their QCP how they will monitor and respond to service calls. Minimization of repeat service calls due to incomplete or unsatisfactory performance is expected.

Service calls shall be monitored and satisfactorily responded to. 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.

**[NOTE TO SPEC WRITER - USE OR DELETE THE BELOW PARAGRAPH BASED ON THE AVAILABILITY OF NCMMS (I.E. USE FOR TSA CONTRACTS)]**

At locations where the use of the Government's National Computerized Maintenance Management System (NCMMS) 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.

**[NOTE TO SPEC WRITER - YOUR O&M CONTRACT SHOULD ALREADY HAVE THIS REQUIREMENT FOR NCMMS DATA INPUT AND/OR DISPATCH, BUT VERIFICATION IS NEEDED TO MAKE THAT DETERMINATION. IF USING THE PARAGRAPH IMMEDIATELY ABOVE, DELETE PARAGRAPH IMMEDIATELY BELOW. IF THIS IS NOT A REQUIREMENT IN YOUR O&M CONTRACT AND SERVICE CALL TRACKING THROUGH NCMMS IS ALREADY INCLUDED IN YOUR CUSTODIAL CONTRACT, EDIT THE BELOW ACCORDINGLY.]**

The O&M contractor is responsible for data input into the government furnished NCMMS system, including custodial related service calls. The Custodial Contractor shall 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 respond to emergency service requests upon notification, and routine service call requests as noted above. Upon receiving a service request (either from the Customer Service Desk (CSD) or equivalent), the Contractor must document and coordinate with CSD the following:

- A. Time the request was received.
- B. Requesting person's name and phone number.
- C. Location of the service.
- D. Time the service was completed.
- E. Corrective action taken.
- F. Reason for any deferred requests.

The Contractor shall respond to all service call requests using building specific service call procedures. If a service call is deemed an emergency, the Contractor shall respond to the site of the emergency within 5 minutes from notification during the Contractor's normal working hours, and within 1 hour after hours. Service calls that the COR

determines to require an immediate response (such as spilled water in traffic areas or lack of toilet supplies) shall be handled immediately. Contractor shall detail in its QCP how it will monitor, respond to, and follow up on service calls.

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.

At the close of each business day, the Contractor must report via email to the COR (or designee) 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.

## **1.6 Communication Approach**

The Contractor shall prepare and provide to the CO or their designee a communication approach in their QCP, detailing how the Contractor plans to provide 'clear and effective' communications with GSA using technology (two-way digital communication) to achieve all the requirements of this PWS. Contractor personnel shall be identified by name and number as noted in Section 3.2. The escalation of issues should also be considered and detailed when the need arises.

### **1.6.1 Meeting Requirements**

The Contractor shall participate in GSA meetings, tenant meetings, quality control meetings, partnering meetings or any other meetings when requested by the CO or their designee. The meetings may be scheduled with the objective of communicating program specific information, including but not limited to: performance, quality control, quality assurance, staffing level changes, and work that will impact the tenants.

### **1.6.2 Joint Service Inspections**

The Contractor shall accommodate all requests by the Government to participate in inspections 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.

## **2 Performance Standards**

Frequencies have been identified for certain tasks in this section. Where a frequency is not stated and/or a specific task is not identified, it is the responsibility of the Contractor to determine how to meet the performance standards of this specification in accordance with Performance Based Service Contracting.

### **2.1 Interior Services**

The Contractor shall provide interior standard services for the work items listed below. This section is organized by building area types and specific cleaning tasks. While neither the area types nor the task lists are all-inclusive, together they are intended to convey the overall custodial service performance standards for which the Contractor will be held responsible. Some area types in Section 2.1.1 may list specific cleaning tasks, but where none are listed, refer to Section 2.1.2 for a list of cleaning tasks that may be required. Any and all papers, equipment, and personal items shall not be disturbed in these areas.

## **2.1.1 Area Types (Not all-inclusive)**

**[NOTE TO SPEC WRITER: REMOVE ANY AREA TYPE(S) NOT IN THE FACILITY(S) AND MARK SECTION AS RESERVED IF ELIMINATED ENTIRELY]**

### **2.1.1.1 Disinfection/Sanitization Areas**

These areas require specific cleaning protocols (such as involving the use of chemicals) to kill or inactivate pathogenic microorganisms (such as bacteria, viruses, and fungi) on surfaces. These are spaces, surfaces, or environments where the risk of germ transmission is elevated due to the nature of their use or occupants. These areas and surfaces shall be cleaned, sanitized, or disinfected using disinfectants or another product containing the same active ingredient(s) at the same or greater concentration. When disinfectants are used in this specification the Contractor should allow all disinfected surfaces to air dry.

#### **2.1.1.1.1 Restrooms**

**Daily** - Clean and sanitize fixtures (such as: urinals, modesty panels, toilets, shower stalls), refill dispensers. Empty trash and restock the restroom. Polish chrome and stainless finishes, dust all horizontal surfaces that are accessible by hand or with an extension, without the use of a ladder. Mirrors shall be cleaned and free of dirt, spots, smudges, water spots, and marks. Spot wash walls, doors, and partitions. Replace all liners in trash receptacles. Damp mop floors with germicidal disinfectant.

Partitions, doors, vents, sills, and walls shall have no dirt, bodily fluids, waste, and/or graffiti. Floors, surfaces, baseboards, and corners shall be clean and dry. Servicing and floor scrubbing (machine for larger, public restrooms) shall occur at a frequency commensurate with usage (high traffic/low traffic). 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 used in restrooms including diapering areas in restrooms and child care centers shall not be used to clean any other areas.

##### **2.1.1.1.1.1 Shower Rooms**

The above restroom standards apply to shower rooms. Shower curtains, doors and liners (where present) shall be cleaned and free of mold and dirt. Shower curtain and liner replacements are not the responsibility of the Contractor under standard services.

**NOTE TO SPEC WRITER: DETERMINE IF CONCESSION/CAFETERIA/BREAKROOM SPACE NEEDS ARE TO BE SEPARATED OUT OR INCLUDED TOGETHER BASED UPON THE SERVICES NEEDED.**

#### **2.1.1.1.2 Concession/Cafeteria/Breakroom**

Public Area Cleaning: The Contractor shall be responsible for cleaning and sanitizing the concession areas (cafeterias, snack bars, coffee bars, and vending machine rooms [not vending machines]) that are accessible by the public. The Contractor is responsible for trash and recycling collection and removal. The Contractor shall clean, sanitize 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. (Microwaves **are/are not** included). Floors shall be maintained using the floor care standard requirements in Section 2.1.2.

Breakrooms are to follow this same standard noted above.

Non-Public Area Cleaning: Concession areas (cafeterias, snack bars and coffee bars) that are not accessible to the public are 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.

**[NOTE TO SPEC WRITER: FITNESS CENTERS THAT ARE OPEN TO THE PUBLIC OR GENERAL BUILDING POPULATION SHOULD FOLLOW THE STANDARD BELOW. TENANT-SPECIFIC FITNESS CENTERS MAY REQUIRE MODIFICATIONS TO THE LANGUAGE TO ADDRESS THE SPACE, ESPECIALLY THE EQUIPMENT WITHIN THE SPACE. PROVIDING USERS THE ABILITY TO DISINFECT AND WIPE DOWN EQUIPMENT THEMSELVES AFTER EACH USE (VIA WIPE DISPENSER OR SPRAY FOR EXAMPLE) MAY OR MAY NOT BE DESIRED FOR EITHER TYPE. CUSTODIAL SERVICES UNDER THIS SECTION DO NOT INCLUDE CLEANING OR DISINFECTION OF FITNESS EQUIPMENT OR BENCHES UNLESS SEPARATELY AUTHORIZED AND FUNDED.]**

#### **2.1.1.1.3 Fitness Center**

Fitness Centers shall be maintained to recognize intensive use through enhanced cleaning of floors and building surfaces.

**Daily** - Floors shall be cleaned to remove sweat, dust, and debris.

Custodial services under this section do not include cleaning or disinfection of fitness equipment or benches by the contractor, which is an above-standard service noted in Section 2.4.1.8.

#### **2.1.1.1.4 Child Care**

Child care centers are found at **[Insert building name]**. Specific child care requirements are found in Section 2.3.6.

**[NOTE TO SPEC WRITER: FOR HOLDING CELLS, A SITE-SPECIFIC DETERMINATION SHOULD BE MADE IN CONSULTATION WITH THE LAW ENFORCEMENT AGENCY. IF GREATER FREQUENCIES AND/OR PROTOCOLS ARE REQUIRED BY THE TENANT THEN THAT COULD BECOME AN ABOVE STANDARD SERVICE AS NOTED BELOW.]**

#### **2.1.1.1.5 Holding Cells**

**Daily**- Cleaning of holding cells is a standard service. When cleaning services are provided, holding cells must be vacant. 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 2.4.1.8 for above standard holding cell cleaning.

**[NOTE TO SPEC WRITER: FOR LABS/HEALTH/LACTATION ROOMS, A SITE-SPECIFIC DETERMINATION SHOULD BE MADE IN CONSULTATION WITH THE APPLICABLE AGENCY.]**

#### **2.1.1.1.6 Labs/Health/Lactation Rooms**

For laboratories and Health Units, avoid cleaning of equipment 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.

Lactation Room areas and surfaces shall be cleaned and disinfected using disinfectants or another product containing the same active ingredient(s) at the same or greater concentration.

#### **2.1.1.2 Computer Rooms**

Computer room areas shall be maintained to allow for the optimal operation of sensitive electronic equipment. Dust accumulation should be minimized in the surrounding area of equipment to prioritize the integrity of the technological infrastructure. (Actual equipment shall not be disturbed.) Raised flooring (where applicable) and access routes shall not have particulate contamination.

#### **2.1.1.3 Courtrooms/Jury Rooms and Assembly Rooms/Conference Rooms**

These area types shall be maintained to promote a productive and professional environment for meetings and collaborations.

#### **2.1.1.4 Entrances/Lobbies**

Entrances/lobbies shall be maintained to ensure a welcoming and professional impression for all occupants and visitors.

#### **2.1.1.5 Offices/Cubicles/Chambers/Robing Rooms**

General, open office areas that consist of cubicles shall be maintained to support a productive and comfortable work environment for occupants. Private offices, Chambers, and Robing Rooms shall be maintained to this same standard.

#### **2.1.1.6 Stairs, Stairways, Treads, Risers, Railings and Landings**

A series of steps or flights of steps that form a structure or system designed to aid pedestrian traffic between two different levels shall be maintained.

**Daily** - Police and clear dirt and debris to ensure safe navigation.

**Bi-Weekly** - High traffic areas shall be cleaned to prevent buildup of dirt and grime.

**Monthly** - Low traffic areas shall be cleaned to prevent buildup of dirt and grime.

#### **2.1.1.7 Mail/Copy/Storage**

Mail and copy areas shall be maintained to allow for a functional environment. Where storage areas exist, they are to be maintained to the same standard. Storage closets are not included in standard cleaning services.

#### **2.1.1.8 Vertical Transportation**

The systems and devices used to move people or goods vertically between different levels of a facility or structure shall be maintained.

Elevator Door Tracks: Tracks shall be cleaned and free of dirt, build up, grime, and other matter.

Exterior and Interior Car Surfaces: Doors, railings, grills, panels buttons, and any other surrounding areas or surfaces shall be cleaned and have no marks, streaks, smudges, dirt, litter, residue or grime. Carpets and floors shall be free of removable spots, dirt, and debris. Floors requiring a finish shall be maintained at a high luster.

Escalators & Chair Lifts: Landings, railings, risers, ledges, treads, comb plates and surrounding areas shall have no dirt, litter, residue or grime. Glass panels, metal skirting, and stainless steel finishes shall be free of fingerprints, smudges, and streaks. Handrails shall be cleaned and sanitized.

