



UNITED STATES COAST GUARD

BASE NEW ORLEANS

NEW ORLEANS, LOUISIANA

PERFORMANCE WORK STATEMENT (PWS)

FOR

JANITORIAL SERVICES

**September 16th 2026 -
September 15th 2031**



INTRODUCTION: The U.S. Coast Guard is procuring Janitorial Services as described in the following paragraphs for U.S. Coast Guard Base New Orleans (Base New Orleans). The Performance Work Statement (PWS) is in concurrence with the direction in which the Coast Guard is procuring contracts to ensure consistent performance and to be result-oriented.

1.1 Purpose: The purpose of this PWS is to define the work and scope of the effort so that the selected Contractor can identify and provide the personnel, management, supervision, materials, supplies, equipment, tools, transportation, and other items or services (except those stated herein) necessary to accomplish janitorial services at Base New Orleans.

1.2 Performance: The Contractor shall perform these services in a manner that ensures the health and safety of military members, civilian employees, contractors, and members of the public, and shall maintain both the sanitary conditions and aesthetic appearance of federal buildings. Superior customer service and well-maintained facilities that present a clean, neat, and professional appearance shall be furnished in accordance with all terms and conditions of the contract.

1.3 Requirements Summary: The Contractor shall provide all personnel, supervision, management, materials, supplies, training, transportation, and all other items necessary to support the mission as described herein. The service requirements and performance objectives relate directly to mission essential items as identified in the PWS. The Contractor's Quality Control Plan (QCP), and Government monitoring functions, is to provide for the highest level of service delivery performance critical to mission success. The Contractor shall use the PWS, as well as the approved QCP, to accomplish the functions/tasks generated for this effort as identified in Paragraph 6.0, Technical Requirements.

1.4 Outcome: The outcome anticipated by Base New Orleans, as described in the subsequent paragraphs of this document, is the full and complete deliverance of janitorial services.

2.0 GENERAL

2.1 Mission: The mission of Base New Orleans is to provide on-time and affordable products, services, and logistics support which consistently meet or exceed the expectations of the Shore Infrastructure Logistics Center (SILC), Heartland District Coast Guard units, and other Coast Guard units operating within Heartland District geographical boundaries. Base New Orleans is host to many tenants, Coast Guard commands, and other government agencies.

2.2 Levels of Service and Cleaning Frequency: The cleaning frequency of janitorial tasks is based on the level of service assigned to the type and usage of building space. Technical Exhibit #1 through 3 provides the frequency of cleaning by task and level of services; and Technical Exhibit #4-11 provides the floor plan and associated room numbers for each building. Cleaning should take place Tri-Weekly Monday, Wednesday and Friday.



2.3 Worksite Description: Base New Orleans maintains approximately 85,493 square feet of facility building space on 26.03 acres of land, servicing a tenant population of 300 employees. The information listed in technical exhibit #1-11 identifies the buildings requiring janitorial services and the room number associated for each type of space to be maintained. There are periods of time when buildings are unoccupied. On these occasions, no janitorial contract work shall be required. The Contracting Officer (KO) will advise the contractor in writing (e-mail) in advance of stop-service and when service should be resumed. Contractor shall only bill for the square footage serviced. Building interiors on Base New Orleans are also subject to rehabilitation or restoration, resulting in total or partial occupancy. The Contracting Officer (KO) will advise the contractor in writing (e-mail) as much notification as possible, but no less than forty-eight (48) hours in advance of stop-service and when service should be resumed. Contractor shall only bill for the square footage serviced.

2.4 Hours of Operation: Base New Orleans's regular (normal) working hours are from 0630 to 1630, Monday through Friday, except Federal Holidays and other days specifically identified by the Commanding Officer (CO). Notice of any changes by the Contracting Officer's Representative (COR) will be provided in writing as soon as the change is known.

2.5 Period of Performance: Work will be performed at Base New Orleans from the period of September 16th 2026 - September 15th 2031

2.6 Secure Areas: There are no secure areas located within any of the buildings at Base New Orleans.

2.6 Recognized Holidays: The Contractor is not required to provide janitorial services on recognized Government holidays and other days declared by Executive Order. The recognized holidays are New Year's Day; George Washington's Birthday; Martin Luther King, Jr.'s, Birthday; Memorial Day; Independence Day; Labor Day; Columbus Day; Veterans' Day; Thanksgiving; and Christmas. If scheduled on a Government holiday, work must be performed either the workday before or the workday after, but in no event will the service be delayed until the following week. Work scheduled on Friday shall be performed on Thursday. The COR will be informed of, and must approve, this schedule change.

2.7 Security and Parking: The Contractor, or any representative, and all Contractor employees entering the NASA Michoud facility, shall abide by all security regulations of this installation which may be in effect during the contract period, and they shall be subject to such checks as may be deemed necessary to ensure that no violations occur. Each vehicle shall stop at the Security gate before gaining admittance, each employee in the vehicle shall show their NASA Identification Card described in Paragraph 2.8 below, and the driver shall be prepared to show their current Louisiana state-issued driver's license, their current vehicle registration, and proof of current vehicle insurance.

2.8 NASA Identification Card: Prior to employees beginning work on Coast Guard facility, each Contractor employee shall have a NASA Identification Card (ID card) in their possession. Contractor shall provide a roster to the COR which lists each employee by name, and the COR will set up appointments for them to obtain the card. At the appointment, each Contractor employee shall present a Louisiana State-issued identification



card before receiving an ID card. Contractor's employees' ID cards shall be returned to the COR when leaving Contractor's employment.

2.9 Safety Requirement Plan: All work shall be conducted in a safe manner and shall comply with all applicable Federal, State, and local safety standards and requirements. Base New Orleans reserves the right to inspect for compliance with safety standards and requirements. The Contractor shall develop and submit a Safety Plan at least five (5) calendar days before start of contract. (See Deliverables 7.0) and as updated annually or whenever changed by the Contractor. The Contractor's Safety Plan shall comply with all Federal and State laws, including OSHA.

2.9.1 Accident Report. The Contractor shall report to the Officer of the Day (OOD); Contracting Officer or his/her designated representative, all incidents or accidents resulting in death, trauma, illness, or occupational disease. Dates, times, persons involved, exposure data, and description of accident shall be indicated in each typed report. All accidents must be reported to the Contracting Officer or his/her designated representative within twenty-four (24) hours of their occurrence.

2.9.2 Activity Hazard Analysis Plan shall be submitted at least five (5) calendar days before start of contract (see Deliverables 7.0) (IAW US Army Corp of Engineers Safety and Health Manual EM-385-1-1) latest edition.

2.9.3 Stop-Work Orders. The Contractor shall cease all work if the Contracting Officer issues a Stop-Work Order for failure to comply with safety requirements. Work shall continue when compliance with safety requirements has been achieved and the Contracting Officer has issued a Notice to Proceed. The Government will not allow time extensions or payments for excess costs to the Contractor caused by Stop-Work Orders issued as a result safety hazard.

2.9.4 Damage Report. The Contractor shall submit to the Contracting Officer or his/her designated representative a full report of damage to Government property and/or equipment caused by Contractor employees. Dates, times, persons involved, description of damage, and estimated cost of damage shall be indicated in each typed report. All damage reports shall be submitted to the Contracting Officer or his/her designated representative within twenty-four (24) hours of their occurrence. Reimbursement shall be made to the Government for damage that results from Contractor negligence.

2.10 Key Control: No keys will be issued to the contractor. The contractor is to contact the OOD if there is a need to access a space that is locked.

2.11 Alcohol and Controlled Substances: Contract employees shall not possess, distribute, consume, or use any controlled substance or alcohol on the job site on Government property. Any Contractor or Contractor employee found to be in violation of this section may be permanently prohibited from Base New Orleans and NASA property. Actions taken under this section shall not relieve the Contractor from the requirement to provide sufficient personnel to perform adequate and timely service as required by the contract. In the rare event that a contractor has an employee that has a medical need to use a controlled



substance and has the necessary doctor's prescription for its use, the contractor shall bring this to the attention of the Contracting Officer. The Contracting Officer will make a determination if the use of this employee is appropriate for the performance of this contract.

3.0 DEFINITIONS

3.1 Acceptable Quality Level (AQL): The maximum number of defects that can be considered satisfactory on the average. The allowable leeway or variance from a standard before the Government will reject a specific service. An AQL does not imply that the Contractor may knowingly perform in an unsatisfactory way. It means that the Government recognizes that defective performance sometimes happens unintentionally.

3.2 Building Managers: Points of contact in each building who are familiar with Base New Orleans's response capabilities and procedures.

3.3 Michoud NASA Facility: This is the location of Base New Orleans and a number of other Coast Guard Commands.

3.4 Commanding Officer (CO): Refers to the Commanding Officer, U.S. Coast Guard, Base New Orleans.

3.5 Contracting Officer (KO): A person duly appointed with the authority to negotiate and enter into and administer contracts on behalf of the Federal Government.

