

STATEMENT OF WORK

JANITORIAL SERVICES

Federal Aviation Administration Operational Facilities

TABLE OF CONTENTS

1	GENERAL	3
1.1	SCOPE OF WORK	3
1.2	SITE LOCATIONS	3
1.3	PERSONNEL	3
1.4	QUALITY CONTROL	4
1.5	PHYSICAL SECURITY	5
1.6	WORK SCHEDULE AND ACCESS TO WORKPLACE	5
1.7	CONSERVATION OF UTILITIES	6
1.8	LOST AND FOUND PROPERTY	6
1.9	SAFETY	6
1.10	STORAGE SPACE AND JANITOR'S CLOSETS	7
2	DEFINITIONS	8
2.1	TERMINOLOGY	8
3	TASK DESCRIPTIONS	10
3.1	WASTE/RECYCLE RECEPTACLES	10
3.2	POLICING GROUNDS	10
3.3	SMOKING RECEPTACLES	10
3.4	SURFACE DUSTING AND CLEANING	10
3.5	WINDOWS AND WINDOW COVERINGS	11
3.6	CARPETED FLOORS, TILES, RUGS, AND MATS	11
3.7	UNCARPETED FLOORS	12
3.8	STAIRWELLS/ELEVATORS/HANDICAP LIFTS	12
3.9	RESTROOMS, SHOWERS, AND LOCKER ROOMS	13
3.10	DRINKING FOUNTAINS	13
3.11	LACTATION ROOMS, KITCHEN AREAS, BREAKROOMS, & QUEUE LINES (Areas for food prep & consumption, excluding contracted commercial kitchens)	13
3.12	WELLNESS CENTERS	14
3.13	OPERATIONAL AREAS	14
3.14	BLOOD AND BODILY FLUIDS	14
4	GOVERNMENT–FURNISHED PROPERTY	15
4.1	GENERAL	15
4.2	FACILITIES	15
4.3	SERVICES	15

5	CONTRACTOR-FURNISHED ITEMS AND SERVICES.....	16
5.1	GENERAL	16
5.1	QUALITY STANDARDS OF EQUIPMENT	16
5.2	SUPPLIES.....	16
5.3	CONTRACTOR DELIVERABLES.....	17
6	CONTRACT ADMINISTRATION DATA.....	18
6.1	APPROVALS	18
6.2	INTERFERENCE WITH BUSINESS.....	18
6.3	OTHER CONTRACTS.....	18
6.4	CORRESPONDENCE	18

1 GENERAL

1.1 SCOPE OF WORK

- 1.1.1 The Contractor must provide all personnel, equipment, tools, materials, supervision, and services necessary to perform Janitorial Services as specified herein for the Federal Aviation Administration (FAA) Facilities as specified in the attached Appendix/Appendices.
- 1.1.2 As stated herein, when reference is made to the Contracting Officer's Representative (COR), defer to the Contracting Officer (CO) when the COR is absent, unreachable, or otherwise unavailable.
- 1.1.3 The Contractor must schedule and perform all requirements listed in the Statement of Work (SOW). Only tasks listed in the SOW are to be performed. The standards defined and the frequencies listed are minimum standards and frequencies that must be maintained. Additionally, the Contractor is responsible for all administrative requirements as noted herein.

1.2 SITE LOCATIONS

- 1.2.1 A list of all facilities covered by this SOW to include specific building information is provided in the Appendices attached hereto.

1.3 PERSONNEL

- 1.3.1 **Contract Manager.** The Contractor must provide a Contract Manager, who must be responsible for the performance of the work. The name and contact information of this person and any alternate(s) who must act for the Contractor when the manager is absent must be designated in writing to the CO prior to contract start date. The manager must not rely on the COR to remind him/her of reports, schedules, etc. that are due. Contract Managers must be knowledgeable in the safe use and storage of chemicals, cleaning compounds, and equipment operation.
 - 1.3.1.1 The Contract Manager or alternate must have full authority to act for the Contractor on all contract matters relating to daily operation of this contract.
 - 1.3.1.2 The Contract Manager or alternate must be available within 1 calendar day to meet at the facility with Government personnel designated by the CO to discuss situations.
- 1.3.2 **Employees.**
 - 1.3.2.1 A list of contractor employees who will be working at the site must be provided to the COR and the CO not later than 10 days after award. This list must be updated any time a contractor employee is added or deleted from the list. The Government reserves the right to restrict the site access of any Contractor employee, or prospective Contractor employee, who is identified as a potential threat to the health, safety, security, and general wellbeing, or operational mission of the installation and its population.
 - 1.3.2.2 Contractor personnel must present a neat appearance and be easily recognized. This must be accomplished by wearing distinctive clothing bearing the name of the company or by wearing appropriate badges, which contain the company name and employee name.
 - 1.3.2.3 The Contractor must not employ any person who is an employee of the United States Government if the employment of that person would create a conflict of interest.
 - 1.3.2.4 The Contractor and their employees must be subject to all rules and regulations relative to entering and leaving the facility.
 - 1.3.2.5 It is a requirement for the Contractor to provide sufficient backup employees to fill in for unexpected absences or resignations.