#### **2.1.1.9 Fine Arts**

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 the Fine Arts Branch to determine the best way to ensure that regular maintenance such as floor polishing, dusting, and window washing are accomplished in these areas.

#### **2.1.1.10 United States Postal Space**

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 Section 2.1. Postal space floors shall be maintained using the floor care standard requirements in this contract.

### **2.1.2 Specific Tasks (Not all-inclusive)**

This section includes cleaning tasks that are applicable to multiple area types in Section 2.1.1. It is not intended to be an all inclusive list of the cleaning tasks that may be required to meet the standards in the specification.

#### **2.1.2.1 Hard Floors**

Hard Floors include, but are not limited to, materials such as wood, vinyl, terrazzo, ceramic, porcelain, granite, rubber, concrete, marble, vinyl plank. Additionally, the definition encompasses floor grout, intersecting wall edges, corners, kickplates, thresholds, and baseboards.

Floors and coverings shall be free of dirt, film, dust and debris, scum, mildew, foreign residue, spots, smudges, streaks, fungus, rust, soiled traffic patterns, gum, crusted materials, mineral deposits, marks from cleaning equipment, and free of foul odor. All floors shall be free of trip, slip, and fall hazards. Seasonal considerations may require an adjustment.

A. **Daily** - High Traffic Floors such as entrances, lobbies, aisles and hallways.

B. **Weekly** - Low Traffic Floors such as secondary corridors, aisles, and hallways.

All hard floors shall be maintained in accordance with the manufacturer's recommendations and shall maintain their natural, uniform luster and not have a dull appearance.

Asbestos Containing Material (ACM) Floors, 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](#) as well as follow the requirements in Section 3.9 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 ACM FLOORING.**

Asphalt Tile: Damp mopping shall be the only method of wet cleaning.

Wood Floors: Water solutions and dry stripping methods shall not be used.

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

The old finish or wax shall be removed/stripped in accordance with standard commercial practices to ensure a consistent appearance. Spots shall be eliminated.

- A. 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.
- B. Sealing/Waxing Floors: Sealant/wax must adhere to the floor. Floor areas must be coated with a slip resistant seal.

The CO or their designee may consider approving alternative solutions to the refinishing noted above, such as:

- A. Top Scrub and recoat of flooring (or other cost saving measures) as a maintenance standard.
- B. Low traffic areas/floors maintained at a frequency other than annual.

#### **2.1.2.1.1 Floor Mats and Runners**

The Government shall furnish all mats and runners.

**Daily** - Mats and runners shall be free of spots, soiled traffic patterns, gum, and crusted materials. The Contractor shall lay out mats and runners as specified by the CO or their designee at main entrances, main lobbies, main corridors and secondary corridors. In the event of inclement weather, the Contractor shall place mats and runners specific for this purpose at entrances and at other areas identified by the CO or their designee prior to the building occupants reporting to work and shall remove and store them when they are no longer required. 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.

#### **2.1.2.1.2 Vacuuming**

**Weekly** - Carpet surfaces shall be fully vacuumed to remove dirt, dust, and other debris.

Spot vacuuming shall be performed, if necessary, to meet the above identified standards.

#### **2.1.2.1.3 Extraction**

**Annually** - Public and Building Common Area Carpet Only shall be extracted. 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 Contractor shall take measures to prevent the growth of mold and is responsible for any remediation that may be required.

### **2.1.2.2 Dusting**

All dusting shall be performed on surfaces that are accessible by hand or with an extension, without the use of a ladder.

**Quarterly** - Dusting of Blinds and Coverings: All blinds, coverings, cord tapes, and valances shall be wiped clean. Blinds and coverings that are not operating properly shall be reported to the CO or their designee for repair.

**Monthly** - All horizontal surfaces shall be wiped clean and free of dust, dirt, or smudges (including, but not limited to: countertops, table tops, window sills, ledges).

### **2.1.2.3 Policing Interior Areas**

**Daily** - All building areas shall be policed and be free of papers, trash, and other discarded materials.

**[NOTE TO SPEC WRITER: ENSURE A JOINT WALKTHROUGH WITH THE CONTRACTOR OCCURS TO IDENTIFY LOCATIONS AND BINS. DESK SIDE RECEPTACLES SHALL NOT REMAIN IN THE OPEN OFFICE AREAS UNLESS REQUESTED BY AN AGENCY AND FUNDED VIA RWA.]**

### **2.1.2.4 Trash, Wastebaskets, and Receptacles**

The Government shall provide desk side and common area receptacles, as well as composting receptacles where applicable.

Private offices, Chambers and Courtrooms shall be provided desk side trash and recycling collection as a standard service.

Open office areas (such as conference rooms, jury rooms, breakrooms and mail rooms) shall be provided a common area for trash and recycling collection.

**Daily** - All trash and recycling (including restrooms) shall be collected and removed to a location designated by the CO or their designee. (The Contractor is responsible to collect and transport this material in accordance with Section 2.3.1 (Solid Waste). All areas shall be free of discarded material. Desk side and common area trash and recycling receptacles, as outlined above, shall be emptied, kept clean, and odor-free. Plastic liners for all trash receptacles shall not be torn, worn, or contain residue and are the responsibility of the Contractor. Sanitary napkin disposal containers shall be lined with new receptacle bags.

### **2.1.2.5 Dispensers**

**[Government will / Contractor shall]** provide dispensers, including dispensers for tenant break rooms. **[Contractor provided dispensers must be approved by the CO or their designee prior to installation.]**

The Contractor shall perform routine cleaning, replenish supplies, and fill dispensers. The supplies for the provided dispensers shall be compatible with the dispenser's manufacturer's requirements. The Contractor shall provide dispenser batteries. In facilities where the O&M Contractor is responsible for dispenser installation or battery replacement, the Contractor shall 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.

## **2.1.3 Finishes**

### **2.1.3.1 Fixtures**

**Daily** - Clean and sanitize all fixtures (Including, but are not limited to: washbasins, water faucets and handles).

**Daily** - All drinking fountains and bottle filling stations shall be cleaned and sanitized.

### **2.1.3.2 Surfaces**

Cleaning shall be performed on surfaces that are accessible by hand or with an extension, without the use of a ladder. Surface cleaning involves the removal of visible dirt, dust, debris, and other contaminants from all vertical and horizontal hard surfaces. Surfaces shall be wiped clean and free of dust, dirt, streaks, residue, buildup, cobwebs or smudges and encompasses a wide range of building materials, including but not limited to: porcelain, brass, brick, concrete, stone, wood, drywall, laminate, metal, paneling, glass, and stainless steel.

Personal and agency property that is not affixed to the building and is movable such as furniture, cabinets and desks with papers, computers, and keyboards shall not be disturbed or cleaned.

Metal, Brass, Woodwork, and Stainless Steel: Surfaces (including, but are not limited to: corners, crevices, moldings, ledges, handrails, grills, doors, door knobs, door handles, door frames, push plates, kick plates, access control panels, light switches).

Interior Glass Cleaning: All glass, clear partitions, mirror surfaces, bookcases, shall be cleaned. All interior plate glass (to include glass over and in vestibule doors, all plate glass around entrances, lobbies, and vestibules) shall be cleaned and free of dust, discoloration, dirt, streaks, buildup and shall not be cloudy.

#### **2.1.3.2.1 Vertical Surfaces/Walls**

All vertical surfaces (such as mirrors) and wall surfaces shall be cleaned and free of dirt, spots, smudges, water spots, and marks. Cleaning shall not cause discoloration.

### **2.1.3.3 Historic Features**

The Contractor shall work with the CO or their designee to identify materials in historic buildings that require special care. The Contractor shall work with the CO or their designee and the [Historic Preservation Officer](#) to determine the best way to ensure that regular maintenance does not harm historic materials and finishes.

## **2.1.4 Interior 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. In cases involving historical buildings, all cleaning methods shall be coordinated with the CO or their designee and the Historic Building Preservation Officer.

## **2.2 Exterior Services**

The Contractor shall provide exterior standard services for the work items listed below. While the tasks listed are not all-inclusive, they are intended to convey the overall custodial service performance standards for which the Contractor shall be held responsible.

### **2.2.1 Specific Tasks (Not all-inclusive)**

**[NOTE TO SPEC WRITER: YOU MAY CONSIDER DICTATING TASKS FOR HIGH TRAFFIC / HIGH IMPACT AREAS IF APPROPRIATE FOR YOUR FACILITY; ENSURE THAT THE CORRELATING COST IMPACT IS CONSIDERED.]**

#### **2.2.1.1 Surfaces**

Cleaning shall be performed on surfaces that are accessible by hand or with an extension, without the use of a ladder.

- A. Exterior Plate Glass
  - a. All exterior plate glass (to include spandrel glass, glass over and in exterior and vestibule doors, and all plate glass around entrances, lobbies, and vestibules shall be cleaned and free of dust, discoloration, dirt, streaks, buildup and shall not be cloudy.
- B. Signage
  - a. Signage shall be clean.
- C. Tables and Seating
  - a. Surfaces shall be clean.
- D. Metals (such as Brass, Stainless Steel) & Woodwork
  - a. Corners, crevices, moldings, ledges, handrails, grills, doors, door knobs, door handles, door frames, push plates, kick plates, access control panels, light switches shall be clean.

#### **2.2.1.2 Hard Surface Areas**

A. All areas (such as sidewalks, brick areas, around light poles, hard surfaces, parking lots, surface parking, garages, sally ports, dock areas, moats, platforms, driveways, ramps, lanes) shall be clean and be free of dirt, debris, gum, litter, weeds, oil, or grease. No residual dirt shall remain after the removal of the debris.

B. Hazardous spills shall be cleaned in accordance with the Environmental Protection Agency (EPA) and/or State and local regulatory agency requirements.

C. Hazardous spill residues and any cleaning materials shall be disposed of in accordance with EPA and/or State and local regulatory agency requirements.

#### **2.2.1.3 Stairs, Stairways, Treads, Risers, Railings and Landings**

Service levels shall be the same as Section 2.1.1.6 for all exterior stairs, stairway, treads, risers, railings and landings.

#### **2.2.1.4 Canopies/Overhangs**

**[NOTE TO SPEC WRITER: CONSIDER WHETHER TO DICTATE A FREQUENCY SUCH AS SEMI-ANNUAL OR HEIGHT RESTRICTION FOR COST PURPOSES]**

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

#### **2.2.1.5 Exterior 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. In cases involving

historical buildings, all cleaning methods shall be coordinated with the CO or their designee and the Historic Building Preservation Officer.

**2.2.1.6 Excrement Removal (Human, Bird and Animal)**

Cleaning: All steps, stairs, entrances, sidewalks, arcades, landings, and balconies shall be cleaned of human and animal excrement only by staff fully trained in Centers for Disease Control and Prevention (CDC) precaution protocols and in accordance with the approved Exposure Control Plan (ECP) detailed in Section 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.

**[NOTE TO SPEC WRITER: UNIQUE CIRCUMSTANCES AND OTHER SEASONAL CONSIDERATIONS MAY BE NECESSARY IN DETERMINING FREQUENCIES FOR THE POLICING SECTION.]**

**2.2.1.7 Policing Outside Areas**

**Daily-** All high traffic exterior areas including lawns, planted areas, sidewalks, parking areas, garages, docks, platforms, driveways, ramps and lanes, shall be policed and free of gum, litter, debris, paper, trash, and other discarded materials.

**Weekly-** Police low traffic exterior areas.

**2.3 Supplemental Services**

**[NOTE TO SPEC WRITER: IF CONTRACTING SEPARATELY FOR ANY LISTED SUPPLEMENTAL SERVICE USE THE STANDARD BELOW AS A MINIMUM IN YOUR PWS.]**

Supplemental Services are other services the Government is including on this contract. Any service included below and not marked as **RESERVED** shall be included as a standard service for pricing purposes.