3.6 Contracting Officer's Representative (COR): The person(s) whom the Contracting Officer designates in writing by name and/or position title to conduct day-to-day liaison between the Contractor and the Contracting Officer on technical matters pertinent to this contract.

3.7 Contract Specialist (CS): A Government official responsible for the development, implementation, and administration of this contract. This person is the primary point of contact for the Contracting Officer.

3.8 Contractor: The term Contractor as used herein refers to both the prime Contractor and any Subcontractors. The Contractor will be responsible for ensuring that the Subcontractors comply with the provisions of this contract.

3.9 Equipment: Personal property of a capital nature (including tools, machinery, furniture, vehicles, and accessory and auxiliary items) for use in performing services, or for any administrative purpose.

3.10 Frequency of Services: The interval at which services are performed (examples: Daily, Biweekly, Tri-weekly, Weekly, Monthly, Quarterly, Semiannually, or Annually)

3.10.1 Daily: Services performed once each day, Mondays through Fridays, during the period of the contract.



3.10.2 Bi-weekly: Services performed twice each calendar week of the contract. These services will be performed on Tuesday and Friday.

3.10.3 Tri-weekly: Services performed three (3) times during each calendar week of the contract. These services will be performed on Monday, Wednesday, and Friday.

3.10.4 Weekly: Services performed once during each week, as scheduled.

3.10.5 Monthly: Services performed once during each month, as scheduled.

3.10.6 Quarterly: Services performed four (4) times during each twelve- (12) month period of the contract, as scheduled.

3.10.7 Semi-annually: Services performed twice during each twelve- (12) month period of the contract, as scheduled.

3.10.8 Annually: Services performed once during each twelve- (12) month period of the contract, as scheduled.

3.11 Government: The term Government as used herein refers to the U.S. Coast Guard.

3.12 Site Supervisor: The Contractor's representative, and point of contact with Government representatives, who is responsible for management and coordination of the contract.

3.13 Manufacturer's Recommendations: Technical information and user instructions provided by the manufacturer for the operation, use, and maintenance of their equipment.

3.14 Government Business Hours: Monday through Friday, 0700 to 1630, except Federal holidays. May also be referred to as duty hours, normal working hours, normal duty hours, duty, regular working hours, or regular duty hours.

3.15 Notice of Deficiency: A formal, written documentation of Contractor nonconformance of work, also known as a Contractor Discrepancy Report (CDR).

3.16 Officer of the Day (OOD): Refers to a military member acting under the CO on an assigned day.

3.17 Quality Assurance (QA): Those actions taken by the Government to assure services received meet the requirements of the contract.

3.18 Quality Control (QC): Those actions taken by a Contractor to assure that services rendered meet the requirements of the contract.



3.19 Quality Control Plan (QCP). Those actions taken by the Contractor to ensure QC program/inspection system to monitor and control their performance of services so that they meet the contract requirements of the contract.

3.20 Periodic Surveillance: Physical observation and/or inspection of contract performance done on a frequency relating to contract performance and scheduling.

3.21 Executive Officer (XO): Refers to Executive Officer, U.S. Coast Guard, Base New Orleans.

4.0 PERSONNEL REQUIREMENTS AND QUALIFICATIONS

4.1 General: The Contractor shall provide personnel who meet established standards in order to effectively perform the services required herein. The Contractor shall not hire any Coast Guard military or civilian personnel, even on a part-time basis. The Contractor's personnel shall be on-site only for contractual duties. Use of Base New Orleans's recreational facilities, gymnasium, galley, or any other facility on the base is specifically prohibited.

4.1.1 All employees must be either citizens of the United States of America (U.S.A.) or aliens who have been lawfully admitted for permanent residence into the U.S.A. The Contractor shall obtain signed statements from all employees and potential employees to be assigned work under this contract attesting they have been informed of these restrictions. Any employees assigned to secure spaces shall be United States citizens.

4.1.2 A fully qualified force shall be on board at the effective performance start date of the contract and shall be maintained throughout the period of this contract. The Contractor shall submit the necessary personnel documentation, to include a staffing list/plan and schedule for each employee, as required herein in accordance with Paragraph 7.0 Deliverables at least five (5) calendar days before start of contract, and with the approved QCP.

4.1.3 Removal or dismissal of employees who are not fully able to perform the normally assigned duties, who violate any security or health requirement, or for any other reason, does not relieve the Contractor of the requirement to provide sufficient personnel to adequately perform services required. All employees assigned by the Contractor to the performance of work under this contract shall be physically able to do their assigned work and shall be free of communicable diseases.

4.1.4 The Contractor shall provide contingencies for employees who are absent during their regular work hours. The COR shall be notified immediately, and the Contractor shall have in place a suitable replacement for the absentee employee within two hours of initial notification.

4.2 Supervision:



The Contractor shall, at all times, provide the necessary supervision for the effective management of cleaning operations. All supervisors shall have a thorough knowledge of the cleaning tasks, equipment, and materials required and shall be able to both properly train and direct janitorial personnel. The hiring of personnel for these tasks shall comply with all rules, regulations, and laws, both Federal and State, applicable at the time of hiring.

The Contractor shall designate, in writing, a Site Supervisor, and/or Leader, to include any alternates and replacements, and with the authorization to act on behalf of the Contractor, to be available at all times that contract work is in progress. The Contractor shall submit the names, addresses, and phone numbers of working site supervisor and/or leader and his/her alternate to the Contracting Officer at least five (5) calendar days before start of contract. (See Deliverables 7.0) The designated personnel shall be the point of contact with the Government for performance of all work required.

The designated personnel shall conduct daily inspections to ensure conformity with this PWS and with the approved QCP.

The designated personnel shall be fully capable of supervising all other Contractor employees and be responsible for ensuring the completion of all work assignments and required services as specified and/or directed under the terms of the contract. In addition, the designated personnel shall conduct overall management coordination; shall receive notices, reports, or requests from the KO or representative; and shall be available to meet with the COR and/or Government personnel to discuss problem areas. The Contractor shall return calls to the COR within one hour of notification.

The designated personnel shall be at the work site during the times work is being performed under this contract.

4.3 Identification and Uniforms:

The Contractor shall require all employees to wear distinctive uniform clothing for ready identification and shall assure that every employee is in uniform from the date the employee enters duty. The uniform shall have the Contractor's name, in sufficient size to be read at a distance of approximately ten (10) feet, affixed thereon in a permanent manner. Employees shall also wear their NASA-issued identification card attached to their uniform in such a way that their picture and name are visible. The Contractor shall ensure employees' uniforms are clean and well-maintained while performing work under this contract.

4.4 Medical:

The Contractor shall ensure that any Contractor employee shall be in good health and free of any communicable disease prior to commencing work at this facility. Any necessary medical certificates, exams, and treatments are at the expense of the contractor.

4.5 Language Requirements:



The contractor, qualified representative, and employees on site, shall be able to read, write, clearly speak, and understand English. They shall be able to fulfill, completely and clearly, the reporting requirements of the contract.

4.6 Conduct of Personnel:

The Contractor shall require that their employees comply with the instructions pertaining to conduct, safety, and health regulations forming a part of this contract. The Contractor shall prohibit his/her employees from disturbing papers on desks, opening drawers, closets or cabinets, except for janitorial closets, or using the telephone or equipment unless specifically authorized by the COR. Contractor personnel shall not smoke or consume food or beverages while performing work on this contract. During breaks, eating or smoking is permitted in designated areas only. Each Contractor employee is expected to adhere to standards of conduct that reflect credit on themselves, their employer, the U.S. Coast Guard, and the Federal Government. The Contracting Officer reserves the right to require the removal from worksite Contractor employees deemed to be incompetent, careless, insubordinate, or otherwise objectionable and/or not acting in a safe, responsible, and/or business-type manner. To maintain continuity of services, the Contractor shall initiate immediate action to replace such an employee at no additional cost to the Government.

4.7 Employee Training/Operation of Equipment:

The Contractor shall ensure that each employee used in the performance of this contract is adequately trained and instructed to safely and competently perform the work. All equipment operators must be fully trained and capable of using the equipment in the performance of the contract.

5.0 APPLICABLE DOCUMENTS

The Contractor shall comply with all applicable Federal, State, local, and municipal laws, regulations and requirements; all industry standards/references; all Government and USCG Regulations, attachments and exhibits; and, all applicable instructions and directives, identified herein and/or listed in the table below pertaining to the services required herein and to the conduct and qualifications of personnel in performance of this contract. The most recently published publication will be used as a reference.

