

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE	PAGE OF PAGES
			J	1 48
2. AMENDMENT/MODIFICATION NO. 0001	3. EFFECTIVE DATE 29-Jan-2003	4. REQUISITION/PURCHASE REQ. NO. Yes		5. PROJECT NO.(If applicable)
6. ISSUED BY REGIONAL CONTRACTING OFFICE - ALASKA ATTN: SFCA-PRA-AC PO BOX 35510 FT WAINWRIGHT AK 99703-0510	CODE SDABQ03	7. ADMINISTERED BY (If other than item 6) See Item 6		
8. NAME AND ADDRESS OF CONTRACTOR (No., Street, County, State and Zip Code)		X	9A. AMENDMENT OF SOLICITATION NO. DABQ03-03-R-0005	
		X	9B. DATED (SEE ITEM 11) 14-Jan-2003	
			10A. MOD. OF CONTRACT/ORDER NO.	
			10B. DATED (SEE ITEM 13)	
CODE	FACILITY CODE			
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS				
<input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offer <input checked="" type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offer must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended by one of the following methods: (a) By completing Items 8 and 15, and returning <u>2</u> copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12. ACCOUNTING AND APPROPRIATION DATA (If required)				
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.				
A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.				
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(B).				
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:				
D. OTHER (Specify type of modification and authority)				
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input type="checkbox"/> is required to sign this document and return _____ copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.) This Amendment is issued to make the following changes and extend the closing date of the solicitation. 1. SF 1449 , Page number 1 of 343, should read 1 of 340. 2. Correct CLINs: 0001, 0002, 0003, 0004 and 0005; SubCLINs 0001BA, 00011CW, and 0003DB. 3. Note Clause 52.301-4042 is incorporated in addendum 52.212-4 and applies to CLINS 0001EG, 0002EG, 0003EG, 0004EG and 0005EG. 4. Page 223, Inspection and Acceptance Terms is changed. In addition, acceptance period for the Base Year and 4th Option Year is changed to from 28 Feb to read: 29 Feb. 5. From Page 277, due to discrepancies in the computer system the following information from the original solicitation has been changed in it's entirety: Addendum 52.212-4, Instruction to Offerors, Addendum to 52.212-1, PWS, PRS (TE1) and Frequency Schedule (TE2) (see page 4 of 48 to 16 of 48 of this Amendment). 6. The closing date is changed to read: 6 FEB 03 at 1300 hours (AST).				
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.				
15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)		
		TEL: _____ EMAIL: _____		
15B. CONTRACTOR/OFFEROR _____ (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY _____ (Signature of Contracting Officer)	16C. DATE SIGNED 31-Jan-2003	

SECTION SF 30 BLOCK 14 CONTINUATION PAGE

SUMMARY OF CHANGES

SECTION SF 1449 - CONTINUATION SHEET

SUPPLIES OR SERVICES AND PRICES

CLIN 0001

The CLIN extended description has changed **from** BASE PERIOD FOR CLINS 0001AA-0001EG (1 Mar 2003 through 28 Feb 2004) Nonpersonal services: Provide all supervision, personnel, equipment, transportation, materials and other items and services necessary to perform custodial services at Fort Wainwright, Alaska, for the performance in strict accordance with the Performance Work Statement (PWS), Drawing specification (Technical Exhibits A - BQ), and Frequencies in Appendix B.

PURCHASE ORDER NUMBER: WC1JUI 2296-N028
PROJECT NO: DPW00294/2/J
BASIC CLEANING SUBCLIN 0001AA - 0001CQ; PERIODIC CLEANING SUBLINS 0001CR-0001DT;
STRIPPING AND WAXING SUBCLINS 0001DU-0001DZ; CARPET CLEANING SUBCLINS 0001AE-EF;
AND EMERGENCY AND MISCELLANEOUS SUBCLIN 0001EG.

To: BASE PERIOD FOR CLINS 0001AA-0001EG (1 Mar 2003 through **29 Feb 2004**) Nonpersonal services: Provide all supervision, personnel, equipment, transportation, materials and other items and services necessary to perform custodial services at Fort Wainwright, Alaska, for the performance in strict accordance with the Performance Work Statement (PWS), Drawing specification (Technical Exhibits A - BQ), and Frequencies in **Technical Exhibit 2**.
PURCHASE ORDER NUMBER: WC1JUI 2296-N028.
PROJECT NO: DPW00294/2/J BASIC CLEANING
SUBCLIN 0001AA - 0001CQ; PERIODIC CLEANING SUBLINS 0001CR-0001DT; STRIPPING AND WAXING
SUBCLINS 0001DU-0001DZ; CARPET CLEANING SUBCLINS 0001AE-EF; AND EMERGENCY AND
MISCELLANEOUS SUBCLIN 0001EG.

SUBCLIN 0001BA

The CLIN description has changed **from** BUILDING 3030 – B
PURCHASE ORDER NUMBER: WC1JUI 2296-N028.

To: BUILDING 3030 - A.
PURCHASE ORDER NUMBER: WC1JUI 2296-N028.

SUBCLIN 0001CW

The CLIN extended description has changed **from** BUILDING 3490
PURCHASE ORDER NUMBER: WC1JUI 2296-N028

To: BUILDING 3470-A
PURCHASE ORDER NUMBER: WC1JUI 2296-N028.

SUBCLIN 0001CX

The CLIN extended description has changed **from** BUILDING 3470-A
PURCHASE ORDER NUMBER: WC1JUI 2296-N028

To: BUILDING 3490
PURCHASE ORDER NUMBER: WC1JUI 2296-N028.

CLIN 0002

The CLIN extended description has changed **from** 1ST OPTION YEAR FOR CLINS 0002AA-0002EG (1 Mar 2004 through 28 Feb 2005) Nonpersonal services: Provide all supervision, personnel, equipment, transportation, materials and other items and services necessary to perform custodial services at Fort Wainwright, Alaska, for the performance in strict accordance with the Performance Work Statement (PWS), drawing specification (Technical Exhibits A - BQ), and Frequencies in Appendix B.

PROJECT NO: DPW00294/2/J BASIC CLEANING SUBCLIN 0002AA - 0002CQ; PERIODIC CLEANING SUBLINS 0002CR-0002DT; STRIPPING AND WAXING SUBCLINS 0002DU-0002DZ; CARPET CLEANING SUBCLINS 0002AE-EF; AND EMERGENCY AND MISCELLANEOUS SUBCLIN 0002EG.
PURCHASE ORDER NUMBER: WC1JUI 2296-N028

To: 1ST OPTION YEAR FOR CLINS 0002AA-0002EG (1 Mar 2004 through 28 Feb 2005) Nonpersonal services: Provide all supervision, personnel, equipment, transportation, materials and other items and services necessary to perform custodial services at Fort Wainwright, Alaska, for the performance in strict accordance with the Performance Work Statement (PWS), drawing specification (Technical Exhibits A - BQ), and Frequencies in **Technical Exhibit 2**.
PROJECT NO: DPW00294/2/J BASIC CLEANING SUBCLIN 0002AA - 0002CQ; PERIODIC CLEANING SUBLINS 0002CR-0002DT; STRIPPING AND WAXING SUBCLINS 0002DU-0002DZ; CARPET CLEANING SUBCLINS 0002AE-EF; AND EMERGENCY AND MISCELLANEOUS SUBCLIN 0002EG.
PURCHASE ORDER NUMBER: WC1JUI 2296-N028.

CLIN 0003

The CLIN extended description has changed **from** 2ND OPTION YEAR FOR CLINS 0003AA-0003EG (1 Mar 2005 through 28 Feb 2006) Nonpersonal services: Provide all supervision, personnel, equipment, transportation, materials and other items and services necessary to perform custodial services at Fort Wainwright, Alaska, for the performance in strict accordance with the Performance Work Statement (PWS), drawing specification (Technical Exhibits A - BQ), and Frequencies in Appendix B.

PROJECT NO: DPW00294/2/J BASIC CLEANING SUBCLIN 0003AA - 0003CQ; PERIODIC CLEANING SUBLINS 0003CR-0003DT; STRIPPING AND WAXING SUBCLINS 0003DU-0003DZ; CARPET CLEANING SUBCLINS 0003AE-EF; AND EMERGENCY AND MISCELLANEOUS SUBCLIN 0003EG.
PURCHASE ORDER NUMBER: WC1JUI 2296-N028

To: 2ND OPTION YEAR FOR CLINS 0003AA-0003EG (1 Mar 2005 through 28 Feb 2006) Nonpersonal services: Provide all supervision, personnel, equipment, transportation, materials and other items and services necessary to perform custodial services at Fort Wainwright, Alaska, for the performance in strict accordance with the Performance Work Statement (PWS), drawing specification (Technical Exhibits A - BQ), and Frequencies in **Technical Exhibit 2**.
PROJECT NO: DPW00294/2/J BASIC CLEANING SUBCLIN 0003AA - 0003CQ; PERIODIC CLEANING SUBLINS 0003CR-0003DT; STRIPPING AND WAXING SUBCLINS 0003DU-0003DZ; CARPET CLEANING SUBCLINS 0003AE-EF; AND EMERGENCY AND MISCELLANEOUS SUBCLIN 0003EG.
PURCHASE ORDER NUMBER: WC1JUI 2296-N028.

SUBCLIN 0003DB

The CLIN extended description has changed **from** BUILDING 3700-B
PURCHASE REQUEST NUMBER: WC1JUI 2296-N028

To: BUILDING 3709 - B
PURCHASE REQUEST NUMBER: WC1JUI 2296-N028.

CLIN 0004

The CLIN extended description has changed **from** 3RD OPTION YEAR FOR CLINS 0004AA-0004EG (1 Mar 2006 through 28 Feb 2007) Nonpersonal services: Provide all supervision, personnel, equipment, transportation, materials and other items and services necessary to perform custodial services at Fort Wainwright, Alaska, for the performance in strict accordance with the Performance Work Statement (PWS), drawing specification (Technical Exhibits A - BQ), and Frequencies in Appendix B.

PROJECT NO: DPW00294/2/J BASIC CLEANING SUBCLIN 0004AA - 0004CQ; PERIODIC CLEANING SUBLINS 0004CR-0004DT; STRIPPING AND WAXING SUBCLINS 0004DU-0004DZ; CARPET CLEANING SUBCLINS 0004AE-EF; AND EMERGENCY AND MISCELLANEOUS SUBCLIN 0004EG.

PURCHASE ORDER NUMBER: WC1JUI 2296-N028

To: 3RD OPTION YEAR FOR CLINS 0004AA-0004EG (1 Mar 2006 through 28 Feb 2007) Nonpersonal services: Provide all supervision, personnel, equipment, transportation, materials and other items and services necessary to perform custodial services at Fort Wainwright, Alaska, for the performance in strict accordance with the Performance Work Statement (PWS), drawing specification (Technical Exhibits A - BQ), and Frequencies in **Technical Exhibit 2.**

PROJECT NO: DPW00294/2/J BASIC CLEANING SUBCLIN 0004AA - 0004CQ; PERIODIC CLEANING SUBLINS 0004CR-0004DT; STRIPPING AND WAXING SUBCLINS 0004DU-0004DZ; CARPET CLEANING SUBCLINS 0004AE-EF; AND EMERGENCY AND MISCELLANEOUS SUBCLIN 0004EG.

PURCHASE ORDER NUMBER: WC1JUI 2296-N028.

CLIN 0005

The CLIN extended description has changed **from** 4TH OPTION YEAR FOR CLINS 0005AA-0005EG (1 Mar 2007 through 28 Feb 2008) Nonpersonal services: Provide all supervision, personnel, equipment, transportation, materials and other items and services necessary to perform custodial services at Fort Wainwright, Alaska, for the performance in strict accordance with the Performance Work Statement (PWS), drawing specification (Technical Exhibits A - BQ), and Frequencies in Appendix B.

PROJECT NO: DPW00294/2/J BASIC CLEANING SUBCLIN 0005AA - 0005CQ; PERIODIC CLEANING SUBLINS 0005CR-0005DT; STRIPPING AND WAXING SUBCLINS 0005DU-0005DZ; CARPET CLEANING SUBCLINS 0005AE-EF; AND EMERGENCY AND MISCELLANEOUS SUBCLIN 0005EG.

PURCHASE ORDER NUMBER: WC1JUI 2296-N028

To: 4TH OPTION YEAR FOR CLINS 0005AA-0005EG (1 Mar 2007 through **29 Feb 2008**) Nonpersonal services: Provide all supervision, personnel, equipment, transportation, materials and other items and services necessary to perform custodial services at Fort Wainwright, Alaska, for the performance in strict accordance with the Performance Work Statement (PWS), drawing specification (Technical Exhibits A - BQ), and Frequencies in **Technical Exhibit 2.**

PROJECT NO: DPW00294/2/J BASIC CLEANING SUBCLIN 0005AA - 0005CQ; PERIODIC CLEANING SUBLINS 0005CR-0005DT; STRIPPING AND WAXING SUBCLINS 0005DU-0005DZ; CARPET CLEANING SUBCLINS 0005AE-EF; AND EMERGENCY AND MISCELLANEOUS SUBCLIN 0005EG.

PURCHASE ORDER NUMBER: WC1JUI 2296-N028.

INSPECTION AND ACCEPTANCE TERMS

Supplies/services will be inspected/accepted is **changed from N/A's:**

To: Supplies/services will be inspected in accordance with the PWS, PRS and Technical Exhibits 1, 2 and Technical Exhibits A through BQ (Drawings).