**[NOTE TO SPEC WRITER 1: IDENTIFY ANY FACILITY(S) THAT FALL UNDER THE GUIDING PRINCIPLES PROGRAM AND CONSULT THE ENERGY DIVISION FOR ADDITIONAL GUIDANCE, INCLUDING DIVERSION TARGETS.**

**NOTE TO SPEC WRITER 2: DISCUSS WITH YOUR CONTRACTOR THE POSSIBILITY TO REDUCE DUMPSTER SIZES AND FREQUENCY OF PICKUPS.**

**NOTE TO SPEC WRITER 3: PRIOR TO INCLUDING TRASH REMOVAL SERVICES, ENSURE THESE SERVICES ARE NOT BEING PAID FOR BY ANOTHER CONTRACT SUCH AS INCLUSION IN THE SEWER/WATER BILL]**

**2.3.1 Solid Waste Management**

The solid waste management program 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 requirements and maximizes waste diversion to the extent practicable. Recycling, composting, and other alternatives to landfills and incineration are the preferred methods for disposal of solid waste.

- A. The Contractor shall notify the CO or their designee of any prohibited or unauthorized items observed in the trash receptacles. Typical prohibited wastes include hazardous or universal waste as identified by EPA, state, and local regulatory agencies such as but 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, computers, printers and emergency lighting). In addition, electronic equipment such as computers and printers shall not be discarded in the trash containers.
- B. The Contractor shall collect and remove all trash and recycling to a location designated by the CO or their designee.
- C. The Contractor shall empty all ash receptacles and replenish sand.
- D. The Contractor shall collect and transport all solid waste and debris to designated locations or holding areas for removal from the premises. Holding areas for solid waste accumulation shall be identified by the CO or their designee.
- E. The Government will provide waste, recycling, and compost collection containers throughout the building and the Contractor shall provide a sufficient number of removal containers to accommodate all trash generated between pick-up dates. The CO or their designee shall approve all collection container styles, types, and storage locations prior to placement.
- F. The Contractor shall be responsible for the delivery, maintenance, repair, cleanliness, labeling, and removal of storage containers and equipment throughout the contract period.
- G. Containers must be kept free of holes, pests, grease, oils, and odors. All Contractor-supplied equipment and materials shall remain the property of the Contractor during and subsequent to the contract period.
- H. The Contractor shall report any pest infestation in or around the containers to the CO or their designee.
- I. The Government may, at its discretion, perform solid waste audits and share results with the Contractor.
  - a. 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.
- J. The Contractor shall use any recycling proceeds received from the sale of recycling material(s) to lower the cost of trash removal or recycling at the location. The CO or their designee shall be notified at the time of receipt of any proceeds obtained directly or indirectly by the Contractor's subcontractor. 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.
  - a. The Contractor shall not use, allow access to, or offer for resale any papers, documents, or file record materials for the information contained therein.

**[NOTE TO SPEC WRITER: IF CONTRACTING SEPARATELY FOR SOLID WASTE REMOVAL (HAULING) SERVICES FROM THE PREMISES, ENSURE THE REQUIREMENTS BELOW (K) & (L) ARE IN THE SEPARATE CONTRACT AS THESE WOULD NOT BE THE RESPONSIBILITY OF THE CUSTODIAL CONTRACTOR.]**

- K. The Contractor is responsible for all costs of trash removal. The Contractor shall be responsible for ensuring the containers are accessible for pickup, picked up, and returned to their designated area.
- L. The Contractor shall submit a monthly report (a sample can be found in Exhibit 3) outlining the following solid waste and recycling data fields:
  - a. The Amount Landfilled (in pounds or tons)
  - b. The Amount Recycled / Composted (in pounds or tons)

Additional or special pick-ups of solid waste or recyclables may occur 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 as an Above Standard Service as noted in Section 2.4.2.1.

### 2.3.2 Integrated Pest Management

The Contractor shall develop an Integrated Pest Management (IPM) Program. An IPM Plan is a component of the IPM program. The plan coordinates many different aspects of the program to reduce sources of pests on a long-term basis for both interior and exterior areas of a facility. The Contractor's plan and approach shall employ practices and techniques in and around the building (as they relate to cleaning, trash, and materials handling) that reduce the sources of food, water, harborage, and access routes used by pests. Pest Control requirements are specified in 7 U.S.C. § 136r-1.

- A. Pests refer to rats, mice, cockroaches, ants, flies, arachnids, any other arthropod pests not specifically excluded in this requirement, nests of stinging insects and outdoor populations of potentially indoor-infesting species that are within the property boundaries of the specified facility(s).
- B. The Contractor shall identify and correct conditions that contribute to pest infestation. Historically, conditions that have contributed to pest infestation have included dumpsters or stationary dumpsters, unclean storage areas, unclean food preparation areas, uncovered receptacles for food waste indoors, dense ground cover, and the presence of debris.
  - a. Application of chemical and non-chemical pesticides and trapping methods to address current pest infestations (pest populations) is not a part of standard services.
    - i. The Contractor shall submit an assessment of practices that may contribute to pest infestations (pest populations) as noted below in C. The report shall also include recommendations for getting rid of current pest infestations where applicable.
      1. Each control recommendation noted in the report shall include a price the Contractor would charge separately to provide this service.
- C. The Contractor shall conduct an initial pest assessment (IPA) of the current conditions of the building's interior and exterior grounds and paved areas that may contribute to pest infestations (pest populations).  
**[NOTE TO SPEC WRITER: CONSIDER REMOVING IPA IF UTILIZING EXISTING CONTRACTOR AND THERE ARE NO RECURRING PEST ISSUES AT THE LOCATION(S).]**
  - a. Access to spaces shall be coordinated with the CO or their designee. The CO or their designee will inform the Contractor of any restrictions or areas requiring special scheduling.
  - b. The purpose of the initial assessment is for the custodial Contractor to identify areas or practices that may contribute to pest infestation.
  - c. 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".
  - d. Assessment must be performed by a certified pesticide applicator or licensed IPM Contractor.
- D. The Contractor shall develop the IPM Plan which consists of a preventative maintenance process.
  - a. The plan should include at a minimum integrated methods, routine site inspections and maintenance, pest population monitoring, evaluation of the need for pest control and one or more pest control methods.
  - b. 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.
- E. The Contractor shall notify the CO or their designee, in writing, of any sanitary or procedural modifications deemed necessary to eliminate pest infestation.
  - a. Should the pest population increase at any point throughout the contract due to the inadequacy of

the Contractor's IPM Plan, the Contractor is responsible to suppress the levels at no additional cost to the Government.

- F. The contractor shall monitor, trap, and apply pesticide removal components of the IPM.
  - a. 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.
    - i. The Contractor shall not store any pesticide products on Government property. Use of any chemical pesticides must be approved by the CO or their designee prior to application.
    - ii. 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.
  - b. 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]**
- G. The Contractor shall suppress indoor populations of rats, mice, cockroaches, ants, flies, and any other arthropod pests.
  - a. This includes populations of these pests that are located on the exterior of the facilities and within the property boundaries of the facilities.
  - b. The following pests are excluded from core services, however the Government may request remediation as an ordered service:
    - i. Birds
    - ii. Mosquitos
    - iii. Snakes
    - iv. Vertebrates that are not commensal rodents
    - v. Bats
    - vi. Termites
    - vii. Bed Bugs
    - viii. Other wood-destroying organisms
- H. The Contractor shall be responsible for maintaining a pest control logbook or electronic file for each facility or site on this contract. Each log book or electronic file shall contain at least the following items:
  - a. 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.
  - b. 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 facility, the Contractor's representative performing the service shall complete, sign, and date the GSA Form 3638 or equivalent form.

### 2.3.3 Grounds Maintenance

**[NOTE TO SPEC WRITER: REVIEW THE O&M PWS FOR AREAS OF OVERLAP AND POTENTIAL**

**CONFLICTS BETWEEN THE TWO CONTRACTS, ESPECIALLY (K). SERVICES IN THE STANDARD BELOW ALSO COVER OUTDOOR CHILD CARE CENTER AREAS.]**

GSA seeks grounds that are managed and maintained to provide a clean, visually appealing, and safe environment for facility tenants and the public. The Contractor shall provide comprehensive grounds maintenance services for all areas within property boundaries that ensure plant health and aesthetic appeal through a responsible approach that adheres to commercial practices and all applicable regulations.

- A. All (improved and unimproved) lawn grasses and ground covers shall be maintained in accordance with commercially accepted standards for the plant species and plant hardiness zone. This includes, but is not limited to, mowing, edging, fertilizing, watering, aerating, and weed control, ensuring a healthy appearance.
  - a. Any proposed changes and/or replacements to plants, planting beds, or bed coverings must be approved by the COR.
  - b. The Contractor shall be responsible for the replacement of any lawn grass, ground covers, or any plant damaged through the Contractor's (or their subcontractor's) negligence.
  - c. During periods of water restrictions, watering guidelines by the local water district shall apply.
- B. All trees and shrubs shall be trimmed and maintained in accordance with commercially accepted standards for the plant species and plant hardiness zone.
- C. All trees and shrubs shall be pruned and maintained according to horticultural best practices, ensuring their health and vitality. This includes, but is not limited to: proper pruning techniques, shaping, and the removal of dead or diseased branches while maintaining the desired aesthetic appearance.
  - a. The Contractor shall comply with ANSI A300 pruning standards and ANSI Z133 safety standards.
- D. All landscape bed coverings, such as mulch or xeriscape materials, shall be maintained at the appropriate depth and replaced as needed to suppress weeds, conserve moisture, and enhance the visual appeal of the landscape.
- E. Soil shall be maintained in a healthy condition to support plant growth, including proper drainage, aeration, and appropriate nutrient levels to ensure a visually appealing environment.
- F. Unwanted plants (e.g. weeds), clippings, leaves, and other debris shall be removed to promote healthy plant growth, create a visually appealing environment, and prevent potential hazards.
- G. All exterior walkways, sidewalks, driveways, patios, paved areas, and parking lots shall be maintained in a clean and safe condition.
- H. Growths at fence lines shall be controlled. Any chemical treatment used must be approved by the CO or their designee prior to use. Application of chemicals shall be documented in a record log book on the types of chemicals applied and date(s) of application.
- I. The Contractor shall prioritize waste reduction and maximize composting efforts by composting all generated yard waste at an approved facility, adhering to all applicable environmental regulations and safety guidelines. When applicable, include waste tonnage in the monthly waste report.
  - a. Yard waste material shall not be composted on-site unless authorized by the CO or their designee.
- J. The Contractor shall utilize the IPM 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 2.3.2.
- K. Irrigation Systems shall be maintained. Irrigation systems with automatic controllers shall be adjusted, cleaned, and set for the most energy efficient watering periods.
  - a. 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.

- b. The Contractor shall 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 facility's landscaping. Failure to make timely notification to the CO or their designee shall result in the Contractor replacing damaged landscaping materials.
  - i. The Contractor shall conduct a walk-through to inspect all irrigation systems (sprinklers, rain and freeze sensors, and drip systems) prior to each season and submit a list of all damages to those systems to the CO or their designee.
  - ii. The Contractor shall be responsible for the repair of any irrigation system damaged by the Contractor's (or their subcontractor's) negligence. The Contractor shall be responsible for all costs incurred to repair and test the system. Repairs shall be performed by qualified personnel.
- L. 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.

Contractor shall develop and submit a grounds maintenance plan identifying the schedule, per season, for all grounds maintenance services. The plan shall also identify any subcontractors to be utilized and their respective roles. Landscaping services shall be performed commensurate with the geographic location and climate of the facility(s), with seasonal approaches and cost savings considered based upon the impact and needs of the grounds.