PUBLICATION	TITLE	CHAPTERS	DATE
COMDTINST M4500.5D	Personal Property Management Manual 2/2013	All	Latest edition
COMDTINST M 5000.3B series	U.S. Coast Guard Regulations 9/1992	All	Latest edition
COMDTINST M5100.47	Safety and Occupational Health Manual4/1990	All	Latest edition
COMDTINST M110000.7	Facilities Energy Manual 2/1999	All	Latest Edition
COMDTINST M16478.1B	Hazardous Waste Management 3/1998	All	Latest Edition



EM 385-1 -1	US Army Corps of Engineers Safety and Health Manual	All	Latest edition
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The Government will provide publications listed upon request. The Government may issue supplements or amendments to the publications from any organizational level during the "life of the contract."

6.0 TECHNICAL REQUIREMENTS

6.1 General:

6.1.1 Management: The Contractor shall manage the total work effort associated with the janitorial services required herein to assure fully adequate and timely completion of these services. Included in this function will be a full range of management duties including planning, scheduling, and quality control. The Contractor shall provide an adequate staff of personnel with the necessary management expertise to assure the performance of work in accordance with sound and efficient management practices. The Contractor shall maintain an adequate workforce to complete work in accordance with the time and quality standards specified herein.

6.1.2 Work Control: The Contractor shall implement all necessary work control procedures to ensure timely accomplishment of work requirements, as well as to permit tracking of work in progress. The Contractor shall plan and schedule work to assure material, labor, and equipment are available to complete work requirements within the specified time limits and in conformance with the quality standards established herein.

6.1.3 Removable Items: Any removable items, such as furniture and equipment, shall be moved so that a thorough job may be accomplished for all operations required. Upon completion of work, all removable items moved shall be returned to their original positions. No chairs, wastepaper baskets, or other items moved shall be stacked on desks, tables, or windowsills. Baseboards, walls, wall base, floor finish, stair risers, furniture, and equipment shall not be splashed, disfigured, damaged, or marred during these operations. All equipment and supplies shall be stored properly and in designated spaces.

6.1.4 Weather: Weather, or other conditions, may demand additional cleaning by the Contractor to ensure that the facilities and equipment are clean, neat, and sanitary. Proper precautions shall be taken to advise building occupants of wet/slippery floor conditions. This applies during inclement weather as well as during cleaning operations.

6.1.5 Emergencies and Repairs: Contractor shall promptly report to the Officer of the Day (OOD), at 504-329-1969, any fires, noxious fumes, injuries, or hazardous conditions observed, to be followed with a report to the COR. Any other problems or items in need of repair, such as plugged commodes or waterless urinal cartridges, burned out lights, leaky faucets, and malfunctioning dispensers, shall be reported to the COR by e-mail.



6.1.6 Windows and Lights: Contractor shall close windows and turn off lights when not in use.

6.1.7 Lost and Found: The Contractor shall require that all articles found by their employees must be returned to the OOD or COR.

6.1.8 Schedules: The Contractor's monthly work schedule shall indicate the specific hours of the day that each post will be manned. Proposed changes to the monthly work schedule shall be submitted to, and approved by, the KO/COR at least forty-eight (48) hours prior to the start of the period in question. The Contractor shall perform and schedule all work in accordance with Paragraph 2.4 and Technical Exhibits of this PWS to cause minimum interference with the normal conduct of Government work. Therefore, any deviations from these schedules must be approved, in advance, by the Contracting Officer. The Contractor shall submit a copy of monthly schedule to the Contracting Officer for approval at least five (5) calendar days before start of contract. (See Deliverables 7.0)

6.1.9 Inspection Records and Reports: A copy of Contractor's inspection reports and records shall be available to KO and COR at any time.

6.1.10 Restroom and Locker Room Service Schedules: Contractor shall hang a service schedule in every restroom and locker room. Each schedule shall have the following information: Location by building and room numbers; date and day of the week; servicing janitor's name; the time that the restroom or locker room servicing was completed; and the janitor's signature beside the completion time.

6.1.11 Standards of Conduct: The Contractor shall maintain satisfactory standards of employee competency, conduct, appearance, and integrity, and shall take such disciplinary action against his/her employees, as necessary. Each Contractor employee is expected to adhere to standards of conduct that reflect credit on themselves, their employer, the U.S. Coast Guard, and the Federal Government. The Government reserves the right to direct the Contractor to remove an employee from the work site for failure to comply with the standards of conduct. To maintain continuity of services, the Contractor shall initiate immediate action to replace such employee, at no additional cost to the Government. Actions taken under this paragraph shall not relieve the Contractor from the requirement to provide sufficient personnel to perform adequate and timely service as required by the contract.

WORK REQUIREMENTS:

6.2 Lavatories:

Proper cleaning removes all deposits, stains, and foreign matter, including those under fixture edges, lips, bases, exposed pipes, and on all exposed surfaces of toilets, urinals, wash basins, sinks, and partitions.

Contractor shall maintain all washbasins, faucets, soap holders/ dispensers/receptacles, water closets, toilets, toilet seats, urinals, and sanitary napkin receptacles so that no soap build-ups, mildew, rust, encrustation, or water rings shall exist. Toilet seats shall be left in a



raised position after cleaning. Water traps shall be maintained free from odor at all times from all toilet and locker room floors and from shower stalls.

Contractor shall service all toilet rooms daily to replenish all dispensers, paper towels, and toilet paper to maximum capacity.

6.3 Waste Collection, Removal, and Disposal:

Collection and Transport all recyclable and non-recyclable debris shall be emptied and placed in designated dumpsters located at the disposal area near the back of the Medical Building daily.

Contractor shall remove all garbage and trash inside, of buildings, transport it to the disposal area near the back of the Medical Building, and place it in appropriate receptacles daily.

Maintain all trash receptacles in a sanitary condition, free from debris after the contents have been collected daily.

Boxes, cardboard, and cartons shall be crushed and flattened, then placed in appropriate receptacles at the main disposal area.

6.4 Floor Maintenance:

In the buildings, Contractor shall maintain all exposed floor areas, carpeted and non-carpeted, to include floor mats, rugs, runners, baseboards, steps, risers, stairways, and landings. Contractor shall also sweep and scrub, using water, if necessary, the outside breezeways of the Admin Building and Industrial Building.

Flooring includes, but is not limited to, tile, including ceramic tile; linoleum; carpet; various hardwoods; and laminate. The Contractor shall maintain these areas in accordance with commercially acceptable industry standards/methods. These areas shall present a uniform, clean appearance, free of debris, dirt, dirt streaks, marks, excess water, all foreign matter, soil, wads of gum, tar, and similar substances.

Buffing and waxing of all only the approved floors shall be completed semiannually. Contractor shall give the COR a proposed schedule, which the COR will use to set up tentative appointments with Building Managers. The Contractor shall submit a copy of buffing and waxing schedule to the Contracting Officer Representative (COR) five (5) calendar days prior to the start of scheduled work. (See Deliverables 7.0)

6.5 Surface Maintenance:

Contractor shall maintain all surfaces, including, but not limited to, woodwork, walls, window sills, ceiling fans, window blinds, draperies, ceiling vent covers, exposed pipes, and light fixtures. This shall include, but shall not be limited to kitchen areas. The contractor shall maintain these surfaces by making them free of any foreign matter, dust, dust streaks, lint, cobwebs, dirt, oils, spots, smudges, and other materials.



Dust shall not be allowed to fall from high areas onto furniture and equipment below. Computers, business machines, and office equipment of similar nature shall not be dusted. All offices, shower areas, mirrors, shelving, and toilet areas shall be maintained and sanitized, as applicable. The Contractor shall maintain these areas to provide a polished appearance to remove all dirt, spots, streaks, and smudges from walls, waste receptacles, glass, all mirrors, counter tops, shelving, dispensers, chromium fixtures, exposed piping, and other specified surfaces.

All metal and wood surfaces, to include all kick plates, push plates, and push bars of outside entrances, all drinking fountains, and all glass surfaces, other than building windows, shall be cleaned and polished. All foreign residue, oil, grease, mold, etc., shall be removed from these areas and from and around floor fasteners, door checks, door closers, etc.

6.6 Glass Cleaning/Maintenance:

The Contractor shall maintain all glass in doors and entrance areas, both inside and outside, partitions, bookcases, glass tops, and surface glass. All glass shall be free of dirt, grime, streaks, excessive moisture, and cloudiness. Windowsills shall be protected.

6.7 Spot Cleaning/Maintenance:

Spot cleaning is extra cleaning within any of the cleaning categories identified herein. It is performed on an as-required basis, and during regular servicing, whenever occasioned by unusual or inadvertent events such as spills, animal/pest entry, pipes bursting or clogging, breakage, equipment repairs, or unusual traffic. All surfaces, such as walls, partitions, doors, floor mats, and waste receptacles (inside and out) shall be spot cleaned as necessary to present a clean, spot-free, mark-free appearance and to ensure they are odor free. Floors shall be spot cleaned to remove food spills, debris, and wet areas caused by accidents or inclement weather.