ADDENDUM TO 52.212-4

52.212-4 is hereby tailored to include the following thirteen (1) clauses/provisions:

- | | | |
|------|---------------|---|
| (1) | 52.232-18 | Availability of Funds |
| (2) | 52.217-8 | Option to Extend Services |
| (3) | 52.217-9 | Option to Extend the Term of the Contract |
| (4) | 52.216-1 | Type of Contract |
| (5) | 52.252-1 | Solicitation Provisions Incorporated by Reference |
| (6) | 52.252-2 | Clauses Incorporated by Reference |
| (7) | 52.228-5 | Insurance-Work on a Government Installation |
| (8) | IAW 28.306(b) | Required Insurance |
| (9) | 52.223-3 | Hazardous Material Identification and Material Safety Data (Jan 1997) |
| (10) | 252.222-7000 | Restrictions on Employment of Personnel (Mar 2000) |
| (11) | 252.219-7009 | Section 8(a) Direct Award (Mar 2002) |
| (12) | 52.100.4501 | Inspection and Acceptance (Local Clause) |
| (13) | 52.301-4042 | Ordering Officers (Local Clause) |

The following have been added by full text:

52.232-18 AVAILABILITY OF FUNDS (APR 1984)

Funds are not presently available for this contract. The Government's obligation under this contract is contingent upon the availability of appropriated funds from which payment for contract purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are made available to the Contracting Officer for this contract and until the Contractor receives notice of such availability, to be confirmed in writing by the Contract Officer.

(End of clause)

52.217-8 OPTION TO EXTEND SERVICES (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 30 days of the contract expiration date.

(End of clause)

52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

- (a) The Government may extend the term of this contract by written notice to the Contractor at least **30 days prior to contract expiration**; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 60 days before the contract expires. The preliminary notice does not commit the Government to an extension.
- (b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

© The total duration of this contract, including the exercise of any options under this clause, shall not exceed **five years.**

(End of clause)

52.216-1 TYPE OF CONTRACT (APR 1984)

The Government contemplates award of a Firm Fixed Priced contract resulting from this solicitation.

(End of clause)

52.252-1 SOLICITATION PROVISIONS INCORPORATED BY REFERENCE (1998)

This solicitation incorporates one or more solicitation provisions 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. The offeror is cautioned that the listed provisions may include blocks that must be completed by the offeror and submitted with its quotation or offer. In lieu of submitting the full text of those provisions, the offeror may identify the provision by paragraph identifier and provide the appropriate information with its quotation or offer. Also, the full text of a solicitation provision may be accessed electronically at this/these address (es):

<http://arnet.gov/far>

<http://farsite.hill.af.mil>

<http://acqnet.gov/far/>

52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This contract incorporates one 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. Also, the full text of a clause may be accessed electronically at this/these address(es).

<http://arnet.gov/far>

<http://farsite.hill.af.mil>

<http://acqnet.gov/far/>

REQUIRED INSURANCE (IAW FAR 28.306(b))

The Contractor shall, at its own expense, procure and thereafter maintain the following kinds of insurance with respect to performance under the contract.

- a. Workmen's Compensation and Employers Liability Insurance as required by law except that if this contract is to be performed in a state which does not require or permit private insurance, then compliance with the statutory or administrative requirements in any such state will be satisfactory. The required Workmen's Compensation insurance shall extend to cover employer's liability for accidental bodily injury or death and for occupational disease with minimum liability limit of \$100,000.
- b. General Liability Insurance. Bodily injury liability insurance, in the minimum limits of \$500,000 per occurrence shall be required on the comprehensive form of policy.
- c. Automobile Liability Insurance. This insurance shall be required on the comprehensive form of policy and shall provide bodily injury liability and property damage liability covering the operation of all automobiles

used in connection with the performance of the contract. At least the minimum limits of \$200,000 per person and \$500,000 per occurrence for bodily injury and \$20,000 per occurrence for property damage shall be required.

52.100-4501 INSPECTION AND ACCEPTANCE (Local Clause)

Inspection and acceptance will be at Fort Wainwright. The COR or a designated representative, will act as the representative of the Contracting Officer for purposes of inspection and acceptance of services to ensure compliance with the terms, conditions, and specifications of this contract.

(End of Clause)

52.223-3 HAZARDOUS MATERIAL IDENTIFICATION AND MATERIAL SAFETY DATA (JAN 1997)

(a) "Hazardous material", as used in this clause, includes any material defined as hazardous under the latest version of Federal Standard No. 313 (including revisions adopted during the term of the contract).

(b) The offeror must list any hazardous material, as defined in paragraph (a) of this clause, to be delivered under this contract. The hazardous material shall be properly identified and include any applicable identification number, such as National Stock Number or Special Item Number. This information shall also be included on the Material Safety Data Sheet submitted under this contract.

Material (If none, insert "None")	Identification No.
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(c) This list must be updated during performance of the contract whenever the Contractor determines that any other material to be delivered under this contract is hazardous.

(d) The apparently successful offeror agrees to submit, for each item as required prior to award, a Material Safety Data Sheet, meeting the requirements of 29 CFR 1910.1200(g) and the latest version of Federal Standard No. 313, for all hazardous material identified in paragraph (b) of this clause. Data shall be submitted in accordance with Federal Standard No. 313, whether or not the apparently successful offeror is the actual manufacturer of these items. Failure to submit the Material Safety Data Sheet prior to award may result in the apparently successful offeror being considered nonresponsible and ineligible for award.

(e) If, after award, there is a change in the composition of the item(s) or a revision to Federal Standard No. 313, which renders incomplete or inaccurate the data submitted under paragraph (d) of this clause, the Contractor shall promptly notify the Contracting Officer and resubmit the data.

(f) Neither the requirements of this clause nor any act or failure to act by the Government shall relieve the Contractor of any responsibility or liability for the safety of Government, Contractor, or subcontractor personnel or property.

(g) Nothing contained in this clause shall relieve the Contractor from complying with applicable Federal, State, and

local laws, codes, ordinances, and regulations (including the obtaining of licenses and permits) in connection with hazardous material.

(h) The Government's rights in data furnished under this contract with respect to hazardous material are as follows:

(1) To use, duplicate and disclose any data to which this clause is applicable. The purposes of this right are to--

(i) Apprise personnel of the hazards to which they may be exposed in using, handling, packaging, transporting, or disposing of hazardous materials;

(ii) Obtain medical treatment for those affected by the material; and

(iii) Have others use, duplicate, and disclose the data for the Government for these purposes.

(2) To use, duplicate, and disclose data furnished under this clause, in accordance with subparagraph (h)(1) of this clause, in precedence over any other clause of this contract providing for rights in data.

(3) The Government is not precluded from using similar or identical data acquired from other sources.

(End of clause)

52.301-4042 ORDERING OFFICERS (Local Clause)

Only individuals appointed, in writing, as Ordering Officers will be authorized to place oral calls against this contract. The limits of their authority will be specified in an appointment letter and a copy of the letter provided to the Contractor. In no case will the Ordering Officer be authorized to direct work outside the scope of the contract, exceed monetary limits established on delivery orders, or exceed the ordering limitations stated within the contract. The Government is not under any obligation to accept supplies or services which are not initiated by an Ordering Officer acting within his/her designated authority.

(End of clause)

252.219-7009 SECTION 8(A) DIRECT AWARD (MAR 2002)

(a) This contract is issued as a direct award between the contracting office and the 8(a) Contractor pursuant to the Partnership Agreement dated February 1, 2002, between the Small Business Administration (SBA) and the Department of Defense. Accordingly, the SBA, even if not identified in Section A of this contract, is the prime contractor and retains responsibility for 8(a) certification, for 8(a) eligibility determinations and related issues, and for providing counseling and assistance to the 8(a) Contractor under the 8(a) Program. The cognizant SBA district office is:

(To be completed by the Contracting Officer at the time of award)

(b) The contracting office is responsible for administering the contract and for taking any action on behalf of the Government under the terms and conditions of the contract; provided that the contracting office shall give advance notice to the SBA before it issues a final notice terminating performance, either in whole or in part, under the contract. The contracting office also shall coordinate with the SBA prior to processing any novation agreement. The contracting office may assign contract administration functions to a contract administration office.

(c) The Contractor agrees that--

(1) It will notify the Contracting Officer, simultaneous with its notification to the SBA (as required by SBA's 8(a) regulations at 13 CFR 124.308), when the owner or owners upon whom 8(a) eligibility is based plan to relinquish ownership or control of the concern. Consistent with Section 407 of Pub. L. 100-656, transfer of ownership or control shall result in termination of the contract for convenience, unless the SBA waives the requirement for termination prior to the actual relinquishing of ownership and control; and

(2) It will not subcontract the performance of any of the requirements of this contract without the prior written approval of the SBA and the Contracting Officer.

(End of Clause)

252.222-7000 RESTRICTIONS ON EMPLOYMENT OF PERSONNEL (MAR 2000)

(a) The Contractor shall employ, for the purpose of performing that portion of the contract work in ALASKA, individuals who are residents thereof and who, in the case of any craft or trade, possess or would be able to acquire promptly the necessary skills to perform the contract.

(b) The Contractor shall insert the substance of this clause, including this paragraph (b), in each subcontract awarded under this contract.

(End of clause)

Instructions to Offerors

1.1 POINT OF CONTACT

- (a) The contract specialist is the point of contact for this acquisition. When addressing questions concerning any aspect of the solicitation, state the page number, section, and paragraph number needing clarification. Offerors may use the Question Form at **Attachment 1** or similar format) and submit questions to the following address or fax number:

Address: Regional Contracting Office-AK (FWA)
Attn: Ulanda Ganacias
P O Box 35510
Fort Wainwright, AK 99703-0510

E-Mail: ulanda.ganacias@wainwright.army.mil
Fax No.: (907) 353-7302
Phone No.: (907) 353-7178

- (b) **No information concerning this solicitation or request for clarification will be provided in response to telephone calls from the offerors.** Written inquiries will be answered in writing and provided to all offerors. All inquiries must be submitted no later than 10 Calendar days prior to the date of submission of offers as specified in the solicitation to allow sufficient time for the Government to prepare a response. **LATE INQUIRIES/QUESTIONS WILL NOT BE ENTERTAINED.**

© **Submission of Proposals:** Proposal's must be submitted no later than the offer due date and time stated in block 8 of the SF 1449.

- (i) Telegraphic/Facsimile responses **will not** be considered.

- (ii) The government **will not** be responsible **if** Hand-carried offer(s) is/are late due to heightened security conditions in the Post.

1.2 DEBRIEFINGS

All offerors may request debriefings by providing a written request to the Contracting Officer (KO/CO) within three (3) calendar days after receiving notification from the CO of elimination from the competitive range or award of contract at the following address:

Address: Regional Contracting Office-AK (FWA)
Attn: Elizabeth Loeser
P O Box 35510
Fort Wainwright, AK 99703-0510

E-Mail: elizabeth.loeser@wainwright.army.mil
Fax No.: (907) 353-7302
Phone No.: (907) 353-6588

To the maximum extend possible; debriefings will be conducted within 5 days of the debriefing request.

1.3 PROTEST

Protests, as defined in FAR 33.101, that are filed directly with an agency, and copies of any protest that are filed with the General Accounting Officer (GAO), shall be served on the Contracting Officer (address as follows) by obtaining written and dated acknowledgement of receipt form

Address: Regional Contracting Office-AK (FWA)
Attn: Elizabeth Loeser
P O Box 35510
Fort Wainwright, AK 99703-0510

1.4 DISCREPANCIES

If an offeror believes that the requirements in these instructions contain an error or omission, or are otherwise unsound, the offeror shall immediately notify the PCO in writing with supporting rationale.

1.5 TECHNICAL EXHIBITS

Due to security issues Technical Exhibits (Maps/Drawings) A through BQ must be requested for in writing. The request must be on company letterhead and follow the format and instructions provided in **Attachment 4**. Once the request is received the exhibits will be sent via the postal system within three (3) working days or be available for pick up at the RCO-AK, Bldg 3030, Rm 126, on Fort Wainwright. The exhibits will be available only on a compact disk (CD); no paper copies will be distributed.

1.6 PRE-PROPOSAL CONFERENCE AND SITE VISIT **(Completed)**

A pre-proposal conference/site visit will be conducted on 22 January 2003 at 9:00 A.M., Alaska Standard Time (AST), for the purpose of providing offerors an opportunity to become acquainted with the solicitation requirements and to ascertain the nature and location of the work. Offerors will meet at the RAC-AK, Bldg 3030, Rm 126, Fort Wainwright, Alaska. Offerors may be required to be escorted from the security point at Fort Wainwright's entrance gate. In the event an escort is required, point of contact is RCO – 353-7505 and request operator assistance to ensure you are met at the security point.

Your attendance at the pre-proposal conference is **highly encouraged**. Offerors are encouraged to inspect the site where services are to be performed and to satisfy themselves regarding all general and local conditions that may affect the cost of contract performance, to the extent that the information is reasonably obtainable. In no event shall failure to inspect the site constitute grounds for a claim after contract award. Offerors who wish to attend the

conference/site visit shall complete the Pre-Proposal Conference/Site Visit Reservation Form (**Attachment 5**) and shall submit it no later than 9:00 A.M. AST on 21 January 2003.

It is highly encouraged offerors to bring a copy of the solicitation to the pre-proposal conference. Copies of the solicitation will not be provided at the pre-proposal conference.

