

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE	PAGE OF PAGES	
			J	1	28
2. AMENDMENT/MODIFICATION NO. 0001	3. EFFECTIVE DATE 06-Apr-2004	4. REQUISITION/PURCHASE REQ. NO. WC1JUJ4022N0087		5. PROJECT NO.(If applicable)	
6. ISSUED BY REGIONAL CONTRACTING OFFICE - ALASKA ATTN: SFCA-PRA-C PO BOX 35510 FORT WAINWRIGHT AK 99703-0510	CODE W912CZ	7. ADMINISTERED BY (If other than item 6) See Item 6		CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No., Street, County, State and Zip Code)			X	9A. AMENDMENT OF SOLICITATION NO. W912CZ-04-R-0009	
			X	9B. DATED (SEE ITEM 11) 23-Mar-2004	
				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 type="checkbox"/> is extended, <input checked="" 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 _____ 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 0001 is issued to change the following on the SOW: a) Change page 44 of 86, SOW, Section 4, paragraph 4.6. Security, by deleting the first 3 sentences and replacing it with: For operational security reasons, contractor's personnel shall be limited to their work areas and secure each facility after performance. b) Appendix 1A, page 46 of 86, change Bldg #5010 to read: 5010 B, and add Bldgs #1064 and #5007. c) Appendix 1B, page 47 of 86, replace in its entirety with this corrected Appendix 1B. d) Incorporate Attachment 4, Question Form. d) All other terms and conditions remain unchanged.					
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	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA		16C. DATE SIGNED	
_____ (Signature of person authorized to sign)		BY _____ (Signature of Contracting Officer)		06-Apr-2004	

SECTION SF 30 BLOCK 14 CONTINUATION PAGE

SUMMARY OF CHANGES

SECTION SF 1449 - CONTINUATION SHEET

The following have been modified:

SECTION D – STATEMENT OF WORK/ATTACHMENTS/EXHIBITS & INSTRUCTIONS

**STATEMENT OF WORK
FOR
CUSTODIAL SERVICES**

FORT WAINWRIGHT AK

June 1, 2004

**STATEMENT OF WORK
FOR
CUSTODIAL SERVICES**

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Section A TECHNICAL DEFINITIONS/ACRONYMS

Basic Cleaning Services. All individual cleaning tasks as identified in Section 1 of this SOW.

Best value. Means the expected outcome of an acquisition that, in the Government's estimation, provides the greatest overall benefit in response to the requirement

Carpet Maintenance. An organized and comprehensive Contractor-managed program which insures all carpeted floors receive systematic and scheduled maintenance to maintain the standards of Section 1; Para; 1.1.7. of this SOW. This includes, but is not limited to, vacuuming and cleaning of carpets, daily spot removal, etc.

Common Areas. A public open area subjected to common use, including but not limited to hallways, break rooms, lobbies, and conference rooms.

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

Contracting Officer Representative. 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. The Contracting Officer Representative does not have the authority to authorize changes or variations in services required under the contract, or to authorize expenditures.

Contract Manager. Responsible for the supervision, performance, and inspection of all work, and is fully authorized to act for the Contractor onsite

Customer. Otherwise known as a Facility Manager. A duly appointed and properly trained individual that is specifically identified to the contractor. A customer will receive proper training on the SOW requirements as it relates to his/her facility by the COR, prior to identification to the contractor. A customer is an individual who can observe contractor performance on a daily basis in his/her facility. A customer is normally the Building Manager and alternate. An alternate performs duties only in the extended absence of the primary customer. A facility may have more than one customer and alternate but not for the same contracted area of responsibility.

Customer Complaint Form. The Facility Manager will notify the COR/QAP of service defects will use DA Form 5477-R

Daily. Refers to each and every scheduled service date.

Damp Mopping. Cleaning floor surfaces after sweeping or dust mopping to pick up any remaining dust or dirt utilizing clean water and a detergent solution (and disinfectant where required by the SOW) with a dry-wrung mop.

Damp wipe. The use of a well wrung-out clothe with an application of an approved detergent to remove dust/soil from all surfaces.

Debris. Any articles, or parts thereof, such as paper, gum, paper clips, candy, lint, litter, strings, cigarette butts, leaves, sand spurs, excrement, etc.

Deep Dirt Extraction. A restorative technique using the hot water or steam extraction method of deep cleaning carpet fibers to extract dirt, dust, debris, soil, stains, and odor in the carpet. Method utilizes a steam cleaning machine which forces carpet cleaning solution into the carpet, vacuums solution from the carpet, forces clean water into the carpet fibers to rinse out all solution, and then vacuums all remaining moisture from the carpet.

Defective Service. A service output that does not meet the standard of performance associated with it in the Service Delivery Summary (SDS).

Dirt. Particles of sand, soil, grit, pebbles, mud, dust, fuzz, tar, liquid stains, and ashes.

Disinfect. To clean fixtures and floors with a germicidal disinfectant IAW AR 608-10 and manufacturer's instructions.

Dry Buffing. A process used to eliminate heel marks and scuffs and restore the floor to a uniform appearance using a soft buffing pad and floor machine.

Dust Mopping. Removing dirt and debris from floor surfaces by use of a dust mop.

Glass. All remaining exposed glass surfaces that are not considered windows. All Lucite, plastic, or any transparent materials, including mirrors, shall be considered glass.

Glass in doors and bookcases. The removal of all finger marks smudges and stains from both sides of Glass (include wood and metal frame) doors, and the polishing of the same with a scrim or dry duster.

Gym/Shower Mats. Mats located in any facility shower/locker room.

High Glass. Glass walls or partitions with a lower edge that is at least seven (7) feet above the floor surface.

High and Low Dusting. The removal of dust and soil from skirting, corners, clocks, pictures, and walls. Low dusting is from floor to 7 feet high. High dusting is above 7 feet.

Hot Water Extraction. Using an appropriate chemical solution and cleaning equipment, shampoo and clean carpet. The carpet should be left in a safe condition.

Initial Cleaning. It is a preliminary cleaning of all the assigned buildings upon acceptance of the contract, to establish the standard of contract compliance.

Inspection Unit. A building or portion of a building that requires cleaning and is assigned to a single building/Facility Manager.

Litter Removal. To pick up all litter around an area and leave it in a clean and tidy state.

Machine Buff. The removal of soil age and the polishing of the floor surface using a high speed machine with a pad or brush.