- 1.3.2.6 Contractor's employees must not disturb papers on desks, open desk drawers or cabinets, or use telephones, copy machines, or other equipment provided for official Government use.
 - 1.3.2.7 Contractor employees must report unsafe and hazardous conditions to the COR. Items in need of repair, such as burnt-out lights, leaky faucets, toilet stoppages, etc., must be reported to the COR. The COR will report any damaged or hazardous areas/equipment to a Technical Operations Manager and await further guidance.
 - 1.3.2.8 If employees discover open safes, they must report that to the COR.
 - 1.3.2.9 Employees without properly executed security forms will not be allowed to work at the facility.
 - 1.3.2.10 The Contractor and employees must be subject to all rules and regulations relative to entering and leaving these facilities and to parking in authorized parking spaces. The Contractor will be briefed by the COR on the complexities and protocols involved with the cleaning of secure areas in the buildings covered by this contract. When cleaning is scheduled in secure areas, Contract personnel will be expected to contact the COR in advance for access, and notify the COR when complete, in order to secure the area.
- 1.3.3 Training.** The Contractor is responsible for training all individuals on the correct cleaning and disinfecting procedures accepted by the custodial profession as written in professional publications, periodicals, trade magazines, etc. At a minimum, this training must include the review and proper use of applicable product Safety Data Sheets (SDS), including recognizing hazards, storage of chemicals, and the use of appropriate protective equipment (e.g., disposable gloves, dust masks, etc.) required by the OSHA Hazard Communication Standard, 1910.1200.
- 1.3.3.1 Contractors will be trained on site specific fire life safety awareness, and Hazard Communication (HAZCOM) in accordance with JO3900.19 Ch.11.

1.4 QUALITY CONTROL

- 1.4.1 Quality Control Plan.** The Contractor must establish and maintain a complete Quality Control Plan to ensure the requirements of the Contract are provided as specified. One copy of the Contractor's Quality Control Plan must be provided to the CO for review and approval no later than 10 days after award. An updated copy must be provided to the CO within one business day as changes occur. The plan must include at a minimum:
- 1.4.1.1 A work scheduling system based on the services indicated in the Appendices. The schedule must show by building and area the day and times when tasks will be accomplished. The Contractor must comply with the submitted schedules as approved by the CO or designated individual.
 - 1.4.1.2 Tasks required more than once per day must be scheduled at reasonable intervals. These times must be noted on the submitted schedule.
 - 1.4.1.3 The contractor must use a daily checklist and provide a copy to the COR on a weekly basis. The Checklist will be reviewed for compliance. When checklists are not submitted timely, payment may be withheld.
 - 1.4.1.4 An inspection system covering all the services listed in the Appendices. It must specify the areas to be inspected on both a scheduled or unscheduled basis, how often inspections will be accomplished, and the title of the individual(s) who will perform the inspection.
 - 1.4.1.5 The methods for identifying and preventing deficiencies in the quality of service performed before the level of performance becomes unacceptable.
 - 1.4.1.6 Procedures for proper cleaning of restrooms, showers, locker rooms, and other high humidity areas to prevent the spread of infectious and contagious diseases must be documented.
 - 1.4.1.7 Procedures for floor and carpet maintenance.

- 1.4.2 Inspection Reports.** Records of all inspections conducted by the Contractor and necessary corrective action taken must be provided to the CO and COR upon completion of the inspection.
- 1.4.3 FAA Quality Assurance Surveillance.** The Government must inspect and evaluate the Contractor's performance to ensure services are received in accordance with requirements set forth in this Contract. The COR will use the Contractor's work schedule or modified version thereof, to record validation results. Results of the validation then become the official record of the Contractor's performance. When a performance threshold has not been met or Contractor performance has not been accomplished, the COR will initiate and provide the Contractor a Contract Discrepancy Report (CDR). The Contractor must respond to the CDR in accordance with instructions provided and return it to the COR within 2 calendar days of receipt.
- 1.4.4 Contract Reviews.** The Contractor must meet with the COR and the CO for a quarterly review of the contract performance. The following issues may be discussed; opportunities to improve the Contract, any modifications required of the Contract, unsatisfactory inspections and valid customer complaints against each performance objective observed and steps taken by the Contractor to prevent occurrences in the future. The Contractor must provide a summation of unsatisfactory inspections and customer complaints and provide insight into any identified trends. The minutes of these meetings will be reduced to writing by FAA Personnel, signed by the CO and any other signatures as deemed appropriate, distributed by the COR to the FAA stakeholders and the Contractor. Should the Contractor not concur with the minutes, the Contractor will provide a written notification to the Contracting Office identifying areas of non-concurrence for resolution.