1.7 Deleted

1.8 GENERAL INFORMATION AND ISNTRUCTIONS FOR PREPARATION OF PROPOSALS

- (a) This section of the Instructions to offerors (ITO) provides general guidance for preparing proposals as well as specific instructions on the format and content of the proposal. The Offeror's proposal must include all data and information requested by the ITO and must be submitted in accordance with these instructions. The proposal must be complaint with the requirements as stated in the Performance Work Statement (PWS). Non-conformance with the ITO may result in an unfavorable proposal evaluation. The proposal must be clear and concise, and must include sufficient detail for effective evaluation. Offeror's shall assume that the Government has no prior knowledge of their facilities and experience, and will base its evaluation on the information presented in the offeror's proposal.
- (b) The Government reserves the right to revise or amend the specifications prior to the proposal closing time. Such revisions or amendments will be communicated by formal amendment (Standard Form 30) to this Request for Proposal. If such amendments require material changes in quantities or prices, the proposal closing date may be postponed by enough days to enable offeror's to revise their proposals. In such cases, the amendment will include an announcement of the new proposal closing date and time.

The following addition/changes are made to FAR 52.212-1

1. Paragraph (c); period for acceptance of offers is changed to read 60 calendar days from closing date of this solicitation.
2. Paragraph (e); Multiple Offers: Multiple Offers will not be accepted.
3. PROPOSAL PREPARATION INSTRUCTIONS
 - A. To assure timely and equitable evaluation of proposals, offerors must follow the instructions contained herein. Proposal's must be complete, self-sufficient, and respond directly to the requirements of this solicitation. The response shall be submitted in two (2) separate parts; **Part I** Pricing Information, **Part II** Past Performance Information.
 - B. The contracting officer has determined there is a high probability of adequate price competition in this acquisition. Upon examination of the initial offers, the contracting officer will review this determination and if, in the contracting officer's opinion, adequate price competition exists no additional cost information will be requested and certification under FAR 15.406-2 will not be required. However, if at any time during this competition the contracting officer determines that adequate price competition no longer exists offerors may be required to submit information to the extent necessary for the contracting officer to determine the reasonableness of the price.
 - C. Specific Instructions:

Part I Pricing Information:

SF 1449: Complete blocks 12, 17, and 30a, b, and c of the SF 1449. In doing so, the offeror accedes to the contract terms and conditions as written in the RFP.

Pricing Schedule: Insert proposed unit and extended prices for the base and all option years for each Contract Line Item Number (CLIN) and for each SubCLIN.

Offerors Representation and certifications-Commercial Items: Complete the necessary fill-ins in accordance with FAR 52.212-3 and 252.212-7000 Offeror Representations and Certifications.

8(a) Certified: Provide a letter from the Small Business Administration showing proof that your company is a qualified 8(a) small business concern.

SF-30, Amendment of Solicitation/Modification of Contract (if applicable)

Part II Past Performance:

- (a) **Quality and Satisfaction Rating for Contracts that have been or are still being performed within the past 3 years (work need not have stated nor been competed during the 3 years):** Provide any information currently available (letters, metrics, customer surveys, independent surveys, etc) which demonstrates customer satisfaction with overall job performance and quality of competed product for same or similar type contract. To include any and all Contractor Performance Assessment Reports (CPAR'S). In addition, explain corrective actions taken in the past, if any, for substandard performance and any current performance problems such as cost overruns, extended performance periods, etc.
- (b) **Past Performance Survey:** The government will evaluate the quality and extent of offeror's experience deemed relevant to the requirements of the RFP. The Government will use information submitted by the offeror and other sources such as other Federal Government offices and commercial sources, to assess experience. Offerors shall limit contracts reported to no more than five (5) contracts that have been worked since 1999 (contract work need not have started nor be completed during the three years). **Attachment 6** is a past performance questionnaire that must be filled out by the appropriate contracting agency and submitted along with offerors proposal. The following information is required and must be included in the offerors proposal:
- (i) Company/Division Name
 - (ii) Product Service
 - (iii) Contract number, contract period/date of performance, current or actual dollar amounts (per base and each option year)
 - (iv) Contracting Agency, including the name, address, telephone number, fact number and e-mail address of the current Contracting Officer and Contract Administrator.
 - (v) The offeror shall rank contracts in order to relevance to this solicitation's Performance Work Statement. The description of the services performed shall identify in specific detail for each contract cited, why or how that effort is relevant and similar in scope and magnitude to the effort required by this solicitation. Information or problems encountered on the identifiable contracts and the offeror's corrected action(s) shall also be provided.
 - (vi) Of thee contracts listed, the percentage of work actually performed by the Offeror's firm as a prime Contractor and a description of the work performed by any Subcontractor(s).
 - (vii) The offeror shall provide Part II: Past Performance Information to the RCO-AK (FWA) on the offer due date. If an Offeror has no relevant past performance history, then the Offeror must affirmatively state it possesses no relevant, directly related, or similar past performance. If an Offeror does not indicate whether past performance exists, the Offeror's proposal may be ineligible for award.

(viii) If a teaming/joint venture arrangement is contemplated, provide complete information as to the arrangement, including any relevant and recent past performance information on previous teaming arrangement with same partner. If this is a first time joint effort, each party to the arrangement must provide a list of past and present relevant contracts.

2.1 BASIS OF AWARD

(a) This will be a competitive best value source selection conducted in accordance with Army FAR supplement 5115.3. The government intends to award a single contract to the offeror whose proposal conforms to the solicitation requirements; who is deemed responsible in accordance with the Federal Acquisition Regulation (FAR); who demonstrates the Past Performance necessary to fulfill the requirements of the contract; and whose proposal provides the best overall value to the Government.

(b) The best value will be determined by evaluating the Offeror's Past Performance and Price/Cost Proposals.

- (i) Past Performance is considered approximately equal to
- (ii) Price/Cost

(c) Subjective judgment on the part of the Government is implicit in the evaluation process. Compliance with evaluation criteria is determined solely by the Government.

(d) Proposals that are unrealistic in terms of price, or reflect an inherent ability to provide the necessary requirements of the PWS may be rejected.

(e) Offerors are specifically advised that under this evaluation method, the lowest priced proposal may not necessarily receive the award. Likewise, the proposal receiving the highest Past Performance evaluation rating may not necessarily be awarded the contract.

(f) Offerors are cautioned to submit sufficient information and in the format specified in this RFP. Offeror's may be asked to clarify certain aspects of their proposal (for example, the relevance of past performance information) or respond to adverse past performance information to which the offeror has not previously had an opportunity to respond. Communication conducted to resolve minor or clerical errors will not constitute discussions and the contracting officer reserves the right to award a contract without the opportunity for a proposal revision.

(g) The government intends to evaluate proposals and award a contract without discussions. However, it reserves the right to conduct written or oral discussions with all responsible offerors whose proposals have been determined to be within the competitive range, in which case Proposal Revisions (PRs) may be required. In the event PRs are required, offerors are advised that unsupported proposal changes or proposal conditions/assumptions may jeopardize an otherwise acceptable proposal.

(h) The following conditions must be met in order to be eligible for selection:

- (1) The proposal must comply in all material respects with the requirement of law, regulation and condition set forth in this solicitation;
- (2) The Price proposal must be determined acceptable in accordance with the solicitations provisions;
- (3) The proposal must meet all solicitation requirements;
- (4) The offeror must be determined to be responsible according of FAR, Part 9, paragraph 9.104.

2.2 EVALUATION FACTORS

(1) Factor 1 – Price.

The government will assess offeror's price for each contract line item number (CLIN/SubCLIN), to include the basic period of performance, all option years, and the bottom line price to determine the following:

1. Reasonableness: Each proposal shall be subject to a price-reasonableness evaluation. In evaluating proposed cost, the Government will determine that the offeror's proposed cost is reasonable for the kinds and quality of required work.
2. Completeness: Offerors are required to submit on all items on this schedule. A proposal, which does not contain prices for the individual items, will be considered non-responsive and will be rejected.

(2) Factor 2 – Past Performance.

- a. The Government will assess each offeror's Past Performance as a prime contractor on similar service contracts. The assessment will be subjective yet unbiased when evaluating the quality of an offeror's past performance, focusing on the currency and relevancy (i.e., scope and magnitude) of the information. The Government will use a subjective assessment to determine its confidence of an offeror's relative capability and relative reliability to perform the required effort.
- b. The government may base judgment about the quality of an offeror's Past Performance on the information obtained through the following:
 1. Army Contractor Performance Assessment Reporting System (CPARS); other forms of assessment reporting systems completed by the offeror's references, i.e., Air Force, Navy, Federal, or State past performance assessments/surveys; and/or interviews with program managers, Contracting officers, or other sources known to the government. The references provided by the offeror will include performance as a Contractor on similar service contracts. The performances must have been worked since 1999 (contract work need not be completed).
 2. Statements of opinion about the quality of specific aspects of an offeror's performance, or about the quality of an offeror's overall performance. The Government may solicit information from an offeror's customers and business associates; federal, state and local government agencies; and from other persons and organizations.

****Note: The Government reserves the right to limit the number of references it decides to review and/or contact, and to contact references other than those provided by the offeror. The government also reserves the right to limit and/or increase the number of questions it asks offerors references. The government reserves the right to obtain additional information/documentation not submitted by offerors. Additionally, the ratings provided by offeror references may not necessarily be the same ratings given by the Government. Past performance will be assessed by using the evaluation criteria, ratings, and definitions/standards identified in the solicitation, and therefore may be different from the ratings given by offeror's references.**

- c. Past performance is a measure of the degree to which an offeror, has satisfied its customers and complied with Federal, state, and local laws and regulations.
- d. Past performance will address questions pertaining to, but not limited to, the following attributes to which an assessment will be made:

1. **The Quality of Service.** The Quality of service can be measured by how well the offeror conformed to or met contract requirements, specifications and standards of good workmanship (e.g. commonly accepted technical, professional, environmental, or safety and health standards).
 2. **Timeliness of Performance.** Timeliness can be measured by how well the offeror adhered to contract schedules and its responsiveness to technical direction and/or changing mission requirements.
 3. **Business Relations.** Business relations can be measured by how well the offeror worked with the government entity or private enterprise. This includes but is not limited to, the timeliness, completeness and quality of problem identification; corrective action plans; customer satisfaction; and timely award.
 4. **Management of Key Personnel.** Management of key personnel can be measured by the offeror's performance in selecting, retaining, supporting, and replacing, when necessary, key personnel with personnel who have a breadth of experience and knowledge in contract management, and who have demonstrated their ability to carry out contract management for and in behalf of the offeror.
- e. In performing a past performance evaluation, each offeror shall be assigned one of the following ratings:

<u>Rating</u>	<u>Definition/Standard</u>
Exceptional/High Confidence	Based on the offeror's performance record, essentially no doubt exists that the offeror will successfully perform the required effort.
Very Good/Significant Confidence	Based on the offeror's performance record, little doubt exists that the offeror will successfully perform the required effort.
Satisfactory/Confidence	Based on the offeror's performance record, some doubt exists that the offeror will successfully perform the required effort.
Neutral/Unknown Confidence	No performance record identifiable (see FAR 15.303(a) (2) (iii) and (iv)).
Marginal/Little Confidence	Based on the offeror's performance record, substantial doubt exists that the offeror will successfully perform the required effort. Changes to the offeror's existing processes may be necessary in order to achieve contract requirements.
Unsatisfactory/No Confidence	Based on the offeror's performance record, extreme doubt exists that the offeror will successfully perform the required effort.

REJECTION OF OFFERS

3.1 REJECTION OF OFFERS

- (a) **Offer on All Items:** Offerors must propose on all items. Failure to do so shall be cause for rejection of offer.
- (b) **Changes:** Changes in the solicitation any form, are not solicited. Offers containing changes will be rejected.

AWARD/MOBILIZATION PERIOD

4.1 AWARD/MOBILIZATION PERIOD

- (a) Award Date: On or after 10 February 2003
- (b) Mobilization Period: 20 days
- (c) Performance Start Date 1 March 2003

ATTACHMENT 2**PERFORMANCE WORK STATEMENT (PWS)****SECTION C-1 GENERAL****1.1. Statement of Work.**

1.1.1. Contractor's Responsibilities. The Contractor shall furnish all personnel, supervision, supplies, equipment, tools, materials, other items and services necessary to perform custodial service at Fort Wainwright Alaska (FWA) except those specified in Paragraph 3.1.1 as supplies furnished by the Government. Standards of performance are listed in Technical Exhibit 1 (TE1), Performance Requirement Summary (PRS)

1.1.2. The Contractor shall perform:

1.1.2.1. Basic cleaning tasks defined in paragraph 5.1 of this PWS, and in accordance with all additional requirements specified in Technical Exhibit 2 (Task and Frequency Schedule).

1.1.2.2. Periodic cleaning tasks defined in paragraph 5.2 of this PWS, and in accordance with all additional requirements specified in Technical Exhibit 2 (Task and Frequency Schedule).

1.1.2.3. Specific areas to be serviced under this contract are identified in Technical Exhibit A - BQ (Floor Plans).

1.1.2.4. Emergency and Miscellaneous Custodial Services. Services include but are not limited to; water extraction, carpet cleaning, carpet deodorizing, soil retardant, static guard, furniture moving, high dusting, light fixture cleaning, fan cleaning, venetian blind cleaning, ceiling tile cleaning, and window cleaning. The minimum performance time will be one (1) man-hour and the maximum will be eight (8) man-hours. Response period will be between two (2) hours and twenty-four (24) hours, depending on the nature of the service required. Contractor shall submit a completed billing of hours expended to the Contracting Officer within twenty-four (24) hours of completion of the assigned services.