Maintain Floors. The tasks of sweeping, dust mopping, damp mopping, wet mopping, scrubbing, stripping, sealing, waxing, dry buffing or spray buffing, to maintain floors in an existing state as described in Section 1 of this SOW.

Matwells /Dust Control Matting. To vacuum all types of dirt and adherent soil from mats and from wells.

Mechanical Scrub. The use of an appropriate chemical solution applied to the floor and machine scrubbed using a coarse nylon pad. The slurry shall be removed with a wet pick-up machine or wet mop. The floor should be damp-mopped using clean water. The floor should be left in a clean, safe condition.

Moveable Item. Items defined as 50 lbs or less (does not pertain to trash removal).

Operating Hours. Indicates the business hours or the government working hours.

Polishing (appearance). Brass work or chrome polishing. The application of a metal polish with a soft cloth, and the buffing of it to a high sheen to include door hardware, toilet and sink fixtures.

Quality Assurance (QA). A planned and systematic pattern of actions necessary to provide confidence that adequate technical requirements are established; products or services conform to established technical requirements; and acceptable performance is achieved.

Quality Control (QC). The contractors plan to effectively and efficiently manage the quality of performance objectives relating to standards of performance and inspections necessary to assure that the service satisfy the requirements from concept through validation.

Quality Assurance Surveillance Plan (QASP). An organized written document used for quality assurance surveillance. The document contains specific methods to perform surveillance of the contractor.

Quality Assurance Personnel (QAP). A functionally qualified person who performs quality assurance functions for a contracted service.

Re-perform. In cases where any cleaning task is not performed to standard the COR has the right to require the Contractor to re-perform, with-in 24 hours of notification. If work is not re-performed, the Government reserves the right to enact deductions.

Resilient Flooring. These include linoleum, cork, thermoplastic tiles, pvc (vinyl), flexible pvc and rubber. All are laid on a sub-floor, usually concrete.

Safety Flooring. These include all floors, which have non-slip, tactile, raised patterns or similar Surfaces. They are normally laid as sheets, but can be tiles. "Altro" is a common trade name for this type of flooring.

Scrubbing (floor). Cleaning floor surfaces after sweeping or dust mopping by agitation of detergent solution applied to the floor by a floor scrubbing machine or wet mop saturated with detergent solution followed by a clean water rinse and damp mop or vacuum pickup.

Sealing. After stripping, thoroughly rinsing and neutralizing, a thin coat of sealant is applied to protect and seal the floor surface.

Service Delivery Summary (SDS). Identifies the key service outputs of the contract that will be evaluated by the government to assure contract performance and standards.

Service Hours. The time allowed for Contractor to schedule and provide the necessary services.

Special Project Form. FWA Form will be used for emergency or special event cleaning.

Statement of Work. A performance based description of the services required by a functional activity.

Spray Buffing. A process used to clean, eliminate heel marks, scuffs, and small amounts of dirt using a buffing pad, floor machine, and spray bottle mixture of diluted floor finish and detergent, leaving a uniform, thin coat of non-skid wax.

Stairways/Stairwell/Staircase. One or more flights of stairs, including the steps, risers and landings to pass from one level to another. A flight of stairs with the supporting framework, casings, and handrails. The vertical shaft in which stairs are located.

Stripping. Using a stripping pad, floor machine, and alkaline solution that breaks up and emulsifies finish on the floor, strip away old wax, without causing damage to floor surface.

Sweeping. Removing dirt and debris from floor surfaces.

Spot Clean. The removal of all visible soil or marks by attention to the affected area only.

Spot/Wet Mop. To immerse the mop head in an approved cleaning solution, remove and wring out until almost dry. Mop floor and remove all marks and stains from the surface. A warning sign shall be placed in the affected area.

Strip and Reseal. The complete removal from the floor areas of all old floor polish, the neutralizing of the floor after rinsing, and the application of three thin coats of dressing, or retreating of the area with renovator/spray emulsion.

Sweep. To sweep the floor and collect all dirt and fluff, paying particular attention to corner areas where dust gathers. All waste materials shall be disposed of in the appropriate place.

Toilet Cleaning. The thorough cleansing and sanitizing of all basins, urinals, showers, baths and fixtures etc. The replenishment of consumables (e.g. soap, paper towels) when necessary.

Vacuum Clean. The vacuuming clean of areas to remove all types of soiling. On carpeted areas where heavy stains are found, a spot clean operation shall be carried out using a manufacturer's recommended cleaning solution to remove any stains or deposits.

Valid Customer Complaints. When there is a case of poor performance or non-performance, the COR or QAP is notified by the customer. The QAP investigated the complaint and if it is found to be valid, document it. The QAP must provide said documentation to the KO.

Wash. The use of sufficient water and approved cleansing materials to remove dirt and marks followed by a rinse and dry. All surface soiling including soap residues shall be removed and items left in a clean, dry, polished.

Walk-Off Mats. Mats made of various materials that are located inside buildings.

Waste/Trash Removal. To empty waste bins. And wipe clean the receptacle holding the waste. The disposal of litter and other waste by its removal placing into nearest dumpster. Items labeled "TRASH" shall be removed from facility.

Waxing. Applying manufacturer recommended thin coats of non-skid floor wax solution that protects the floor surface and leaves a glossy, uniform-appearance.

Wet/Damp Mop. The laying of cleaning solution using a mop and wringing bucket, to remove soilage and dirt.

Wet Mopping. Thoroughly cleaning floor surfaces after sweeping or dust mopping utilizing clean water and a detergent solution (and disinfectant where required by the SOW) with a saturated mop, then damp mop or vacuum to pick up excess liquid.

Windows. The glass surfaces, which are an integral part of the outer wall of a building.

Section B**ACRONYMS**

AR	Army Regulation
CDR	Contract Discrepancy Report
CLIN	Contract Line Item Number
CM	Contract Manager
COR	Contracting Officer Representative
DA	Department of the Army
DAOSH	Department of the Army Occupational Safety and Health
DFAR	Department of Defense Federal Acquisition Regulation
DPW	Directorate of Public Works
KO	Contracting Officer
FAR	Federal Acquisition Regulation
IAW	In Accordance With
MSDS	Material Safety and Data Sheet
OSHA	Occupational Safety and Health Administration
QA	Quality Assurance
QAP	Quality Assurance Personnel
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Plan
SOW	Statement of Work

**STATEMENT OF WORK
FOR
CUSTODIAL SERVICES**

SECTION 1

1. SCOPE OF WORK. The contractor shall provide all management, tools, supplies, equipment and labor necessary to ensure that custodial services are performed at Fort Wainwright in a manner that will maintain a satisfactory facility condition and present a clean, neat and professional appearance in accordance with the requirements of this Statement of Work (SOW).