6.8 Police Areas:

Contractor is required to assure that all actions are performed in compliance with the contract. This includes the removal and disposal of any other discarded materials from inside the buildings. This requires a general search for items on the floor which missed the wastebaskets and scraps of debris on the floor and in the seats of chairs. After a thorough general search of the area, all chairs which have been moved shall be returned to their proper location. Clean up all inclement weather soiling. When completed, the area policed shall be free of trash, garbage, and discarded materials, and it shall be neat in appearance.

6.9 Furnishing and Replenishing Supplies, Materials, and Equipment by the Contractor, and Accessibility to Government Supplies, Materials, and Equipment:



Before commencing work, the contractor shall submit to the Contracting Officer for approval at least five (5) calendar days before performance start date. (See Deliverables 7.0). A list giving the name of the manufacturer and brand name of each item of material, including cleaning products and equipment to be used in accomplishment of the work.

The contractor shall maintain and sanitize, as applicable, equipment surfaces.

6.10 Supplies and Material and Equipment:

The Contractor shall furnish all necessary supplies, material, and equipment, of the size and type customarily used in work of this kind, to include, but not be limited to, the following:

Cleaning supplies: Soaps; detergents; waxes; brushes; brooms; mops; pails; rags; all-purpose cleaning solution; floor wax; floor wax remover; floor wax stripper; carpet cleaning solutions; trash liners and bags; sponges; dusters; and other cleaning accessories. The mop handles and/or mop heads shall have different colors to distinguish whether they are used to service restroom/locker room floors or kitchen floors. Nitrile gloves shall be used by Contractor's employees, in lieu of latex.

Contractor shall conform to any manufacturer's safety precautions for the equipment or material being used. Contractor shall provide Material Safety Data Sheets (MSDS) for all hazardous materials utilized on the facility. The Contractor shall submit a copy of MSDS to the Contracting Officer for approval at least five (5) calendar days before performance start date. (See Deliverables 7.0).

The Contractor shall adequately supply and replenish the following items in their respective dispensers: Paper towels, toilet seat covers, antibacterial hand soap, toilet paper, liner bags for sanitary napkin receptacles; and toilet deodorizing cakes. Contractor shall contact Building Manager or COR for any dispensers that are not working properly.

Equipment to include specialized janitorial equipment such as ladders; glass washing equipment; special brushes; electric buffers; vacuum cleaning equipment; floor polisher; dry/wet vacuum; rolling cart; mop; mop bucket with wringer; and a carpet extraction machine for all carpeted areas.

The Contractor is responsible for safeguarding all of their material and equipment. The Government will not be responsible for loss or damage to the Contractor's stored supplies, materials, or equipment kept throughout the facility in janitor's closets, or to the Contractor's employees' personal property brought onto the facility.

6.10.1 Government-Furnished Material: The contractor will have access to the following supplies, materials, equipment, facilities, utilities, and services:

All utility services required in the performance of this contract, including normal amounts of electricity, water, and heat for spaces assigned by the Government for use by the Contractor. Electrical power is provided at existing outlets for the Contractor to operate



equipment necessary in the performance of work. Hot and cold water is provided at existing sinks and outlets limited to the normal water capacity of the building; no special heating or cooling of water will be provided.

If authorization is received from the COR, and if they are available, janitor's closets in buildings to be serviced will be provided and may be used by the Contractor. Any provided facilities for Contractor's use shall be kept neat, clean, and in orderly condition, or, at KO's discretion, permission to use these facilities may be revoked. Upon termination of this contract, Contractor shall vacate such building space within three (3) business days after the effective date of termination and shall restore the space to the condition that existed when the Contractor initially occupied the space.

Government services shall not be used in any manner for any personal advantage, business gain, or other personal endeavor by the Contractor or the Contractor's employees and shall not be used for any reason other than matters related to the performance of the contract. Contractor personnel shall not enter any spaces not specifically identified in the PWS; shall not disturb papers or other objects on desks; shall not open drawers or cabinets; shall not use telephone or office equipment; shall not remove any Government equipment or supplies from the premises of any facilities; and shall not use any government equipment other than that specified in this contract. The Contractor shall prohibit employees from using Government telephones except in matters related to the performance of this contract.

6.10.2 Repairs and Maintenance: The Contractor shall not perform any repairs to, or maintenance of, Government-owned facilities. Government-owned facilities found by the Contractor to be in need of repair shall be reported to the COR.

6.10.3 Specific Tasks: The Contractor shall perform and schedule all work in accordance with technical exhibit (1) which identifies the buildings requiring services and the square footage of the designated areas.

7.0 DELIVERABLES

The Contractor is responsible for meeting the deliverables format, content, and schedule in accordance with the table below. Deliverables are required via electronic media.

Deliverables	Frequency	# of Copies and to Whom	Date(s) Required
Safety Plan Paragraph 2.9 of the PWS	As revised	Two – KO and COR	Five (5) calendar days before start of contract and after any changes
Material Safety Data Sheets (MSDS) Paragraph 6.10.2 of the PWS	As revised	Two – KO and COR	Five (5) calendar days before start of contract and after any changes
Quality Control Plan Paragraph 8.0 of the PWS	As revised	Two – KO and COR	Five (5) calendar days before start of contract and after any changes
Staffing Plan/Employee Roster Paragraph 4.1.2 of the PWS	As revised	Two – KO and COR	Five (5) calendar days before start of contract and after any changes
Name and telephone numbers for working Site Supervisor and/or Leader and alternates	As revised	Two – KO and COR	Five (5) calendar days before start of contract and after any changes



Paragraph 4.2 of the PWS			
Activity Hazard Analysis Plan Paragraph 2.9.2 of the PWS	As revised	Two – KO and COR	Five (5) calendar days before start of contract and after any changes
Monthly Work Schedule Paragraph 6.1.8 of the PWS	As revised	Two – KO and COR	Five (5) calendar days before start of contract and– <u>after award</u> provide schedule 5 days prior to the start each month
Buffing and Waxing Schedule Paragraph 6.4, Para 3 of the PWS	When requested	Two – KO and COR	<u>after award</u> provide schedule 5 days prior to the start scheduled work
Supplies, Materials and Equipment Paragraph 6.10 of the PWS	As Revised	Two – KO and COR	Five (5) calendar days before start of contract and after any changes.
Insurance Certificate Clause Section, HSAR 3052.228-70 and FAR Clause 52.228-5, Page 29 of 112	Annually	Two – KO only	Five (5) calendar days before start of contract and each year
Accident Report Paragraph 2.9.1 of the PWS		Two – KO and COR	within <u>Twenty-Four (24) hours</u> of the occurrence.
Damage Report Paragraph 2.9.4 of the PWS		Two – KO and COR	within <u>Twenty-Four (24) hours</u> of the occurrence.

** It is acceptable to submit a letter from the insurance company stating a Certificate of Insurance will be provided upon contract award. A letter from the Contractor will not be acceptable

NOTE 1: The insurance policy shall contain the following endorsement: “Any cancellation or material change in the coverage adversely affecting the Government’s interest shall not be effective unless the insurer or the contractor give a 30 days written notice of cancellation or change to the Contracting Officer.

8.0 CONTRACTOR QUALITY CONTROL (QC) REQUIREMENTS

8.1 Quality Control Program: The QC program is the driver for product quality. The contractor is required to develop a comprehensive program of inspections and monitoring actions. The first major step in ensuring a “self-correcting” contract is to ensure that the quality control program approved at the beginning of the contract provides the measures needed to lead the Contractor to success. Once the QC program is approved, careful application of the process and standards presented in the remainder of this document will ensure a robust quality assurance program.

8.2 Contractor QC Plan (QCP): The Contractor shall develop, submit with a quote for evaluation, and maintain a QCP delineating the Contractor’s QC program/inspection system to monitor and control their performance of services so that they meet the contract requirements. The program/inspection system shall establish and explain in detail how the Contractor shall sustain the quality of the services they provide. The QCP shall assure that the requirements of the contract are met. The COR will approve any changes to the QCP



prior to the Contractor implementing them. If the COR perceives such changes to be other than minor, approval by the KO is necessary.

8.3 Quality Control Program/Inspection System: The QC system shall encompass all functions of the contract. It must specify areas to be inspected, on either, a scheduled or unscheduled basis, and list the title(s) of the individual(s) conducting the inspection. The Contractor shall develop and implement QC procedures addressing the areas identified in the PWS and shall implement procedures to identify, prevent, and ensure non-recurrence of defective services. The QC program/inspection system shall be designed to keep the Contractor's management and the Coast Guard informed of all issues affecting quality, to include timely and effective corrective actions. The QC records shall, in part, consist of checklists of inspections and shall indicate the nature, frequency, and number of observations made, the number and type of deficiencies found, and the nature of corrective action taken, as appropriate. The Contractor shall ensure that QC includes timely and effective corrective action for all deficiencies identified by the Government.