**[NOTE TO SPEC WRITER: EXAMPLES OF SEASONAL APPROACHES ARE LISTED BELOW AND PROVIDED FOR REFERENCE. REMOVE PRIOR TO SOLICITATION RELEASE.]**

Examples of seasonal approaches are listed below:

Spring (March - May)

Activities: Clean-up of winter debris, pruning dead or damaged plants, and planting new trees and shrubs.

Benefits: With warming temperatures, it's an excellent time to kick off new projects and set the foundation for the year's growth.

Summer (June - August)

Activities: Regular mowing, watering, and pest control to maintain established greenery.

Benefits: Peak growing season for many plants, requiring consistent care to maintain your landscape's health and appearance.

Fall (September - November)

Activities: Fertilizing, seeding, mulching, and planting for the following spring.

Benefits: Cooler temperatures make manual labor more comfortable and create ideal conditions for plants to establish strong root systems for winter.

Winter (December - February)

Activities: While not a peak season for planting, services include pruning, snow removal, and winterizing plants to protect them from harsh conditions.

Benefits: Opportunity for off-season maintenance, allowing for easier scheduling and potentially lower costs for some services.

**2.3.4 Snow and Ice Removal**

**[NOTE TO SPEC WRITER 1: DISCUSS APPROACH WITH YOUR ACQUISITION TEAM TO ADDRESS CLIN STRUCTURE AND PRICING (EXHIBIT 6 HAS AN EXAMPLE OF A PRICING TABLE TO INCLUDE OR EXCLUDE)]**

**NOTE TO SPEC WRITER 2: YOU HAVE THE ABILITY TO DETERMINE IF SNOW REMOVAL SERVICES WILL BE INCLUDED AS A STANDARD SERVICE AND ABOVE STANDARD SERVICE (OPTION A) OR ONLY AS AN ABOVE STANDARD SERVICE (OPTION B)]**

#### **OPTION A**

The Contractor shall perform snow and ice removal standard services for the snow and ice removal program in accordance with industry standards. 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 any other approaches are included in the standard service price. This does not include snow hauling or snow and ice removal requiring heavy equipment (e.g. ride-on equipment such as front end loaders, backhoes, bobcats, and snow plows). **Services requiring hauling or the heavy equipment are Above Standard and will be ordered as needed using line item pricing.**

**[NOTE TO SPEC WRITER: INCLUDE OR DELETE THE PARAGRAPH BELOW AS REQUIRED.]**

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. The CO or their designee retains the right to determine what type of services will be affected as well as the duration of diverted services for a snow and ice removal effort.

#### **OPTION B**

The Contractor shall perform all snow and ice removal as an above standard service. All 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 any other approaches will be ordered as an above standard service via task order.

**[NOTE TO SPEC WRITER: INCLUDE OR DELETE THE PARAGRAPH BELOW AS REQUIRED.]**

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.

**[NOTE TO SPEC WRITER: INCLUDE THE FOLLOWING PARAGRAPH ONLY IF PAYING THROUGH ACCUMULATION TOTALS AND NOT THROUGH A TIME AND MATERIALS CONTRACT]**

The contractor and the COR may utilize either the National Weather Service website and/or snow rulers for final accumulation totals. If snow rulers are utilized, rulers must be placed on the north, south, east, and west sides of the property and an average accumulation will be utilized to determine the appropriate above standard CLIN to be invoiced against the task order.

**[NOTE TO SPEC WRITER: REGARDLESS IF OPTION A OR B IS CHOSEN ABOVE, INCLUDE EVERYTHING BELOW]**

The GSA Ordering Official may order additional snow and ice removal services outside of normal building operating hours (i.e., weekends, holidays). A task order will be issued prior to the start of each snow removal season to the Contractor with funding to be utilized for snow removal services. Prior to each snow/ice storm event, the Contractor will provide the COR the level of effort expected based on the forecasted impact in accordance with the snow/ice removal plan. The task order shall reflect the days and hours required for snow and ice removal.

The Contractor is responsible for researching the prevailing weather conditions during the life of this contract in order to prepare operational readiness for possible response. The Contractor shall then prepare a course of action appropriate to the level of event expected and provide the plan to the COR no later than the day prior to the event for concurrence. The Contractor shall then maintain the monitoring of the event and suggest alterations to the plan should conditions change.

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 and updated snow and ice removal plan is due in accordance with the deadline in Exhibit 4. At a minimum, the snow and ice removal plan shall include all of the sections outlined in the sample in Exhibit 6.

Chemicals and/or sand shall be used to reduce safety hazards due to ice and snow. 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.

**[NOTE TO SPEC WRITER: IF NEW CONCRETE SURFACES ARE KNOWN AT TIME OF AWARD, COR MUST PROVIDE A MAP DELINEATING THE AREAS WHERE ONLY CMA WILL BE USED AND FOR WHAT TIME PERIOD (6-12 MONTHS).]**

Calcium Magnesium Acetate (CMA) shall be the only deicer chemical applied to concrete less than 12 months old (See Exhibit 1 Building Information Sheet). The Contractor shall document where each type of ice melt is used at the site within their Snow and Ice Removal Plan. These deicer chemicals shall be ordered as required using the Above Standard Services pricing in Section 2.4.2.10.

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.(See Section 3.7 Protection and Damage).

### **2.3.5 Window Washing**

**Annually** - Glass shall be cleaned and free of dirt, streaks, hard water stains, and shall not be cloudy. Window sashes, sills, woodwork, and other surroundings of glass shall be wiped clean and free of drippings. 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. Interior (Section 2.3.5.1) and exterior (Section 2.3.5.2) 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 submit to the CO or their designee a written Window Washing Safety Plan prior to performing these services as noted in Exhibit 4.

#### **2.3.5.1 Interior Window Washing**

The Contractor shall comply with ANSI/IWCA I-14.1, and all Federal, State and local regulations.

#### **2.3.5.2 Exterior Window Washing**

The Contractor shall comply 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.

#### **2.3.6 Child Care Center**

**[NOTE TO SPEC WRITER: IF CONTRACTING SEPARATELY FOR CHILD CARE SERVICES, CONSULT THE NATIONAL CHILDCARE PROGRAM MANAGER TO DETERMINE ACCREDITATION NEEDS, IF APPLICABLE]**

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, outdoor, playgrounds, playground equipment and rubber/hard surfaces, window treatments and furniture. These items in this scope shall be cleaned to the standards detailed in this scope.

The Contractor shall maintain a clean, sanitary, safe, and healthy physical environment for children and teachers. Children and their families have a right to expect their stay in a 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; or cleaned and sanitized, as specified in 2.1.1.1.

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 restroom surfaces.

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

- Child care areas: classrooms
- Restrooms
- 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.

#### **2.3.6.1 Products**

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. The Contractor shall use the product in accordance with directions provided by the manufacturer. Use of EPA approved 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
- 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.

**[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 SUCH AS EVIDENCE OF CONTRACTOR EMPLOYEES BEING TESTED FOR TUBERCULOSIS, VACCINATIONS FOR COMMUNICABLE DISEASES OR OTHER SPECIFIC REQUIREMENTS.]**

### 2.3.6.2 Standards

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.

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.

#### Definitions for Child Care

- **Cleaning:** Physically removing all dirt and contamination, using a surface-safe detergent 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 restroom 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.*

### 2.3.6.3 Safety

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

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 so they can plan to keep children out of the area until it is safe to return.**

### 2.3.6.4 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 throughout

- 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

- 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 and must not contain a "keep out of reach of children" warnings.

### 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.
  - Sinks and faucets.
  - Vertical surfaces and door and cabinet handles.
  - Fronts of appliances.

### Floors

- Clean and disinfect all floors, including food preparation areas, pantry, restrooms, 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 partitions, wall fans, pictures, ceiling diffusers, file/bookcases, etc.
- Hose down with water outdoor playground equipment hard surfaces, and resilient and rubber surfaces to remove any cobwebs, surface dust dirt, and debris. Do NOT use a power-washer on resilient or rubber surfaces. **[NOTE TO SPEC WRITER: ADJUST FREQUENCY ACCORDING TO CLIMATE IF QUARTERLY IS NOT FEASIBLE, SUCH AS SNOWY CLIMATE]**

#### **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 partitions, wall fans, pictures, ceiling diffusers, and file/bookcases.
- Playground Equipment: All playground equipment surfaces, platforms, flooring, 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.

### 2.3.6.5 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, where necessary, the Contractor is required to move non-fixed furniture and furnishings. This shall be done with extreme care. 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, such as those on doors, windows, and moldings 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.carpet-rug.org/green-label-plus.html>. 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.

### **2.3.7 Interior and Atrium Plants (Government Furnished Plants)**

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.

### **2.4 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. When requested to provide these services, the Contractor will be compensated at the quantity rate specified on the electronic offer sheet.

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: EDIT/TAILORE THE FOLLOWING SERVICES BELOW TO MATCH THE NEEDS OF YOUR CONTRACT. ENSURE ANY SERVICE LISTED BELOW IS CAPTURED AS A LINE ITEM ON THE OFFER SHEET.]**

## **2.4.1 Interior Above Standard Services**

### **2.4.1.1 Labor Services**

Hourly rate for additional labor services requested that are otherwise not included under the standard requirements of this contract. Labor services may include loading/unloading supplies and carpet, moving furniture, set-up and breakdown of conference spaces and other similar functions and tasks performed on premises. Ensure these additional labor hours are not already being performed under base services.

#### **2.4.1.1.1 Laborer**

#### **2.4.1.1.2 Laborer Supervisor**

#### **2.4.1.1.3 Janitor**

#### **2.4.1.1.4 Janitor Supervisor**

### **2.4.1.2 Interior Window Washing**

The quality standard for providing above standard service is the same as that described in 2.3.5 Window Washing.

### **2.4.1.3 High Cleaning**

The Contractor shall utilize stepping stools, ladders and other equipment necessary to clean areas not accessible by hand or with an extension such as return air ducts, high lobby surfaces, signage, and sills. 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.

### **2.4.1.4 Washing Blinds and Coverings (Not Including Drapes, Curtains and Unique Coverings)**

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

### **2.4.1.5 Carpet Extraction (Private Areas)**

When ordered, the Contractor shall provide carpet extraction priced per square foot as outlined in Section 2.1.2.1.3.

#### **2.4.1.6 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.

**[NOTE TO SPEC WRITER: ROUTINE CLEANING OF HOLDING CELLS IS A STANDARD SERVICE. THIS SECTION IS FOR TENANT REQUESTED CLEANING BEYOND A ROUTINE BASIS.]**

#### **2.4.1.7 Holding Cell Interiors**

Holding cell cleaning shall include floors, walls, fixtures and surfaces. Cleaning shall be performed to the same quality standard as outlined in Section 2.1.1.1.5. When ordered, the Contractor shall provide the service at a per hour rate.

#### **2.4.1.8 Fitness Center Equipment Cleaning**

Cleaning: The Contractor shall disinfect all fitness equipment surfaces and benches within the fitness center.

### **2.4.2 Exterior Above Standard Services**

#### **2.4.2.1 Additional Solid Waste and Recycling Pickups**

Irregularly scheduled pickups of solid waste or recyclables may occur upon request. 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.

##### **2.4.2.1.1 Trash**

Additional solid waste pickups shall be performed.

##### **2.4.2.1.2 Recycling**

Additional recycling pickups shall be performed.

#### **2.4.2.2 Exterior Window Washing**

The quality standard for providing above standard service is the same as that described in Section.2.3.5. Window Washing.

#### **2.4.2.3 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.

#### **2.4.2.4 Cleaning/Polishing of Exterior Metals**

**[NOTE TO SPEC WRITER: IDENTIFY EXTERIOR METALS THAT ARE APPLICABLE TO BE PRICED]**

When ordered by the Government, the Contractor shall provide a specialized subcontractor to clean and polish metal work. 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.