1.1. BASIC CLEANING SERVICES. The minimum cleaning standards shall be met as identified in this SOW.

1.1.a. The contractor shall conduct an **initial cleaning** of each facility within the first 45 (forty-five) days of the start of the contract, 14 (fourteen) days when a new facility is added to the contract list. Initial cleaning will bring all areas in compliance with the standards of contract compliance set forth in Appendix 4, to include periodic cleaning and the basic cleaning services.

1.1.1. Workload Data. Standards are in Appendix 4A, 4B, and 4C.

<p>Category I: These are General Administrative, Multipurpose and/or Industrial, listed in Appendix 1A, which Identifies Category I buildings and number of day's services that are required. Appendix 2 – Maps & Plans (CD).</p>
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<p>Category II: These are Identified as the Child Development Centers, High Traffic, and Post Command (Headquarters) Appendix 1B Identifies Category II buildings and number of days that services are required. Appendix 2 – Maps & Plans (CD).</p>

<p>Category III: Gymnasiums: Physical Fitness Centers (PFC – Bldg 3709), and Melaven (Bldg 3452) Appendix 1C Identifies Category III buildings and number of service days required. Appendix 2 – Maps & Plans (CD) Maple hardwood floors in the Gymnasium are not included.</p>
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1.1.2. Maintain Floors. All floors shall have a clean uniform appearance free from dirt, debris, dust, scuffmarks, heel marks, stains, and other foreign matter. Baseboards, corners, kick plates, and wall/floor edges shall also be clean. Chairs, trash receptacles, and moveable items shall be moved to maintain floors underneath these items. All moved items shall be returned to their original and proper position.

1.1.2.a. Floors and Tiles. All floor tiles and grout on floor tiles shall be free of dirt, film, dust and debris, scum, mildew, foreign residue, spots, smudges, fungus, rust, mineral deposits and free of foul odor.

1.1.2.b. Resilient floors. Shall be swept, dust mopped, damp mopped, wet mopped, dry buffed, and spray buffed to ensure they have a uniform, glossy appearance at each scheduled cleaning.

1.1.2.c. Safety floors (non-slip floors). Shall show no evidence of scuffmarks, stains, film, dirt streaks, swirl marks (mop), detergent residue, mop strands, standing liquid, debris, dust, heel marks, any stains or discolorations, and other foreign matters.

1.1.3. Remove Trash. All trash containers shall be emptied and returned to their initial location. Over-sized items unable to fit into receptacle will be marked "TRASH" and shall be removed. Contractor shall use plastic liners in all trash receptacles. The trash shall be deposited in the nearest outside trash collection container and ensure that no spills of fluids or trash remain behind. Trash receptacles shall be left clean and free of odors.

1.1.4. Clean Drinking Fountains. Clean and disinfect all porcelain and polished metal surfaces, including the orifices and drain, as well as exterior surfaces of fountain. Drinking fountains shall be free of streaks, stains, spots, smudges, scale, mineral build up, and other obvious soil.

1.1.5. Clean Interior Glass/Mirrors. Clean all interior glass, including glass in doors, partitions, walls, display cases, directory boards, with a lower edge of seven (7) feet from floor. Glass that extends higher than seven (7) feet from floor shall not be included.

1.1.6. Clean Exterior Glass Doors (as temperature permits). Clean all exterior glass doors, including glass up to seven (7) feet from floor. Glass that extends higher than seven (7) feet from floor shall not be included.

1.1.6.1. Clean Interior Windows. All interior glass windows shall be cleaned at temperatures above freezing point. After surfaces have been cleaned, all traces of film, dirt, smudges, water and other foreign matter shall be removed from frames, casings, sills, and glass.

1.1.7. Clean Stairways. All stairway floor surfaces shall be cleaned and all lint, dust, dirt and debris removed. Grease and grime shall be removed from stair guards, handrails and baseboards. Contractor shall remove all marks, dirt, smudges, scuffs, and other foreign matter from adjoining stairwell walls to provide or maintain a clean, uniform appearance.

1.1.8. Vacuum Carpets. All carpeted areas shall be vacuumed and free of all visible dirt, debris, litter and other foreign matter. Any spots/stains shall be removed by carpet manufacturer's approved methods, as soon as noticed. All tears, burns, and raveling shall be brought to the attention of the QAP. Area and throw rugs are included to receive this service.

1.1.8.1. Spot Cleaning Carpets. Spot clean or shampoo dirty carpets over an area of two feet square or less. Spots must be removed immediately. Spots over 2 Feet Square shall be brought to the QAP's attention in writing for evaluation.

1.1.9. Clean Floor Mats and Mat wells. Clean all interior entrance floor mats, matwells, grates, and pits. They shall be clean free of all litter soil and grit. Clean floor mats shall be free of all visible lint, litter, soil and other foreign matter. There shall be no standing water. Soil and moisture underneath mats shall be removed and mats returned to their normal location.

1.1.10. General Spot Cleaning. Perform spot cleaning on a continual basis. Spot cleaning includes removing, or cleaning smudges, fingerprints, marks, streaks, spills from washable surfaces of all walls, partitions, vents, grillwork, doors, door guards, door handles, push bars, kick plates, light switches, temperature controls, and fixtures. After spot cleaning, the surface shall have a clean, uniform appearance, free of streaks, spots, and other evidence of soil.

1.1.11. Walls. Walls shall have a uniform appearance without streaks, detergent residue, or any evidence of soil, stains, and film. Tiled walls and grout on walls tiles shall be free of dirt, scum, mildew, and residue.

1.1.12. Dusting. All dust gathering surfaces, to include but not limited to baseboard heaters, must be dusted or damp wiped, cleaned to eliminate dust collection up to seven (7) feet above finished floor. Dust gathering surfaces include chairs, tables, desks, bookcases, file cabinets, lampshades, couches, picture frames, award cases, window blinds, drapes, windowsills, baseboard heaters, chair rails, countertops, and ledges.