1.5 PHYSICAL SECURITY

- 1.5.1 Property.** The Contractor is responsible for safeguarding all Government property provided for Contractor use. At the close of each work period, Government facilities, equipment, and materials must be secured and stored in appropriate locations. External and Internal doors must not be propped open. Secure Area cleaning must be coordinated with the COR in advance.
- 1.5.2 Badges.** All FAA security badges must be worn above the waist, on the front of the body, and on outermost clothing at all times. It is the responsibility of the Contractor to notify the COR of a lost badge. A replacement badge can only be approved by the COR. The COR will notify the appropriate party to issue a replacement badge. The retrieval of the lost badge is the responsibility of the Contractor and if found, must be returned to the COR.
- 1.5.3 Key Control.** The Contractor must implement methods of assuring that all keys issued to the Contractor's employees by the Government are not reproduced, lost, or misplaced and are not used by unauthorized persons.
- 1.5.3.1 The Contractor must report the loss of any keys to the COR immediately. The Contractor may be required to incur the expense to re-core the affected facilities.
 - 1.5.3.2 Keys are to be checked out only to personnel approved by the COR. Final payment may be withheld until all keys have been returned as verified by the COR.

1.6 WORK SCHEDULE AND ACCESS TO WORKPLACE

- 1.6.1** Specific hours of operation for each location are stated in the Appendices. Specified hours of performance are not shown for some of the services required in this contract. Such work must be accomplished at times as coordinated in advance with the COR to ensure there is no conflict with FAA operations.
- 1.6.2** The Contractor's Work Schedule will remain unchanged on recognized holidays unless otherwise noted by the COR.
- 1.6.3** Recognized Holidays. Holidays observed by Government are as follows:

New Year's Day	Labor Day
Martin Luther King Day	Veteran's Day
President's Day	Columbus Day
Memorial Day	Thanksgiving Day
Juneteenth	Christmas Day
Fourth of July	

1.7 CONSERVATION OF UTILITIES

- 1.7.1** The Contractor must instruct employees in utilities conservation practices. The Contractor is responsible for operating under conditions which conserve utilities and must include the following:
- 1.7.2** Lights must be used in areas only where and when work is being performed. Operational Area lights must not be adjusted without prior approval by the COR.
- 1.7.3** The workers must not adjust mechanical equipment controls for heating, ventilation, and air conditioning systems.
- 1.7.4** Water faucets or valves must be turned off after use.

1.8 LOST AND FOUND PROPERTY

- 1.8.1** It is the responsibility of the Contractor to ensure all items of possible personal or monetary value found by the Contractor's employees are turned in to the Agency immediately.

1.9 SAFETY

- 1.9.1** Contractor is responsible for training their employees in appropriate safety measures and informing them of their obligation to obey existing regulations. In addition, the Contractor must not permit placing or using of mops, brooms, or equipment in traffic lanes or other locations in a manner to create a safety hazard and must provide appropriate warning signs for slippery areas.
- 1.9.2** FAA operations in certain areas are directed towards the control and separation of air traffic and directly affect national security. The importance of these operations cannot be over stressed. Interference of any kind by the Contractor, their employees, or equipment will not be tolerated. The inadvertent flipping of a switch or turning of a dial could be disastrous in loss of work hours, property, and perhaps lives. It is of the utmost importance that the noise level in Operational areas be kept to a minimum. The Contractor must not plug any power-driven equipment into any electrical outlet on the FAA equipment and/or racks. The Contractor must cooperate with the COR in working out the best and safest methods for contract performance work in FAA operational and equipment areas. **(NOTE: NO cell phone use allowed in Operational areas.)**
- 1.9.3** The Contractor is responsible for supplying their employees with proper Personal Protective Equipment (PPE).
- 1.9.4** Contractor must maintain an easily accessible, on-site Safety Data Sheet (SDS) Log. A copy of each SDS and a list of each chemical to be used by the Contractor must be provided to the CO and COR before chemicals are allowed on site.
- 1.9.5** Safe methods and proper dilution of chemicals to retain the integrity of the Environmental Protection Agency standards for germicidal disinfectants must be adhered to.
- 1.9.6** All chemical containers must be properly labeled as required by OSHA Hazard Communications Standards for Labels and Pictograms (29 CFR 1910.1200).

1.10 STORAGE SPACE AND JANITOR'S CLOSETS

- 1.10.1** Contractor must use assigned space for the storage of bulk supplies and equipment and in compliance with the SDS storage requirements.
- 1.10.2** The Government is not responsible for damage, maintenance of, and/or loss to Contractor's stored supplies, materials, equipment, or the personal belongings of Contractor's employees.
- 1.10.3** Failure to keep the contractor's assigned space clean and in an orderly condition, may result in the withdrawal of the privilege of using them.
- 1.10.4** Dirty water and cleaning solutions must be disposed of in deep sinks or floor drains designated by the COR. Floors and fixtures in areas where water is obtained and disposed of must be kept clean, neat, sanitary, and odor-free.