#### **2.4.2.5 Exterior Graffiti Removal**

When ordered by the Government, the Contractor shall use a subcontractor who specializes in the task of removing graffiti. In cases involving historic buildings, all cleaning methods shall be coordinated with the CO or designee and the National Historic Building Preservation Officer. Graffiti that cannot be removed with such methods shall be reported to the CO or their designee.

#### **2.4.2.6 Planting 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.

#### **2.4.2.7 Erosion Control**

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.

#### **2.4.2.8 Tree Thinning**

Tree thinning shall reduce the density of live branches to promote healthy growth while maintaining the tree's 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 (unless recommended by a certified arborist).

Tree maintenance shall be performed in accordance with a plan prepared and documented by a certified arborist. The tree maintenance plan shall be reviewed and approved by the Contracting Officer (CO) or designee. All operations shall comply with applicable OSHA standards, ANSI Z133.1, ANSI A300, and all 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.

#### **2.4.2.9 Snow and Ice Removal for Areas Requiring Heavy Equipment**

**[NOTE TO SPEC WRITER, CONSIDER ADDING LANGUAGE REQUIRING THE USE OF POLYURETHANE SNOW PLOW BLADES. THIS MAY BE A COST DRIVER, BUT CAN PREVENT SURFACE DAMAGE: The Contractor shall use polyurethane snowplow blades to help protect the parking lot. All equipment must be properly guarded and meet all applicable Federal, State and Local Regulations including but not limited to OSHA and consensus standards]**

When ordered by the Government, the Contractor shall furnish the necessary heavy equipment (e.g. ride-on equipment such as front end loaders, backhoes, bobcats, and snow plows) and other items needed to clear or haul snow and ice from areas such as parking lots, roads, driveways, and plazas.

#### **2.4.2.10 Deicer Chemical Calcium Magnesium Acetate**

When conditions necessitate the use of deicer chemicals, calcium magnesium acetate shall be the only chemical deicer applied to exterior concrete surfaces that are less than 12 months old. Contractor shall apply the product per manufacturer recommendations. Price must only include the cost of the calcium magnesium acetate deicer chemical, as labor and equipment are already included as part of the standard services. The quality standard for providing above standard service is the same as that described in Section 2.3.4 Snow and Ice Removal.

#### **2.4.2.11 Snow Hauling**

Hauling services to remove snow from site(s) that require the use of specialized equipment and/or trucks as directed by the CO or their designee. Price quoted must include all costs for equipment, truck and driver.

### **3 Contractor Responsibilities**

Along with fulfilling all the requirements in this PWS, additional contractor responsibilities are provided below to highlight contractor obligations under this contract. The following list is not all inclusive but rather general duties.

#### **3.1 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.

#### **3.2 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 in accordance with the timeframe in Exhibit 4.

#### **3.3 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, and healthy. The website [www.issa.com](http://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 in accordance with the timeframe in Exhibit 4.

##### **3.3.1 Supervisor Training**

Each supervisory employee must maintain a current Advanced Custodial Technician certification 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, with written certifications submitted to the CO or their designee in accordance with the timeframe in Exhibit 4.

##### **3.3.2 Asbestos Awareness Training**

**[NOTE TO SPEC WRITER: INCLUDE LANGUAGE FOR FACILITIES 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.F.R. § 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, with written certifications submitted to the CO or their designee in accordance with the timeframe in Exhibit 4.

### **3.4 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.

### **3.5 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 impacted locks rekeying if keys are lost or not recovered from employees or subcontractors.

### **3.6 Personnel Qualifications**

#### **3.6.1 Supervisory Personnel**

Supervisory contract employees shall have a minimum of 3 years of experience managing similar services in building(s) of similar size and complexity. At the discretion of the CO or their designee formal training may be accepted in place of experience. The on-site supervisor is required to be fully conversant in English.

#### **3.6.2 Non-Supervisory Personnel**

The Contractor shall provide appropriate continuous 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 and is noted in Section 3.15.

### **3.7 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 be held liable for any damages incurred to Government property during the performance of all services - standard, supplemental and above standard. Contractor must repair, restore, or replace any damaged government property within 60 days of when damage occurred. Repaired damaged areas shall be warrantied for 1 year from time of

accepted repair. All locally prescribed safety regulations, laws, and practices shall be carefully observed in performance of the work.

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) in or around 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 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.

### **3.8 Miscellaneous Requirements**

The Custodial Contractor shall, at a minimum:

- A. Ensure that the Contractor's employees participate in building fire and civil defense drills.
- B. Ensure, if applicable, rooms are locked after cleaning and that keys are returned to the designated office.
- C. Ensure that lost and found articles by the Contractor's employees are turned in to the CO or their designee.
- D. Ensure that the Contractor employees notify the security officer on duty when unauthorized or suspicious person(s), vehicle(s), or package(s) are seen on premises.

**[NOTE TO SPEC WRITER: TAKE OUT (E) IF CUSTODIAL CONTRACTOR DOES NOT HAVE THIS RESPONSIBILITY]**

- E. Ensure that the Contractor's employees raise, lower, and half-staff the United States Flag, agency pennants, and other flags (such as POW). This service shall be provided when directed by the CO or their designee and shall comply with the requirements in the [GSA Flag Policy](#).

### **3.9 Safety, Health, and Accessibility**

Work shall comply with the applicable requirements of OSHA, 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 adhere to Architectural Barriers Act Accessibility Standards (ABAAS) requirements for all new procurements and installations related to this SOW. The Contractor shall ensure subcontractors comply with the requirements included herein, and shall promptly report violations by such subcontractors, or as otherwise observed, to the CO or their designee, or security personnel.

### **3.10 Exposure Control Plan**

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:

- A. 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:
  - a. Blood on any surface

- b. Blood, vomit or feces in restrooms
  - c. Blood or vomit on carpet structures
  - d. Flooding that includes sewage
  - e. Animal, pigeon and other avian excrement outside the building
  - f. Minor flooding or drain water backups that may contain black water.
- B. 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.
  - C. A list of the personal protective equipment to be used by staff in performing cleaning and disposal of biological materials or waste.
  - D. 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 gray water (i.e. Category 2 or 3) and impacted building materials shall be in accordance with *ANSI/IFCRC S- 500 Standard and Reference for Professional Water Damage Restoration*.
  - E. 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 and timeframe for submittal can be found in Exhibit 5.

### **3.11 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 by the deadline in Exhibit 4. 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 CDC.

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

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

Reference material can be found at the links below:

1. For information on the phases of a pandemic cycle see <https://www.ncbi.nlm.nih.gov/books/NBK143061/>.

2. For CDC guidance see <https://www.cdc.gov/>.
3. See components of Pandemic Planning at <https://www.cdc.gov/pandemic-flu/php/fed-gov-planning/index.html>
4. A template for developing a Pandemic Plan is located at [https://www.fema.gov/media-library-data/1396880633531-35405f61d483668155492a7cccd1600b/Pandemic\\_Influenza\\_Template.pdf](https://www.fema.gov/media-library-data/1396880633531-35405f61d483668155492a7cccd1600b/Pandemic_Influenza_Template.pdf).

### **3.12 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 shall list all chemical products proposed to be used in the performance of the contract, and include current Safety Data Sheets (SDS requirements noted in Section 3.13) 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 by the deadline in Exhibit 4. The cleaning plan (Section 1.3) and hazard communication plan may be combined into a single document at the discretion of the Contractor.

### **3.13 Safety Data Sheets**

All 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. 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.

### **3.14 Strike Contingency Plan (SCP)**

The Contractor shall prepare a Strike Contingency Plan to be used in the event of a strike by their employees. The Strike Contingency Plan (SCP) shall be submitted to the CO or their designee by the deadline in Exhibit 4. At a minimum, the SCP shall include the following information:

- A. 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.
- B. 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.

### **3.15 Occupant Emergency Plan (OEP) Training**

The Government develops the facility(s) Occupant Emergency Plan (OEP) which is implemented during building

emergencies. Designated Contractor personnel, including the 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 the OEP. 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.

#### **4 Provided By The Government (Not Identified Elsewhere in the Specification)**

Provided by the Government is:

- A. Electrical power at existing outlets for the Contractor to operate equipment which is necessary to perform their work.
- B. Hot and cold water as necessary is limited to the normal supply provided in the building. No special heating or cooling of the water shall be provided.
- C. 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, or chairs 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.
- D. 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 (e.g. naphtha, gasoline) in the building.
- E. The Government is not responsible in any way for damage or loss to the Contractor's stored supplies, materials, replacement parts or equipment.
- F. 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.
- G. 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.
- H. Heating and air conditioning of the space to be cleaned will be provided only during normal building operating hours.

**[NOTE TO SPEC WRITER: ADD ANY ADDITIONAL GOVERNMENT FURNISHED SPACE, PARKING, EQUIPMENT OR PROPERTY THAT THE FACILITY PROVIDES TO THE LIST ABOVE.]**

#### **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.

- A. Network equipment includes all equipment that has IP routing and switching functionality.

- B. Computer hardware includes, but is not limited to servers, PCs, laptops and their peripherals (monitors, mice and keyboards).
- C. 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 the 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.

#### **4.2 Safeguarding Sensitive Data and Information Technology Resources**

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

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>

- A. All of the GSA policies listed in this paragraph shall be followed.
  - a. CIO P 1878.3 Conducting Privacy Impact Assessments (PIAs) in GSA
  - b. CIO P 2100.1N GSA Information Technology (IT) Security Policy
  - c. CIO P 2180.2 GSA Rules of Behavior for Handling Personally Identifiable Information (PII)
  - d. Information (PII)
  - e. 2231.1 CIO GSA Data Release Policy
  - f. CIO 9297.2C CHGE 1 GSA Information Breach Notification Policy
- B. All of the GSA policies listed in this paragraph shall be followed, when inside a GSA building or inside a GSA firewall.
  - a. CIO P 2100.2B GSA Wireless Local Area Network (LAN) Security
  - b. CIO 2104.1B GSA Information Technology IT General Rules of Behavior
  - c. ADM 2181.1 Homeland Security Presidential Directive-12, Personal Identity Verification and Credentialing, and Background Investigations for Contractors
  - d. Verification and Credentialing, and Background Investigations for Contractors
  - e. ADM P 9732.1 E Suitability and Personnel Security
- C. The GSA Policies listed in this paragraph shall be followed. The contractor shall assume that all policies are applicable unless otherwise stipulated by the GSA Office of the Chief Information Security Officer.
  - a. CIO 2101.2 GSA Enterprise Information Technology Management (ITM) Policy
  - b. CIO 2105.1 D GSA Section 508: Managing Electronic and Information Technology for Individuals with Disabilities
  - c. OSC 2106.2 GSA Social Media Policy
  - d. CIO 2107.1 Implementation of the Online Resource Reservation Software
  - e. CIO 2108.2 Software License Management
  - f. CIO 2160.2B CHGE 2 GSA Electronic Messaging and Related Services
  - g. CIO 2160.4A CIO Provisioning of Information Technology (IT) Devices

- h. CIO 2162.2 GSA Digital Signature Policy
- i. CIO P 2165.2 GSA Telecommunications Policy

#### **4.3 Government Forms**

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

### **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 THE OFFICE OF MISSION ASSURANCE PRIOR TO SOLICITATION.]**

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.

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

#### **5.1 Fitness Determinations**

- A. 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.
- B. 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.
- C. 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, long-term contractors will be required to comply with normal facility access control procedures, including sign-in, temporary badging, and escorted entry, as applicable.
- D. 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 contractors will be required to comply with normal facility access control procedures, including sign-in, temporary badging, and escorted entry, as applicable.
- E. 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.