1.2. BASIC RESTROOMS/LOCKER ROOMS CLEANING SERVICES. In addition, to basic cleaning service (1.1) the following services apply to basic restrooms/locker room services.

1.2.1. Clean and Disinfect. Completely clean and disinfect all surfaces of sinks, toilet bowls, urinals, lavatories, showers, shower mats, plumbing fixtures, saunas, benches, partitions, dispensers, doors, walls, and other such surfaces, using a germicidal detergent. Receptacles shall be free of deposits, dirt, streaks, and odors. Disinfect all surfaces of partitions, stalls, stall doors, entry doors, (including handles, kick plates, ventilation grates, metal guards), and wall areas adjacent to wall mounted lavatories, urinals, and toilets.

1.2.2. Descal Shower, Toilet Bowls and Urinals. Descaling shall be performed monthly, at a minimum and as often as needed to keep areas free of scale, soap films, and other deposits. After descaling, surfaces shall be free from streaks, stains, scale, scum, urine deposits, and rust stains.

1.2.2.a. Descal Sinks. Descaling shall be performed monthly, at a minimum and as often as needed to keep sinks free of scale, soap films, and other deposits. Surfaces shall be free from streaks, stains, scale, scum, urine deposits, and rust stains.

1.2.2.b. Polishing. All brass plates, chrome faucets and flushometers shall be polished, and left with a uniformed glossy appearance.

1.2.3. Sweep and Mop Floor. After sweeping and mopping, the entire floor surface, including grout, shall be free from litter, dirt, dust and debris. Grout on wall and floor tiles shall be free of dirt, scum, mildew, and residue.

1.2.4. Stock Restroom Supplies. Contractor shall ensure restrooms are stocked sufficiently so that supplies including soap for the soap dispensers do not run out. Supplies shall be stored in designated areas. Building Managers will supply paper items (toilet and towels) and hand soaps for Contractor. Contractor shall ensure supplies are sufficiently stocked in available dispenser. Contractor shall notify the Government in a timely fashion regarding lack of Government furnished supplies.

1.3. PERIODIC CLEANING SERVICES.

1.3.1. Strip, Scrub, Seal, and Wax Floors. Strip, scrub, seal, and wax floors as necessary to maintain a uniform glossy appearance. A non-skid wax is required. A uniform glossy appearance is free of scuffmarks, heel marks, wax build-up, and other stains and discoloration. (Hardwood floors are not included in this contract as shown on the Maps & Plans) Once the initial cleaning is performed, Buildings that have any of these problems will be identified.

1.3.2. Clean/Shampoo Carpets. All carpets shall be cleaned in accordance with standard commercial practices using deep dirt extraction method. After shampooing, the carpeted area shall be uniform in appearance and free of stains and discoloration. Chairs, trash receptacles, and other movable items shall be moved to clean carpets underneath, and returned to their original location.

1.3.3. SCHEDULE OF PERIODIC CLEANING. All periodic cleaning schedules shall be submitted to the KO and COR within 10 days prior to the first day of the scheduled month of cleaning. Contractor shall notify the KO and COR in writing if changes to the schedule occur. KO approval is required. Periodic cleanings shall be accomplished semi-annually.

1.4. EMERGENCY OR SPECIAL EVENT CLEANING SERVICES. Upon notification, the contractor shall perform emergency or special event cleaning required in any building, area, or room covered under this contract. In the event emergency cleaning is required, the contractor shall submit a description of the problem with a cost estimate to COR, who will submit the cost estimate to the KO for approval. Contractor shall begin emergency work, as determined by the COR or KO, within one hour of notification, which may be verbal. The COR or KO will notify the contractor as soon as a special event requirement is known, but no less than 24 hours prior to the event. Special Project Form (**Appendix 5**) will be submitted by the COR to the contractor and is listed in **Appendix 3**. Completion schedule shall be determined for each incident through the COR and with the KO's approval.

1.5. MATERIAL SAFETY DATA SHEET. The contractor shall provide a copy of the MSDS for each of the products used to perform services to the KO and COR 10 days prior to the contract start date, to be approved by the KO. Once products are approved for use on post, the contractor shall provide each facility manager a copy of the MSDS that will be located where products are stored prior to start of contract.

SECTION II

SERVICE DELIVERY SUMMARY

2. SERVICE DELIVERY SUMMARY (SDS).

2.1. Overview. This Service Delivery Summary (SDS) implements TM 5-609, Performance-Based Service Contracts and identifies critical success factors for the contract. It identifies both the performance objectives for those factors and the performance threshold required for each performance objective. The Government reserves the right to surveil all services called for in the contract to determine whether or not the performance objectives and goals are met. This SDS lists the performance objectives for the required service that the Government will surveil.

2.1.1. The absence of any contract requirement from the SDS will not detract from its enforceability nor limit the rights or remedies of the Government under any other provision of the contract including the clauses entitled "Inspection of Services" and "Default".

2.1.2. SDS will be used as the baseline to develop a QASP. The QASP will identify the surveillance methods the Government will use to evaluate the contractor's performance.

2.1.3. Surveillance methods may include: customer complaints and 100% inspections by the QAP.

2.1.4. Methods of surveillance can change after contract award based on, but not limited to:

- a. Acceptance of a contractor QC plan.
- b. Contractor performance.

2.2. Performance Evaluation. Performance of a service will be evaluated to determine whether or not it meets the performance threshold. Re-performance is the preferred method of correcting any unacceptable performance.

2.2.1. The Contractor shall re-perform work within 24 hours of notification from COR and or KO.

2.2.2. If Contractor fails to re-perform or if work is not acceptable, the COR will issue a CDR. Upon issuance of the CDR the Contractor shall have 10 days to respond in writing what actions will be taken to prevent re-occurrences of failed and or unacceptable work.

2.2.3. The government reserves the right to withhold and deduct pay for services not rendered or re-performed work. The following computation shall be used for deductions. Square feet of the area(s) in building(s) where services are not rendered ____ X \$____ (amount provided by the contractor per each or sq ft on Add/Delete Services Cost Sheet in **Appendix 6** = Amount of Deduction.

PERFORMANCE OBJECTIVES.