2 DEFINITIONS

2.1 TERMINOLOGY

- 2.1.1 ACM – Asbestos Containing Material.** Any material containing more than one percent asbestos.
- 2.1.2 ARTCC – Air Route Traffic Control Center**
- 2.1.3 ATCT – Air Traffic Control Tower**
- 2.1.4 ATM – Air Traffic Manager**
- 2.1.5 Acceptable Quality Level (AQL) –** The number of defects, the maximum percentage of defective work, or the maximum number of defects per hundred units that will be allowed before work is considered unsatisfactory. AQL does not imply that the contractor may knowingly perform in an unsatisfactory way. It means that the Government recognized that unsatisfactory performance might occur unintentionally. When defects in performance do not exceed the AQL, the service will not be subject to payment reduction by the Government. The contractor, however, must perform all unsatisfactory work again unless excused by the COR.
- 2.1.6 Area.** An area is the space to receive services, which may or may not be considered a room by common definition. Examples of spaces are definable sections of hallways, stairwells, lobbies, offices, entrances, and elevator.
- 2.1.7 Asbestos -** Includes chrysotile, amosite, crocidolite, tremolite asbestos, anthophyllite asbestos, actinolite asbestos, and any of these minerals that has been chemically treated and/or altered.
- 2.1.8 CIC – Controller In-Charge**
- 2.1.9 Clean -** The process of physically removing dirt, grime and organic matter from surfaces using soap or detergents and water.
- 2.1.10 Contracting Officer (CO).** The appointed Government employee with authority to enter into, administer, and/or terminate contracts and make related determinations and findings on behalf of the Government. Note: the only individual who can legally bind the Government.
- 2.1.11 Contracting Officer Representative (COR).** The Government personnel designated by the Contracting Officer to provide support of the Contract. Such appointment must be in writing and must state the scope of authority and limitations. This individual may have authority to provide technical direction to the Contractor as long as that direction is within the scope of the Contract, does not constitute a change, and has no funding implications. This individual does NOT have authority to change the terms and conditions of the Contract.
- 2.1.12 Contractor.** The term Contractor as used herein refers to both the prime Contractor and any subcontractors. The prime Contractor must ensure their subcontractors comply with the provisions of this Contract.
- 2.1.13 Contractor Representative.** A Contractor foreman, superintendent, or manager who is responsible for the performance of the work.
- 2.1.14 Contract Discrepancy Report (CDR).** A written report and/or communications issued by the COR to the Contractor when performance is unsatisfactory. The Contract Discrepancy Report requires the Contractor to explain, in writing, why performance was unsatisfactory, how performance will be returned to satisfactory levels, and how reoccurrence of the problem will be prevented in the future.
- 2.1.15 Debris.** Debris includes, but is not limited to unwanted paper, cans, bottles, limbs, pine straw, pinecones, leaves, rocks, and other similar items.
- 2.1.16 Deliverable.** Anything that can be physically delivered but may include non-manufactured things such as meeting minutes or reports.

- 2.1.17 Disinfect** – The process of killing viruses and bacteria on surfaces using chemicals after cleaning the surface and inactivates 99.999% of germs on hard surfaces or objects when used according to manufacturer’s specifications.
- 2.1.18 Environmental Protection Agency (EPA).** The Federal agency delegated with authority to enforce the Federal laws which are concerned with pollution of the environment.
- 2.1.19 OM** – Operations Manager
- 2.1.20 Operational Area** – Locations identified in the Appendix/Appendices
- 2.1.21 Performance Requirements Summary (PRS).** A listing of the performance requirements under the contract which will be evaluated by the Government on a regular basis. Performance indicators, performance standards, and surveillance methods will be used to determine if performance standards are met.
- 2.1.22 Performance Standard.** The Contractor's performance level required by the Government.
- 2.1.23 Presumed Asbestos Containing Material (PACM)** – Thermal System Insulation (TSI) and surfacing materials found in buildings constructed no later than 1981.
- 2.1.24 Quality Assurance Program.** A program implemented by the Government to provide some measure and control over the quality of services received. It is emphasized that the Government's quality assurance program is not a substitute for the quality control program implemented and administered by the Contractor.
- 2.1.25 Quality Assurance Evaluator (QAE).** The Government employee responsible for the daily monitoring of Contractor performance.
- 2.1.26 Quality Control (QC).** A method used by the Contractor to control the quality of goods and/or services provided.
- 2.1.27 Sanitize** – The process of reducing the number of bacteria on surfaces using chemicals. Sanitizing is not intended to kill viruses and is conducted after cleaning the surface. Sanitizers are registered for use on bacteria.
- 2.1.28 SECM** – Safety Environmental Compliance Manager
- 2.1.29 SSC** – Systems Support Center
- 2.1.30 SSCM** – Systems Support Center Manager - Technical Operations Manager responsible for all facility infrastructure, buildings, and grounds.
- 2.1.31 TRACON** – Terminal Radar Approach Control

3 TASK DESCRIPTIONS

3.1 WASTE/RECYCLE RECEPTACLES

- 3.1.1 All waste and recycle bins must be emptied, free from odors, foreign matter, dry, and plastic liners replaced. Any plastic liner with food waste or that is soiled, or leaking must be replaced with a new plastic liner. Waste bins must be cleaned inside and outside as needed. Boxes, cans, bottles, and other items placed adjacent to waste bins and marked “trash” must also be removed and placed in an appropriate recycle or waste dumpster outside.
- 3.1.2 All waste collected must be disposed of in the nearest outside trash dumpster. Waste that falls on the floor and outside grounds during the waste removal must be picked up. The Contractor must dispose of trash secured in plastic bags. Collected trash must be deposited in the approved trash collection containers. The Contractor must collect all packing materials and empty shipping containers and place in a designated receptacle.
- 3.1.3 The Contractor must empty the paper shredder receptacle, vacuum, and dust the paper shaft and exposed surfaces, replace the shredder bag, and dispose of all recycled items in appropriate collection containers.
- 3.1.4 Trash must not be allowed to remain in the building overnight unless otherwise specified. Contact the COR prior to disposal of building and construction materials. The COR should contact a local Technical Operations Manager to oversee any disposal of building and construction materials.
- 3.1.5 **Standard:** A properly cleaned waste or recycle receptacle and plastic liner are free of all waste residues and odors.