8.4 Contents of the QC Program/Inspection System, shall include, but are not limited to, the following:

- a. Introduction to the Quality Control System
 - 1. Background and rationale for the System.
 - 2. Objectives in using Quality Control.
 - 3. Successes with, and updates for, the System.
- b. Janitorial Quality Control Process for the Various Tasks Identified Herein
 - 1. Steps and flow diagram (includes checklist used in inspecting contract performance during regularly scheduled/unscheduled inspections/testing; method of documenting and enforcing quality control operations).
 - 2. Inspection procedure (to include checklists used by the Contractor covering all service requirements of the contract, identifying the items, frequency, conformance indicators, and actions taken if nonconformance is found).
 - 3. Means of identifying and resolving problems.
 - 4. Roles and responsibilities.
- c. Specific Quality Control Functions.
 - 1. Supervision of services covering all the service requirements of this contract (to include staffing and schedules for all necessary assignments; submissions and completion reports; and availability of Project Manager/Supervisor/Shift Leader and any substitutes or alternates with the flexibility to realign staff for certain events; a training plan outlining names, topics, and completion dates; and the name(s) of the individual(s) who will perform the inspections).
 - 2. Sanitation and maintenance of facility (including employee areas).
 - 3. Contingencies.
 - 4. Special events/emergency situations – procedures to be used; obtaining additional employees.



5. Response to Contract Discrepancy Reports (CDRs).
6. Contractor-identified service work procedures.
7. Ordering, receipt, storage, and retrieval of products, supplies, materials, and equipment to be used.

The Contractor shall submit a copy of the quality control plan/program to the Contracting Officer for approval at least five (5) calendar days before start of contract. (See Deliverables 7.0)

8.5 Performance Evaluation Meetings:

The Contractor, or Contractor's representative or alternate, may be required to meet at least weekly with the COR during the first month of the contract. Thereafter, meetings will be as often as necessary, as determined by the COR. Time and place of the meetings will be mutually agreed upon between the Coast Guard and the Contractor. The minutes of the meetings shall be prepared by the COR, and signed by him or her, and the Contractor or Contractor's representative or alternate. If the Contractor does not concur with the minutes, they shall state, in writing, any areas of non-concurrence and submit to the COR within five (5) business days of receipt of the signed minutes.

Meeting will be held at the USCG Base New Orleans at no additional cost to the Government.

8.6 Contract Discrepancy Report (CDR):

When a discrepancy exists, the Contractor shall be required to complete item 10 of a CDR, which will be submitted to the contractor at the time of issuance per attachment #3. The KO will evaluate the Contractor's explanation and determine the next course of action. The Contractor may request a meeting whenever a CDR is issued.

9.0 GOVERNMENT QUALITY ASSURANCE (QA) REQUIREMENTS

9.1 Fundamental Government Responsibilities: The COR is responsible for representing the KO in all facets of quality for the services required. The designated personnel will carry out inspections, reviews, and approvals, handle deficiencies, and ultimately accept on behalf of the KO. The functions of the COR are identified below. Government personnel, other than the KO and COR, may, from time to time, observe the Contractor's operations; however, these personnel may not interfere with Contractor performance.

9.2 General Quality Assurance Functions: To facilitate the surveillance of the Contractor's quality program by the Government, the COR will verify Contractor compliance with designated performance requirements. In addition, for noncompliance and/or untimely corrective action to deficiencies of specific tasks, the Contractor is subject to re-performance. With this intent, the surveillance approach may not be one that stays the same throughout the duration of the contract. The COR will periodically update the surveillance approach when the need arises. The COR will inspect the Contractor's QCP regularly for compliance with the requirements herein.



9.3 Specific Quality Assurance Functions: The COR will establish an Inspection Schedule using the Quality Checklists from the Contractor's QCP. The COR will perform the following qualitative and evaluative functions, which comprise the Government Quality Assurance Surveillance Plan (QASP).

Carry out periodic inspections using the Quality Checklists.

Report any findings resulting from these inspections to the Contractor or his representative.

Issue a CDR to communicate discovered discrepancies to the Contractor and follow up to ensure that the discrepancies are corrected.

Meet with the Contractor or his representative as agreed to or as often as necessary. The Contractor and COR will sign the written minutes of these meetings prepared by the COR. Any area(s) of non-concurrence with the minutes by the Contractor must be specified in writing to the COR within five (5) business days of Contractor's receipt of the signed minutes.

Conduct customer surveys and ensure that Contractor responds fully to concerns.

Take appropriate actions based on health, safety, environment, or any other inspection results.

Perform annual and final performance evaluations.

Base New Orleans Technical Exhibit (1)

ADMIN Building Cleaning Task

Cleaning Task	Room Number	Frequency
Admin Building-Empty Trash Cans; Replace Existing Liner	143, 156, 126,152,112,108 284,287,273,249,250,289,264,237, 241,260,256,257	Daily
Admin Building-Sweep Building Main lobby/foyer Area	Lobby 101, Corridor 104, and Corridor 102	Daily
Admin Building-Buff and Spray Wax Floor	Lobby 101, Corridor 104,	Quarterly
Admin Building-Strip, scrub, and resurface floors	Lobby 101, Corridor 104,	Annually
Admin Building-Wet Mop and Sanitize Floors	Lobby 101, Corridor 104, and Corridor 102 Corridor 290 and Corridor 298	Tri-Weekly (Mon-Wed-Fri)
Admin Building- Vacuum Floors	All Carpeted Areas within 143,156,126,152 273,249/250,264,237 241,260,256,257	
Admin Building-Restrooms Clean & Sanitize	017,016 114,115 231,232 317,318	Daily
Admin Building-Restrooms clean wet wipe and disinfect privacy partitions	017,016 114,115 231,232 317,318	Weekly
Admin Building-Restrooms clean Washbasins/Faucets/Sinks/Mirrors	017,016 114,115 231,232 317,318	Daily
Admin Building-Restrooms clean Commodes and Urinals	017,016 114,115 231,232 317,318	Daily
Admin Building-Restroom Urinal; Replace Deodorizer	017,016 114,115 231,232 317,318	As Needed
Admin Building-Restrooms Empty Trash Cans and Replace Existing Liner	017,016 114,115 231,232 317,318	Daily
Admin Building-Restrooms Restock (Paper Towels, Toilet Paper, Soap)	017,016 114,115 231,232 317,318	Daily

Base New Orleans Technical Exhibit (2)