Performance Objective	SOW Para	Performance Threshold	Method of Surveillance
1.1 Basic Cleaning Services	1.1.1 Through 1.1.10.	Not to exceed 5 valid customer complaints per month	Customer Complaint DA Form 5477-R, facility manager or periodic inspection
1.2 Basic Restrooms/Locker Rooms Cleaning Services	1.2.1 Through 1.2.4	Not to exceed 5 valid customer complaints per month.	Customer Complaint DA Form 5477-R, facility manager or periodic inspection
1.3 Periodic Cleaning Services	1.3.1 Through 1.3.4	Not to exceed 1 valid customer complaints per month.	Customer Complaint DA Form 5477-R, facility manager or periodic inspection
1.4 Emergency or Special Event Cleaning Services	1.4	Zero defects	100% Inspection

RESERVED FOR QASP (SAMPLE)

SECTION III
GOVERNMENT-FURNISHED PROPERTY AND SERVICES

3.1. GOVERNMENT FURNISHED SERVICES. All reasonable quantities of utilities will be made available to the contractor without cost. The contractor shall make sure that employees practice utility conservation.

- 3.1.1.** The Government shall make available space, with metered electrical hook-up for the Contractor's use, for office space.
- 3.1.2.** The Government shall provide closet space in other buildings as available.
- 3.1.3.** Contractor shall receive keys and combinations for entry access to buildings being serviced, as required and when security allows.

3.2. SERVICES. The Government shall provide industrial dumpsters at established locations on post. The Government shall provide insect and rodent control and grounds maintenance of Government furnished property coordinated through the COR.

3.3. ENTRY AND OR ESCORT SERVICE. The building facility manager will arrange for entry and escort service, when required in secure locations on post. COR will provide the list to the prospective Contractor.

3.4. POLICE AND FIRE PROTECTION. The government will provide police and fire protection. Telephone number for Security Police, 353-7535; Fire Protection, 911. Fort Wainwright spill response team can be reached at 353-2023.

3.5. MEDICAL. In the event of a severe emergency, Bassett Hospital, 353-5143 or 353-5052, will respond and transport, if necessary, a contractor employee to the local hospital. If the injury is not due to the negligence of the Government, the contractor shall reimburse the government for these services.

- 3.5.1 OTHER.** Other circumstances in the event of communicable diseases, hazardous material releases could prevent entry to a facility. In the event the Contractor is denied entry to a facility, the Contractor shall contact COR during duty hours and/or Help desk at 353-7069 within the hour.

SECTION IV GENERAL INFORMATION

4. PERSONNEL. The contractor shall be responsible for obtaining all necessary cards, passes, badges, and decals to perform work requirements. The contractor shall be required to apply for vehicle and individual identification media through the Contract Management Office, Military Police, Bldg 3022. A list of personnel will be submitted to Contract Management Office and a copy to Regional Contracting Office. This identification shall be surrendered to the Contract Management Office upon completion or termination of the contract, or 24 hours upon termination of an individual's employment by the Contract Manager or QC.

4.1.1. CONTRACT MANAGER. The contractor shall provide an onsite contract manager who shall be responsible for the performance of the work. The name of this person and an alternate(s) who shall act for the contractor when the manager is absent shall be designated in writing to the contracting officer. The contract manager or alternate shall have full authority to act for the contractor on all contract matters relating to daily operation of this contract. The contract manager must also be available to meet QAP and/or COR within one hour on any valid customer complaint or discrepancy. Contractor must re-perform missed or unacceptable services within two hours of notification. Contractor shall provide an onsite contract manager who shall be responsible for all requirements in this SOW and who fully represents the contractor on all matters relating to this contract. Contractor shall provide local telephone numbers of contract managers and alternate(s) for other than normal duty hours. Contract manager shall read, write, speak and understand English well enough to effectively communicate with all personnel and building occupants.

4.1.2. QUALITY CONTROL. The contractor shall develop and maintain a quality program to ensure custodial services are performed in accordance with commonly accepted commercial practices. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The Contractor shall provide, by electronic mail (e-mail), a daily QC report to QAP/COR. The Contractor shall provide a monthly schedule, by e-mail, five (5) days prior to the beginning of each month or within three (3) working days of changes. At a minimum the contractor shall develop quality control procedures addressing the areas identified in paragraph 4.2. In addition, the Contractor shall hire a full-time independent QC whose sole responsibility is to implement the QC plan. Contractor shall provide an onsite contract manager who shall be responsible for all requirements in this PWS and who fully represents the contractor on all matters relating to this contract. At the pre-performance conference the name of this person and an alternate(s), who shall act for contractor when manager is absent, shall be designated in writing to KO, neither, of which shall be the QC. Contractor shall provide telephone numbers of contract manager and alternate(s) for other than normal duty hours.

4.1.3. EMPLOYEES. The contractor shall not employ any person who has been identified by the Military Police, Provost Marshall's Office, and any other appropriate security personnel as a potential threat to the health, safety, security, general well being, or operational mission of the installation and its population. The contractor shall be responsible for all individual and vehicle passes issued to his/her employees by Fort Wainwright.

4.1.4. IDENTIFICATION. The contractor shall provide each employee with identification badge that shall include the employee's name, employee's photograph, and contractor's company name. Identification shall be available prior to employment and shall be worn or attached to the outer garment at all times while on the installation.

4.1.5. KEY CONTROL. The contractor shall establish and implement methods of ensuring that all keys issued to the contractor by the Government are not lost or misplaced and are not used by unauthorized persons. Keys issued to the contractor by the Government shall not be

duplicated. The contractor shall develop procedures covering key control. Contractor shall not open all doors to the facility at once.

4.1.6. SERVICE SCHEDULES. The contractor shall develop and maintain a service schedule for each building listed in Appendixes 1A/B/C. The service schedule shall indicate the days of the week and all tasks. The service schedule shall be submitted within ten (10) days after contract award but no later than the Pre-performance Conference. The contractor shall coordinate with the facility managers (using a list of facility managers given to the contractor by the government) to agree upon a day and time that cleaning shall be done that is convenient both to the contractor and the occupants of the building. Contractor shall provide written notification to building managers informing him/her when the scheduled cleaning is to be accomplished in their building. The contractor shall comply with the submitted schedule as approved by the Contracting Officer. If service schedule falls on a holiday, contractor shall provide a revised schedule to indicate what day missed service is to be accomplished within that service period.