1.2. Personnel.

1.2.1. The Contractor will furnish qualified supervisory, administrative and direct labor personnel to accomplish all work required by this contract.

1.2.1.1. The Contractor is cautioned that off-duty active military personnel hired under this contract may be subject to permanent change of station (PCS), temporary duty (TDY), change in duty hours or deployment, Military Reservists and National Guard members may be subject to recall to active duty. The abrupt absence of these personnel could adversely affect the Contractor's ability to perform. Their absence at any time shall not constitute a reason for nonperformance under this contract. Government employees and active duty military personnel cannot be used by the Contractor in the event of a strike by Contractor employees.

1.2.2. Project Manager (PM):

1.2.2.1. The Contractor shall provide a manager and/or alternate who shall be present and act with full authority for the Contractor on all contract matters relating to the daily operation of this

contract and shall be responsible for the overall management and coordination of work under this contract. The PM is responsible for the supervision, performance and inspection of all work, and is fully authorized to act for the Contractor on site. These individuals shall be designated in writing (listing names, addresses, and home telephone numbers) to the Contracting Officer prior to contract start date and shall be the central points of contact for this contract with the Government. Any changes in to PM and/or alternate shall be communicated in writing to the Contracting Officer and COR. The PM or his designated representative shall:

1.2.2.2. Provide to the Contracting Officer and Contracting Officer Representative (COR), a telephone number(s) where he/she can be reached between the hours 08:00 and 20:00 as well as a number where he/she can be reached 24 hours a day in case of emergencies only.

1.2.2.3. Acknowledge and respond to problems brought to his/her attention by the Contracting Officer within two hours (2) of notification.

1.2.2.4. Notify the COR of the problems (floor plan discrepancies and omissions, performance requirements interpretations, denied access, key problems, etc.) as they occur. Further, notify COR of any maintenance problems, (i.e., leaks, broken tile, clogged drains, non-functioning plumbing fixtures and/or light fixtures).

1.2.2.5. Read, write, speak and understand English well enough to effectively communicate with all personnel and building occupants.

1.2.3. Employees.

1.2.3.1. The Contractor's employees shall present a clean, neat appearance when working on the post. Each employee shall either wear Contractor provided clothing identifying the name of the company and the name of the employee, or wear a badge identifying the same. The Contractor employees shall wear a Government-furnished identification badge, which shall be visible, at all times while performing work under this contract. The badge shall contain the company and employee names. The Contractor shall ensure their personnel performing tasks requiring safety clothing and/or equipment wear required items according to the OSHA requirements for task assignments.

1.2.3.2. Employees shall read, write, speak and understand English well enough to effectively communicate with all personnel and building occupants.

1.2.3.3. Employee Conduct. Contractor employees may be denied access to the military installation by the installation law enforcement officials if it is determined that such entry may be contrary to good order, discipline, or the security of the installation.

1.2.4. Safety.

1.2.4.1. The Contractor shall comply with all applicable OSHA, DOD and installation safety regulations (including AR 385-10 and OSHA Regulations in 29 CFR, particularly those relating to hazardous materials) (See Section 3.2).

1.2.5. Fire Protection and Prevention.

1.2.5.1. The Contractor shall comply with all applicable fire protection/prevention regulations (USARAK Reg. 420-11) (See Section 3.2).

1.2.6. Accident Prevention.

1.2.6.1. The Contractor, in order to provide safety controls for protection to the life and health of employees and other persons; for prevention of damage to supplies, materials, property and equipment and to avoid work interruption in the performance of this contract, shall comply with all pertinent provisions of OSHA and to the safety *regulations referenced* herein Section 3.2 and will also take or cause to be taken such additional measures as the Contracting Officer may determine to be reasonably necessary for the purpose of safety.

1.2.6.2. All accidents shall be reported immediately to the COR. The Contractor shall maintain an accurate record of, and will report to the Contracting Officer all accidents resulting in death, **traumatic injury, occupational disease, damage to property, materials, supplies or other equipment incident to any work performed under this contract.** Such notification shall be as soon as practicable **no later** than the next business day following the accident.

1.2.6.3. If the Contracting Officer notifies the Contractor of any noncompliance with the foregoing provisions and the action to be taken, the Contractor, shall, after receipt of notice immediately take corrective action. Such notice when delivered to the Contractor or the Contractor's authorized representative at the work site shall be deemed sufficient for this purpose.

1.2.7. Motor Vehicles.

1.2.7.1. **Motor Vehicle Registration.** Contractor employees shall register their vehicles in accordance with the installation motor vehicle registration prior to commencing work under the provisions of this contract. The Contractor shall consult with the Post Provost Marshal to discuss all applicable vehicle registration, inspection, and traffic regulations prior to commencing work. The Contractor shall comply with all such regulations.

1.3. Quality Control/Quality Assurance.

1.3.1 **Quality Control.** The Contractor shall provide Project Quality Control for all elements of this contract.

1.3.1.1. **Quality Control Plan.** The Contractor shall establish and forward to the Contracting Officer prior to contract start date for acceptance, a complete quality control plan to ensure the requirements of the contract are met. An updated copy of the quality control program shall be provide to the Contracting Officer prior to the contract start date and as changes occur within the time frame specified by the Contracting Officer. The program shall include, but not be limited to the following:

1.3.1.1.1. **Inspection System.** An inspection system covering all the services in the Technical Exhibit 1 (Performance Requirement Summary). It must specify areas to be inspected, method of inspection, inspection frequency, and the name (s) and title of the person (s) who shall perform the inspection.

1.3.1.1.2. **Methods of Identifying Deficiencies.** A method of identifying (and preventing) deficiencies in the quality of services performed before the level of performance becomes unacceptable.

1.3.1.1.3. **Documenting all Inspections/Results.** A file of all inspections conducted, and the corrective action taken. **This file shall be made available immediately to the COR** designated by the Contracting Officer at anytime during the term of the contract. The Contractor shall submit daily inspection reports to the Contracting Officer/COR, identifying inspection made and deficiencies found by the PM.

1.3.1.2. Quality Control Personnel.

1.3.1.2.1. Names of personnel to be used for quality control are required within 20 days after award of contract.

1.3.1.2.2. Specific responsibilities and authority of quality control personnel will also be provided within 20 days after award of the contract.

1.3.1.3. Quality Control Staff. It shall be the Contractor's responsibility to provide adequate staffing for all Quality Control requirements of the Quality Control Plan. Since the contract involves a varying cleaning schedule, the Contractor shall structure the Quality Control Plan to adjust to the workload involved in these schedules. Regardless of the workload, the Contractor shall provide at a minimum, one full time Quality Control Person.

1.3.2. Quality Assurance.

1.3.2.1. The COR will monitor the Contractor's performance in accordance with TE1 and as directed by the Contracting Officer. All surveillance observations will be recorded. Those that indicate defective performance shall be initialed by the PM or designated alternative. If the PM does not concur with the COR's surveillance observations indicating defective performance, the PM shall submit a written reclaim to the COR within two (2) working days.

1.3.2.2. Performance Evaluation Meetings. The Project Manager shall meet with the Contracting Officer and/or COR weekly during the first 90 days of the contract. Thereafter, meetings will be scheduled as deemed necessary by either party. Meetings will be conducted during normal business hours. When a meeting is held, a memorandum for the record of the discussions will be prepared by the Government, with a copy furnished to the PM.

1.4. Hours of Operation.

1.4.1. The Contractor shall perform work in accordance with **Technical Exhibit A - BQ (Service Hour Schedule)**.

1.4.2. Recognized Holidays. The Contractor shall not perform any work on any weekday which is an U.S. Government holiday, or which is a day observed in lieu of the actual holiday. U.S. Government holidays are as follows:

New Year's Day

Martin Luther King Day

President's Day

Memorial Day

Independence Day

Labor Day

Columbus Day

Veteran's Day

Thanksgiving Day

Christmas Day

When one of the above designated legal holidays falls on a Sunday, the following Monday will be observed as a legal holiday. When a legal holiday falls on a Saturday, the preceding Friday is observed as a holiday by United States Government agencies. Whenever a service is required three (3) days per week or less, and the work would normally be scheduled on a day which is a holiday, or a day observed in lieu of, then the work shall be performed on the preceding or following day.

1.4.3. Denied Access.

1.4.3.1. In the event that the Contracting Officer/COR determines that the Contractor's services are not required due to disaster, alert, post closure, etc., the Contractor will be notified as early as possible. When an unforeseen closure occurs, the Government shall have the following options:

1.4.3.1.1. To require the Contractor to perform the work on the following day unless the following day is a Saturday, or Sunday and the routine work is not scheduled for Saturday, or Sunday.

1.4.3.1.2. To forgo the work and reduce payment to the Contractor accordingly for work not performed.

1.4.3.1.3. To reschedule the work on any day that is satisfactory to both parties.

1.5. Work Schedule.

1.5.1 The Contractor shall schedule all work in accordance with the frequency requirement of Technical Exhibit 2 (Task and Frequency Schedule), and the service hour requirements of **Technical Exhibit A – BQ** (Floor Plans).

1.5.2 Upon notification of contract award, the Contractor shall submit to the COR a general schedule of planned performance of work for the contract period. The schedule shall indicate the day or days of the week that weekly, or more frequent services will be accomplished, the week of the month that items of less than weekly frequency will be accomplished and the services to be accomplished.

1.5.3 The Contractor shall submit a written monthly work schedule to the Contracting Officer's Representative (COR) no later than five (5) Government workdays in advance of the upcoming month. The schedule shall identify all work to be performed during the next month. Recurring services shall be identified and the day and date of performance indicated. Changes or additions to any previous submitted schedules must be coordinated with the COR in advance of the submission of the monthly work schedule.

1.5.4. Basic periodic floor stripping and refinishing work shall be completed during initial cleaning of buildings and then six months after the initial cleaning. The Contractor shall submit a written monthly work schedule for basic periodic floor stripping and refinishing, to the Contracting Officer's Representative (COR) no later than five (5) Government workdays in advance of the upcoming month.

1.6. Rework.

1.6.1. The Contracting Officer or the COR will have the right to require the Contractor to re-perform, (in accordance with FAR 52.212-4(a)) at no additional cost to the Government, all cleaning tasks which are not performed in accordance with this contract. All rework shall be completed within 24 hours, or prior to next scheduled cleaning, whichever is the least amount of time. If work cannot be re-performed or is not performed to the Government contract standards, deductions will be made in accordance with TE1.

1.6.2. The rights of the Government and remedies described in this Performance Work Statement (PWS) are in addition to all other rights and remedies set forth in this contract. Specifically, the Government reserves its rights under the "Inspection of Services" and "Termination for Default" FAR Clauses. Any deductions pursuant to the PRS shall reflect the reduced value of services performed under the contract. The Contractor shall not be relieved of full performance of the services there under and may be terminated for default based upon inadequate performance of service even if a deduction was previously taken for poor performance.

1.7. Contract Inspections.

1.7.1. The Government may perform up to 100 percent inspection during the initial phase-in portion (the first 90 days) of the contract. Once the quality level of service has been established and attained

regularly by the contractor, random sampling will be implemented. However, the Government may perform up to 100 percent inspection at any time the contractor's performance becomes substandard.

1.7.1.1. Random Sampling is a method of looking at a few individual lots to determine the quality of that lot against a standard.

1.7.2. Customer Complaint.

1.7.2.1. Each validated customer complaint (written or telephonic) will be annotated as a deficiency. Validated Customer complaints can lead to deductions pursuant to FAR 52.246-4 ("Inspection of Services"). The Contractor shall be required to re-perform the work, if possible. If the Contractor cannot re-perform the work, or fails to re-perform to the satisfaction of the Government, the contract payment will be reduced, commensurate with the reduced value of the service performed, in keeping with the "Inspection of Services" (FAR 52.246-4) clause of contract. Controversial issues in regard to this matter that cannot be satisfactorily resolved between the parties, shall be resolved under the "Disputes" clause of the contract.

1.7.2.2. When a complaint is received, the COR will contact the building custodian to verify the complaint. If the COR is satisfied the complaint is valid, the Contractor will be notified of the defect.

1.7.2.3. Contractor shall meet with the COR at a prearranged time to review the COR's inspections. The Contractor shall acknowledge review of the reports by initialing the inspection reports.

1.8. Security.

1.8.1. Building Security. The Contractor shall be required to safeguard Government property in his work area. Government facilities and Contractor equipment shall be secured at the end of each work period. Windows or exterior doors which the Contractor or representative find unsecured, shall be reported to the post Staff Duty Non Commissioned Officer (NCO) immediately upon discovery, and to the COR no later than close of business on the next Government working day.

1.8.2. Access roster. The Contractor shall submit a current access roster(s) to the Contracting Officer/COR within 24 hours of the award of the contract or at the request of the Contracting Officer/COR. The access roster(s) shall identify, by building number, each employee, alternates (name and social security number) scheduled to work, and in addition, the roster(s) shall give approximate time the employee(s) will be in the building. Any additions or deletions to this roster shall be submitted to the Contracting Officer/COR within 24 hours of the change.

1.8.3. Access Register. Contractor employees shall sign registers upon entering and leaving any buildings/work areas where required or if there is an increase in the Post's security status. The access register(s) shall be centrally located.