- F. 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.
- G. The Contractor shall be responsible for planning and scheduling its work in such a manner as to account for facility access issues. Difficulties encountered by the Contractor in gaining access to facilities by its employees and subcontractors shall not be an excuse to any Contractor performance under the contract.

## 5.2 Compliance with Security Requirements

- A. The Contractor shall comply with all GSA and tenant agency security requirements in the building(s) where work is being performed.
  - a. **[NOTE TO SPEC WRITER: INCLUDE ANY AGENCY SPECIFIC SECURITY REQUIREMENTS HERE, IF APPLICABLE.]**
- B. 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.

## 5.3 Identification Responsibility

- A. Upon receipt of an initial fit determination and having a Tier 1 or higher background investigation initiated, long-term contractors can be issued a GSA Access Card permitting regular access to the building(s) where work is being performed.
- B. 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.
- C. 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.
- D. Long-term contractors 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.
- E. Long-term contractors shall notify the Government when GSA Access Cards are lost and/or stolen. In that event, the Contractor shall be responsible for reimbursing the Government for its cost in issuing a replacement GSA Access Card.

## 5.4 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 shall 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 contractors 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.

## **5.5 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 shall 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:

- A. Failure to receive a suitability determination, temporary clearance, or clearance from GSA or a tenant agency.
- B. Violation of Federal, State, or local laws
- C. Conduct on Federal Property, 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.
- D. 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 cooperating in upholding the integrity of the security program at the work site.
- E. 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.
- F. 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.
- G. Theft, vandalism, immoral conduct, or any other criminal action.
- H. Selling, consuming, or being under the influence of intoxicants, drugs, or substances which produce similar effects while in or on Federally-controlled property.
- I. Improper use of Government identification.
- J. Unauthorized use of communication equipment on Government property.
- K. Violation of security procedures or regulations.

- L. 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.

## **5.6 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.

### **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**

- A. **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.
- B. **By Non-electronic Form or on Portable Electronic Data Storage:** Portable electronic data storage devices include CDs, DVDs, and USB drives. Non-electronic forms of CUI building information include, among other formats, paper documents.
- C. **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.
- D. **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 Section 24, Safeguarding and Dissemination of Controlled Unclassified Information Building Information, in all subcontracts.

## **5.7 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).

## **5.8 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.

## **6 Administrative Requirements**

The following administrative requirements include common, overarching policies and procedures that apply to this specification. This list below is not all inclusive.

### **6.1 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.

### **6.2 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.

### **6.3 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.

## 6.4 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.

**(This section does not apply to changes in local or state minimum wages and does not trigger a contractor entitlement to a price adjustment.)**

## 6.5 Space Change Methodology

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

If cleanable square footage 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 & recycling (where applicable) annual cost
4. Subtract interior & exterior window washing annual cost (as proposed per the above standard services line items)
5. Divide adjusted annual contract cost by the total net cleanable square feet (NCSF), as shown on the building information sheet
6. Multiply the adjusted annual cost per NCSF by the amount of space to be added/deleted to derive the annual reduction amount
7. Divide the annual reduction amount by 12 to derive the monthly reduction amount
8. 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. Annual window washing cost (interior and exterior): \$50,000
5. Adjusted annual cost of contract:
  - a.  $\$500,000 \text{ minus } \$12,000 \text{ minus } \$15,000 \text{ minus } \$50,000 = \$423,000$
6. NCSF as listed on building information sheet: 363,000 NCSF
7. Annual adjusted cost per NCSF:
  - a.  $\$423,000 \text{ divided by } 363,000 = \$1.17 \text{ annually per NCSF}$
8. NCSF to be deleted: 12,000
  - a.  $12,000 * \$1.17 = \$14,040 \text{ to be deleted per year}$
  - b.  $\$14,040/12 = \$1,170 \text{ to be deleted per month}$
9. New contract price on effective date:
  - a.  $\$500,000 \text{ minus } \$14,040 = \$485,960 \text{ annually}$
  - b.  $\$485,960/12 = \$40,496.67 \text{ monthly}$

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

## **6.6 Suspension of Work**

In the event services are not provided or required by the Government because the building(s) is closed due to unanticipated closures, reductions may be considered by the CO. If reductions are required for any unanticipated closures, they will be computed as follows:

- A. 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.
- B. The reduction rate in dollars per day multiplied by the number of days services are not provided or required.

In the case of an unanticipated holiday declared by the President, 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.

## **7. Exhibits**

**Exhibit 1 - Building Information Sheet (BIS)**

**Exhibit 2 - Quality Assurance Surveillance Plan (QASP) Overview & Acceptable Quality Levels (AQLs)**

**Exhibit 3 - Solid Waste & Recycling Report**

**Exhibit 4 - Contractor Submittals / Deliverables Chart**

**Exhibit 5 - Exposure Control Plan**

**Exhibit 6 - Snow and Ice Removal Plan SAMPLE**

**Exhibit 7 - Definitions**

**Exhibit 8 - Asbestos Notification Letter**

## EXHIBIT 1: Building Information Sheet (SAMPLE)

Building Code:	Flooring Type						Notes
	Count	Cleanable sq. feet	VCT	Carpet	No Finish	Other	
Restrooms (sq. ft.)							
Fixtures							(Toilets, Sinks, Urinals, showers, Wtr Ftn)
Aisles/Common Area							
Cafeteria/Breakroom							
Computer							
Conference Rooms							
Courtrooms/Jury Room/Chambers							
Child Care							INSTRUCTION: Add Playground SF if applicable
Elevators (Total sq. ft. of all cabs)							Assumes 75 s.f. /cab
Elevators ( Number of Cabs)							
Entrance/Lobbies							
Exercise							
Holding Cells (sq. ft.)							
Holding Cells (Number of fixtures)							
Labs/Health							
Loading Dock							
Offices/Cubicles							
Stairs							
Stairs (Number of flights)							
Mail/Copy							
<b>Total</b>		-	-	-	-	-	
Gross Square Footage							
Cleanable Square Footage		0					
Number of stories							
Number of centralized trash/recycle collection bins ( <i>deskside is under 'building uniques'</i> )							
Building Operating Hours							
Courtroom Operating Hours							
Courtroom Days Used Annually							
Childcare Operating Hours							
Service Calls - Average # of calls per month							
<b>Outside Grounds:</b>							
Outside Area to be Policed SF							
Parking Lot Area SF							
Sidewalk Area SF							
<b>Landscaping</b>							
Site Acrerage							
Number of Shrubs							
Number of Trees							
Number of Planters							

**Foot Notes**

1. There may be vacant space in the building. Offeror should verify any vacant space in the building.  
**INSTRUCTION TO ESTIMATOR: DELETE WHICHEVER OF THE BELOW STATEMENTS IS NOT APPLICABLE BASED ON WHETHER VACANT SPACE IS INCLUDED OR NOT INCLUDED IN THE ESTIMATED CLEANABLE SQUARE FOOTAGE:**  
**If vacant space is included in the CSF:** The offer submitted should reflect the cost to clean the space as though vacant space were occupied as general office space. If any space is unoccupied, the contractor will be advised prior to the effective date. Vacant space will be deleted in accordance with the contract.  
**If vacant space is NOT included in the CSF:** GSA has identified X SF of vacant space in the building, which is not included in the cleanable square footage reflected here. If that space becomes occupied, the contract will be appropriately modified.

2. Entrances, lobbies, and main corridors are normally defined as those corridors located on the first or ground floor of a building or those that serve as primary entrance or exit areas. High volume traffic areas, i.e., corridors adjacent to large cafeterias, are identified as main corridors.

NOTE: The Building information contained in preceding paragraph should be of interest, but in no way modifies the provision FAR 52.237-1 Site Visit. THE FIGURES ARE ESTIMATES ONLY. Offerors are responsible for verifying dimensions and quantities. The Buildings Manager will provide access to assignment drawings and/or blueprints.

## EXHIBIT 2: Quality Assurance Surveillance Plan (QASP) Overview & Acceptable Quality Levels (AQLs)

### QASP OVERVIEW

**NOTE TO QASP WRITER:** In accordance with Federal Acquisition Regulation (FAR) 46.401, the QASP should be prepared in conjunction with the preparation of the statement of work. The QASP should then be further enhanced as a result of the contractor's QCP.

**While the full QASP may not go into the contract, elements of the "Acceptable Quality Levels" section should go into the contract. The spec writer should partner with the CO and other members of the acquisition team on those elements during the planning phase. AN ELECTRONIC VERSION OF THE QASP FORM CAN BE FOUND ON THE CUSTODIAL PROGRAM INSITE PAGE; THIS IS A TEMPLATE THAT SHOULD BE CUSTOMIZED TO THE SPECIFIC BUILDINGS/CONTRACT. FOR QASP TIPS AND BEST PRACTICES, SEE THE [SERVICES COR DESK GUIDE](#).**

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. The QASP is the Government's living plan to monitor whether the Contractor is meeting the performance standards/quality levels identified in the PWS and to ensure that the government pays only for the level of services received.

As such the QASP will be updated and refined throughout the life of the contract to ensure that performance standards and surveillance methods remain effective, relevant, and aligned with evolving circumstances.

### **Methods of Surveillance**

The method of surveillance is based on the performance criteria of the PWS and further informed by the Contractor's approved Quality Control Plan. GSA intends to monitor and evaluate the Contractor's performance based on any or all of the following surveillance methods, but all selected methods will align with the contractor's approved cleaning schedule and the contract AQLs:

#### **1. 100 Percent Inspection**

This method is usually most appropriate for infrequent tasks or tasks with stringent performance requirements, for example where health and life-safety is a concern. With this method, performance is inspected/evaluated at each occurrence.

#### **2. Periodic Surveillance Inspections**

This method consists of scheduled inspection (e.g. weekly, monthly).

#### **3. Random Sampling**

This method involves periodic inspection of a statistically valid sample of service outputs, rather than reviewing every single instance.

#### **4. Remote Virtual Inspections**

This method of surveillance can be used when onsite inspections are unable to be accomplished. Visual evidence shall be provided of non-sensitive areas to ensure services have been performed per the contract requirements.

Visual evidence could be in the form of photographs, videos, and/or virtual technologies such as Google Meet™, Facetime™, Zoom™.

**NOTE:** Inspections using methods 1-4 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 the COR's working hours, inspections will occur within the first two hours of the following business day.

**5. Tenant Interviews**

This is a qualitative surveillance method that involves directly gathering feedback from the end users or occupants (tenants).

**6. Service Call Documentation**

This method of surveillance involves a review of the types of service calls received, the frequencies of service calls, corrective action taken, timeliness of completion, and any other pertinent data.

**7. Tenant Surveys**

This method involves end-user reports and satisfaction surveys (which could include the Tenant Satisfaction Survey). 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, and GSA partnering with the Contractor to establish a plan of action.

**ACCEPTABLE QUALITY LEVELS (AQLs)**

Acceptable Quality Levels are the maximum number/rate of defects/errors that are acceptable under the contract before the contractor is considered to have failed to achieve contract requirements.

Section Reference	Performance Standard	AQL
1.5	Response to emergency service calls (as defined by the PWS) is timely.	100% are responded to within 5 minutes during Contractor's normal working hours and within 1 hour after hours.
Exhibit 4	Contractor submittals/deliverables are submitted accurately and timely.	90% submitted on-time in accordance with the contract and 10% or less are rejected by the Government (and require rework).
Section 2 Performance Standards	For services within the Contractor's control, the tenant customer is satisfied.	90% customer satisfaction on the annual Tenant Satisfaction Survey (TSS). 100% of scores that are below "satisfactory" are followed up on by the Contractor.
Section 2 Performance Standards	As outlined in the PWS.	No more than three defects in each monthly inspection and/or no more than five validated customer complaints per month.