3.2 POLICING GROUNDS

- 3.2.1 Entryways, exterior stairwells, parking garages/lots, walkways, sidewalks (indicated with letter X on attached diagram), driveways, outdoor furniture, and grounds will be serviced by picking up or sweeping trash and emptying trash containers outside the building (including bottles, cans, newspapers, cigarette butts, pieces of wood and similar material).
- 3.2.2 **Standard:** A properly maintained entryway, exterior stairwell, parking garage/lot, walkway, sidewalk, driveway, outdoor furniture, and grounds area is free of grit, debris, and trash.

3.3 SMOKING RECEPTACLES

- 3.3.1 Empty all smoking receptacles into a metal container or other nonflammable-type container. Smoking receptacles must be cleaned to remove all stains and deposits. The areas immediately surrounding such smoking receptacles and adjacent building entrances are to be free of cigarette butts and other debris.
- 3.3.2 **Standard:** A properly cleaned smoking receptacle is free of dust, ashes, odors, tar, streaks, and nicotine stains.

3.4 SURFACE DUSTING AND CLEANING

- 3.4.1 Building surfaces discovered with evident staining or damage must be reported to the COR for further action. Dust and clean all horizontal and vertical surfaces including, but not limited to televisions, monitors, cabinets, tables, chairs, counters, bookcases, lockers, vending machines, closets, shelves, radiators, HVAC air registers, air grilles and diffusers, windowsills, doorsills, baseboards, banisters, non-operational consoles and workstations, and wall-mounted fixtures. Clean and remove all spots, stains, smudges, fingerprints, marks, and other streaks. Clean tables and non-fabric chairs, modular partitions and furniture, ledges, windowsills, handrails, doorframes, doors, and walls. All fabric covered walls are to be cleaned as needed using manufacturer’s recommended techniques.
- 3.4.2 Dust must not be moved from spot to spot, but removed directly from the areas in which it lies by the most effective means. The following conditions must exist after the completion of each dusting task: (a) there must be no dust streaks, (b) corners, crevices, molding, and ledges must be free of all dust, (c) there must be no oils, spots, or smudges on dusted surfaces caused by dusting tools. Surfaces must be free of all dust, lint, and litter.

3.4.3 Clean the high touch surfaces to include but not limited to the following:

- 3.4.3.1 Common Area doorknobs/handles/pulls/push plates/light switches/dispensers
- 3.4.3.2 Common Area tabletops and countertops
- 3.4.3.3 Common use phones
- 3.4.3.4 Common use non-operational computer workstations
- 3.4.3.5 Handrails

3.4.4 All furniture with fabric parts must be vacuumed. Fabric must be spot cleaned as necessary with a solution that will not damage the fabric. A suitable cleaner and polish will be used for metal, wood, and leather furniture. Hard surface furniture must be waxed and polished, as appropriate.

3.4.5 Clean high surface items above 7'0" by removing all dust, cobwebs, lint, litter, and debris. Items to be cleaned include, but are not limited to, all horizontal surfaces, ceiling fans, HVAC air registers, light fixtures, air grilles and diffusers, and ceilings. Ceilings and wall surfaces must be spot cleaned as needed to remove dirt, dust, and debris. Dust must not be moved from spot to spot, but removed directly from the areas in which it lies by the most effective means. When cleaning, debris must not be allowed to fall from high areas onto furniture and equipment below.

3.4.6 Standard: A properly cleaned and dusted surface is free of all spots, stains, fingerprints, smudges, dust, lint, and cobwebs.

3.5 WINDOWS AND WINDOW COVERINGS

3.5.1 Clean all interior windows, including all windowsills and adjacent trim on all floors. Window frames, casings, sills, and glass must be free of all traces of fingerprints, smudges, streaks, smears, film, dirt, water deposits, and other foreign matters. This does not include any tower cab windows.

3.5.2 Clean Window Blinds/Shades/Drapery. Blinds and shades must be cleaned to remove soil and dust, using a commercially approved cleaner. Blinds and shades must be free of streaks and smudges. Blinds/Shades must not be removed from window facing. Vacuum drapes using an industrial-type vacuum with appropriate tool attached for vacuuming. Report draperies requiring dry cleaning to the COR. This does not include the tower cab blinds/shades.

3.5.3 Standard: A properly cleaned window, windowsill and trim is free of all fingerprints, smudges, streaks, and foreign matter. A properly cleaned window covering is free of all streaks, stains, spots, deposits, and odors.