Medical Cleaning Task

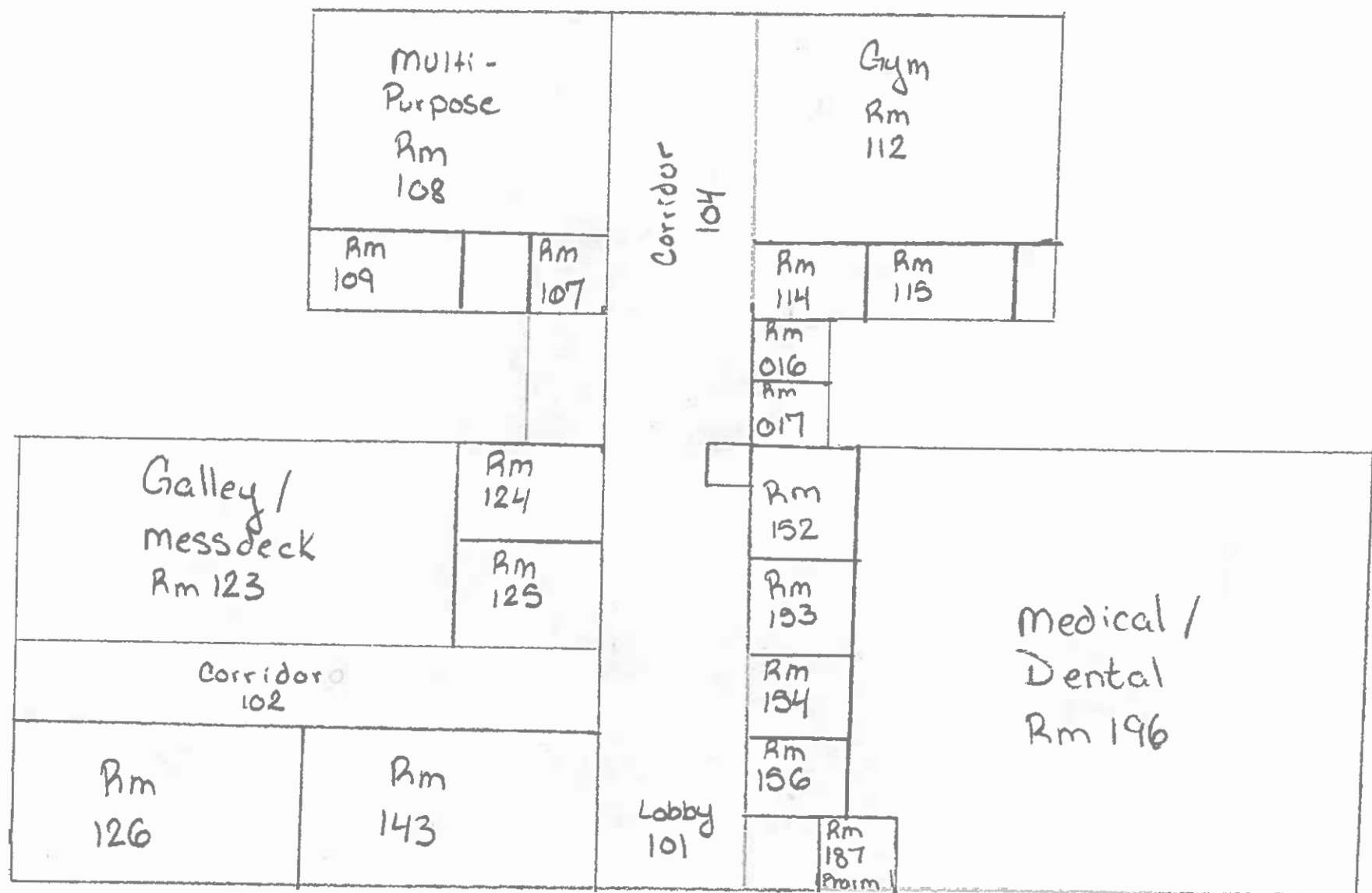
Cleaning Task	Room Number	Frequency
Medical - Empty Office trash/shredder basket and replace liners	All Spaces within 196	Daily
Medical - Empty exam room trash and replace liners	All Spaces within 196	Daily
Medical - Restrooms Clean & Sanitize	All Spaces within 196	Daily
Medical - Restrooms, Restock (Paper Towels, Toilet Paper, Soap)	All Spaces within 196	Daily
Medical - Restrooms Clean & Sanitize Faucets/Washbasins/Mirrors	All Spaces within 196	Daily
Medical - Restrooms Clean & Sanitize Commodes & Urinals	All Spaces within 196	Daily
Medical - Wet mop and Sanitize floors	All Spaces within 196	Daily
Medical - Disinfect/wipe counter tops and sinks in exam rooms	All Spaces within 196	Daily
Medical- Vacuum Floors	All Carpeted areas within 156	
Medical - Buff and Spray Wax Floor	All Spaces within 196(Excluding 156, Medical waiting area)	Quarterly
Medical - Strip, scrub, and resurface floors	All Spaces within 196(Excluding 156, Medical waiting area)	Annually
Medical - Wet extraction clean carpet	All Spaces within 196(Excluding 156, Medical waiting area)	Annually

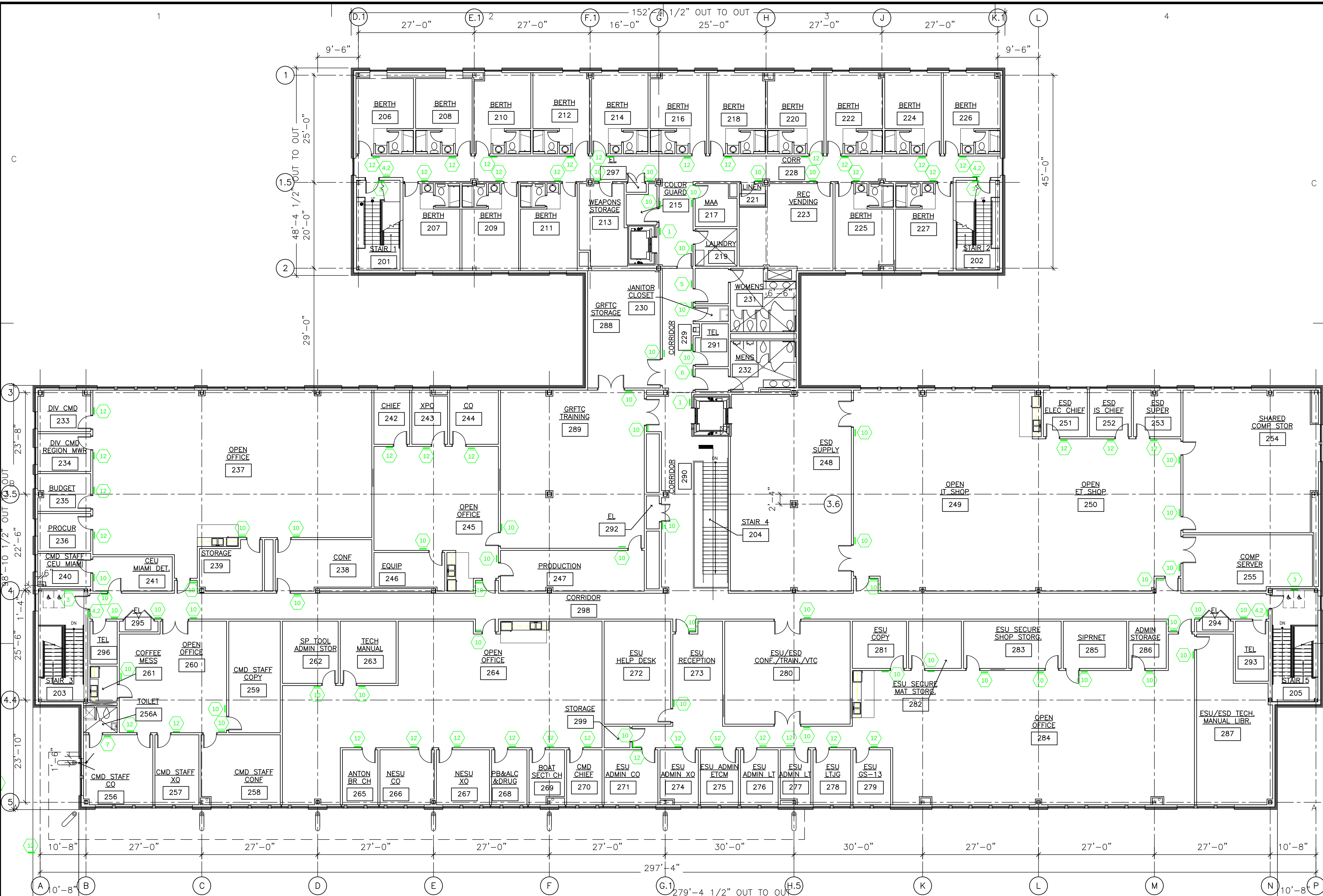
Base New Orleans Technical Exhibit (3)

Industrial Building Cleaning Task

Cleaning Task	Room Number	Frequency
Industrial Building NOLA - Lobby/Kitchen/Laundry Empty Trash Cans; Replace Existing Liner	105,112,114,111,115,110,116,107,108 109,104,103,117,118,126	Daily
Industrial Building NOLA - Restrooms Clean & Sanitize	130,131, 133,132	Daily
Industrial Building NOLA - Restrooms Clean & Sanitize Privacy Partitions	130,131, 133,132	Weekly
Industrial Building NOLA – Restroom Clean Washbasins/ Faucets/Sinks/Mirrors	130,131, 133,132	Daily
Industrial Building – Restroom Clean Commodes and urinal	130,131, 133,132	Daily
Industrial Building NOLA - Restroom Urinal; Replace Deodorizer	130,131, 133,132	As Needed
Industrial Building NOLA - Restrooms Empty Trash Cans and Replace Existing Liner	130,131, 133,132	Daily
Industrial Building NOLA - Restrooms Restock (Paper Towels, Toilet Paper, Soap)	130,131, 133,132	Daily
Industrial Building NOLA- Vacuum Carpet	All Spaces within 105,118	Tri-Weekly (Mon-Wed-Fri)
Wet Mop and Sanitize Floors	Corridor 113 and Corridor 125	Tri-Weekly (Mon-Wed-Fri)
Buff and Spray Wax Floor	Corridor 113 and Corridor 125	Quarterly
Strip, scrub, and resurface floors	Corridor 113 and Corridor 125	Annually

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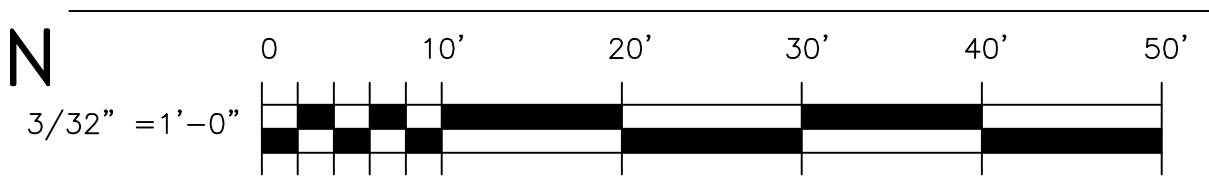