4.2. QUALITY CONTROL PLAN. The contractor shall develop and maintain a QCP to ensure services are performed in accordance with this Statement of Work and commonly accepted commercial practices. The Contractor shall provide, by electronic mail (e-mail), a daily QC report to QAR. This plan is due to the KO no later than the pre-performance meeting. The KO will notify the contractor of acceptance or required modification to the plan. The QCP shall include, as a minimum:

- a. Quality control procedures addressing the areas identified in Section II, Service Delivery Summary
- b. A description of the contractors inspection system to cover all requirements listed in the SOW.
- c. A description of the contractor's methods to be used for identifying and preventing defects in the quality of services performed.
- d. Control procedures for any government provided keys or lock combinations.
- e. A description of the records kept that relate to document inspections and the corrective or preventive actions taken.
- f. Descriptions of how to identify, prevent, and ensure the non-recurrence of defective services.

4.3. QUALITY ASSURANCE. The COR will monitor the Contractor's performance in accordance with SOW as directed by the KO. All surveillance observations will be recorded. The Contractor shall provide, by electronic mail (e-mail), a daily QC report to QAR. Those that indicate defective performance shall be initiated by the Contract Manager (CM) or designated alternative. If the CM does not concur with the COR or QASP surveillance observations indicating defective performance, the PM shall submit written reclaim to the COR within (2) working days.

4.3.1. RE-PERFORM. The KO or the COR or QAP will have the right to require the Contractor to re-perform, IAW 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 re-performed work shall be completed within 24 hours of notification or prior to next scheduled cleaning or whichever is the least amount of time. If work cannot be re-performed or is not performed to the Government contract standards, established during initial cleaning, deductions will be made in accordance with SDS.

4.4. PERFORMANCE EVALUATION MEETINGS. The COR will monitor the Contractor's performance in accordance with SOW and as directed by the KO. The Contractor's Contract Manager shall meet the KO/COR weekly during the first 90 (ninety) days of the contract. Thereafter, meetings will be scheduled as deemed necessary by either party or else on a monthly basis. Meetings shall be conducted during normal business hours. When a meeting is held a memorandum of record detailing all discussions will be prepared by the Government, with a copy furnished to the CM.

4.5. CHILD DEVELOPMENT, AND YOUTH CENTERS, AND HEADQUARTERS BUILDING. The contractor shall provide a list of personnel to be performing services at the Child Development and Youth Centers Buildings to the COR, for submission to Provost Marshall Office for background check. Results of these checks shall be submitted directly to the Contracting Officer, Regional Contracting Office-AK, Bldg 3030, Room 126, Fort Wainwright, AK 99703. These checks shall be at the contractor's expense and shall be conducted in accordance with AR 380-67.

4.6. SECURITY. For operational security reasons, contractor's personnel shall be limited to their work areas and secure each facility after performance. The facility manager for the individual buildings shall support access or escorted entry. The contractor shall immediately notify the COR when damage to government property, such as accidental abuse or misuse is discovered. The contractor shall annotate the damage on the inspection report.

4.7. HOURS OF OPERATION. Work shall be performed in a manner to create minimum disturbance or inconvenience to the use of the facility excluding recognized holidays which include: New Years Day, Martin Luther King Jr. Birthday, Presidents Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, Christmas Day, and Good Friday.

4.8. SAFETY AND HEALTH STANDARDS. The contractor shall initiate and maintain programs to comply with the provisions of OSHA and DAOSH (see **Appendix 3**).

4.9. CONTRACTOR FURNISHED ITEMS AND SERVICES. The contractor shall furnish everything needed to perform this contract. The Contractor shall provide its own movable office space. The Contractor shall provide lockable storage space (rust free) in every building. 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 hand towels, toilette paper and soap).

4.10. VEHICLES. Contractor vehicles shall be maintained in a clean and serviceable condition. Any collision or rust damage shall be repaired within 30 calendar days of the occurrence. The contractor shall operate vehicles to comply with base traffic regulations. Government provided parking space should not be used for overnight parking of privately owned vehicles, trailers, snowmobiles, all terrain vehicles or other conveyances. All vehicles shall be in operable condition and meet all local, state, and federal safety requirements. Each vehicle shall have contractor name neatly exhibited on each side of the cab.

4.11. CHANGES. During the period of this contract, the government may add to, remove from and or return to inventory any buildings. When removed from the inventory, the contractor shall not be responsible for maintenance. Any changes to this contract will only be made through a modification. Cost is based on square footage of building according to the category and/or **Appendix 6** for add/delete sheet.

4.12. PERFORMANCE OF SERVICES DURING CRISIS DECLARED BY THE NATIONAL COMMAND AUTHORITY OR OVERSEAS COMBATANT COMMANDER. The Contractor shall continue to perform all listed services unless otherwise directed by the Contracting Officer at which time the government will accept responsibility for the services or stop all services.

**APPENDIX 1 A
WORKLOAD DATA**

General Administrative, Multipurpose and Industrial Buildings

CATEGORY I

Bldg	Description	Organization	Days Served
1031	Education Center	ED CNTR	2W
1045	Inspector General	IG/BILLETING	1W
1051	Criminal Investigation Division	CID	1W
1060	Communications Center	Comm. Ctr	2W
1064	Directorate of Community Activities	DCA ASAP	1W
1172	Directorate of Community Activities	Ski & Skeet Lodge	1W
1557A	Troop Motor Pool	TMP Hanger	1W
1557B	Troop Motor Pool	TMP Hanger	1W
1562A	Judge Advocate	JAG	1W
1562A	Judge Advocate	JAG	1W
2107	Education Center	ED CNTR	3W
2110	Education Center	ED CNTR	2W
2296	Mission Oriented Unit Training	MOUT	1W
3000	Flight Simulator	FLIGHT SIM	1W
3015A	Directorate of Public Work	DPW	1W
3015B	Directorate of Public Work	DPW	1W
3025	Training Support	TASC	2W
3022	Contract Management	CON MGN	1W
3023	Environmental	ENVIRO	1W
3028	Provost Marshall Office	PMO	1W
3030	Central Issue Facility	CIF	2W
3030A	Directorate of Logistic	DOL	2W
3030B	Defense Reutilization & Marketing Office	DRMO	2W
3401	Army Community Service	ACS/WEL CNTR	2W
3401A	Welcome Center	WEL CNTR	2W
3401B	Central Processing	CEN PROC	1W
3470	Reserve Center	RESERVE CNTR	1W