3.6 CARPETED FLOORS, TILES, RUGS, AND MATS

3.6.1 All tears, burns, raveling, displaced tiles, or otherwise damaged areas must be reported to the COR. After receiving confirmation from the Agency that cleaning will not further damage the carpet or underlying floor, the COR will approve cleaning the area.

3.6.2 Vacuum rugs, mats, and carpeting with an industrial-type vacuum or central vacuum system, if applicable, and inspect for soiled areas. All vacuum bags and filters will be changed as needed. Prior to vacuuming, sweep all edges not reached by a vacuum and remove all easily moveable furniture to allow for cleaning. All moved furniture and equipment must be returned to their original positions. Carpeted areas, rugs and mats must be vacuumed free of all loose soil and debris. If soiled spots are present, remove with an appropriate industrial grade spot-removing solution according to the manufacturer's recommended technique.

- 3.6.3** Prior to shampooing/steam cleaning, all moveable furniture or equipment must be moved to maintain floors underneath. Rugs, mats, and carpets must be vacuumed. Properly mark designated areas as “closed” and display approved signage for wet floors until areas are thoroughly dried. All floor surfaces must be maintained to protect against slips and falls. Rugs, mats, and carpets must be shampooed/steamed free of streaks, stains, and spots, and have a uniform appearance using water extraction methods. Shampooing/steam cleaning must be done according to the manufacturer’s recommended technique. Thoroughly dry the area then replace all furniture and equipment to their original positions.
- 3.6.4 Standard:** A properly spot-cleaned, vacuumed, and shampooed/steam cleaned rug, mat, or carpet is free of all stains, dirt, debris, matted areas, cleaning marks, and has a uniform appearance.

3.7 UNCARPETED FLOORS

- 3.7.1** All damaged flooring areas must be reported to the COR. After receiving confirmation from the Agency that cleaning will not further damage the flooring or underlying material, the COR will approve cleaning the area.
- 3.7.2** Properly mark designated areas as “closed” and display approved signage for wet floors. All floor surfaces must be maintained to protect against slips and falls. Prior to sweeping, mopping, waxing, and buffing, remove all easily moveable furniture to allow for cleaning. All moved furniture and equipment must be returned to their original positions.
- 3.7.3** Concrete/quarry tile, terrazzo, metal, wood, and resilient flooring must be swept, dust mopped or vacuumed to remove all loose dirt, dust, and debris then mopped with a disinfectant. Remove all spots, stains, marks, and streaks with an appropriate cleansing agent from floors, baseboards, and doorjams.
- 3.7.4** Clean/Strip/Wax/Buff floors. Prior to stripping, waxing, and buffing, floors must be cleaned. Remove all easily moveable furniture to allow for cleaning. Prior to waxing, flooring must be mopped and stripped to remove all built-up wax and embedded dirt. Floors must be cleaned and buffed to remove traffic marks, heavy soil, etc. The material used for cleaning and buffing must contain a blend of detergents and polymers to emulsify surface soil and repair traffic areas. If loose residue is produced by buffing, it must be removed in a manner that must leave the floor clean without destroying the high gloss produced by buffing.
- 3.7.5 Standard:** A properly mopped and cleaned floor is free of all deposits, stains, streaks, film, and brush marks. A waxed and buffed floor must have a uniform, high gloss finish, free of scuffs and heel marks. The floor finish must be uniform from wall to wall, including corners.

3.8 STAIRWELLS/ELEVATORS/HANDICAP LIFTS

- 3.8.1** All floor surfaces must be cleaned in accordance with their flooring type. Do not use wax on rubber stair treads. Dust and clean all horizontal surfaces, handrails, cove base, baseboards, stair guards, wall caps, light fixtures, walls, and buttons. Clean all handrails and elevator/handicap lift touch points.
- 3.8.2** Elevator/Handicap Lift cleaning. Clean all walls and doors ensuring removal of all marks, dirt, smudges, scuffs, and other foreign matter.
- 3.8.3** Stairwell cleaning. The Contractor must remove all marks, dirt, smudges, scuffs, and other foreign matter from adjoining stairwell walls, up to 72 inches height from stair tread level, to provide or maintain a clean, uniform appearance. Stairwells must not be used for storage.
- 3.8.4 Standard:** A properly cleaned stairwell/elevator/handicap lift is free of all debris, swept, dusted, and all surfaces are free of spots, stains, dust, lint, bugs, and cobwebs.