1.8.4. Installation Access. The contractor shall be responsible for obtaining installation access as required for all Contractor employees authorized to work at the site. Any Government furnished identification shall be returned to the Government when the Contractor employee no longer works for the Contractor at this installation.

1.8.5. Key Control. The Contractor shall not lose, misplace, or misuse any keys issued to the Contractor by the Government. Two keys shall be issued per lock. The Contractor shall provide to the Contracting Officer a list of Contractor employees who have keys to Government buildings. At the request of the COR, keys shall be available for periodic inspection. "Lost," means the inability to produce a key within 24 hours of request by the Contracting Officer/COR. The Contractor shall report lost key(s) to the Contracting Officer/COR no later than close of business of the next Government working day following the

discovery of the loss. The Contractor shall be liable for the cost incurred by the Government to replace locks and/or keys. Keys issued to the Contractor shall not be duplicated.

1.9. Conservation of Utilities.

1.9.1. The Contractor shall perform all work in a manner which precludes the waste of utilities this includes:

1.9.1.1. Using lights only in the areas where and at the time work is being performed.

1.9.1.2. Not adjusting mechanical equipment controls for heating, ventilation, air conditioning systems, etc.

1.9.1.3. Turning off water faucets, valves, etc., after use.

1.9.1.4. Not using Government telephones for personal reasons.

1.10. Lost and Found Property.

1.10.1. All personal property found by the Contractor's employees shall be turned in to the Post Provost Marshal's Office.

SECTION C-2 DEFINITIONS

2.1 STANDARD DEFINITIONS

Contracting Officer. An individual who, by appointment, has been granted explicit authorization to enter into, administer, change the terms and/or terminate contracts as well as make related determinations and findings. This is the only Government representative authorized to bind the Government.

Contracting Officer's Representative (COR). A person designated in writing by the Contracting Officer to be responsible for ensuring that the Contractor complies with the terms and conditions of the contract. Responsibilities include documenting and surveilling the contract services.

Contract. A mutually binding legal relationship obligating the seller to furnish supplies or services and for the buyer to pay for them. All types of commitments that obligate the Government to an expenditure of appropriated funds is included and except as otherwise authorized by the Contracting Officer are in writing.

Contractor's Quality Control Plan. Those actions taken by a Contractor to control the performance of services in order to meet the requirements of the PWS.

Quality Assurance. The Government's Surveillance program which serves to evaluate the effectiveness of the Contractor's own Quality Control Program; in conjunction with the PWS, under the authority of the "Inspection of Services" clause of this contract.

Quality Control. The Contractor's program which serves to ensure that all requirements of the contract are provided consistent with industry standards, for custodial service.

Service. A job performed to a standard within an acceptable quality level. The contractor shall do a specific job; meet a specific standard and acceptable quality level as shown in Technical Exhibit 1. The Government will determine whether performance has been acceptable and whether the Contractor will be paid the full monthly amount.

Defective Service. A service output that does not meet the standard of performance associated within the Performance Requirement Summary (PRS)

Performance Requirement. The point that divides acceptable and unacceptable performance. In the case of surveillance by random sampling, the performance requirement is the allowable number of defects in the random sample chosen that may occur before the Government will effect the price computation system in accordance with the PRS and the Inspection of Services clause. When the method of surveillance is other than random sampling, the performance requirement is the number of defects or maximum allowable percent of defects in the lot before the Government will effect the price computation system in accordance with the PRS and the Inspection of Services clause.

Performance Requirements Summary (PRS). Identifies the key service outputs of the contract that will be evaluated by the Government to assure contract performance standards are met by the Contractor.

Lot. A collection of service output from which a sample is to be drawn and inspected to determine conformance with the standard.

Lot Size. The number of service outputs in a lot.

Output. The amount of something produced by a system or process during a given span of time.

Sample. A sample consists of one or more service outputs drawn from a lot. The number of output in the sample is the sample size.

Random Sample. A method of sampling whereby each service output has an equal chance of being selected.

Random Sampling. A method of looking at a few individual lots to determine the quality of that lot against a standard.

Polished Appearance. Having a smooth and glossy surface free of scuffmarks, heel marks and stains produced by a mechanical process of polishing.

Basic Cleaning. Routine custodial service, which accomplishes the results identified in paragraph 5.1 of the PWS entitled, "Basic Cleaning Standards" and in accordance with the standards established during Initial Cleaning. The frequency of Basic Cleaning is specified in Technical Exhibit 2 (Task and Frequency Schedule) and ranges from twice daily to one time per week.

Reasonably Clean. The entire surface shall be free of any of the following foreign substance: dirt, dust, film, foreign matter, foul odor, fungus, mildew, mineral buildup, residue buildup, scale, scum, scuff marks, marks, smudges, spots, and streaks.

Periodic Cleaning. Custodial service, which accomplishes the results, identified in paragraph 5.2 of the PWS, entitled "Periodic Cleaning" and in accordance with the standards established during Initial Cleaning. The frequency of Periodic Cleaning is specified in Technical Exhibit 2 (Task and Frequency Schedule).

Stripping. The complete removal, without damage to the floor surface, of all finish and or sealer from all visible floor surfaces and from those floor surfaces, which can be exposed by the removal of non-fixed furnishings.

Refinishing. The proper application shall show a uniform coating of floor finish and present a uniform glossy appearance.

SECTION C-3 GOVERNMENT FURNISHED SUPPLIES, PROPERTY AND SERVICES.

- 3.1. General.** The Government will provide facilities as follows
- 3.1.1. Supplies.** The Government will provide the Contractor with toilet tissue, hand towels and soap to be used for restocking purposes in the performance of this contract.
- 3.1.2. Storage.** Where available, the Contractor shall **share** storage areas and janitorial closets with building occupants. Janitor's closets, including sinks, floors, mops and brooms shall be free of dirt, foreign matter, standing water, trash and foul odor. All **chemicals and germicidal agents used in the contract performance shall be tightly** capped and stored in accordance with manufacturer's recommendations.
- 3.1.3. Identification Badges.** The Contractor shall request employee identification badges for employees during their tour of duty from the COR. The Contractor will be responsible for reimbursing the Government for the cost of replacing lost or stolen employees badges.
- 3.1.4. Insect, Pest and Rodent Control.** The Government will take **action as the necessary** in the prevention of insect, pest or rodent **infestations**. The Contractor shall notify the Government when insect, pest or rodent activity or harborage is discovered.
- 3.2. REGULATIONS AND REFERENCES: The following list of regulations is available form the website: www.epa.gov/oamrfp12/ptod/epaar.pdf; <http://web7.whs.osd.mil/odiss/publications/pub2htm>.**

AR 385 – 10

**DOD and Installation Safety Regulation
OSHA Regulations 29 CFR**

USARAK R 420 – 11

Fire Protection/Prevention Regulation

USARAK k Reg 200-4

Hazardous Disposal

SECTION C-4 CONTRACTOR - FURNISHED PROPERTY.

- 4.1. General.** Except for those items or services specifically stated as Government –furnished in Section C-3, the Contractor shall furnish everything required to perform the work and tasks described in this PWS.
- 4.2. Contractor Furnished Supplies.** The Contractor shall furnish all materials, supplies (including individual plastic trash can liners and large trash bags for removal of debris to dumpsters) and equipment required, except as specified in Paragraph 3.1, to meet the terms of this contract.
- 4.3. All supplies normally used within industry standards, (including any chemicals, solvents, wax, toilet bowlcleaner, stripper etc.) and prepared Material Safety Data Sheets, shall be submitted to the COR for approval prior to use. All material shall be used in accordance with OSHA standards and manufacturer's recommendations.**
- 4.3.1. Material Safety Data Sheets (MSDS).** MSDS documents shall be posted/present in all areas where chemicals, solvents, wax, toilet bowl cleaner, stripper, etc. are being used or stored by the Contractor.
- 4.4.** The Contractor shall submit provisions for disposal of all chemicals, germicidal agents, and their containers to the COR for approval prior to disposal. Disposal of hazardous waste material from the project site is the sole responsibility of the Contractor. The Contractor may use Post's hazardous materials and waste management facility for disposal of hazardous waste material. The Contractor shall coordinate with the facility prior to disposal by **calling 356-2023**. Hazardous waste disposal shall be in accordance with **USARAK Regulation 200-4**.
- 4.5. Loss or Damage to Contractor Property.** **The Government will not be responsible in any way for loss or damage occasioned by fire, theft, and accident or otherwise to the Contractor's materials, Supplies or**

equipment on the Government property, unless the Contracting Officer determines that the damage is due to negligence on the part of the Government. The security of the equipment is the responsibility of the Contractor.

SECTION C-5 CLEANING STANDARDS:

5.1. Basic Cleaning Standards.

5.1.1. Trash Removal. All wastebaskets and other trash containers shall be free of trash, dirt and foul odors, contain plastic trash liners, and shall be returned to their original positions. Plastic trash liners shall not be torn, heavily soiled, or have a foul odor. New plastic trash liners shall be placed in each wastebasket and trash container. **The bag should fit the container with sufficient excess to be able to securely close the bag when full.** Boxes, cans, papers, and other items marked "TRASH" shall be removed to the dumpster. Trash shall be deposited in the nearest outside trash collection point. **The Contractor shall remove any and all trash resulting from custodial functions upon the completion of specific task.**

5.1.1.1. Trash removal for Child Care Centers, Child Development Centers, Youth Centers, Education Centers, and Physical Fitness Centers. In addition to Paragraph 5.1.1 all surfaces inside and out of all wastebaskets, diaper pails, and other trash containers shall be washed **and** disinfected (using an appropriate cleaning agent). Trash containers shall be free of film, spots, smudges, streaks, scale, scum, foul odors, fungus, or fungus materials. Items shall be returned to their original positions. New plastic trash liners shall **be** placed in each wastebasket and trash container.

5.1.2. Floor Cleaning.

5.1.2.1. Carpet and Rug Vacuuming. All carpets, rugs, and carpet-type runners shall be vacuumed. The entire floor, including areas under desks+, chairs, trash receptacles and easily moveable items weighing up to 50 lbs., shall be free of removable dirt, dust, litter, soil, grit, stains and spots. Floors shall have a reasonably clean appearance. The Contractor will not be required to move chair mats. Occupants desiring cleaning where chair mats exist will remove mats to facilitate cleaning. All moved items shall be returned to their original positions. Upon initial discovery, all carpet tears, burns and raveling shall be reported to the COR.

5.1.2.2. Non-Carpeted Floor Cleaning. All non-wood, non-carpeted floors, including stairs and stairwells, shall be dust mopped. All wood floors shall be swept and dry-mopped. The entire floor, (including base molding and areas under desk, chairs, trash receptacles and easily moveable items weighing up to 50 lbs.), shall have a reasonably clean appearance and be free of loose dust, litter, soil, and grit. The Contractor shall not be required to move chair mats. Occupants desiring cleaning where chair mats exist will remove mats to facilitate cleaning. Clean floors shall show no evidence of scuffmarks, stains, films, dirt streaks, swirl marks, detergent residue, mop strands, or standing liquids. There shall be no splash marks or mop streaks on furniture, walls, baseboard, heaters, or other non-floor areas. The non-carpeted resilient flooring shall be maintained to a clean and polished appearance and as a minimum shall be spray buffed every other cleaning day, excluding wood floors and stairs. All moved items, including classroom desks, shall be returned to their original positions.

5.1.2.2.1. Stripping. Resilient flooring shall be stripped and refinished every six months. Stripping shall include the complete removal of all existing finish and/or sealer from all visible floor surfaces without damage to the floor surface. The Contractor shall also strip those floor surfaces, which can be exposed by the removal of non-fixed furnishings. Stripping chemicals used shall meet the manufacturer's recommendation for the type of finish and/or sealer being stripped. The Contractor shall apply stripping agents in accordance with the manufacturer's directions.

5.1.2.2.2. Refinishing. The floor finish shall meet the manufacturer's recommendation for the type of flooring to which it is applied. Floor finish shall be applied in accordance with manufacture's recommendations. Floor finish removed from the container, but not used, shall be discarded and not returned to the original container. After the finish has dried, the floor reflectance shall be uniform and no scuffmarks, stains, films, dirt streaks, swirl marks, detergent residue, mop strands, streaks, swirls, etc., shall be visible. There shall be no splash marks or mop streaks on furniture, walls, baseboard, heaters, or other non-floor areas

5.1.2.2.3. Spray-Buffer. Prior to being spray-buffed, the floor surface shall be swept and brought to a clean uniform appearance. Spray-buffing solution shall be used to restore a uniform gloss and protective finish to resilient tile floors, which are finished with a floor finish. The spray-buff solution shall be prepared in accordance with the manufacturer's directions. The, floor finish shall be of the type already on the floor. All areas accessible to the floor machine shall be spray-buffed. Chairs, trash receptacles, etc. shall be tilted or moved where necessary to spray-buff underneath. The floor shall be swept after being spray-buffed. After spray-buffing, the entire floor shall have a uniform, glossy appearance, free of scuff marks, heel marks, and other stains, and shall have a uniform coating of floor finish. All spray-buff solution shall be removed from baseboards, furniture, trash receptacles, etc.

5.1.2.3. Entrance Mats, Grates, and Grate Pit Cleaning. All entrance mats, grates, and grate pits which have grates that are easily removable by hand, shall be free of all litter, soil, and grit. Return all mats and removable grates to their original position after cleaning. Litter, soil, grit and standing water shall not be present beneath entrance mats.