Bldg	Description	Organization	Days Serviced
3490	Directorate of Logistics Test Measuring	DOL (IMF)	2W
3491	Diagnostic Equipment	TMDE	1W
3700A	Credit Union	CREDIT	2W
3700B	Library	LIBRARY	2W
3727	Arts and Crafts Bachelor Enlisted	ART/CRAFTS	1W
4054	Quarters Bachelor Enlisted	BEQ	1W
4055	Quarters Bachelor Enlisted	BEQ	1W
4056	Quarters	BEQ	1W
4056	Signal Company	509 SIG	1W
4107	Chapel	CHAPEL	1W
4161A	9 th Army Band	BAND CNTR	1W
4161B	9 th Army Band Child Development	BAND CNTR	1W
4176	Center	CDC	1W
5007	DRMO Defense Reutilization	DRMO	1W
5010	Marketing Office Weapons Qualification	DRMO	2W
5108	Range	RANGE	1W

See Appendix 2 - Drawings and Floor Plans for further detail to individual Building

CAT I 1W – Basic and restroom service once per week
CAT I 2W – Basic and restroom service twice per week
CAT I 3W – Basic and restroom service three times per week

**APPENDIX 1 B
WORKLOAD DATA
CATEGORY II**

Child Development Centers, High Traffic, and Post Command (Headquarters)

Bldg	Description	Organization	Days Served
1555	Headquarters Building	HQ`	3W –N
4024	Child Development Center	CDC	5W –N
4391	School Age Services	SAS	5W – N
4109	Youth Activity Center Note: Maple hardwood floors in the Gymnasium are not included.	YAC	5W – N

See Appendix 2 - Drawings and Floor Plans for further detail to individual Building.

CAT II 3W-N – Basic, restroom and common area service to be provided 3 days per week after normal duty hours

CAT II 5W –N – Basic, restroom and common area service to be provided 5 days per week after normal duty hours

**APPENDIX 1C
WORKLOAD DATA
CATEGORY III**

Gymnasiums (Physical Fitness Center/Melaven)

Bldg	Description	Organization	Days Served
3452A	First Floor	GYM 1	6W
3452B	First Floor	GYM 1	6W
3709A	First Floor Center	PFC/GYM	7W
3709B	First Floor Center	PFC/GYM	7W
3709C	Mezzanine, Center	PFC/GYM	7W
3709D	First Floor Multipurpose	PFC/GYM	7W
3709E	Mezzanine Level	PFC/GYM	7W

See Appendix 2 - Drawings and Floor Plans for further detail to individual Building

NOTE: MAPLE HARDWOOD FLOORS AT THE GYMNASIUMS ARE NOT PART OF THIS REQUIREMENT

CAT III 6W- Basic, restroom, common area and office service to be provided 6 days per week

CAT III 7W- Basic, restroom, common area and office service to be provided 7 days per week

**APPENDIX 2
MAPS & FLOOR PLANS
(Included in the CD)**

**APPENDIX 3
PUBLICATIONS and FORMS**

Publication No./ Section/Para/Line	Title	Date	Mandatory (M)/ Advisory (A)
AR 608-10	Child Development Center	Jul 97	M
AFI 63-124	Performance Based Service Contracts (PBSC)	Apr 99	M
WEBSITE: http://198.246.96.2/N10S4/ NPG/NPG.htm	Index of DA Occupational Safety and Health (DAOSH) Standards, Department of Labor Occupational Safety and Health (OSHA) Standards, and National Institute for Occupational Safety and Health (NIOSH) Publications		M
AFRCOM 385-1	Ground Safety Standards for the DAP Mishap Prevention Program	Mar 98	M
TM 5-812-1	Fire Prevention Program		A
AR 420-90	Fire Protection	Sep 97	A

FORMS

Form	Title	Date	Mandatory (M)/ Advisory (A)
CPARS	Contractor Performance Report		M
DA Fm 5477-R	Customer Complaint Record	Nov 85	M
DA Fm 5476-R	Surveillance Activity Checklist	Nov 85	M
FWA	Special Project Form	Mar 04	M
DA5479	Contract Discrepancy Report	Nov 85	A

**APPENDIX 4 A
CLEANING STANDARDS**

FORT WAINWRIGHT STANDARDS		
CUSTODIAL SERVICES		
CATEGORY I: Restrooms Areas: Office Areas: all areas utilized for administrative purposes		
Basic Services	Standard	Frequency
Vacuum all Carpet Areas	No visible dirt, debris, litter, etc.	Per Appex 1A
Maintain Floors	Maintain uniform glossy appearance, no dirt, debris, dust, heel or scuff marks, etc.	Per Appex 1A
Remove Trash	Containers are emptied, cleaned, and free of foreign matter and odors.	Per Appex 1A
Clean Drinking Fountain	Maintain free of streaks, stains, smudges, scale, etc.	Per Appex 1A
Clean Interior Glass/Mirrors	Maintain free of film, dirt, smudges, etc.	Per Appex 1A
Clean Walk-off Mats	Maintain free of visible lint, soil, debris, etc.	Per Appex 1A
Clean Stairways to include all handrails	Maintain clean uniform appearance, free of soil, debris, dust, stains, etc.	Per Appex 1A
Restroom Services	Standard	Frequency
Clean and Disinfect	Maintain free of deposits, dirt, streaks and odors.	Per Appex 1A
Sweep and Mop Floors	Maintain sanitary conditions and a clean, uniform appearance.	Per Appex 1A
Clean and De-scale Showers, Toilets, and Urinals	Maintain free from scale, soap film, and other deposits.	Per Appex 1A
Remove Trash	Containers are emptied, cleaned, and free of foreign matter and odors.	Per Appex 1A
Re-Supply Restrooms	Stocked so that supplies do not run out.	Per Appex 1A
Periodic Services	Standard	Frequency
Strip, Scrub, Seal, and Wax Floors	Maintain uniform glossy appearance, no dirt, debris, dust, heel or scuff marks, stains, soil, etc.	Semi- Annually
Shampoo all Carpets	Use standard commercial carpet cleaning practices to provide a uniform and clean appearance free of stains and discoloration.	Semi-Annually
Note: Some restrooms may need increased cleanings if they are undersized for the number of personnel using them or are used by personnel who work in dirtier jobs.		