3.9 RESTROOMS, SHOWERS, AND LOCKER ROOMS

- 3.9.1 Bathroom surfaces with evident mold, staining, or damage must not be disturbed and immediately reported to the COR for further action. All surfaces of sinks, mirrors, toilets, urinals, lavatories, showers, lockers, shower mats, dispensers, plumbing fixtures, partitions, doors, stalls, stall doors, entry doors (including handle, kick plates, ventilation grates, metal guards), walls, and other such surfaces must be cleaned and disinfected using an approved cleaning product. Grout must be cleaned. Proper signage must be placed at the entrance of any restroom closed for cleaning.
- 3.9.2 Brushes, sponges, mop heads, cloths, water, and buckets that have been used to clean toilets, urinals, showers, and floors must not be used to clean any other facility surfaces. Mops and cleaning rags shall be cleaned and sanitized before and after each day of use.
- 3.9.3 All floors must be swept, cleaned, and disinfected. Moveable items must be moved to clean underneath.
- 3.9.4 Restroom supply dispensers including but not limited to, paper towels, urinal deodorizers, toilet tissue, hand soap, and disposable seat covers must be replenished. The Contractor must stock restrooms with sufficient supplies to ensure that the supplies last until the next scheduled service. Supplies must be stored in areas designated by the COR and accessible by the Agency.
- 3.9.5 The Contractor, with proper training in blood borne pathogens, shall wear disposable gloves to empty, clean, and disinfect all sanitary napkin and waste receptacles. Sanitary napkin disposal containers shall be lined with new receptacle bags.
- 3.9.6 **Standard:** A properly cleaned restroom must have a clean scent or be odor free. Showers, toilets, urinals, and walls must be free of spots, water spots, scale buildup, soap scum, odors, and any other deposits. Mirrors must be clean and have no streaks or other removable matter. Partitions must be smudge and stain free. Vents must be clean. Restroom sinks, countertops, and fixtures must be free from water and scale deposits, soil, streaks, and other removable matter. Grout on the wall and floor tiles must be free of dirt, scum, mildew, and residue.

3.10 DRINKING FOUNTAINS

- 3.10.1 Contractor must use clean rags to clean and disinfect all facility porcelain and polished metal surfaces, including the orifices and drain, and exterior surfaces of fountains and bottle fill stations. Cleaning rags shall be cleaned and sanitized before and after each day of use.
- 3.10.2 **Standard:** Drinking fountains and bottle fill stations must be clean and free of streaks, stains, spots, smudges, scale, and other obvious soil.

3.11 LACTATION ROOMS, KITCHEN AREAS, BREAKROOMS, & QUEUE LINES (Areas for food prep & consumption, excluding contracted commercial kitchens)

- 3.11.1 Cleaning supplies used on food preparation/consumption areas and lactation rooms must not be used to clean any other facility surfaces to avoid cross-contamination. Mops and cleaning rags shall be cleaned and sanitized before and after each day of use.
- 3.11.2 Clean exterior of all appliances. Clean refrigerator interior, excluding attached freezer, at intervals specified by COR. Clean interior of microwave oven, range hood, and oven to remove soil, grease, and food particles. Stainless steel appliances must be polished. Queue lines, counters, sinks, tables, chairs, backsplashes, and fixtures must be cleaned to remove streaks, stains, smudges, and other obvious soils.

3.11.3 Supply dispensers including but not limited to soap dispensers, paper towels, and other dispensers must be replenished. The Contractor must stock areas with sufficient supplies to ensure that the supplies last until the next scheduled service. Supplies must be stored in areas designated by the COR and accessible by the Agency. The Contractor, with proper training in blood borne pathogens, shall wear disposable gloves to empty, clean, and disinfect all sanitary napkin and waste receptacles. Sanitary napkin disposal containers shall be lined with new receptacle bags.

3.11.4 Standard: A properly cleaned surface is free of all spots, stains, and streaks. Properly cleaned refrigerators are free of odor, spilled foods, crumbs, streaks, stains, and films.

3.12 WELLNESS CENTERS

3.12.1 All flooring, walls, fixtures, and physical fitness equipment will be dusted and cleaned in place. No mechanical components of fitness equipment will be cleaned (i.e., cables, pulleys, hinges, etc.). All high touch points including but not limited to, benches, seats, seat backs, grips, buttons, etc., will be disinfected with an approved product that is safe for the surfaces being disinfected.

3.12.2 Standard: A properly cleaned wellness center is free of dirt and debris. All walls, floors, and fixtures are free of smudges, streaks, stains, marks, and deposits. All fitness equipment is free of marks, smudges and properly disinfected.

3.13 OPERATIONAL AREAS

3.13.1 Contractor will not be permitted in the Operational Area without proper training from the Agency. The Agency must provide a cleaning schedule for operational areas. Work outside of the specified timeframes will require prior approval and coordination with the COR. Care must be exercised to prevent liquids from entering switches, telephone dial equipment, displays, or other attached components.

3.13.2 Dust and/or clean non-operational equipment and furnishings.

3.13.3 Clean non-operational high touch point surfaces including but not limited to:

- Handsets

- Plastic covered maps

- Strip bays

- Equipment cabinet doors and knobs

- Common use support computers and workstations

- Console trays and horizontal working tops

- Chair armrests

3.13.4 Standard: A properly cleaned surface is free of all spots, stains, fingerprints, smudges, dust, lint, and cobwebs.

3.14 BLOOD AND BODILY FLUIDS

3.14.1 Clean and disinfect areas of the facility where an individual may have been ill or an accident occurred (i.e. vomit or blood on facility surfaces). The Contractor shall wear disposable gloves to clean and disinfect the area in accordance with CDC guidance.