 SIGNAGE SYMBOL
SEE SPECIFICATIONS FOR SIGNAGE TYPE AND DESCRIPTION

SECOND FLOOR SIGNAGE PLAN ADMINISTRATION BUILDING

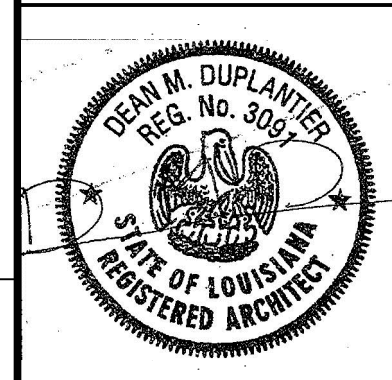
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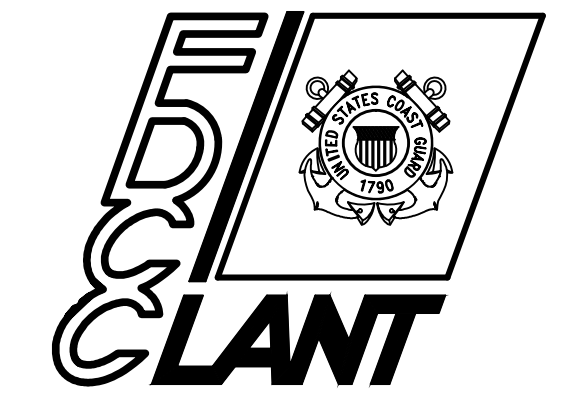
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CONSULTANTS
A JOINT VENTURE
BROADMOOR
BUILDING by DESIGN
BOH BROS.
CONSTRUCTION LLC

BROADMOOR / BOH BROS.
A JOINT VENTURE
2740 NORTH ARNOULT RD.
METAIRIE, LA 70002
LA LICENSE NO. 7908



U. S. COAST GUARD
FACILITIES DESIGN &
CONSTRUCTION CENTER



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5505 ROBIN HOOD ROAD
NORFOLK, VIRGINIA 23513-2431

ISSUE		
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DRAWN BY:
EDITED BY:
CHECKED BY:

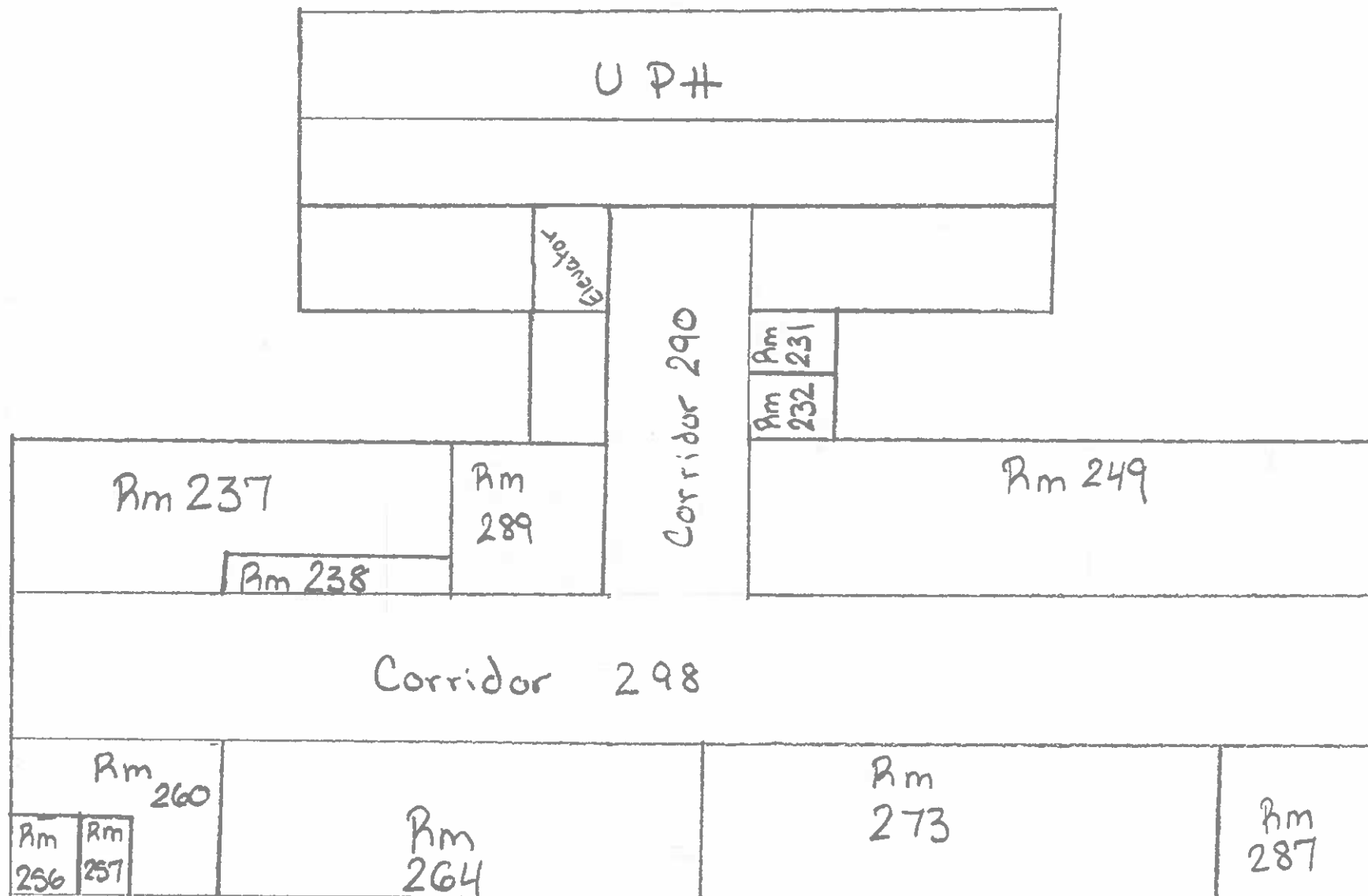
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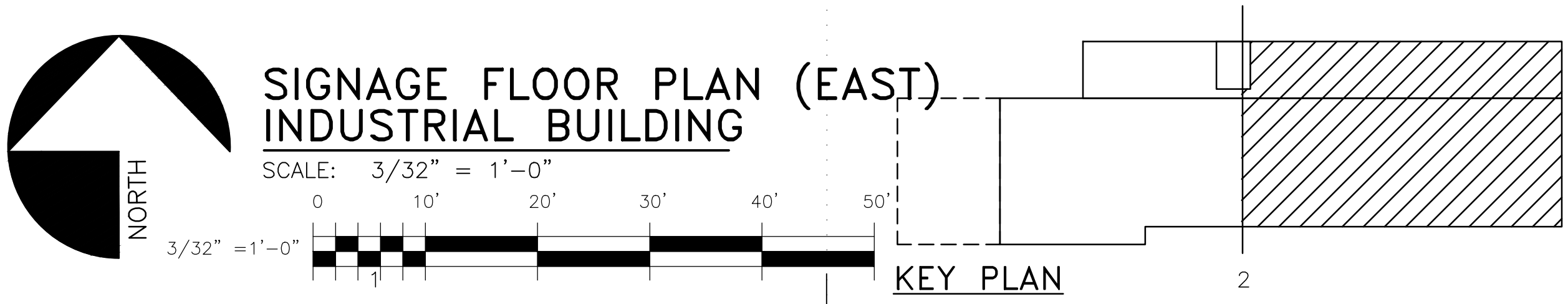
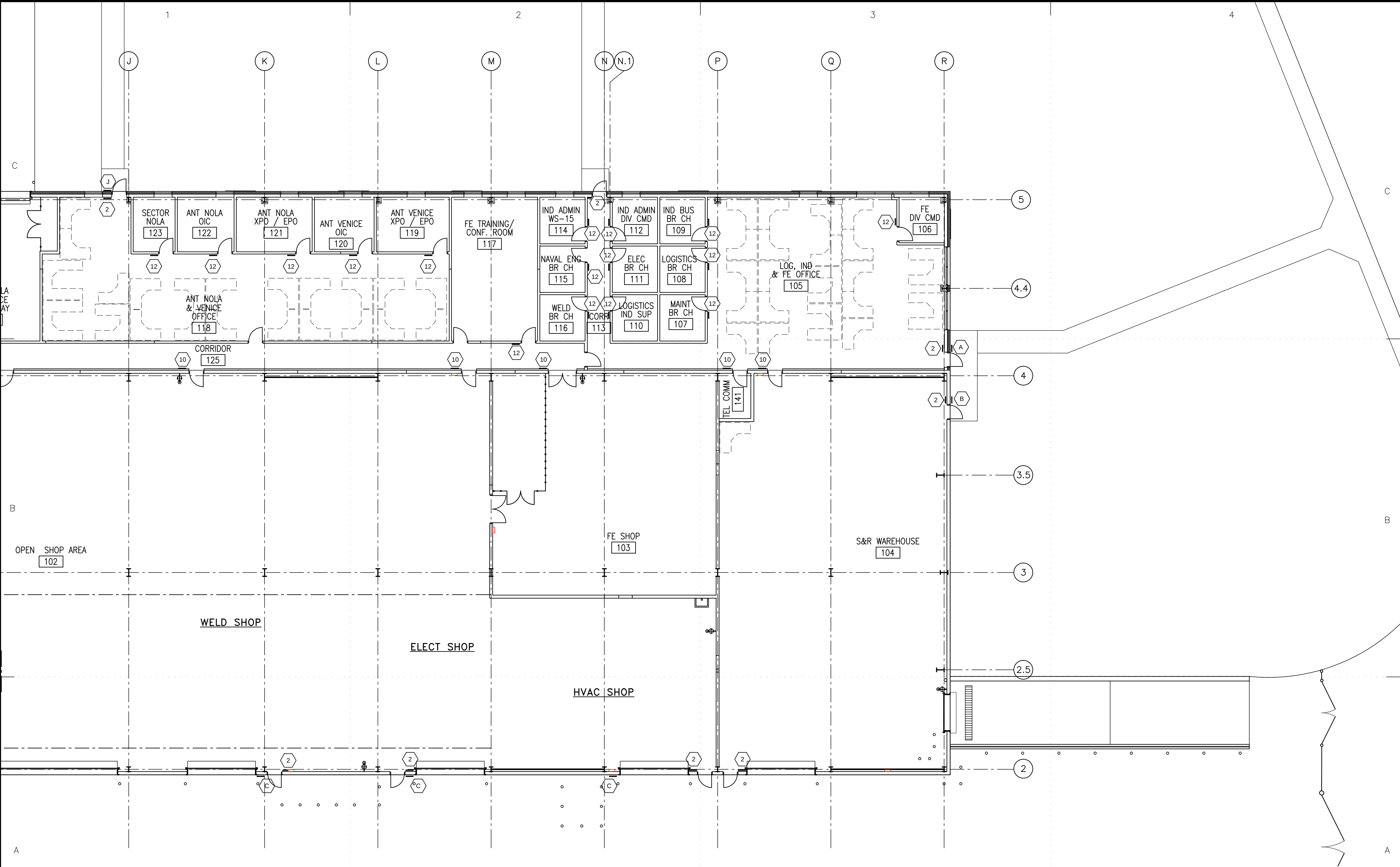
SHEET TITLE
**RECONSTRUCTION OF USCG
INTEGRATED SUPPORT COMMAND
NEW ORLEANS LA
NASA MICHoud**