Sections 3.1-3.9 & 3.15 Contractor Responsibilities	As outlined in the PWS.	100% Adherence to all requirements.
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Inspection

Inspections should be conducted within two hours of when performance of the work has been completed per the approved cleaning schedule. If cleaning is conducted after the COR’s working hours, inspections should occur within the first two hours of the following business day. Inspections will occur monthly, at a minimum, to ensure Contractor performance is adequate to process the monthly payment. Performance will be assessed in accordance with the standards in the PWS. Inspection documentation will be provided to the Contractor and for any performance deemed unacceptable the Contractor shall document corrective actions within the time frame allotted by the COR. Follow-up inspections will occur for all unacceptable performance and if corrections are not made by the timeframe identified, the COR shall forward the issue to the Contract Specialist / Contracting Officer for further action.

Deductions

It is the Government’s intention that through partnership and open communication with the Contractor that all inspection findings are addressed before the need for deductions arise. It is the objective of the Government to obtain complete and satisfactory performance in accordance with the terms of specifications and requirements in this contract. 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 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. The deduction amount may include administrative costs which are those time and material costs incurred by Government personnel to correct or respond to the unsatisfactory event. Administrative time costs shall be based on GS-12, Step 5 wage scale applicable to the area/location. Inadequate performance is just as undesirable as nonperformance; and the cost of correcting inadequate performance may equal or exceed the cost of initial performance. The deduction criteria in this section shall control in all cases, as distinguished from the Contractor’s estimated cost to perform the work. In addition to administrative costs, the deduction amount will be based upon the Hourly Price for Additional Labor Services as stated in the contract. The 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 PWS 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.

## EXHIBIT 3: Solid Waste and Recycling Report

### Instructions for Waste Reporting

STEP 1	Populate the Solid Waste data collection template												
<b>1a</b>	<p>Select the Reporting Period as shown below.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-bottom: 10px;"> <tr> <td style="width: 30%;"><b>Reporting (Annually, Quarterly, Monthly)</b></td> <td style="width: 15%;">Quarterly ▾</td> <td style="width: 55%;">Select the duration of the reporting period (Annually, Quarterly, Monthly)</td> </tr> <tr> <td><b>Reporting Period</b></td> <td>Jan-Mar ▾</td> <td>Select the reporting period based on the selection above</td> </tr> <tr> <td><b>Fiscal Year</b></td> <td>2022 ▾</td> <td>Select the fiscal year (FY runs from OCT-SEP)</td> </tr> <tr> <td><b>Reporting Units</b></td> <td>lbs ▾</td> <td>Select the units for all data in these template (lbs OR short tons)</td> </tr> </table> <p><b>Reporting (Annually, Quarterly, Monthly):</b> Select whether the data in the template is for an entire fiscal year (Annually), a Fiscal Quarter (Quarterly) or a specific month (Monthly).</p> <p><b>Reporting Period:</b> The options in this list will change depending on which reporting period type was selected in the previous dropdown. If reporting <b>Annually</b>, the only option will be 'Fiscal Year'. For <b>Quarterly</b>, select the specific Fiscal Quarter. For <b>Monthly</b>, select the Month.</p> <p><b>Fiscal Year:</b> For all reporting options, the Fiscal Year must be set.</p> <p>After setting the reporting period details, Cells C7 and C8 will automatically populate with the calendar days of the period start and end. Review these dates for accuracy and make adjustments to the dropdown selections before proceeding. You will receive a warning if you try to edit cells C7 or C8 directly.</p>	<b>Reporting (Annually, Quarterly, Monthly)</b>	Quarterly ▾	Select the duration of the reporting period (Annually, Quarterly, Monthly)	<b>Reporting Period</b>	Jan-Mar ▾	Select the reporting period based on the selection above	<b>Fiscal Year</b>	2022 ▾	Select the fiscal year (FY runs from OCT-SEP)	<b>Reporting Units</b>	lbs ▾	Select the units for all data in these template (lbs OR short tons)
<b>Reporting (Annually, Quarterly, Monthly)</b>	Quarterly ▾	Select the duration of the reporting period (Annually, Quarterly, Monthly)											
<b>Reporting Period</b>	Jan-Mar ▾	Select the reporting period based on the selection above											
<b>Fiscal Year</b>	2022 ▾	Select the fiscal year (FY runs from OCT-SEP)											
<b>Reporting Units</b>	lbs ▾	Select the units for all data in these template (lbs OR short tons)											
<b>1b</b>	<p><b>Select Reporting Units:</b> All data within the template must be in the same reporting unit. Data can be captured in either pounds (lb) or US Short Tons (Short Tons). Use the dropdown in cell C6 to set the reporting unit.</p>												
<b>1c</b>	<p>To add a location, populate Columns A through D with the building information.</p> <p>You may also delete any rows from row 10 or greater. However, do not remove, move or edit any columns.</p> <p><b>WARNING: Do not remove, move or edit any columns.</b></p>												
<b>1d</b>	<p><b>Populate the template with waste data:</b> For each location (row) populate column E (MSW (Trash) Landfilled, Incinerated) and column J (Commingled &amp; Single Stream Recycled). If available, populate the other columns with data.</p> <p><b>Be to sure that the values are recorded in the selected reported unit.</b></p> <p>Records can be recorded with up to 4 decimal places. Any values with greater than 4 decimal places will cause a validation error pop-up. Any blank fields will be ignored. If you would like to capture a record of zero waste, enter 0.</p>												
<b>Volume to weight conversion factors (if weight is unknown):</b>													
Commingled / Single Stream Recycled: 1 cubic yard = 111 pounds													
Trash, garbage – uncompacted: 1 cubic yard = 138 pounds													

Waste Data Collection Template		v1.3									
<b>Reporting (Annually, Quarterly, Monthly)</b>	Quarterly ▾	Select the duration of the reporting period (Annually, Quarterly, Monthly)									
<b>Reporting Period</b>	Oct-Dec ▾	Select the reporting period based on the selection above									
<b>Fiscal Year</b>	2025 ▾	Select the fiscal year (FY runs from OCT-SEP)									
<b>Reporting Units</b>	short tons ▾	Select the units for all data in these template (lbs OR short tons)									
Period Start	10/1/2024										
Period End	12/31/2024										
<b>Field Office</b> ▾	<b>State</b> ▾	<b>Building Name</b> ▾	<b>Building Number</b> ▾	<b>REQUIRED</b>						<b>REQUIRED</b>	
				MSW (Trash) Landfilled, Incinerated ▾	Paper & Cardboard Recycled ▾	Plastic-Glass-Metal Recycled ▾	Toner & Printer Cartridges Recycled ▾	Organic Landscape Waste Composted ▾	Commingled & Single Stream Recycled ▾	Other Recycled Waste ▾	

## EXHIBIT 4: Contractor Submittals/Deliverables Chart

**[NOTE TO SPEC WRITER: THE CO OR THEIR DESIGNEE SHALL PROVIDE OR UPDATE ANY APPLICABLE SUBMITTAL DATES FOR THE ITEMS LISTED BELOW. EXHIBIT TO BE EXTRACTED FROM THE CONTRACT AND USED TO RECORD ACTUAL DATES; COMPLETED DOCUMENT TO BE UPLOADED TO THE CONTRACT FILE.]**

**SUBMITTAL DATES ARE IN CALENDAR DAYS.**

SUBMISSION TIMING (Before/After Contract Start)	ITEM	PWS REFERENCE	DEADLINE TO SUBMIT TO CO OR DESIGNEE (Days = calendar days)	ACTUAL CONTRACTOR SUBMISSION DATE	ACTUAL GOVERNMENT APPROVAL DATE
Before & After	Cleaning Schedule	1.1	Initial - proposal/quote package  Final - NLT 15 days prior to contract start & updated as needed. At a minimum the QCP shall be reviewed by the contractor prior to each Option Year for any appropriate updates and the Snow/Ice Plan updated NLT October 1 of each year.		
Before & After	Staffing Plan	1.2			
Before & After	Cleaning Plan	1.3			
Before & After	Quality Control Plan (QCP)	1.4			
Before & After	Snow and Ice Removal Plan with List of Chemical Products	2.3.4			
Before	Fitness Determination or other Security Requirements	5.1	15 days prior to contract start		
Before	Exposure Control Plan	3.10	15 days prior to contract start		
Before & After	Communication Approach, including personnel contact info	1.6	15 days prior to contract start & updated as changes occur.		
Before	Child Care Health Certification (if applicable for CCC due to state / local regulations)	2.3.6	5 days prior to contract start		
Before & After	Grounds Maintenance Plan, per season	2.3.3	Final - NLT 15 days prior to contract start & updated as changes occur.		
Before	Initial Deficiency List (IDL) for Irrigation System	2.3.3	5 days prior to contract start		

Before & After	Strike Contingency Plan	3.14	5 days prior to contract start and updated annually		
Before	Safety Data Sheets (SDS)	3.13	Prior to bringing and/or using these products onsite & shall be made available for inspection by CO or designee any time upon request.		
After	Hazard Communication Plan	3.12	15 days after contract start & updated as changes occur.		
After	Initial Pest Assessment (if included)	2.3.2	15 days after contract start		
After	Integrated Pest Management Plan	2.3.2	15 days after Assessment		
After	Pesticide Control Plan	2.3.2	15 days after Assessment or as required by the CO		
After	Pest Control logbook	3.2.9	As required by the CO		
After	Pandemic Plan	3.11	30 days after contract start		
After	Asbestos Awareness Certification (if included)	3.3.2	60 days after contract start & NLT 5 days after training completion		
After	Employee & Supervisor Training	3.3	90 days after contract start & NLT 5 days after training completion		
After	Waste / Recycling Reports	2.3.1	Monthly		
After	Recycling Proceeds	2.3.1	At the time obtained		
After	Window Washing Safety Plan	2.3.5	30 days prior to performing the service		
After	Pre-seasonal list of irrigation system damages	2.3.3.K.b.i	Prior to each season		
After	Request for Controlled Unclassified Information (CUI)	5.6	As required by the CO		

## EXHIBIT 5: 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, Care and use of Personal Protective Equipment, Mold remediation, 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.

**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 (such as floor tile, linoleum, wood)
    - 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]

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 6: Snow and Ice Removal Plan EXAMPLE

Under **GSA CONTRACT #XXXXXX, CONTRACTOR** is responsible for ensuring that appropriate resources are available for snow/ice removal services at the following **(#) NUMBER** buildings: **[INSERT LIST]**.

To provide a safe and efficient snow and ice removal process for the response necessary for the event, snow and ice removal operations will include **SUBCONTRACTOR**. This plan identifies resources necessary to meet the requirements identified in Section 2.3.4 for snow and ice removal. All above standard services referenced in this plan assume that prior funding and a notice to proceed have been given by the GSA Contracting Officer (CO).

**CONTRACTOR** will review and update as necessary the Snow and Ice Removal Plan, including the associated procedures and list of chemical products, to ensure effective preparations and readiness. This plan will be reviewed on an annual basis, and submitted to the GSA COR for approval in accordance with the deadline in Exhibit 4. **CONTRACTOR** to coordinate a meeting prior to the first snow event, with its subcontractors and GSA, to discuss GSA expectations (for catastrophic and typical events) and coordinate onsite processes and procedures to be put in place for the upcoming winter season. The coordination meeting and plan must include the following items:

- A. Coordination measures to ensure appropriate levels of effort for each facility
- B. Personnel & Equipment
- C. Snow removal event triggers and notification procedures
- D. Treatment areas requiring de-icing
- E. Approved materials and chemicals
- F. Safety Plan

**CONTRACTOR** will review the GSA contractual requirements on or before **[INSERT DATE]** with snow/ice removal crew, verify with GSA COR that funding is in place, and ensure that a contract is in place with subcontractors. Contractor will ensure that subcontractors are trained on building specific requirements including snow and ice removal processes, and that all contractor and subcontractor personnel requiring security clearances and badges have been submitted to the GSA COR for approval.