4 GOVERNMENT–FURNISHED PROPERTY

4.1 GENERAL

4.1.1 The Government will provide, without cost, the facilities, equipment, materials, and/or services listed below.

4.2 FACILITIES

4.2.1 The Government may furnish designated storage space for work related to this contract. The Contractor must not construct any new building facilities or structures on Government property nor make any structural changes without written approval of the COR. Structural repairs required during the term of the contract must be reported to the COR for appropriate action. The Contractor must reimburse the Government for repairs not attributable to fair wear and tear. The Contractor must vacate such building space and restore the premises to the conditions in which received at his/her expense, fair wear and tear excepted, by the time stated for contract completion.

4.2.2 In areas where central vacuum systems are provided, they are the only vacuum cleaners approved for use within those areas unless exceptions are approved in advance by the COR. Central vacuum bags and filters will be replaced by the Agency. Any issues with the operation of the system will be reported to the COR for resolution. The Government will provide all waste/recycle receptacles and dumpsters.

4.3 SERVICES

4.3.1 Utilities. The Government will furnish at no cost to the Contractor electrical power, sewer service, and water. These utilities are to be used only in the performance of this contract.

5 CONTRACTOR-FURNISHED ITEMS AND SERVICES

5.1 GENERAL

- 5.1.1** Except for those items or services specifically stated to be Government-furnished, the Contractor must furnish everything to execute the tasks as stated herein.

5.1 QUALITY STANDARDS OF EQUIPMENT

- 5.1.1** All equipment must have bumpers and guards to prevent marking or scratching of fixtures, furnishings, or building surfaces. All equipment will be kept clean and in good working condition. All electrical equipment used by the Contractor must be Underwriter's Laboratories (UL) approved or equivalent. This equipment must operate using existing building circuits. The Contractor must utilize HEPA vacuum cleaners that meet the requirements of the Carpet and Rug Institute's 'Seal of Approval Program.' Vacuums for carpeted floors must be of commercial quality. Provide the COR with a list of equipment to be used on site within 10 days of award.

5.2 SUPPLIES

- 5.2.1** The Contractor must furnish the following supplies. A list and samples of materials must be submitted to the COR for approval prior to use on site, and whenever a change occurs. Safety Data Sheets must be submitted in accordance with 1.9.4 above.

- 5.2.2** The Contractor must coordinate with the COR for any delivery of supplies and equipment.

- 5.2.3** Consumable Supplies, as applicable:

- Liquid hand soap for installed dispensers (When dispensers are not operational or supplied, liquid hand soap push/pump bottles.)
- Hand Sanitizer for installed dispensers (When dispensers are not operational or supplied, hand sanitizer push/pump bottles.)
- Paper Hand Towels to fit restrooms/breakrooms/kitchens dispensers
- Toilet Paper, 2-ply minimum, to fit existing dispensers
- Toilet Seat Covers, disposable, to fit existing dispensers
- Plastic Trash Can Liners/Bags (Suitable for the type of trash receptacle, of adequate quality to protect each trashcan)
- Air Fresheners and/or Deodorizer spray to fit existing restroom dispensers
- Deodorant for urinals/toilet bowls
- Dish Detergent and Dishwasher Detergent

- 5.2.4** Miscellaneous Contractor-Furnished Items including but not limited to:

- Mops/buckets/brooms/dust pans
- Vacuums, Buffers and other floor care equipment
- Cleaners
- *Disinfectants
- *Sanitizers
- Microfiber Rags
- Dust control rags
- Feather dusters
- Polishes
- Tile cleaner
- Floor wax
- Signs for wet floor
- Personal Protective Equipment

**The following link is for “Antimicrobial Products Registered with EPA for Claims against Common Pathogens”
<https://www.epa.gov/pesticide-registration/selected-epa-registered-disinfectants>.*

5.3 CONTRACTOR DELIVERABLES

Item	Reference Paragraph
Contract Manager (name and contact information)	1.3.1
Employee List	1.3.2
Quality Control Plan	1.4.1
Work Scheduling System	1.4.1.1
Daily Task Checklist	1.4.1.3
Inspection Reports	1.4.2
Safety Data Sheets (SDS)	1.9.4
Equipment List	5.2.1
Supply List & Samples	5.3

6 CONTRACT ADMINISTRATION DATA

6.1 APPROVALS

- 6.1.1 All materials or methods not specified and which the Contractor proposes to use must be approved by the CO or designated COR. It is not intended to preclude the use of new, accepted, and approved products or methods.

6.2 INTERFERENCE WITH BUSINESS

- 6.2.1 The service must be performed in such a way that there will be no interruption to, or interference with, the normal operation of Government business on the premises.

6.3 OTHER CONTRACTS

- 6.3.1 The Government may undertake or award other contracts for additional work. The Contractor must fully cooperate with other Contractors and Government employees working in coordination with the COR. The Contractor must not commit or permit any act which will interfere with the performance of work by any other Contractor or Government employees.

6.4 CORRESPONDENCE

- 6.4.1 Proper routing and distribution of correspondence is required to ensure that the CO has knowledge of pertinent action taken relating to the contract. The Contractor must furnish to the CO copies of all written correspondence including transmittal letters to the COR.