**APPENDIX 4 B
CLEANING STANDARDS**

FORT WAINWRIGHT STANDARDS		
CUSTODIAL SERVICES		
CATEGORY II: Restrooms and Common Use Areas (Common Use Areas: Hallways, Lobbies, Stairways/Stairwells, Entryways, Break & Equipment Rooms:)		
Basic Services	Standard	Frequency (*)
Vacuum all Carpet Areas	No visible dirt, debris, litter, etc.	Per Appex 1B
Maintain Floors	Maintain uniform glossy appearance, no dirt, debris, dust, heel or scuff marks, etc.	Per Appex 1B
Remove Trash	Containers are emptied, cleaned, and free of foreign matter and odors.	Per Appex 1B
Dusting	Eliminate dust collection.	Per Appex 1B
Clean Drinking Fountain	Maintain free of streaks, stains, smudges, scale, etc.	Per Appex 1B
Clean Interior Glass/Mirrors	Maintain free of film, dirt, smudges, etc.	Per Appex 1B
Clean Walk-off Mats	Maintain free of visible lint, soil, debris, etc.	Per Appex 1B
Clean Stairways to include all handrails	Maintain clean uniform appearance, free of soil, debris, dust, stains, etc.	Per Appex 1B
Restroom Services	Standard	Frequency (*)
Clean and Disinfect	Maintain free of deposits, dirt, streaks and odors.	Per Appex 1B
Sweep and Mop Floors	Maintain sanitary conditions and a clean, uniform appearance.	Per Appex 1B
Clean and De-scale Showers, Toilets, and Urinals	Maintain free from scale, soap film, and other deposits.	Per Appex 1B
Remove Trash	Containers are emptied, cleaned, and free of foreign matter and odors.	Per Appex 1B
Re-Supply Restrooms	Stocked so that supplies do not run out.	Per Appex 1B
Periodic Services	Standard	Frequency (*)
Strip, Scrub, Seal, and Wax Floors	Maintain uniform glossy appearance, no dirt, debris, dust, heel or scuff marks, stains, soil, etc.	Semi-Annually
Shampoo all Carpets	Use standard commercial carpet cleaning practices to provide a uniform and clean appearance free of stains and discoloration.	Semi-Annually
Clean Interior Windows	Maintain free of film, dirt, smudges, streaks, etc.	Semi-Annually
Note: Some restrooms may need increased cleanings if they are undersized for the number of personnel using them.		
* Reference Appendix 1B for frequency		

**APPENDIX 4 C
CLEANING STANDARDS**

POST STANDARDS		
CUSTODIAL SERVICES		
CATEGORY III: Gymnasiums (Physical Fitness Center/Melaven): Showers, Sauna's, Toilets, etc. Restrooms, Common Areas, and Offices		
Office Areas: see Category I		
Common Use Areas: Hallways, Lobbies, Stairways/Stairwells, Entryways, Break & Equipment Rooms, Exercise Courts:		
Basic Services	Standard	Frequency
Vacuum all Carpet Areas	No visible dirt, debris, litter, etc.	Per Appex 1C
Maintain Floors	Maintain uniform glossy appearance, no dirt, debris, dust, heel or scuff marks, etc.	Per Appex 1C
Remove Trash	Containers are emptied, cleaned, and free of foreign matter and odors.	Per Appex 1C
Clean Interior Glass/Mirrors	Maintain free of film, dirt, smudges, etc.	Per Appex 1C
Low Dusting	Eliminate dust collection	Per Appex 1C
High Dusting	Eliminate dust collection	Per Appex 1C
Clean Drinking Fountain	Maintain free of streaks, stains, smudges, scale, etc.	Per Appex 1C
Clean Walk-off Mats	Maintain free of visible lint, soil, debris, etc.	Per Appex 1C
Clean Stairways to include all handrails	Maintain clean uniform appearance, free of soil, debris, dust, stains, etc.	Per Appex 1C
Restroom, Shower Rooms, Locker Rooms, Saunas, Toilets, etc.		
Services	Standard	Frequency
Clean and Disinfect	Maintain free of deposits, dirt, streaks and odors.	Per Appex 1C
Sweep and Mop Floors, Vacuum carpet areas	Maintain sanitary conditions and a clean, uniform appearance.	Per Appex 1C
Clean and De-scale Showers, Toilets, and Urinals	Maintain free from scale, soap film, and other deposits.	Per Appex 1C
Remove Trash	Containers are emptied, cleaned, and free of foreign matter and odors.	Per Appex 1C
Re-Supply Restrooms	Stocked so that supplies do not run out.	Per Appex 1C
Common Use Areas:		
Basic Services	Standard	Frequency
Maintain Floors	Maintain uniform glossy appearance, no dirt, debris, dust, heel or scuff marks, etc.	Per Appex 1C
Remove Trash	Containers are emptied, cleaned, and free of foreign matter and odors.	Per Appex 1C
Clean Interior Glass/Mirrors	Maintain free of film, dirt, smudges, etc.	Per Appex 1C
Periodic Services	Standard	Frequency
Strip, Scrub, Seal, and Wax Floors (excludes hardwood flooring; basketball, racquetball etc.	Maintain uniform glossy appearance, no dirt, debris, dust, heel or scuff marks, stains, soil, etc.	Semi-Annually
Shampoo all Carpets	Use standard commercial carpet cleaning practices to provide a uniform and clean appearance free of stains and discoloration.	Semi-Annually
Clean Interior/Exterior Windows	Maintain free of film, dirt smudges, etc..	Semi-Annually

APPENDIX 5
FWA FORM _____
SPECIAL PROJECT FORM
(Included in the CD)

APPENDIX 6

Add or Delete Services Cost Sheet

Services and Supplies	Quantity	Unit	Unit Price	Category I Amount	Category II Amount	Category III Amount
Vacuum Carpet	100	SF	_____	_____	_____	_____
Sweep Floor	100	SF	_____	_____	_____	_____
Mop Floor	100	SF	_____	_____	_____	_____
Clean Walk Off Mats	24	SF	_____	_____	_____	_____
Remove Trash	1	EA	_____	_____	_____	_____
Clean Drinking Fountain	1	EA	_____	_____	_____	_____
Clean Glass	100	SF	_____	_____	_____	_____
General Spot Cleaning	100	SF	_____	_____	_____	_____
Clean/Shampoo Carpet	100	SF	_____	_____	_____	_____
Clean Stairways	100	SF	_____	_____	_____	_____
Maintain Floors	100	SF	_____	_____	_____	_____
Clean Restrooms/Locker Rooms	100	SF	_____	_____	_____	_____

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(End of Summary of Changes)