5.1.3. Low Dusting. All office furniture and equipment (excluding desks, computers, fabric covered chairs, phones, electric calculators and concession equipment) shall be free of dust, lint and litter to height of seven (7) feet above the floor.

5.1.4. Spot Cleaning. All washable walls, stairs and stairwells, partitions, paneling, doors, ledges, windowsills, and handrails shall have a reasonably clean appearance free of stains, spots, smudges, streaks, and fingerprints, to a height of seven (7) feet above the floor.

5.1.5. Drinking Fountain/Sink Cleaning. All porcelain and metal surfaces of drinking fountains and sinks, including orifices and drains, shall be disinfected with an appropriate agent, and shall be free of stains, spots, smudges, streaks, fingerprints, scale and mineral buildup.

5.1.6. Glass Cleaning. All glass partitions, directory and display cases, mirrors, and similar items shall have a reasonably clean appearance free of dirt, spots, smudges, streaks, fingerprints, and water.

5.1.7. Chalkboard Tray Cleaning. All chalkboard trays shall be free of chalk dust. Dust shall be removed as trash. All chalk shall be returned to the chalk tray.

5.1.8. Restroom Cleaning and Restocking. The following results shall be accomplished in accordance with standards:

5.1.8.1. Trash Removal: As defined in Paragraph 5.1.1.

5.1.8.1.1. Trash removal for Childcare Centers, Child Development Centers, Youth Centers, Education Centers, and Physical Fitness Centers: As defined in Paragraph 5.1.1.1.

5.1.8.2. Carpet and Rug Vacuuming. As defined in Paragraph 5.1.2.1.

5.1.8.3. Non-Carpet Floor Cleaning. As defined in Paragraph 5.1.2.2. In addition, the floors shall be disinfected using an appropriate agent. All floor tile and grout shall have a reasonably clean appearance and be free of dirt, film, spots, smudges, streaks, scale, scum, debris matter, foul odor, mildew, fungus, mineral buildup and rust.

5.1.8.4. Walls. All wall/ partition surfaces, including grout between tiles, shall be disinfected using an appropriate agent. All wall surfaces and grout shall have a reasonably clean appearance and be free of dirt, film, spot, smudges, streaks, scale, scum, debris matter, foul odor, mildew, fungus, rust and mineral buildup.

5.1.8.5. Low Dusting. All walls, lockers, partitions, paneling, radiators, heat registers, heat convectors, ledges, window sills and handrails shall be free of dust, lint and litter to a height of seven (7) feet above the floor.

5.1.8.6. Spot Cleaning. As defined in Paragraph 5.1.4. In addition, all surfaces shall be disinfected using an appropriate agent.

5.1.8.7. Fixture Cleaning. All surfaces of sinks, toilets, urinals, dispensers having orifices, drains and plumbing connections shall be disinfected with an appropriate agent and shall be free of rust, scale, stains, spots, smudges, streaks, fingerprints, debris matter, foul odor and mineral buildup.

5.1.8.8. Glass Cleaning. All mirrors and glass surfaces shall be free of dirt, film, spots, smudges, streaks, fingerprints and water.

5.1.8.9. Supply Stocking. Sufficient quantities of all Government furnished supplies shall be stocked in available dispensers.

5.1.9. Showers/Lockers/Dressing Rooms/Tiled Areas, Cleaning and Restocking. The following results shall be accomplished in accordance with cleaning standards outlined in this PWS:

5.1.9.1. Trash Removal. As defined in Paragraph 5.1.1.

5.1.9.2. Carpet and Rug Vacuuming. As defined in Paragraph 5.1.2.1.

5.1.9.3. Non-Carpet Floor Cleaning. As defined in Paragraph 5.1.2.2. In addition, the floors shall be disinfected using an appropriate agent. All floor tile and grout shall have a reasonably clean appearance and be free of dirt, film, spots, smudges, streaks, scale, scum, debris matter, foul odor, mildew, fungus, rust, and mineral buildup.

5.1.9.4. Walls. All wall/ partition surfaces, including grout between tiles, shall be disinfected using an appropriate agent. All wall surfaces and grout shall have a reasonably clean appearance and be free of dirt, film, spot, smudges, streaks, scale, scum, debris matter, foul odor, mildew, fungus, rust and mineral buildup.

5.1.9.5. Low Dusting. All walls, lockers, partitions, paneling, radiators, heat registers, heat convectors, ledges, window sills and handrails shall be free of dust, lint and litter to a height of seven (7) feet above the floor.

5.1.9.6. Spot Cleaning. As defined in Paragraph 5.1.4: In addition, all surfaces shall be disinfected using an appropriate agent.

5.1.9.7. Fixture Cleaning. All surfaces of sinks, toilets, urinals, dispensers having orifices, drains and plumbing connections shall be disinfected with an appropriate agent and shall be free of

rust, scale, stains, spots, smudges, streaks, fingerprints, debris matter, foul odor and mineral buildup.

5.1.9.8. Glass Cleaning. All mirrors shall be free of dirt, film, spots, smudges, streaks, fingerprints and water.

5.1.9.9. Supply Stocking. Sufficient quantities of all Government furnished supplies shall be stocked in available dispensers.

5.1.10. Steam and Sauna Room Cleaning.

5.1.10.1. Wood floor racks and benches shall be cleaned and disinfected with an appropriate agent. Floor racks, benches, seats, floors, walls and grout shall be disinfected with an appropriate agent and be free of soap and body film, mold, mildew, scum, mineral deposits, dirt, debris, and foul odor. Floor racks and benches shall be returned to their original positions.

5.2. Periodic Cleaning Standards.

5.2.1. Floor Maintenance.

5.2.1.1. Non Carpet Floors. The entire room area, including concrete sub-floors, shall be cleaned with vacuum cleaners. All resilient, non-grouted, tile floors, stairs and stairwells (excluding rubber tile) which are accessible and which are covered by moveable non-fixed furnishings weighing up to 50 lbs. (rugs, chairs, trash receptacles etc.) shall be stripped or scrubbed of all existing floor finish. Stripped floor shall be refinished with approved floor finish. Stripping agents shall be neutralized before floor-finishing agent is applied. All refinished floors shall have a polished appearance, free of scuffmarks and heel marks. All furnishings moved by the Contractor shall be returned to their original positions.

5.2.1.1.2. Preparation of area to be cleaned. Normally, areas to be cleaned will not be covered with furniture. Where it is necessary for the Contractor to move furniture and furnishings, it shall be done with extreme care. After the floor is cleaned, the furniture and furnishings shall be replaced to make the area ready for use the next business day. Such removal and replacement of furniture shall be included at the rates cited in the applicable line item of the schedule for stripping and refinishing floors with furniture moving. No additional charges, other than those specified in the Schedule, shall be made for the purpose of moving furniture to facilitate on-site cleaning. The Contractor is not required to remove items of furniture in excess of 50 lbs.

5.2.1.2. Carpet Cleaning. The Contractor shall make a careful inspection of all articles to be cleaned noting spots, stains, discoloration's, faded areas, tears, loose tufts or misshapen weave, and general wear and use condition. Prior to cleaning, Contracting Officer/COR shall be advised in writing of any conditions that prevent articles from being cleaned satisfactorily because of stains, fading, discoloration (e.g. "delayed action" sugar stains), or other conditions that may not be entirely removed by the usual professional cleaning operations. The Contracting Officer/COR shall then determine whether or not to authorize the Contractor (orally, confirmed in writing) to proceed with the services.

5.2.1.2.1. Stains. Stains shall be removed, if it can be accomplished by an accepted cleaning method, which will not jeopardize the serviceability or mar the appearance of the rug or carpet. Articles shall be prespotted before cleaning in order to remove stains. Carpets must be inspected after drying for spots and stains at which time any finishing work can be done, such as re-spotting, touching up, or re-cleaning if necessary.

5.2.1.2.2. The cleaning process shall be safe and harmless to the carpet and shall have no lingering or objectionable odors. There shall be no shrinkage factor allowed on installed carpets or carpet tiles (e.g. tacked down, glued, trackless, free-lay tiles, etc.). On loose carpets, a 5 percent shrinkage factor is allowed in either length or width on all EXCEPT Hexameters and Bigelow Gantry carpets (or other woven carpet with natural fiber backing), where a 10 percent shrinkage factor will be allowed. In all cases, cleaning shall not adversely affect appearance or durability.

5.2.1.2.3. If the cleaning process is likely to cause shrinkage in a particular type of carpet or carpet tiles, the Contractor shall inform the Contracting Officer/COR ordering the cleaning so as to enable Contracting Officer/COR to determine if the cleaning is still desired.

5.2.1.2.4. No repairs of any kind are included in the price for cleaning carpets.

5.2.1.2.5. Preparation of area to be cleaned. Areas to be cleaned may be covered with furniture. Where it is necessary for the Contractor to move furniture and furnishings, it shall be done with extreme care. After the carpet is cleaned, the furniture and furnishings shall be replaced to make the area ready for use the next business day. Such removal and replacement may be charged as "furniture moving" and will be at the rate cited in the applicable line items of the Schedule. No additional charges will be made for the purpose of moving furniture to facilitate on-site carpet cleaning. Any moving of furniture must have prior approval of the Contracting Officer/COR. The Contractor is not required to remove items of furniture in excess of 50 lbs.

5.2.1.2.6. Cleaning by the Hot Water Extraction Process. The Contractor shall safely and thoroughly vacuum carpets by using a suitable commercial or industrial vacuum machine in order to remove debris (e.g. embedded dirt and sand particles) and loosen matted piles. Carpets shall be cleaned by the hot water extraction process. Carpets shall be cleaned with hot water that is at least 130 degrees Fahrenheit at tank. The cleaning process shall remove all traces of visible dirt, grime and soil from carpets, leaving them free from residue. Carpets shall be vacuumed with a water pickup vacuum in order to remove as much moisture as possible then brushed to restore flattened pile to its natural lay. **NOTE:** The Government is not obligated by the terms of this contract to furnish the Contractor with hot water. Accordingly, Contractor must own or will have available equipment which will raise water temperature in the tank of the extraction unit to 130 degrees Fahrenheit and which will maintain the water in the tank at that temperature throughout the cleaning process.

5.2.1.2.7. Protection. The Contractor shall protect all carpeting by placing protective, nonabsorbent pads or foil between the furniture and the clean carpets. Floor mats underneath desk chairs are not to be put back in place until carpet is dry to prevent mildew. The occupants will replace floor mats.

5.2.1.2.8. Application of Soil Retardant. The soil retardant to be applied under the provisions of this subparagraph shall be capable of protecting carpeting against dirt, water-based spills, and oil-based spills. Treated carpet shall demonstrate repellency when tested by both mineral oil and tap water 48 hours after application. Soil retardant shall be applied directly to carpeting following carpet cleaning by the hot water extraction process. Soil retardant shall be applied in accordance with the manufacturer's instruction using equipment approved by the manufacturer.

5.2.1.2.9. The Contractor shall perform all carpet cleaning work on weekends. The Contractor may however begin carpet-cleaning work at close of business on Fridays

unless otherwise instructed by the Contracting Officer/COR. The Contractor shall coordinate first with the Contracting Officer/COR and then the user for scheduling of all carpet cleaning.

5.2.2. High Dusting.

5.2.2.1. All surfaces, including venetian blinds, shades, ventilation grates, etc. (except ceilings) shall be free of all dust, lint and litter over a height of seven (7) feet above the floor.

5.2.3. Light Fixture Cleaning.

5.2.3.1. All fluorescent light fixture diffusers shall be free of bugs, dirt, dust, grease and other debris.

5.2.4. Window Cleaning:

5.2.4.1 Windows. Windows are the glass surfaces that are an integral part of the outer surfaces of the building. **Similar surfaces, not part of the outer surface of the building, shall be cleaned as defined in paragraph 5.1.1.6 Glass Cleaning.**

5.2.4.2. Cleaning window surfaces. The interior and exterior of the window area shall be cleaned, removing all traces of film, dirt, smudges, water, and all other debris. This shall include window frames, casings, sills, and glass.

5.2.4.2.1. Removable Storm Windows and Screens. Storm indows and screens, which are easily removed by hand, shall be cleaned to the same standard as above.

5.2.5. Security Screens. The Contractor shall coordinate with the CO/COR for removal of security screens for window washing.

END OF PWS

TECHNICAL EXHIBIT 1

PERFORMANCE REQUIREMENTS SUMMARY

1. **Performance Requirement Summary. (PRS).** The purpose of this exhibit is to:
 - 1.1. List the PWS requirements considered most critical to satisfactory contract performance. The absence from this PRS of any contract requirement; however, shall not detract from its enforceability or limit the rights or remedies of the Government under any other provision of the contract, including the clauses entitled "Inspection of Services" and "Default." Other tasks not listed in the PRS may be added for surveillance; however, the Contracting Officer will notify the Contractor of the change at least 30 days prior to the effective date.
 - 1.2. Define the standard of performance of each required service (Column 3 of chart).