Prior to the first snow event annually, **CONTRACTOR** will coordinate and perform an onsite walkthrough with subcontractors and the GSA COR, or designee. Site access procedures and other GSA/security requirements will be reviewed. The purpose of this walkthrough is to document physical conditions on the property (use of photos and/or videos), including existing property damage, discovery of any potential risks, review contracted services to be performed, and identify snow pile placement areas. Site maps will be developed/updated based on site visit findings, and included in this Snow and Ice Removal Plan.

Prior to **[INSERT DATE]**, **CONTRACTOR** will review the chemicals/deicer requirements and order new materials. Materials in inventory from the previous year shall be verified and supplemented by delivery to establish a base level of materials and chemical products. **CONTRACTOR** will monitor the stock throughout the snow/ice removal season and the off season, to ensure adequate supplies are on site, as well as ensuring that they are stored in an appropriate manner preventing spills and leakage.

**CONTRACTOR/SUBCONTRACTOR** ensures all employees are trained annually on cold weather and operating within sub-freezing temperatures, prior to the snow/ice season. New employees hired during the snow/ice season are trained prior to working under this GSA contract. Should an emergency arise with any contractor/subcontractor employee, the crew is advised to utilize normal emergency procedures, with the supervisor on site dictating emergency response needed.

A winter weather warning or watch will cause **CONTRACTOR** staff to monitor the timing of the pending winter weather. Once a forecast indicates that snow or ice is anticipated, **CONTRACTOR** will formalize their plans and communicate those with the GSA COR. Site specific trigger events (e.g., a plowable snow, arriving before/after regular building operating hours or the potential for icing over due to temperature or winds) would be a cause for snow and or ice removal operations to begin.

With the advent of pending snow/ice conditions, **CONTRACTOR'S** night time staff will apply de-icing chemicals in critical areas to reduce anticipated accumulations. During early morning hours, and upon pre/approval/approval of GSA COR, **CONTRACTOR** will mobilize subcontractors, as needed, to augment snow/ice removal activities.

Once a trigger event occurs or is reasonably expected to occur, **CONTRACTOR** will schedule snow and ice removal operations to ensure all required areas are cleared prior to the respective official starting times of each building. The arrival time, longevity, and intensity of the snow/ice will dictate the effort required. On-site inspections will be conducted by the Project Manager and/or other management staff to assure that snow removal efforts are in progress. Periodic follow-up inspections will be conducted throughout the day, with the number and frequency of these inspections determined by individual storm conditions.

Communication with GSA is essential and shall be ongoing during the snow/ice event. Access areas to the facility shall be cleared and safely accessible, which allows for safe passage to and from the parking lots/garages and driveways, and access to the building with minimal snow/ice to be encountered. Plowed snow shall not block paths of ingress/egress or emergency exits. **CONTRACTOR** shall develop a site specific map indicating snow and ice removal locations. If necessary, the map shall prioritize zones and indicate normal removal methods.

Product storage areas will be inspected by onsite staff to ensure no spillage or leakage has occurred. Spills and leaks will be cleaned up immediately and measures put in place to prevent it in the future. If spills/leaks are observed which cause an impact to GSA facilities, operations, humans, or the environment, the GSA COR shall be notified immediately.

An onsite walkthrough to document physical conditions on the property (use of photos and/or videos), and to review new and existing property damage must be conducted to close out the winter season.

Interior facility cleaning responsibilities will be accomplished according to standard procedures, but more attention will be given to indoor public areas, entries, hallways and stairs during a snow event. Additional entrance walk-off mats will be put out to restrict transport of chemical/water/snow into the facilities. To further reduce slip/fall hazards, both manual wet mopping and auto scrubbing to neutralize and remove ice/water/snow melt chemical accumulations will be an ongoing activity. During normal building operating hours-workforce will be diverted to support the snow/ice removal effort upon notifying the COR.

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An example of a facility specific plan is included here for reference, and shall be developed for each facility that receives snow removal services:

**Facility Name**

**Address**

Main **CONTRACTOR** Point of Contact:

The areas of responsibility for the **FACILITY NAME** include (by priority of clearing):

- Special attention will be given to assure the availability of proper ADA access.
- Zone 1 is the main and initial priority when snow is falling and is to be completed prior to moving to other zones. Main areas include all steps and sidewalks, childcare and emergency exits.
- Zone 2 is started once Zone 1 has been completed. Areas to include vehicular traffic areas and parking areas.
- Zone 3 is the final phase that commences after the first two phases are completed. Areas include streets, alleyways and other locations.

Equipment will report to clear and pile the snow along the designated areas notated on the site map.

Laborers will report to clear the walks surrounding the building as well as any other desired foot traffic areas. Hand crews will also assist the loader and truck in clearing and piling any snow that is not accessible by the equipment.

Equipment will be available and on site to assist in ensuring the walks and detail areas are completed in a timely manner. De-icing chemicals will be applied to ALL areas cleared by **CONTRACTOR** or **SUBCONTRACTOR** upon the completion of their clearing to melt any remaining snow/slush, or ice. Chemical will be re applied if; upon the dissolving of the first application, snow, slush, or ice remains visible. In the event there is Ice present during hours in which the building is open and operational, Sand or other abrasive material may be applied along with the deicing chemical to provide traction.

Historically at this location, experience has determined a need for the following pieces of equipment:

- Snow blowers
- Small tractor/Bobcat with attachments
- Pickups with blade attachment

Snow hauling requires advanced funding and a notice to proceed given by a GSA Contracting Officer. Forecasts and ongoing conditions will be monitored throughout the season by **CONTRACTOR** and the GSA COR to determine situations when snow hauling will be necessary.

**[Attach pictures and site maps for each facility]**

## **EXHIBIT 7: 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 contract 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)], 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.

### **Area Types**

Area type refers to specific categories of spaces within the facility that require different approaches to cleaning and maintenance. These distinctions outline unique cleaning requirements, frequencies, and standards due to their respective functions, level of traffic, or other requirements.

### **Blackwater**

Blackwater is contaminated wastewater from restroom toilets or restrooms that contain feces and urine.

### **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, and raised floor computer rooms.

**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.

**Daily**

Once a day.

**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.

**Emergencies**

An unforeseen circumstance or a sudden, unexpected occurrence that poses an immediate, real, and extreme threat to health, safety, property or essential services that require immediate action to prevent or mitigate loss, damage, or disruption. Emergencies include but are 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.

**Emergency Service Call**

Emergency callback requests are service requests where the work consists of correcting failures that constitute an immediate danger to personnel or property or any work considered by the CO or designee to be of an emergent nature.

**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 nationally recognized days where federal offices are closed to the public in accordance with Federal law. Federal holidays can be found on [OPM.gov](http://OPM.gov).

**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.

**Greywater**

Greywater is wastewater from sinks, showers, or washing machines that may or may not contain bacteria.

**Grounds**

Grounds refers to all Government maintained exterior areas including: lawns, plants, planting beds, landscaped areas and their

associated features, soil conditions, decorative installations, walkways, sidewalks, driveways, patios, paved areas, parking lots, and any other outdoor spaces under the control of the Government.

### **High Traffic**

A high traffic designation for an area or floor indicates a significant amount of footfall or activity typically used by a large number of people such as a main entrance, lobby, corridor, or restroom. These areas typically require more frequent cleaning.

### **Low Traffic**

A low traffic designation for an area or floor indicates minimal footfall or activity, which can include infrequently used spaces like unoccupied offices or remote corridors for interior spaces or unimproved grounds for exterior spaces. These areas typically require less frequent cleaning.

### **Modification**

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

### **Operating Hours**

Operating hours are defined as the timeframe the facility is typically open as defined by the Designated Official. Operating hours are identified on the Building Information sheet.

### **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 Work Statement (PWS).

### **Quality Control Plan (QCP)**

The Quality Control Plan outlines how the Contractor will ensure that all work complies with the contract requirements, specifications, and standards.

### **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, )

### **Sanitize**

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 spills, and replenishing restroom supplies.

### **Spot Cleaning**

Cleaning typically associated with addressing small areas or spills that occur during operating hours. Spot cleaning services (such as mopping or vacuuming) address noticeable soiled areas (instead of areas in the entirety) 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.

### **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.

### **Storage Closet**

A smaller, secured, more specialized space for material and equipment which generally does not include regular cleaning.

### **Storage Area**

A broader category that may include larger rooms dedicated to storing various items which generally includes regular cleaning.

### **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/NPAs.]**

### **AbilityOne Commission (The Committee for Purchase From People Who Are Blind or Severely Disabled)**

The U.S. AbilityOne Commission (The Commission) is an independent federal agency that administers the AbilityOne Program. The Commission's mission is to tap America's underutilized workforce of individuals who are blind or have significant disabilities to deliver high quality, mission-essential products and services to federal agencies in quality employment opportunities. The Commission creates employment opportunities for people who are blind or have other significant disabilities through the federal acquisition system and by creating pathways to employment in the broader U.S. economy. The Commission determines which products and services are suitable for provision by nonprofit agencies across the country employing such individuals, and requires federal agencies and their contractors to purchase those products and services. For more information, go to the website <http://www.AbilityOne.gov>

### **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 Performance Work Statement at a specific location. As set forth in the Javits-Wagner-O'Day (JWOD) Act, the Committee has sole authority and responsibility for determining the Fair Market Price to be paid by the Government for products and services on the Procurement List. To determine such prices, the Committee has developed procedures which can be found at [www.AbilityOne.gov](http://www.AbilityOne.gov), that are intended to result in prices that are recommended as "fair and reasonable" in relation to the marketplace.

**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 Non Profit Agency (NPA) is unable to proceed with a contract action. The AbilityOne Program Price Impasse is used to resolve price and price-related disagreements. The Commission's impasse procedures may be used as an Alternate Disputes Resolution process for non-price issues if both contractual parties agree.

**Non Profit Agency (NPA)**

The term is used to describe the agencies employing people who are blind (National Industries for the Blind-associated agencies) or significantly disabled (SourceAmerica-associated agencies). The Javits-Wagner-O'Day Act specifies the main criteria for nonprofit agencies to be eligible to participate in the AbilityOne Program.

**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 Exception**

A Procurement List waiver granted by a Central Nonprofit Agency (i.e., SourceAmerica or National Industries for the Blind) or the Commission when there is no NPA capable or available to provide the requirement.

**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 8: Asbestos Notification Letter

**[NOTE TO SPEC WRITER: THE ASBESTOS NOTIFICATION LETTER SHOULD ONLY BE INCLUDED FOR THOSE BUILDINGS WITH ASBESTOS CONTAINING MATERIAL (ACM) AND PRESUMED ASBESTOS CONTAINING MATERIAL (PACM). DELETE IF NOT APPLICABLE]**

The Asbestos Notification Letter is incorporated by reference under this exhibit, see attached. This exhibit is applicable up until the time of award. The letter will be reissued on an annual basis and provided to the awardee. See sample below:



GSA Region X  
Public Buildings Service  
CITY Field Office

DATE

Subject: Annual Notification of the Presence of Asbestos

Greetings,

As required by U.S. General Services Administration (GSA) policy PBS 1000.1B and in accordance with Federal asbestos and safety regulations, GSA is providing this annual notification of the presence of asbestos in this facility.

Facility:

The asbestos is actively managed through a management plan to ensure the safety of all occupants and visitors.

Please share this information with your employees and contractors. Contact the GSA facility management office for detailed asbestos facility information and coordinate with GSA's facility management office prior to performing any project or work that might disturb asbestos in the building.

Contact *NAME* with any questions or for further information.

Sincerely,

U.S. General Services Administration  
Street Address  
City, STATE ZIP  
[www.gsa.gov](http://www.gsa.gov)