SECOND FL. SIGNAGE PLAN

REVIEWED BY:	REVIEWED BY:	REVIEWED BY:
PROJECT ENG.	BRANCH CHIEF	TECH. DIRECTOR
APPROVING OFFICER		DATE

PROJECT NUMBER	DRAWING NUMBER
32-L02001	A32L02001G107
DISCIPLINE/SHT NO	SHEET 9 OF 405
G107	





○ SIGNAGE SYMBOL
SEE SPECIFICATIONS FOR SIGNAGE TYPE AND DESCRIPTION

AS BUILT DRAWINGS
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A JOINT VENTURE

BROADMOOR
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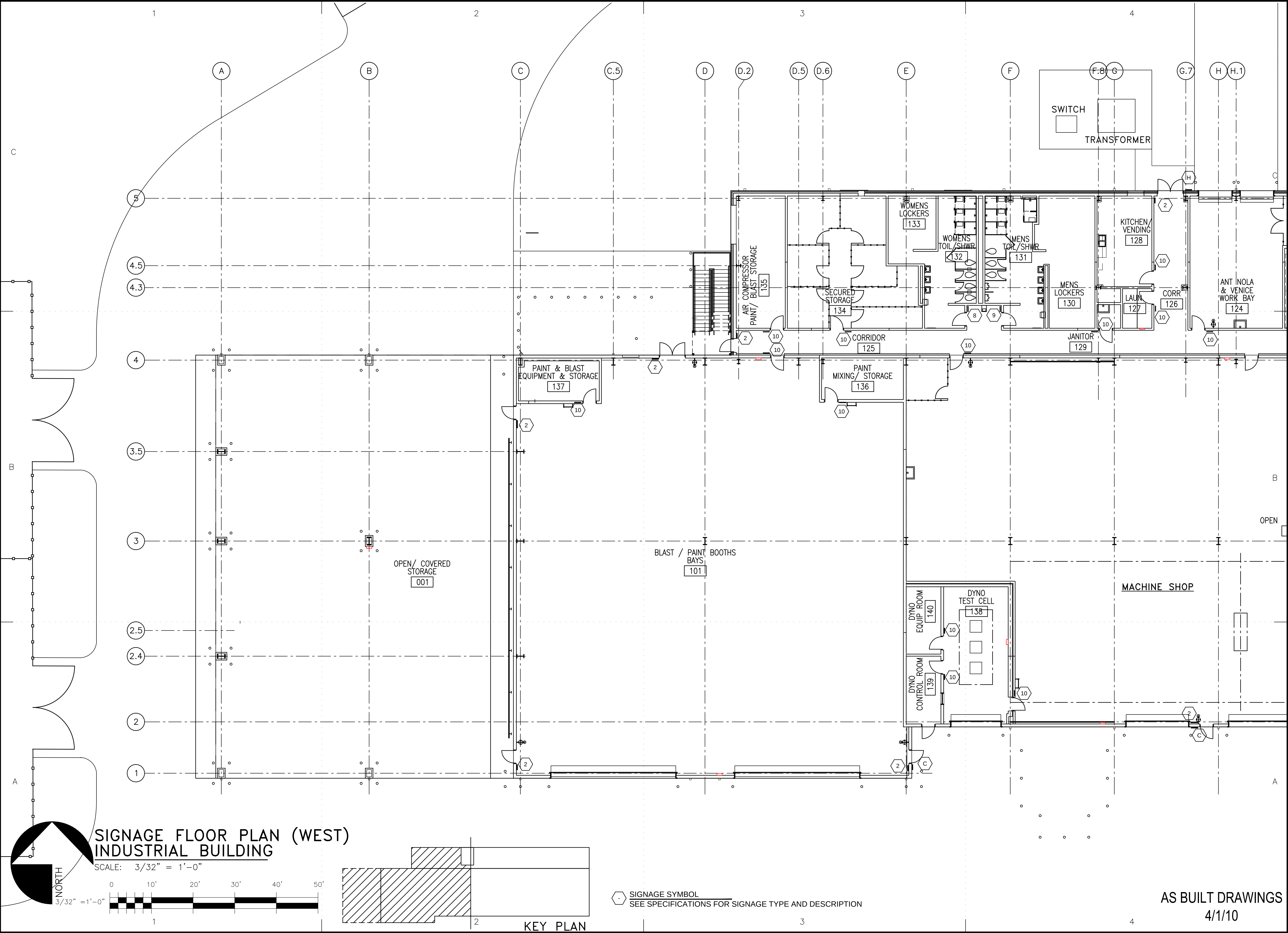
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SHEET TITLE		
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SIGNAGE PL. (EAST)-INDUST		
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PROJECT ENG.	BRANCH CHIEF	TECH. DIRECTOR
APPROVING OFFICER		3/9/09 DATE
PROJECT NUMBER		DRAWING NUMBER
32-L02001		A32L02001G114
DISCIPLINE/SHT NO		SHEET 268 OF 405
G114		

Rm 118	Rm 117	Rm 114	Corridor 115	Rm 112	Rm 109	Rm 105
		Rm 115		Rm 111	Rm 108	
		Rm 116		Rm 110	Rm 107	
Corridor			125			
						Rm 104



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SHEET TITLE

RECONSTRUCTION OF USCG
INTEGRATED SUPPORT COMMAND
NEW ORLEANS LA
NASA MICHLOUD

SIGNAGE PL. (WEST)-INDUST

REVIEWED BY:	REVIEWED BY:	REVIEWED BY:
PROJECT ENG.	BRANCH CHIEF	TECH. DIRECTOR
APPROVING OFFICER		3/9/09 DATE
PROJECT NUMBER		DRAWING NUMBER
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DISCIPLINE/SHT NO		G113
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	Rm 133		Rm 131		Rm 128	Corridor 126	
	Rm 132		Rm 130		Rm 127		
Corridor 125 (cont'd)							