- 1.3. Set forth the maximum allowable degree of deviation (AQL) from perfect performance for each required service that shall be allowed by the Government before contract performance is considered unsatisfactory (Column 4 of chart).
 - 1.4. Explain the Quality Assurance methods the government will use to evaluate the Contractor's performance in meeting the contract requirements (Column 5 of chart).
 - 1.5. Show the percentage of the major elements of the contract price that each listed contract requirement represents (Column 6 of chart).
 - 1.6. Define the procedure the Government shall use in reducing the Contractor's monthly payment if satisfactory performance is not rendered by the Contractor.
2. **Government Quality Assurance.** Contractor performance will be compared to the contract standards and performance requirements using the Quality Surveillance Plan (QASP) as well as the Contractor's Quality Control Plan.
- 2.1. The Government's primary quality assurance procedures are based on random sampling of the recurring critical output products of the contract using the concepts of ANSI Z1.4. In accordance with FAR Clause 52.246-0004, entitled, "Inspection of Services--Fixed Price", other areas will be reviewed periodically (daily, quarterly, annually), or by customer complaints.
3. **Criteria for Evaluation Performance.** The criteria for acceptable and unacceptable performance is as follows:
- 3.1. For requirements surveilled by sampling:
 - 3.1.1. Criteria are derived from ANSI Z1.4 based on the lot size (number of times a service is done per month), sample size and AQL for each contract requirement. When the number of defects in the Contractor's performance discovered by the COR exceeds the allowable number of defects, a Contract Discrepancy Report (CDR) will be prepared by the COR. A copy of the CDR will be provided to the PM and the original will be submitted to the Contracting Officer for review/approval. Upon validation/approval of the CDR, the Contracting Officer will officially issue it to the Contractor. The Contract shall explain in writing within 10 days why performance was unacceptable, how performance will be returned to acceptable levels and how recurrence of the problem will be prevented in the future. The Contractor Officer will evaluate the Contractor's explanation and determine if full payment, partial payment or the contract termination process is appropriate. The Contractor's payment for services rendered will be calculated as stated in Paragraph 4. The Government specifically reserves the right to make a temporary partial payment for services performed, calculated as stated in Paragraph 4, prior to receipt and evaluation of the Contractor's response to a CDR or in the event the Contractor fails to respond to a CDR. In accordance with the general provision entitled "Inspection of Services," the Contractor will not be paid for services not meeting the standards set forth in this contract.
 - 3.2. For requirements not surveilled by sampling:
 - 3.2.1. The criteria for these requirements were derived from estimates of the level of performance experienced when the service was done by Government personnel or are the level of performance deemed acceptable to the Government. The use of the CDR and nonpayment provision, as described above, applies to these requirements as well.

4. **Contractor Payment.** Monthly payment to the Contractor will be reduced for unsatisfactory performance using the following methods.

4.1. Each month Contractor performance will be compared to contract standards and Acceptable Quality Levels using the Quality Assurance Surveillance Plan (QASP).

4.2. For areas surveilled by sampling.

4.2.1. **Example of Payment Computation.**

If: Trash removal is unsatisfactory (AQL of 10% is exceeded)

And: Contract price is \$10,000 per month

And: Trash removal deduct percentage is 7% (column 6)

And: Sample size is 50. (Normal sample size for a lot size between 281 and 500. (See ANSI Z1.4)

And: Number of defects in the sample is 15 (Rejection level is 11 or more defects See ANSI Z1.4, Table of Acceptance/Rejection Levels for normal inspection).

Then: Deduction from the current month's payment is:

\$10,000	Contract price per month
x .07	Deduct percentage
\$ 700	Trash removal price per month

15 defects / 50 sample size = 0.30 = percent of sample defective:

\$700	Trash removal price per month
x .3	Percent defective
\$210	Deduction for services not performed

4.3. **Government election of remedies.** The rights of the Government and remedies described in this section are in addition to all other rights and remedies set forth in this solicitation. Specifically, the Government reserves its rights under the Inspection of Services and Termination for Default clauses. Any deductions pursuant to the PRS shall reflect the reduced value of services performed under the contract. The Contractor shall not be relieved of full performance of the services thereunder and may be terminated for default based upon inadequate performance of service even if a deduction was previously taken for inadequate performance. The Government may modify the type and frequency of inspection of items not surveilled by random sampling.

4.4. During this first month of the Contract (not option periods) a larger error rate (AQL) may be allowed for some areas to recognize normal phase-in problems. If figures are provided in parenthesis in the third column of the Performance Requirements Summary are the AQL's that will be used during the phase-in period (if a phase-in period is authorized) to determine satisfactory/unsatisfactory performance and any deductions

5. **Contractor Discrepancy Report. (CDR's).** When the Contractor's performance is unsatisfactory in any element as specified in TE1, a CDR will be issued. The Contractor shall reply in writing, within 10 working days from the date of the CDR, giving the reasons for the unsatisfactory condition, corrective actions take and procedures instituted to perceive recurrence. Failure to reply will be considered as concurrence with the CDR. Unsatisfactory performance or in the event the Contractor fails to respond to a CDR shall result in a payment deduction as specified in TE1.

REQUIRED SERVICE	PARA-GRAPH NUMBER	STANDARD	MAXIMUM ALLOWABLE DEGREE OF DEVIATION FROM REQUIREMENT (AQL)	METHOD OF SURVEIL-LANCE	THE PROPORTION OF REQUIRED SERVICE TO TOTAL CONTRACT PRICE
BASIC CLEANING					
Trash Removal	5.1.1	All waste baskets and other trash containers shall be free of trash, dirt and foul odors, contain plastic trash liners, and shall be returned to their original positions. New plastic trash liners shall placed in each wastebasket and trash container. Boxes, cans, papers, and other items marked "TRASH" shall be removed to the dumpster.	5% SEE NOTE 1	RANDOM SAMPLING SEE NOTE 2 CUSTOMER COMPLAINT SEE NOTE 5	7%
Trash removal for Child Care Centers, Child Development Centers, Youth Centers, Education Centers, and Physical Fitness Centers:	5.1.1.1	In addition to Paragraph 5.1.1 all surfaces inside and out of all waste baskets diaper pails and other trash containers; shall be washed, disinfected, be free of film, spots, smudges, streaks, scale, scum, foul odors, fungus, or fungus materials and shall be returned to their original positions	5% SEE NOTE 1	RANDOM SAMPLING SEE NOTE 2 CUSTOMER COMPLAINT SEE NOTE 5	4%
Carpet and Rug Vacuuming	5.1.2.1	All carpets, rugs, and carpet-type runners shall be vacuumed, free of removable dust, litter, soil, grit, and have a reasonably clean appearance. All moved items shall be returned to their original positions.	5% SEE NOTE 1	RANDOM SAMPLING SEE NOTE 2 CUSTOMER COMPLAINT SEE NOTE 5	1%
Non-Carpeted Floor Cleaning	5.1.2.2	All non-wood, non-carpeted floors, including	5% SEE NOTE 1	RANDOM SAMPLING	8%

		stairs and stairwells, shall be dust mopped. All wood floors shall be swept and dry-mopped, have a reasonably clean appearance and be free of loose dust, litter, soil, and grit. Clean floors shall show no evidence of scuffmarks, stains, films, dirt streaks, swirl marks, detergent residue, mop strands, or standing liquids. There shall be no splash marks or mop streaks on furniture walls, baseboard, heaters, or other non-floor areas.		SEE NOTE 2 CUSTOMER COMPLAINT SEE NOTE 5	
Entrance Mats, Grates, and Grate Pit Cleaning:	5.1.2.3	All entrance mats, grates, and grate pits, shall be free of all litter, soil, grit and standing water. Return all mats, and removable grates to their original position after cleaning.	5% SEE NOTE 1	RANDOM SAMPLING SEE NOTE 2 CUSTOMER COMPLAINT SEE NOTE 5	1%
Low Dusting:	5.1.3	All office furniture and equipment shall be free of dust, lint and litter.	5% SEE NOTE 1	RANDOM SAMPLING SEE NOTE 2 CUSTOMER COMPLAINT SEE NOTE 5	1%
Spot Cleaning:	5.1.4	All washable walls, stairs, stairwells, partitions, paneling, doors, ledges, windowsills, and handrails shall have a reasonably clean appearance free of stains, spots, smudges, streaks, and fingerprints.	5% SEE NOTE 1	RANDOM SAMPLING SEE NOTE 2 CUSTOMER COMPLAINT SEE NOTE 5	3%
Drinking Fountain/Sink Cleaning:	5.1.5	All porcelain and metal surfaces of drinking fountains and sinks shall be disinfected and free of stains, spots, smudges, streaks, fingerprints, scale	5% SEE NOTE 1	RANDOM SAMPLING SEE NOTE 2 CUSTOMER COMPLAINT	2%

		and mineral buildup.		SEE NOTE 5	
Glass Cleaning:	5.1.6	All glass partitions, directory and display cases, mirrors, and similar items shall have a reasonably clean appearance free of dirt, spots, smudges, streaks, fingerprints, and water.	5% SEE NOTE 1	RANDOM SAMPLING SEE NOTE 2 CUSTOMER COMPLAINT SEE NOTE 5	2%
Chalkboard Tray Cleaning:	5.1.7	All chalkboard trays shall be free of chalk dust. All chalk shall be returned to the chalk tray.	5% SEE NOTE 1	RANDOM SAMPLING SEE NOTE 2 CUSTOMER COMPLAINT SEE NOTE 5	1%
Rest room Cleaning and Restocking:					
Trash Removal:	5.1.8.1	All waste baskets and other trash containers shall be free of trash, dirt and foul odors, contain plastic trash liners, and shall be returned to their original positions. New plastic trash liners shall be placed in each wastebasket and trash container. Boxes, cans, papers, and other items marked "TRASH" shall be removed to the dumpster.	5% SEE NOTE 1	RANDOM SAMPLING SEE NOTE 3 CUSTOMER COMPLAINT SEE NOTE 5	7%
Trash removal for Child Care Centers, Child Development Centers, Youth Centers, Education Centers, and Fiscal Fitness Centers:	5.1.8.1.1	In addition to Paragraph 5.1.1 all surfaces inside and out of all waste baskets diaper pails and other trash containers shall be washed, disinfected and be free of film, spots, smudges, streaks, scale, scum, foul odors, fungus, or fungus materials and shall be returned to their original positions.	5% SEE NOTE 1	RANDOM SAMPLING SEE NOTE 3 CUSTOMER COMPLAINT SEE NOTE 5	4%

Non-Carpet Floor Cleaning:	5.1.8.3	In addition to Paragraph 5.1.2.2., the floors shall be disinfected using an appropriate agent. All floor tile and grout shall have a reasonably clean appearance and be free of dirt, film, spots, smudges, streaks, scale, scum, debris matter, foul odor, mildew, fungus, mineral buildup and rust.	5% SEE NOTE 1	RANDOM SAMPLING SEE NOTE 3 CUSTOMER COMPLAINT SEE NOTE 5	8%
Walls:	5.1.8.4	All wall/ partition surfaces, including grout between tile, shall be disinfected using an appropriate agent. All wall surfaces and grout shall have a reasonably clean appearance and be free of dirt, film, spot, smudges, streaks, scale, scum, debris matter, foul odor, mildew, fungus, rust and mineral buildup.	5% SEE NOTE 1	RANDOM SAMPLING SEE NOTE 3 CUSTOMER COMPLAINT SEE NOTE 5	5%
Low Dusting:	5.1.8.5	All walls, lockers, partitions, paneling, radiators, heat registers, heat convectors, ledges, window sills and handrails shall be free of dust, lint and litter to a height of seven (7) feet above the floor.	5% SEE NOTE 1	RANDOM SAMPLING SEE NOTE 3 CUSTOMER COMPLAINT SEE NOTE 5	1%
Spot Cleaning:	5.1.8.6	In addition to paragraph 5.1.4, all surfaces shall be disinfected.	5% SEE NOTE 1	RANDOM SAMPLING SEE NOTE 3 CUSTOMER COMPLAINT SEE NOTE 5	2%
Fixture Cleaning:	5.1.8.7	All porcelain and metal surfaces of sinks, toilets, urinals, dispensers having orifices, drains and plumbing connections shall be disinfected; free	5% SEE NOTE 1	RANDOM SAMPLING SEE NOTE 3 CUSTOMER COMPLAINT	5%

		of rust, scale, stains, spots, smudges, streaks, fingerprints, debris matter, foul odor and mineral buildup.		SEE NOTE 5	
Glass Cleaning:	5.1.8.8	All mirrors and glass surfaces shall be free of dirt, film, spots, smudges, streaks, fingerprints and water.	5% SEE NOTE 1	RANDOM SAMPLING SEE NOTE 3 CUSTOMER COMPLAINT SEE NOTE 5	5%
Supply Stocking:	5.1.8.9	Sufficient quantities of all Government furnished supplies shall be stocked in available dispensers.	5% SEE NOTE 1	RANDOM SAMPLING SEE NOTE 3 CUSTOMER COMPLAINT SEE NOTE 5	2%
Showers/Lockers/Dressing Rooms/Tiled Areas, Cleaning and Restocking;					
Trash Removal:	5.1.9.1	All waste baskets and other trash containers shall be free of trash, dirt and foul odors, contain plastic trash liners, and shall be returned to their original positions. New plastic trash liners shall be placed in each wastebasket and trash container. Boxes, cans, papers, and other items marked "TRASH" shall be removed to the dumpster.	5% SEE NOTE 1	RANDOM SAMPLING SEE NOTE 3 CUSTOMER COMPLAINT SEE NOTE 5	7%
Trash removal Youth Centers, Education Centers, and Fiscal Fitness	5.1.9.2	In addition to Paragraph 5.1.1 all surfaces inside and out of all wastebaskets diaper pails and other trash containers shall be washed,	5% SEE NOTE 1	RANDOM SAMPLING SEE NOTE 3 CUSTOMER	4%

Centers:		disinfected, free of film, spots, smudges, streaks, scale, scum, foul odors, fungus, or fungus materials and shall be returned to their original positions		COMPLAINT SEE NOTE 5	
Non-Carpet Floor Cleaning:	5.1.9.3	Per paragraph 5.1.2.2. In addition, the floors shall be disinfected using an appropriate agent. All floor tile and grout shall have a reasonably clean appearance and be free of dirt, film, spots, smudges, streaks, scale, scum, debris matter, foul odor, mildew, fungus, mineral buildup and rust.	5% SEE NOTE 1	RANDOM SAMPLING SEE NOTE 3 CUSTOMER COMPLAINT SEE NOTE 5	5%
Walls:	5.1.9.4	All wall/ partition surfaces, including grout between tile, shall be disinfected. All wall surfaces and grout shall have a reasonably clean appearance and be free of dirt, film, spot, smudges, streaks, scale, scum, debris matter, foul odor, mildew, fungus, rust and mineral buildup.	5% SEE NOTE 1	RANDOM SAMPLING SEE NOTE 3 CUSTOMER COMPLAINT SEE NOTE 5	5%
Low Dusting:	5.1.9.5	All walls, lockers, partitions, paneling, radiators, heat registers, heat convectors, ledges, window sills and handrails shall be free of dust, lint and litter to a height of seven (7) feet above the floor.	5% SEE NOTE 1	RANDOM SAMPLING SEE NOTE 3 CUSTOMER COMPLAINT SEE NOTE 5	1%
Spot Cleaning:	5.1.9.6	In addition to Paragraph 5.1.4, all surfaces shall be disinfected.	5% SEE NOTE 1	RANDOM SAMPLING SEE NOTE 3 CUSTOMER COMPLAINT SEE NOTE 5	2%

Fixture Cleaning:	5.1.9.7	All porcelain and metal surfaces of sinks, toilets, urinals, dispensers having orifices, drains and plumbing connections shall be disinfected; free of rust, scale, stains, spots, smudges, streaks, fingerprints, debris matter, foul odor and mineral buildup.	5% SEE NOTE 1	RANDOM SAMPLING SEE NOTE 3 CUSTOMER COMPLAINT SEE NOTE 5	2%
Glass Cleaning:	5.1.9.8	All mirrors and glass surfaces shall be free of dirt, film, spots, smudges, streaks, fingerprints and water.	5% SEE NOTE 1	RANDOM SAMPLING SEE NOTE 3 CUSTOMER COMPLAINT SEE NOTE 5	3%
Supply Stocking:	5.1.9.9	Sufficient quantities of all Government furnished supplies shall be stocked in available dispensers	5% SEE NOTE 1	RANDOM SAMPLING SEE NOTE 3 CUSTOMER COMPLAINT SEE NOTE 5	1%
Steam and Sauna Room Cleaning:	5.1.10.1	Floor racks, benches, seats, floors, walls and grout shall be disinfected, be free of soap and body film, mold, mildew, scum, mineral deposits, dirt, debris, and foul odor. Floor racks and benches shall be returned to their original positions	5% SEE NOTE 1	RANDOM SAMPLING SEE NOTE 4 CUSTOMER COMPLAINT SEE NOTE 5	1%
Periodic Cleaning Standards:					
Floor Maintenance:					
Non Carpet Floors	5.2.1.1	All resilient, non-grouted, tile floors, stairs, shall be stripped or scrubbed of all floor finish. Stripping agents shall be neutralized before floor-finishing agent	5% SEE NOTE 1	CUSTOMER COMPLAINT SEE NOTE 5	

		is applied. All refinished floors shall have a glossy appearance, free of scuffmarks and heel marks.			
Carpet Cleaning:	5.2.1.2	The cleaning process shall remove all traces of visible dirt, grime and soil from carpets, leaving them free from residual. Then brushed to restore flattened pile to its natural lay.	5% SEE NOTE 1	CUSTOMER COMPLAINT SEE NOTE 5	
High Dusting:	5.2.2.1	All surfaces, including venetian blinds, shades, ventilation grates, etc. Shall be free of all dust, lint and litter.	5% SEE NOTE 1	CUSTOMER COMPLAINT SEE NOTE 5	
Light Fixture Cleaning:	5.2.3.1	All fluorescent light fixture diffusers shall be free of bugs, dirt, dust, grease and other debris.	5% SEE NOTE 1	CUSTOMER COMPLAINT SEE NOTE 5	

AQL - Acceptable Quality Level

NOTE 1: The first 90 days will be considered the phase-in period, and all AQL's shall be 10%.

NOTE 2: Lot Size: (Basic). Number of entries appearing on the sample selection worksheet times 4 (weeks). The worksheet is prepared as follows: Prior to start of the contract the COR will prepare a separate list of all the buildings/areas receiving basic cleaning. In developing the list, divide the total number of square feet of floor to be cleaned in all buildings by the number of buildings. This will provide an average number of square feet per building. Any building that includes a sum of square feet equal to or less than the average shall be treated as a unit. Any building that exceeds the average based on natural dividing points in the building by at least 20% shall be subdivided. Cleaning for a building/area/unit may vary from once a week to seven times a week and in some cases twice a day. When placing the building/area/unit on the list includes that entry fourteen times if cleaning is twice a day seven days a week. If cleaning is required on alternate workdays include that number 3 times. Follow the same logic for all other frequencies of cleaning. When doing this use the task that occurs most frequently for that building/area/unit under basic cleaning on the Task/Frequency Chart. As the building/area will not be numbered sequentially, number the list sequentially starting with 100. The total of the line item entries on the list is the lot size.

NOTE 3: Lot Size: (Rest rooms). See lot size procedure, Note 2 this PRS, However, DO NOT use the averaging procedure. Draw the buildings/areas and frequencies for the rest room from the applicable column of the Task Frequency Chart. (Exhibit 2 of the Performance Work Statement.)

NOTE 4: Lot Size: (Steam and Sauna rooms). See lot size procedure, Note 2 of this PRS. However, DO NOT use the averaging procedure. Draw the buildings/areas and frequencies for the steam and sauna rooms from the applicable column of the Task Frequency Chart. (Exhibit 2 of the Performance Work Statement.)

NOTE 5: Customer Complaints: See Paragraph 1.7.2 of the Performance Work Statement.

END OF PRS (TE1)

TECHNICAL EXHIBIT 2 (TE2)**CUSTODIAL TASK FREQUENCY****LEGEND**

1W	1 day a week	Monday Tuesday Wednesday Thursday Friday Saturday
2W	2 days a week	Tuesday and Friday Monday and Friday Monday and Wednesday Tuesday and Thursday Wednesday and Friday
3W	3 days a week	Monday, Wednesday and Friday Sunday, Thursday and Saturday Monday, Thursday and Saturday Sunday, Wednesday and Saturday Tuesday, Thursday and Saturday
4W	4 days a week	Sunday, Thursday, Friday, Saturday
5W	5 days a week	Monday, Tuesday, Wednesday, Thursday and Friday unless otherwise noted in Exhibit 3
6W	6 days a week	Monday, Tuesday, Wednesday Thursday, Friday, Saturday unless otherwise noted Exhibit 3
6CC	Continuous Cleaning	6 days a week see Exhibit 3 for Schedule
7W	7 days a week	Daily
7CC	Continuous Cleaning	7 days a week see Exhibit 3 for Schedule
3M	4 Month cycle	Jan, May, and Sept.
12M	once a year	Every 12 months
6M	twice a year	Every six months

NOTE:

12M

Work shall be completed annually but no later than 270 days after acceptance of the initial cleaning for given buildings. The Contractor shall submit a schedule for approval for the performance of periodic cleaning.

- Stripping and refinishing work shall be completed at acceptance of the initial cleaning for given buildings and then six months after initial cleaning. The Contractor shall submit a schedule for approval for the performance of periodic cleaning floor stripping and refinishing.
- --- No service required
- Continuous Cleaning is from opening to closing unless otherwise noted.
- Entrance grate pits: All pits that have grates that are easily removed by hand shall be cleaned once a month
- Tile floors, which are covered by a rug and the rug covers 75% or more of the room the room shall be cleaned as a carpeted room.

TE-2 Page 2 REQUIREMENT		REQUIREMENT	PERIODIC CLEANING STANDARDS				
BUILDING NUMBER	BASIC CLEANING	RESTROOMS	CARPET MAINTENANCE	HIGH DUSTING	LIGHT FIXTURE CLEANING	WINDOW CLEANING	SECURITY SCREENS
1031	3W	3W	--	--	--	--	--
1045	--	1W	--	--	--	--	--
1051 DOOR 1&2	--	1W	--	--	--	--	--
1051 DOOR 8	--	1W	--	--	--	--	--
1060	--	3W	--	--	--	--	--
1064 SEC B	1W	1W	--	--	--	--	--
1172	--	1W	--	--	--	--	--
1555 BSMT	1W - Janitor CLOSET	1W	--	--	--	--	--
1555 SEC 2 C	1W	1W	--	--	--	--	--
1555- 2 Co	--	1W	--	--	--	--	--
1555 SEC 3A	1W - Janitor CLOSET	1W	--	--	--	--	--

TE-2 Page 3- REQUIREMENT		REQUIREMENTS	PERIODIC CLEANING STANDARDS				
BUILDING NUMBER	BASIC CLEANING	RESTROOMS	CARPET MAINTENANCE	HIGH DUSTING	LIGHT FIXTURE CLEANING	WINDOW CLEANING	SECURITY SCREENS
1557 SEC A	--	1W	--	--	--	--	--
1557 SEC 2A	--	1W	--	--	--	--	--
1562 SEC A	--	1W	--	--	--	--	--
1562 B	--	1W	--	--	--	--	--
2107	3W	3W	12M	12M	12M	12M	--
2110	3W	3W	12M	12M	12M	--	--
3000	--	1W	--	--	--	--	--
3015 SEC A	--	1W	--	--	--	--	--
3015 SEC B	--	1W	--	--	--	--	--
3023	--	1W	--	--	--	--	--
3025	2W	2W	12M	12M	12M	--	--
3028	--	1W	--	--	--	--	--
3030	1W	1W	--	--	--	--	--

TE-2 Page 4 - REQUIREMENT		REQUIREMENTS	PERIODIC CLEANING STANDARDS				
BUILDING NUMBER	BASIC CLEANING	RESTR00MS	CARPET MAINTENANCE	HIGH DUSTING	LIGHT FIXTURE CLEANING	WINDOW CLEANING	SECURITY SCREENS
3030 SEC A	2W	2W	--	--	--	--	--
3030 SEC B	--	2W	--	--	--	--	--
3401 BSMT	--	1W	--	--	--	--	--
3401 1 st Floor	--	1W	--	--	--	--	--
3401 2 nd Floor	--	1W	--	--	--	--	--
3452 SEC A	6W	6W	12M	12M	12M	--	--
3452 SEC B	6W	6W	12M	12M	12M	--	--
3470 SEC A	1W	1W	12M	12M	12M	12M	--
3470 SEC B	1W	1W	--	--	--	--	--
3490	2W	2W	12M	12M	12M	12M	--
3491	1W	1W	--	--	--	--	--
3700 SEC A	2W	2W	12M	12M	12M	12M	12M
3700 SEC C	2W	2W	12M	12M	12M	12M	12M
3709 SEC A	7CC	7CC	12M	12M	12M	12M	12M

TE-2 Page 5- REQUIREMENT		REQUIREMENTS	PERIODIC CLEANING STANDARDS				
BUILDING NUMBER	BASIC CLEANING	RESTR00MS	CARPET MAINTENANCE	HIGH DUSTING	LIGHT FIXTURE CLEANING	WINDOW CLEANING	SECURITY SCREENS
3709 SEC B	7CC	7CC	12M	12M	12M	12M	12M
3709 SEC C	7CC	--	12M	12M	12M	12M	12M
3709 SEC D	7CC	--	12M	12M	12M	12M	12M
3709 SEC E	7CC	--	12M	12M	12M	12M	12M
3712	1W	1W	12M	12M	12M	12M	12M
3722	2W	2W	--	--	--	--	--
3727	--	1W	--	--	--	--	--
4024A CDC	5W	5W	12M	12M	12M	12M	--
4024B CDC	5W	5W	12M	12M	12M	12M	--
4024C CDC	5W	5W	12M	12M	12M	12M	--
4024D CDC	5W	5W	12M	12M	12M	12M	--
4054	--	1W	--	--	--	--	--
4055	--	1W	--	--	--	--	--

TE-2 Page 6 -REQUIREMENT		REQUIREMENTS	PERIODIC CLEANING STANDARDS				
BUILDING NUMBER	BASIC CLEANING	RESTR00MS	CARPET MAINTENANCE	HIGH DUSTING	LIGHT FIXTURE CLEANING	WINDOW CLEANING	SECURITY SCREENS
4056	--	1W	--	--	--	--	--
4107	--	1W	--	--	--	--	--
4109	5W	5W	12M	12M	12M	12M	--
4161 SEC A	--	1W	--	--	--	--	--
4161 SEC B	--	1W	--	--	--	--	--
4176	--	1W	12M	12M	12M	--	--
4391 SEC A	5W	5W	12M	12M	12M	12M	--
4391 SEC B	5W	5W	12M	12M	12M	12M	--
4391 SEC C	5W	5W	12M	12M	12M	12M	--
4391 SEC D	5W	5W	12M	12M	12M	12M	--
5010 A	2W	2W	6M	6M	6M	6M	--
5010 B	1W	1W	6M	6M	6M	6M	--

(End of Summary of Changes)